



Circulation Practices

All staff of the Okefenokee Regional Library System are expected to comply and enforce the policies as outlined in the PINES Circulation Policies and Procedures Manual.

While we may have some locally unique circulation practices, these are not to conflict with the PINES Circulation Policies and Procedures Manual.

In an effort to provide guidance to staff and to ensure that practices are consistent between branches, we have provided specific practices that should be followed at all branches of the Okefenokee Regional Library System.

While managers and librarians may take extenuating circumstances into consideration and make exceptions to these practices on a case-by-case basis, under no circumstances can any OKRLS staff member make blanket rules that violate these policies and/or practices.

Library Cards

Per PINES, all Georgia residents are eligible for a PINES Library card. To apply for a card at an OKRLS branch, they must be able to present:

- 1) A Photo ID showing current local address (PO Box is acceptable), **OR**
- 2) A Photo ID and one item from the acceptable ID list below, **OR**
- 3) Two (2) items from the acceptable ID list.

Acceptable ID List:

- ✓ Valid driver's license
- ✓ Valid voter registration card
- ✓ Valid matricula consular
- ✓ Checks with pre-printed addresses
- ✓ A utility bill (gas, electric, cable, internet, water/sewer, waste management)
- ✓ Tax receipt or other piece of mail that shows the user's name and present address

If a patron does not have a current residence, they may present a letter from a local organization that verifies their participation in the organization's programs and/or services. For instance, a patron who is homeless may be staying at a church or other organization that serves the homeless; that patron can get a letter from the legal authority for that organization (probably the pastor) to verify their participation in the program.

- When registering these patrons for Library cards, make sure to give them a "Restricted" User Permission Group. This will limit their circulation to two (2) items at a time and they will be blocked if they accrue any fines.
- You may change their User Permission Group to "Patron" should they present proof of current (permanent) address.

If the patron has recently moved and/or does not have anything in their name at their current address, you may send them a postcard. When they receive this postcard, they can present that as proof of current address to get a Library card.

If a parent wants to get their child (under 18 years of age) a Library card:

- The same rules for ID apply; the parent's ID is presented for the child;
- The parent does not have to have a Library card to sign their child up for a Library card;
- Always search for the parent and the child before registering the child for a Library card;
- If the parent has a Library account with a balance due, they must pay that to \$0 to register their child for a Library card.

To renew a patron's Library card, the cardholder must:

- 1) Have a \$0 balance and any group members who are under 18 years of age must not owe \$10.00 or more on each account;
- 2) Present acceptable ID from the above list

**If someone's account has just expired and they do not have acceptable ID on them, OR if they owe some money (but less than \$10.00), please give them another 30 days on their expiration so that they can still do what they need to do that day at the Library and give them time to bring in their ID or their money to pay their fines. Add an alert in the patron's record: "Patron was informed that they needed their ID to renew their card, expiration extended 30 days, mpowersjones/3-2-18/OKRLS." This will let other staff know that the patron has already had their extension and is aware of what they need to do.*

Checking Out Materials

Patrons can check out up to fifty (50) items per card. The exceptions to this are:

- 1) New Materials (books, DVDs, etc. that are less than six (6) months old) are limited to three (3) of each format;
- 2) DVDs are limited to no more than fifteen (15) per family;
- 3) Board Games are limited to two (2) board games per Library card with a one (1) week circulation period;
- 4) Video Games are limited to Library use only.

Please note that it is against PINES policy and the practices of OKRLS to place any additional or further restrictions on patrons beyond the limits listed above.

Anyone with a Library card can check out anything in the Library; we do not have age restrictions for any materials and do not act "in loco parentis" – i.e., parents are responsible for what their children check out, not Library staff.

Fees and Payments

If a patron needs a service such as printing, faxing, notarizing, etc., but does not have the funds to pay at the time of the service, Library staff can bill a patron's account.

Before providing the service, make sure that the patron's account is:

- 1) Current (not expired);
- 2) Has accurate information (address, phone, etc.);
- 3) Does not owe \$10.00 or more.

**If a patron's account is expired or has incorrect information, please verify ID and correct/update the account. If a patron owes \$10.00 or more, you may not provide the service without payment up front.*

Computer and Internet Services

You can give a temporary password to allow computer / internet use on a limited basis. All patrons are eligible for up to three (3) temporary passwords – *regardless of whether or not they are a Georgia resident.* This includes patrons who:

- 1) Do not have their Library cards on them, or the means to get or replace their Library cards;
- 2) Owe \$10.00 or more (please have them pay for their print-outs before printing).