

Circulation Policy

Access

To accomplish the Muncie Public Library's mission, the buildings, computers, and general resources are open to the public. Materials may be borrowed by any resident or individual who otherwise qualifies to register for a card. A card must be in good standing to borrow materials.

Identification

Applicants must present proof of residence and valid photo identification to obtain a card with borrowing privileges.

Registration for Minors

Anyone under 18 may obtain a Library card with borrowing privileges if their parent or legal guardian is willing to sign the registration. The parent or legal guardian will need a card in their own name that is in good standing, unless their child only qualifies for a Foster Card, Student Card, or received an S-Card through their school. In either case, the parent or legal guardian is responsible for any items lost or damaged on the minor's card. Depending on the type of card, a minor's account may not accrue overdue charges. Specified materials may be restricted from checkout by a minor or on a minor's card. The account's expiration date and item limitations will depend on the type of card the minor obtained. Refer to the card types below for further details.

Library Cards

- New Resident Borrower cards are issued to anyone who is eligible. If the customer is in good standing after 3 months, the card can be converted to another card type with borrowing privileges. Twenty-five (25) items total can be checked out on the card. Five (5) items may be audio visual, 1 of which may be a video game.
- Resident cards are available to all residents and/or property owners in the taxing district. Customers who own property but do not live in the taxing district must show a property tax receipt or other proof of ownership. Cards are good for 3 years. Seventy (70) items total can be checked out on the card. Twenty-five (25) items may be audio visual, of which 4 may be video games.
- Nonresident cards are available to anyone outside of the Library taxing district who wishes to make Muncie Public Library their home library. A nonresident card provides full access immediately to all borrowing privileges. It may be obtained by paying an annual fee that is determined yearly. Cards are good for 1 year. Seventy (70) items total can be checked out on the card. Twenty-five (25) items may be audio visual, of which 4 may be video games.
- Foster cards may be obtained for minors actively in foster care. They are subject to the same registration requirements as any other minor, but their foster parent is not required to have a card in the system. Cards are good for 1 year. The minor will be exempt from overdue charges, but responsible for all lost and damaged fees. Seventy (70) items total can be checked out on the card. Twenty-five (25) items may be audio visual, of which 4 may be video games.
- Public Library Access Cards (PLACs) are available to Indiana residents who have a library card with another Indiana public library. A PLAC card provides full access

immediately to all borrowing privileges. PLAC fees change yearly and these cards can only be obtained from the Maring-Hunt Library location. Cards are good for 1 year. A PLAC card can be used at all participating Indiana libraries. Seventy (70) items total can be checked out on the card. Twenty-five (25) items may be audio visual, of which 4 may be video games.

- Reciprocal cards are available due to a reciprocal agreement between Muncie Public Library and Mt. Pleasant Township Public Library. A customer in good standing at their home library is eligible for a card at the other library as well. Cards are good for 1 year and may be renewed if the Reciprocal Borrowing Agreement is in effect. Seventy (70) items total can be checked out on the card. Twenty-five (25) items may be audio visual, of which 4 may be video games.
- Organization cards are available for the owner of a business or the local head of a nonprofit located within the taxing district. To obtain a card, proof should be provided that includes the name of the organization, the address, the owner/head or representative's identification, and a property tax receipt or the tax exemption number. The owner/head can designate a representative to register and use the card, but the representative will need a signed letter of approval from the owner or head. Cards will be issued in the name of the organization and are good for 1 year. All fines and fees are the responsibility of the organization. Seventy (70) items total can be checked out on the card. Twenty-five (25) items may be audio visual, of which 4 may be video games.
- School cards may be obtained by the principal, librarian, or director of a licensed school, pre-school, Head Start, or day care located in the taxing district. They will provide proof that includes the name of the school, address, and other prescribed information. Cards will be issued in the name of the school. The school will be exempt from overdue charges, but responsible for all lost and damaged fees. Cards are good for 1 year. One hundred and fifty (150) items total can be checked out on the card. Twenty-five (25) items may be audio visual, of which 4 may be video games.
- S-Cards are issued to students and staff members of partner organizations who participate in the shared catalog project. Cards will be active while the student or staff member remains part of the partner organization. Partner organizations determine borrowing limits for their own materials. While exact borrowing rules vary based on the type of S-Card issued, students with S-Cards can check out 70 items total. The student and faculty will be exempt from overdue charges, but responsible for all lost and damaged fees. Five (5) items can be juvenile DVDs and 2 can be juvenile video games. Partner organization staff members have the same borrowing privileges as Teacher cards.
- Student cards may be obtained by anyone attending a licensed school inside the taxing district who does not qualify for an S-Card. Students under 18 are subject to the same registration requirements as any other minor, but their parent or legal guardian is not required to have a card in the system if they do not live in the taxing district. Cards are good for 1 year. The student will be exempt from overdue charges, but responsible for all lost and damaged fees. Seventy (70) items total can be checked out on the card. Twenty-five (25) items may be audio visual, of which 4 may be video games.

- Teacher cards are available to anyone who teaches at a licensed school in the taxing district who does not qualify for an S-Card. Cards are good for 1 year. The teacher will be exempt from overdue charges, but responsible for all lost and damaged fees. One hundred and fifty (150) items total can be checked out on the card. Twenty-five (25) items may be audio visual, of which 4 may be video games.
- Employee cards are available to anyone who works at Muncie Public Library, has retired from the Library, or currently serves on the Board. Employee cards are exempt from overdue charges, but responsible for all lost and damaged fees. Seventy (70) items total can be checked out on the card. Twenty-five (25) items may be audio visual, of which 4 may be video games.
- Computer Guest cards are non-borrowing cards and may be issued to anyone who does not have a Muncie Public Library card and wishes to use the Library's computers and internet. The card is valid for 1 year.

Check Out & Card Replacements

After registration, the account holder or their representative must have the card in hand or a digital copy to check out materials. If a card is lost, an adult can get a replacement by showing photo identification, while a minor needs to verify the card holder's information. The first replacement is free. Thereafter, each replacement card is \$1. It is the responsibility of the card holder to inform the Muncie Public Library if a card is lost or stolen and is responsible for all material and charges accumulated before notification.

Overdue Charges

If an item is returned overdue in good condition, the Library will not charge a customer more than 75% of the cost of the item in overdue charges. Customers may choose to be notified of overdue materials on their card, and may be contacted by e-mail, text, or mail. A failure to receive notification will not alleviate responsibility for overdue fees.

Lost and Damaged Materials

Customers are responsible for all materials checked out on their Library card. If materials are lost or damaged and no longer fit for circulation, the customer will be charged the cost of the item as stated in the item record. Damaged items will be held for pick-up for 30 days after the initial charge and become the property of the customer upon payment. Exceptions will be made if the item is not safe to house, due to condition or contamination issues. Receipts are given to customers who pay for lost or damaged materials. The Library will not give refunds if items are found and later returned.

Collection Agency

Names of customers whose materials, fees, or other charges exceed \$25 will be sent to a collection agency, and an additional processing fee will be added to their account.

Check Out or Loan Periods

- 4 Hours.....Laptops (In-House Use Only)
- 3 Days.....Blockbuster DVDs
- 7 Days.....CDs, Video Games, and Juvenile Holiday Books
- 14 Days.....New Print, Hotspots, Movie & Nonfiction DVDs, Blu-Rays, Other Technology Equipment
- 28 Days.....Regular Print and Books on CD

Returning Materials

Customers are responsible for returning all items by or on their due date.

E-materials

The Library offers a number of e-materials that can be accessed using a card with borrowing privileges. Specific providers, item limitations, and loan periods vary depending on current subscriptions.

Item Renewals

Items may be renewed online, in person, or over the phone if there is no hold on the item. No more than four renewals per item are allowed. Blockbuster DVDs cannot be renewed.

Holds

All circulating Library materials (except Blockbuster DVDs) may be placed on hold. Notification that a hold has arrived and is ready for pick up may be made by e-mail or text. Materials on hold will be held for 7 days.

Fines and Fees Policy*

In order to encourage a timely return of materials, the Library will charge a fine for late returns.

Exceptions include:

- Card holders who are limited to only print materials.
- Teachers and educational institutions within the service area
- Materials on loan to other libraries
- Students using an S-Type card

Fees

Additional fees may be assessed under other policies, but in general, the following fines and fees are effective throughout the system.

Extended (Overdue) Fees

Activity kits and games	\$1.00 per day per item
Indiana State Museum & Eiteljorg Museum pass	\$1.00 per day per item
Hotspots	\$3.00 per day per item
All other materials	\$0.10 per day per item
ILL	\$0.25 per day per item
Internal checkout of electronic equipment	\$1.00 per hour per item

Other Fees

AV packaging	\$2.00
Collection agency charge	\$10.00 per person, per incident
Printed B/W copies	\$0.15 per sheet
Printed color copies	\$0.30 per sheet
Banners	\$ at cost to Library
Posters	\$ at cost to Library
3-D copies	cost based on weight
Lamination	\$0.40 per sheet 8 ½"x11", \$0.80 per sheet 11"x17"
Damaged page, jacket, barcode, bags, RFID tags	\$1.00
CD's/DVD's	\$1.00 each
Genealogy research	\$15 an hour, minimum of \$8 exclusive of copies/mailling
ILL lost material	(as determined by lending library)
ILL not picked up	\$2.00 per item
ILL photocopies	\$5.00 minimum
Item replacement	\$ cost of item as stated in the item record (no refunds will be made for items paid for and later found)
Nonresident card	(changes yearly)
Photo print	\$0.50 per sheet 4"x6", \$2.00 per sheet 8.5"x11", \$5.00 per sheet 13"x19"
Replacement cards	first replacement card is free, thereafter \$1.00
Returned check	\$20.00 per incident
Equipment	cost to repair or replace
Offsite training	negotiable
PLAC	(changes yearly)
Proctoring fee	\$10.00

Fines Waiver & Expired Card Account and Fines Purge Policy

Fines are eligible for a request to be waived when any of the following occur:

- Upon return of an item, fines can be waived down to 50% of the cost of the item as stated in the item record.
- When a patron applies for an adult card, previous fines accrued as a juvenile card holder can be waived.
- Patrons admitted to a hospital/rehabilitation center had fines begin to accrue after admission.
- Fines accrued when there was a death in the family, including death of the patron.
- Proof of bankruptcy after fines were accrued. This allows waiving of overdue & collection fees only. Unreturned materials on cards of patrons who have filled bankruptcy are not waived unless purging conditions below are met or materials are returned.
- Other fines can be waived at the discretion of a Circulation Assistant II, Circulation Supervisor, or Circulation Manager.
- Fines that qualify under this policy but are paid without a waiver request from the patron beforehand are non-refundable.
- Library card accounts are eligible to have fines waived and be purged from the Library's electronic records when they meet either one of the following conditions:
 - Cards expired for 3 years and owing less than \$15.
 - Cards expired for 6 years or more and owing more than \$15.

*Eiteljorg Museum Passes added April 2022. Fines Waiver & Expired Card Policy added August 2022.