

CIRCULATION POLICY

FULL ACCESS LIBRARY CARD (*onsite and electronic*) (Revised September, 2019)

A full access library card can be used to access both our digital and physical collections. It allows you to check out printed books, periodicals, CDs and DVDs.

A full access library card also allows you to use public computers at the library.

- A. All patrons are required to have their own valid Morristown-Hamblen County Library card to check out material. (A valid card is defined as one that is not expired, has no delinquent materials checked out, and is under the fine limit of \$5.00.) The patron's library card also provides access to public computers. Patrons who do not have their card may be given a Guest Pass for the day to access public computers. Children age 13 and under may use public computers in the Children's Library (lower level). They are subject to the previously outlined rules.
- B. A **free** library card can be obtained by any applicant who is:
 1. A resident of Hamblen County.
 2. A resident of counties bordering Hamblen County who works in or attends school in Hamblen County.
 3. A student attending a school or a college located in Hamblen County.
 4. A resident of bordering counties served by the Regional Library system where said counties reciprocate this privilege.
- C. A **fee-based** Full Access library card can be obtained by an applicant who is not a resident of Hamblen County or surrounding counties at a cost of **\$25.00 for a 1-year card**. Fee-based cards are issued to Tennessee Residents only and can be reactivated at cost every two years.

FULL ACCESS LIBRARY CARD RULES (Revised September, 2019)

A. Identification

All applicants must provide verification of name and address. Acceptable verification may include

- 1) current state or federally issued photo ID (ex: driver's license, State issued Photo ID, US Passport, Matricula Consular Card, US Visa) and
- 2) Postmarked mail within the last two weeks with name and address. A postcard will be sent to verify address if postmarked mail is not presented.
- 3) Additional proof of address may be required (ex: a current utility bill).

B. Juveniles

Any person younger than 18 must have a parent, grandparent, or guardian sign the application form signifying that the parent/guardian/grandparent will be financially responsible for the juvenile's transactions with the Library.

C. Change of Address

Patrons are required to inform the Library immediately of all address changes.

D. Lost/Stolen Library Cards

It is the patron's responsibility to report a stolen library card as soon as possible and to then obtain a replacement card for a pre-determined fee. Materials checked out prior to the date of reporting the lost card are still the patron's responsibility

CIRCULATION OF MATERIALS

All information relating to material circulation can be found in the **Appendix**.

RESERVES SERVICES (Revised February 2023)

A Patron may reserve any circulating material on a first come, first-service basis. Material on reserve may not be renewed.

I. OVERDUE MATERIAL (Revised July, 2016)

Patrons must renew or return library material(s) on or before the date due or be liable for fines. (See Fee Schedule in the Fines Section of the **Appendix**. Fines do not accumulate on days the library is not open.) Any patron having material overdue four weeks or more is denied checkout privileges until the overdue material is returned and/or all fines/fees/replacement costs of materials are paid.

After three attempts to contact a patron about overdue material, the library may elect to pursue legal remedies.

II. FINES

A schedule for fines per item, accumulation of fines, and payment of fines can be found in the **Appendix**.

III. LOST, STOLEN, DAMAGED MATERIALS (Revised February 2023)

Library material lost, stolen, or damaged while checked out to a patron must be paid for by the patron. **The Library will not accept partial payments for each item and all items must be paid before continuing to check out materials.** The patron will pay a replacement cost and a \$5.00 non-refundable processing fee for lost or damaged materials. If lost or stolen material is returned to the Library within one year of the receipt date, at the discretion of the Library Director, the patron may receive a refund after presentation of the receipt for payment.

IV. DISPUTE OVER MATERIAL (Revised July, 2016)

The Library Director will review and make determinations regarding disputes and returned/non-returned materials.

DIGITAL ACCESS CARD (E-Card – electronic card) (September 2019)

If you already have a full access library card, you do not need a Digital Access Card. However, Patrons residing in the service area may opt for a digital only card. **Once registered** for a digital access card we will *email* you a digital access card number that gives you immediate access to our online streaming, download, and database content.

- e-Media: download or stream e-books, audiobooks, movies and magazines.
- Research & Homework: access newspaper archives, genealogy tools, professional magazines and scholarly journals
- Online Learning: Learn a new language, take a practice test, or access Great Courses.
- E-cards expire every 2 years. Patrons need only to call the Library to renew their card.

REQUIREMENTS TO REGISTER FOR DIGITAL ACCESS CARD

You must be age 13 or older, a resident Hamblen County, surrounding counties, or live within the Holston River Regional Library System, and you must provide your email address. You can call the library or come by in person to register for a digital access card.