



## CIRCULATION SERVICES POLICY

The library reserves the right to revoke borrowing privileges (including computer use) at any time when fees are not paid, library material is not returned, library policies are not followed, or if suspected unauthorized use or activity is observed or identified.

Patrons must present their library card to check out items or present another form of ID to prove identity. Patrons who are authorized users on another patron's account must present their ID to check out items using that account.

A total of fifty (50) items may be checked out at any one time per resident, nonresident, MSU, school personnel, and staff card. Juvenile cards may have a total of twenty-five (25) items checked out at any one time. Temporary cards may have a total of ten (10) items checked out at any one time.

Physical Items	Checkout Period	Limit
Books	3 weeks	50
DVD & Blu-ray	3 weeks	10
Audio Books	3 weeks	10
Fishing Pole	1 week	10
Library of Things	1 week	2

Libby	Checkout Period	HOLD	Limit
eBooks and Audiobooks	3 weeks	10	
eMagazines	2 weeks	10	

Hoopla	Checkout Period	Limit
eBooks, Audiobooks, & Comics	3 weeks	5
eMagazines	1 week	5
Music	1 week	5
Movies and TV Shows	3 days	5
<i>*Borrowing is limited to a maximum of 5 items total monthly.</i>		

## HOLDS

If a patron wants to use an item that is currently checked out, a hold may be placed by the patron either online, in person, or by phone. The library will be happy to call when the item is available. Please have your library card ready when placing holds. A maximum of ten (10) holds per card at any one time. A maximum of four (4) items may be placed on hold per temporary card. Users have seven days to pick up items once they are available.

## RENEWALS

Eligible library materials will automatically be renewed after a three-week checkout period. Overdue materials may not be renewed. Items not eligible to be renewed include:

- Items with an active hold
- Fishing Poles
- Library of Things

## OVERDUES/FINES

The West Plains Public Library operates on the principle that patrons can be trusted to return materials in a timely manner. Currently, fines are not charged for overdue materials. Any overdue fines incurred prior to January 1, 2024 are forgiven. Patrons will not be allowed to check out additional items if there are current overdue materials on their account or if there is money owed for lost or damaged items, including processing fees. Please note the library does charge fines on Library of Things materials and fishing poles.

## OVERDUE MATERIALS PROCEDURE

Eligible materials will be automatically renewed for an additional three-week period. Items that are ineligible for automatic renewal include those with an active hold, items from the Library of the Things, and fishing poles. It is crucial for library patrons to regularly check their Missouri Evergreen app notifications and to sign up for email and text notifications. Staying updated through these channels ensures that they are promptly informed about due dates, overdue items, and any changes to their borrowed materials. If materials are kept past their indicated due date, the following procedures will take effect:

- One Day: An email notice will be sent reminding patrons that their library materials are overdue.
- 15 Days: A print notice will be sent reminding patrons that their library materials are fifteen (15) days overdue.
- 32 Days: Materials on the patrons account will be marked lost. The patron's account will be billed for all materials not returned. A final notice will be sent detailing the charges. Please see the text below. A "final notice fee" of \$10.00 will be added to the account.
- 46 Days: A complaint will be filed with the Municipal Division of the Howell County Circuit Court per West Plains city ordinance section 28-120.

## FINAL NOTICE MESSAGE:

*Retaining library materials is a violation of West Plains city Ordinance Sec. 28-120, Offenses and Miscellaneous Provisions, Detaining Library Materials, which provides for prosecution for theft of library materials. If these items are not returned immediately, West Plains City Ordinance Sec. 28-120 requires this matter to be submitted to the Municipal Division of the Howell County Circuit Court. Any restitution associated with a filed complaint must be paid to the library in cash, cashier's check or money order.*

If a patron pleads guilty, or is convicted for violation of the city of West Plains Municipal Ordinance, section 28-120 (Detaining Library Materials), that individual's borrowing privileges with the Library shall be suspended until reinstated as follows:

First Offense:

- Pay \$25 administrative fee; and
- Borrowing privileges suspended until restitution paid per Borrower's policy.

Second Offense:

- Pay \$50 administrative fee; and
- Borrowing privileges suspended until restitution paid per Borrower's policy.

Third Offense and thereafter:

- \$100 administrative fee; and
- Borrowing privileges suspended during period of court probation.

Note: If fine or jail time instead of probation, then policy is to not allow borrowing privileges for a two-year period following conviction.

LOST MATERIALS:

Items not returned within ten weeks of the due date are marked lost and billed at full replacement cost plus a \$5 non-refundable processing fee per item.

Items returned after the twelve-week period may be accepted at the discretion of the library. If the item is returned after having been billed and is deemed acceptable, the library will simply void the lost materials charge and processing fee.

DAMAGED MATERIALS:

Items are considered damaged at the discretion and evaluation of library staff. If an item is damaged, the patron is charged for the cost of the item, plus a \$5.00 nonrefundable processing fee. In the case of damage, neither of these fees are refundable. Upon payment for the damaged item and processing fees, the patron may keep the item. If an Interlibrary Loan item is damaged or lost, the total cost of the material will be charged, plus the required \$5.00 non-refundable processing fee. Additional charges are at the discretion of the lending library. Fees for lost or damaged items include the cost of replacing the item. Fees may be forgiven if the loss or damage of library materials was caused by a fire, natural disaster, or theft; a copy of a law enforcement, fire, or insurance report that supports the loss is required. Other types of appropriate documentation will be considered.

Library accounts with unpaid damaged items totaling \$15.00 or greater will be sent for prosecution to the Municipal Division of the Howell County Circuit Court per West Plains city ordinance 28-121. Damaged items are retained for up to three months depending on the condition of the item. After three months, the item is discarded.

No refunds for any charges will be issued to patrons whose overdue materials have been submitted to Municipal Court for prosecution.

## XIX. SERVICES FEE SCHEDULE

Non-Resident Membership	\$40.00
Insufficient Funds Returned Check	\$25.00
Library Card Replacement	\$1.00

***Charges for lost or damaged materials will be the replacement cost for the item.***

### Fines

Library of Things	\$1.00 each day item is late
Fishing Poles	\$ .25 each day item is late

### FAX

\$2.00 1<sup>st</sup> Page  
\$1.00 each additional page

Copies	Black & White	\$.20 each
	Color	\$.50 each

Laminating	8 ½ X 11	\$1.75 each
	11 X 17	\$2.25 each
	Poster	\$4.00

The West Plains Public Library Fee Schedule applies to all patrons and borrowers choosing to use the resources of the West Plains Public Library and that Fee Schedule set.

*Revised policy approved at the December 2023 meeting of the West Plains Public Library Board of Trustees, Jarryd Alsup, presiding.*