



**HAMILTON EAST
PUBLIC LIBRARY**

CIRCULATION POLICY

Hamilton East Public Library strives to provide its users with optimal public service. To achieve this, the Library has developed policies regarding the borrowing and returning of Library materials, registration of borrowers, and the protection of our borrowers' personal information

CONFIDENTIALITY OF LIBRARY RECORDS

To protect the privacy of Library customers, the Library shall not disclose any Library record that identifies a person as having requested or obtained specific materials, information, services, or as otherwise having used the Library other than in the following situations:

- For operation of the Library.
- Upon written consent of the user.
- Pursuant to court order or where otherwise required by law. IC 5-14-3-4 (b16)

LIBRARY CARD ISSUING POLICY

Resident Cards

Because Delaware, Fall Creek, Noblesville, and Wayne Townships of Hamilton County, Indiana, support Library service through the payment of property taxes, HEPL will issue borrower's cards free of charge to residents of these areas. Information from the local assessor's office and the U.S. Census Bureau is used for final determination of residency.

The above individuals must present current photo identification and identification providing proof of residency.

Acceptable forms of photo identification are: drivers' license, state ID card, passport, military ID, school ID, or employment ID. These must not be expired and must include both name and photo.



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Acceptable forms of identification for proof of residency are: current drivers' license, current voter registration, utility bill or bank statement dated within the last 60 days, most recent report card, or current tax bill for property owned in Delaware, Fall Creek, Noblesville, or Wayne Townships of Hamilton County, Indiana. A post office box is not proof of residency.

Children, age 5 through age 17, of residents, who reside at the same address, may, with parental signature and parental identification defined by the above criteria, obtain a Library card. Children, ages 13-17, may be issued a borrower's card without parental signature by presenting photo identification and proof of residency as defined above.

Resident cards expire two years from the date of issue.

Non-resident Taxpayer Cards

Non-residents who pay property taxes in Delaware, Fall Creek, Noblesville, and Wayne Townships of Hamilton County, Indiana, have the same benefits as resident cardholders.

Non-resident taxpayers must present a current paid tax bill listing their name and the address of the property owned in the Library district. Cards may be issued to owners listed on the tax bill and individuals residing at the same address as the taxpayer. Each cardholder must provide current photo identification and identification stating their current address of residency as defined above.

Non-resident cards expire one year from date of issue.

Reciprocal Borrower Cards

Resident cardholders from Carmel-Clay, Hamilton North, Sheridan, or Westfield Washington Public Libraries in Hamilton County may use that card to access services at Hamilton East Public Library.

Individuals must present their valid Hamilton County resident borrower's card from one of the above Libraries as well as current photo identification and identification providing proof of residency as defined above to activate their reciprocal borrower account at HEPL.



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While reciprocal cardholders have access to print and non-print resources provided by HEPL, access to electronic materials such as databases and HEPL's downloadable collection is not available. Interlibrary loan requests for items not available through HEPL's collections must be requested through the patron's home Library.

Participants in reciprocal borrowing must conform to the rules and regulations of the Library from which they borrow, including loan periods and paying fines and fees that may differ from those of their home Library.

Reciprocal borrower cards expire one year from date of issue.

PLAC Cards

Public Library Access Card legislation was passed in 1992, effective January 1, 1993. Residents or non-resident taxpayers of any participating Indiana public Library district who have a current Library card are eligible to participate.

To purchase a PLAC card, these individuals must present current photo identification and identification stating their current address of residency as defined above in addition to their home Library card. After payment of the PLAC fee, a PLAC card will be issued and the cardholder's home Library card will be activated as a PLAC patron card at HEPL, or a HEPL card may be issued.

PLAC cardholders have access to print, non-print and electronic resources provided by HEPL. Interlibrary loan requests for items not available through HEPL's collections must be requested through the patron's home Library.

PLAC cards are valid one year from the date of purchase.

If an individual presents a PLAC card issued at another Library, their home Library card may be activated as an HEPL PLAC borrower card upon presentation of current photo identification and identification stating their current address of residency as defined above.

Cards will be issued only to the PLAC cardholder and expire one year from the date of purchase of the PLAC card.



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Non-Resident Cards

Individuals living in a non-library taxing district may purchase a Non-Resident HEPL Card by paying the current non-resident fee. After paying this fee, non-resident cardholders have the same benefits as resident cardholders.

Each cardholder must provide current photo identification and identification stating their current address of residency as defined above.

Non-resident cards expire one year from date of issue.

Teacher Cards

Teachers in any public or non-public K-12 school in Delaware, Fall Creek, Noblesville, or Wayne Townships of Hamilton County and live outside those townships may be issued an HEPL Teacher Card at no charge.

Teacher cardholders have access to print, non-print and electronic resources provided by HEPL. Interlibrary loan requests for items not available through HEPL's collections must be requested through the patron's home Library.

A teacher is defined as someone paid by a public or private school to teach a specific class or subject, or to act as an administrator of a particular school for a specified length of time. This excludes non-teaching employees and individuals who are substitute teaching for a limited period.

As proof of employment, the customer must show a current school issued photo identification card or another form of proof of employment. Each cardholder must also provide current photo identification and identification stating their current address of residency as defined above.

Teacher cards expire one year from date of issue.

Corporate Cards

Corporate Library Cards may be issued to schools, churches, government offices, organizations and businesses located in Delaware, Fall Creek, Noblesville, and Wayne Townships of Hamilton County Indiana.



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The principal, senior pastor or department head of a school, church or government office must agree to be responsible for all use of the account, apply for the card in-person, and present a business card or nametag listing their title in addition to acceptable photo ID.

The CEO of a corporation, executive director of an organization, or owner of a business must agree to be responsible for all use of the account, apply for the card in-person, and present a corporate or business license, current paid property tax receipt, or Certificate of Existence in addition to acceptable photo ID.

Use of a corporate account is limited to four adult (defined as being 18 or over) employees of the school, church, government office, organization, or business as designated by the principal, senior pastor, department head, business owner, executive director or CEO. One of the four designees must be the principal, senior pastor, department head, business owner, executive director or CEO setting up the account. These designated users must be listed on the account and present current photo ID as defined above at the time of each checkout.

Corporate cards expire one year from date of issue.

CIRCULATION OF MATERIALS POLICY

To meet the various needs of Library customers, Hamilton East Public Library maintains circulating collections including books, magazines, audio books, DVDs, and compact discs. The normal loan period is 21 days, although this loan period may be varied for materials in high demand. Limits may be set on the number of items borrowed for materials in high demand or for different borrower types.

- Customers who do not have their Library card with them may borrow materials by presenting current photo identification or the digital image of the Library card stored on an electronic device that can be read by HEPL scanning equipment.
- Most materials may be renewed up to five times if there are no holds on the items and it is a renewable item type. Items with a hold may not be renewed. After the fifth renewal, materials must be returned or billed as lost.
- Borrowing privileges, including card renewals or replacements, may be suspended for customers with overdue items or accrued fees of \$5.00 or more.



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- Accounts with unpaid fees of \$10.00 or more, or with materials that have been overdue for more than 60 days may be sent to an outside agency for collection.
- Any fees related to non-sufficient fund checks returned to the Library will be added to the customer’s account.
- Each borrower may have up to 60 items checked out at one time. Most items accrue an overdue fine of \$.25 per day per item. Individual item types may also have separate item limits. See **Circulation Loan Periods and Schedule of Fines**.

CIRCULATION LOAN PERIODS AND SCHEDULE OF FINES

TYPE OF ITEM	CIRCULATION PERIOD	LIMIT ON CARD	CAN RENEW?	FINE PER DAY	MAXIMUM FINE
Children's books with CD or audio cassette	21 days	none	Yes	\$0.25	\$10.00
Books and Audiobooks (cassette or CD)	21 days	none	Yes	\$0.25	\$10.00
Books: New Bestseller Express	14 days	none	No	\$0.25	\$10.00
Books: new releases/fiction & non-fiction	14 days	none	Yes	\$0.25	\$10.00
Comic Books	21 days	none	Yes	\$0.25	\$10.00
Music on CD	14 days	10	Yes	\$0.25	\$10.00
DVD Bestseller Express	7 days	10	No	\$0.25	\$10.00
DVD feature films	7 days	10	Yes	\$0.25	\$10.00
DVD non-fiction films	21 days	none	Yes	\$0.25	\$10.00
Magazines: most current issue	non-circulating				
Newspapers	non-circulating				
Newspapers with barcodes	21 days	none	Yes	\$0.25	\$10.00
Pamphlets/Vertical Files	21 days	none	Yes	\$0.25	\$10.00
Phonics cassette kits	90 days	none	Yes	\$0.25	\$10.00
Toys [circulating]	21 days	none	Yes	\$0.25	\$10.00



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FEES FOR SERVICES

The Hamilton East Public Library provides myriad services that are outside the parameters required by the State of Indiana. Some of these services have accompanying fees associated with them. Fees are assessed for photocopies, computer printouts, data storage devices, etc. These fees are outlined below.

SERVICE	FEE	DETAILS
Photocopies/black & white	\$0.10	per sheet; single sided
Photocopies/color	\$0.25	per sheet; single sided
Computer printout/black & white	\$0.10	per sheet; single sided; pre-paid
Computer printout/color	\$0.25	per sheet; single sided; pre-paid
Prints from microforms	\$0.10	per sheet; single sided
CD or USB data stick for data storage	\$1.00 CD/ \$5.00 USB	per CD or USB stick
Replacement HEPL card	\$1.00	
Referral to UMS for collection	\$10.00	Billed at time account referred to UMS
Processing fee for lost or damaged item	\$5.00	Fee reflects cost involved in obtaining replacement and making it ready for circulation

LOST AND DAMAGED MATERIALS POLICY

To maintain collections of appealing items in good repair for public use, Hamilton East Public Library assesses fees for lost or damaged materials.

Customers who lose borrowed Library materials are charged the replacement price of the item and borrowing privileges are suspended in accordance with the Circulation of Materials Policy.

There is an additional processing fee assessed for each lost item (see **Fees for Services**).



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When customers return an item that was lost and paid for, they may receive a refund of the price of the item for 30 days after the date of payment. A receipt with the amount paid shall be given to the customer at the time payment is made. Refund checks will be issued upon Board approval at the next scheduled Board meeting. Any materials returned after the 30-day period are not eligible for any refunds and the customer may keep these materials.

Items returned with replaceable missing parts or repairable damage will be assessed the appropriate charge for repair or replacement of parts plus a processing fee. If parts cannot be replaced, the customer will be charged for replacement of the entire item.

If materials returned are damaged to the extent they cannot be put back on the shelf the customer will be charged the full price of the item plus a processing fee. The customer may then keep those materials.

Because we reserve the right to replace specific lost or damaged items with more up-to-date versions or formats based on Library needs, HEPL does not accept replacements in lieu of payment for lost or damaged items.

Approved by Hamilton East Public Library Board of Trustees—June 2012; revised March 2016