

# **Crawfordsville District Public Library Circulation Policy**

## **I. PURPOSE**

Crawfordsville District Public Library's Circulation Policy provides general information about the types of library accounts; the use of library cards; loan periods; overdue items; interlibrary loan services; and lost, damaged, and claims returned materials.

## **II. POLICY**

Crawfordsville District Public Library (CDPL) promotes the free and convenient use of library books and materials and assures that materials will be available for public use.

Library cards from the CDPL provide access to a wide variety of information and services at the Library. Library cards remain the property of the Library and usage may be suspended if Library policies or the Behavior Rules/Code of Visitor Conduct are violated.

### **A. Principles of Access**

1. The principles of access to library materials are embodied and expressed in the American Library Association's Library Bill of Rights and its interpretations and its Freedom to Read and Freedom to View statements, which have been adopted by the Board of Trustees of the Crawfordsville District Public Library.
2. The Board of Trustees has established policies that foster the widest possible access to the library's materials and services. Access will not be denied or abridged because of religious, racial, social, economic, or political status; or because of mental, emotional, or physical condition; age (except as noted in C.2.d); gender identity; or sexual orientation.
3. The Library abides by the Americans with Disabilities Act and will make reasonable accommodations to provide access to library materials for people with disabilities.

### **B. Confidentiality of Library Records**

1. In accordance with Indiana Code IC 5-14-3-4 and American Library Association policies on library records, all records relating to library patrons and their use of library materials and services are strictly confidential. Minors are accorded the same confidentiality rights as adults under Indiana law.
2. Library staff may access personally identifiable information stored in the library management system only for the purpose of performing assigned library duties. Library staff members are not authorized to disclose such records to any third party except where required by law or to fulfill a service request.

3. The Library cannot guarantee that reference and informational transactions by telephone or at a public service desk are secure and confidential as they might be overheard by other individuals.
4. See CDPL's Patron Privacy Policy for more details.

#### C. Borrower Responsibilities

1. Patrons must have an active account in good standing to borrow materials.
2. Library cardholders are responsible for all activities related to the use of their cards, including:
  - a. Keeping library cards secure. Materials checked out on library cards, including those checked out up to the point a card is reported lost or stolen, are the responsibility of the cardholder.
  - b. Returning materials in good condition. A charge will be assessed for lost or damaged materials up to the cost of the item.
  - c. Payment of fees. Failure to pay for lost or damaged items will result in suspended borrowing privileges.
  - d. Parents/legal guardians are responsible for guiding the selection of materials by their children under the age of 18 and assume responsibility for use of cards for children under the age of 18. Limited access cards are available; patrons with limited access cards are ineligible to check out audiovisual materials with ratings of R or M.
  - e. Payment of fines and fees of children under the age of 18. With the exception of emancipated minors who are responsible for their own accounts, parents or legal guardians assume responsibility for fees that accumulate on the cards of their children under the age of 18. Parents and legal guardians may have access to the information associated with materials that have accrued fees.

User Type	Expiration Date	Max Items Out	Max Holds	Fine/Fee Threshold	Overdue Item Threshold	Rated R/M A/V items
<i>Full Access to Consortium</i>						
Resident	2 years	100	30	\$10.00	15	Yes
Resident-Limited Access	2 years	100	30	\$10.00	15	No
NonResident	1 year	100	30	\$10.00	15	Yes
NonResident-Limited Access	1 year	100	30	\$10.00	15	No
Outreach	2 years	100	30	\$10.00	15	Yes
PLAC	1 year	100	30	\$10.00	15	Yes
PLAC-Limited Access	1 year	100	30	\$10.00	15	No
Staff	2 years	100	30	\$10.00	15	Yes
<i>Access limited to library issuing the card</i>						
Reciprocal Borrower	1 year	100	30	\$10.00	15	Yes
Reciprocal Borrower-Limited Access	1 year	100	30	\$10.00	15	No
Educational*	1 year	100	30	\$10.00	15	Yes
Educational-Limited Access*	1 year	100	30	\$10.00	15	No
Transitional**	3 months	3	3	\$10.00	3	Yes
Computer Usage***	1 year	N/A	N/A	N/A	N/A	N/A

\*For nonresident teachers and students

\*\*Sponsor required

\*\*\*Computer use only – no item checkout

## D. Borrower Types

1. Resident Borrowers - Resident Borrowers are patrons who live or own property within the library's taxing district (Union Township in Montgomery County) and whose property taxes – or those of their landlord – support their library services. Resident borrowers are eligible for a Resident Card, a Resident-Limited Access Card, a Transitional Card, or an Outreach Card.

### a. Resident Cards

- i. Fee: This card is free of charge.
- ii. ID and proof of residency: Resident Borrowers must present at least one current form of identification which includes a name and photo; if the first form of ID does not include a current address, a second form of identification is required to show proof of address/residency (or property ownership) within the library district.
- iii. Acceptable forms of photo identification must not be expired, include a name and photo, and be one of the following: driver's license, state ID card, passport, military ID, school ID, or employment ID.
- iv. Acceptable forms of identification for proof of address/residency are an official piece of mail with a local address: utility bill or bank statement issued within the last 30 days, recent paycheck stub,

- current voter registration, current work release documentation, most recent report card, or current tax bill for property owned within Union Township. A post office box is not proof of residency.
- v. Children, up through age 17, of residents, who reside at the same address, may obtain a library card with parental signature and parental identification defined by the above criteria. Children, ages 16 through 17, may be issued a borrower's card without parental signature by presenting photo identification and proof of residency as defined above.
  - vi. Expires: two (2) years from the date of issue.
  - vii. Evergreen Indiana consortium access: Full access
  - viii. Privileges: Loan periods and limits for borrowed materials are governed by the table associated with E.1. of this policy.
  - ix. Along with borrowing privileges for the library's physical and electronic collections, the library card allows interlibrary loans and access to the library's public computers and online databases.
- b. Resident-Limited Access Cards
- i. All details of the Resident-Limited Access Cards are the same as the Resident Cards except:
  - ii. Patrons with the Resident-Limited Access Cards are not eligible to check out audiovisual materials that are rated R or M.
- c. Transitional Card – Cards are issued to persons living in short-term housing.
- i. Fee: This card is free of charge.
  - ii. ID and proof of residency: Individuals must present current photo identification as outlined in D.1.a.ii of this policy. Proof of residency may be established in one of three ways:
    1. By postcard. A postcard will be sent to the residence and the prospective patron must present it to obtain the library card.
    2. By letter from the business/residence. A dated letter on official letterhead stating the name (or names, if a family) of the person(s) residing there and the address of the business/residence may be presented to the library. The letter must include the signature and title of an official staff member of the residence.
    3. If neither of the first two options is possible due to rules established by the residence, the Circulation Manager, Assistant Director, or Library Director may be able to work out an alternative solution with the residence staff.
  - iii. Expires: three (3) months from the date of issue.
  - iv. Evergreen Indiana consortium access: Access limited to CDPL, not full consortium
  - v. Privileges: Loan periods are governed by the table associated with E.1. of this policy. Up to three (3) items may be checked out at a time. No interlibrary loan privileges.
- d. Outreach Cards
- i. Corporations/Institutions/Agencies – Limited to businesses, institutions, and agencies located within the library's taxing district.

1. Issued to the business owner or chief executive officer of the business entity. Employees of the business may use the card and must have the card with them at checkout.
  2. Fee: This card is free of charge.
  3. ID and proof of residency: A letter from the business owner/head executive officer, written on letterhead and addressed to the library director, that states the owner or officer will be responsible for any replacement fees for lost or damaged items borrowed on the card. The letter will also list the names of employees authorized to use the card.
  4. Expires: two (2) years from the date of issue.
  5. Evergreen Indiana consortium access: Full access
  6. Privileges: Loan periods and limits are governed by the table associated with E.1. of this policy. No interlibrary loan privileges.
- ii. Homebound residents – Limited to persons who are unable to leave their residences to choose and borrow library materials in person. Volunteers deliver and retrieve materials for the patron.
1. Fee: This card is free of charge.
  2. Service applications: If the individual does not already have a library card, a library card and application and homebound services application must be completed.
  3. Expires: two (2) years from the date of issue.
  4. Evergreen Indiana consortium access: Full access
  5. Privileges: Loan limits are governed by the table associated with E.1. of this policy. Loan periods are on a monthly delivery basis.

## 2. Nonresident (or Fee) Borrowers

### a. NonResident Cards

- i. Nonresidents are persons who do not live nor own property within the CDPL taxing district.
- ii. Some nonresidents live in areas near CDPL that have chosen not to be taxed for public library services and, thus, are eligible for a NonResident Card.
- iii. Other nonresidents may live in areas with a public library, but they work in or frequently travel to this area and wish to borrow from this library's collections. Such users may be eligible for a NonResident Card, but should explore other options---such as the PLAC program, a Reciprocal Borrower Card, or one of the special nonresident cards---with library staff to determine which is the best fit.
- iv. CDPL may refer to a regular NonResident Card as a Fee Card.
  1. Fee: The fee for a NonResident Card is set by state law at a minimum of twenty-five dollars (\$25) or operational expenses per capita, whichever is higher. CDPL allows a NonResident Card to be purchased in increments of three-months up to a year.

2. ID and proof of address: Individuals must present current photo identification and proof of address as outlined in D.1.a.ii of this policy.
  3. Expires: one (1) year from the date of issue (or three (3), six (6), or nine (9) months, depending on partial year fee paid).
  4. Evergreen Indiana consortium access: Full access
  5. Privileges: Loan periods and limits are governed by the table associated with E.1. of this policy. Includes interlibrary loan privileges for nonresident adults. Limited access to selected online services.
- b. NonResident-Limited Access Cards
- i. All details of the NonResident-Limited Access Cards are the same as the NonResident Cards except:
  - ii. Patrons with the NonResident-Limited Access Cards are not eligible to check out audiovisual materials that are rated R or M.
3. Special NonResident (or Courtesy Card) Borrower Groups
- a. Indiana state law identifies groups of persons that live outside of a library taxing district, but who work or study at a college or university (students only), library, nonpublic school, or public school corporation located at least partially within the library's taxing district, and allows them to obtain a nonresident library card free of charge or for a small fee from that library.
  - b. These groups are students (preschool through grade 12); college and university students; teachers; and library employees.
  - c. CDPL may refer to these cards as Courtesy Cards.
    - i. Educational Card
      1. The Courtesy Cards that CDPL offers to nonresident students who attend, or whose parents or caregivers pay taxes to support, a public or nonpublic school or college located within the library's taxing district are the Educational Card (formerly the Non-resident Student Card, Wabash College Student Card, and the Ivy Tech Student Card) and the Educational-Limited Card. Students who are home schooled are considered to be attending a nonpublic school.
        - a. Fee: The card is free of charge.
        - b. ID and proof of address: Individuals must present current photo identification and proof of address
        - c. Expires: one (1) year from the date of issue
        - d. Privileges: Loan periods and limits are governed by the table associated with E.1. of this policy. No interlibrary loan privileges.
      2. Nonresidents who teach in a public or nonpublic school located either wholly or partially within the library's taxing district is are also eligible for the Educational Card. Teachers whose students are home schooled are considered to be teaching in a nonpublic school.
        - a. ID and proof of address: Individuals must present current photo identification and proof of address as outlined in D.1.ii.a-b of this policy. Teachers must also present proof of employment at a public or private school either wholly or partially within the

library's taxing district. Proof of employment may be a recent paycheck stub or a current name badge.

- b. Expires: one (1) year from the date of issue
- c. Privileges: Loan periods and limits for borrowed materials are governed by the table associated with E.1. of this policy. Limited access to online resources. No interlibrary loan privileges.

ii. Educational-Limited Access Cards

- 1. All details of the Educational-Limited Access Cards are the same as the Educational Cards except:
- 2. Patrons with the Educational -Limited Access Cards are not eligible to check out audiovisual materials that are rated R or M.

iii. Staff Cards

- 1. All employees of the Crawfordsville District Public Library, including those who work primarily at the Carnegie Museum of Montgomery County, are eligible for a Staff Card. This card is to be used for work-related purposes only.
  - a. Fee: This card is free of charge.
  - b. ID and proof of address: Individuals must present current photo identification and proof of address as outlined in D.1.a.ii of this policy.
  - c. Expires: two (2) years from the date of issue.
  - d. Evergreen Indiana consortium access: Full access
  - e. Privileges: Loan periods and limits are governed by the table associated with E.1. of this policy. Includes interlibrary loan privileges for cardholders age 18 and up.

4. Reciprocal Borrowers

a. Reciprocal Borrower Cards

i. The Crawfordsville District Public Library has reciprocal borrowing arrangements with member libraries of the Indiana Statewide Reciprocal Borrowing Covenant.

- 1. Fee: This card is free of charge.
- 2. ID and proof of home library card: Individuals must present current photo identification as outlined in D.1.a.ii of this policy. Patrons from the above libraries who register with CDPL also must be in good standing with their home library at the time of registration or renewal, as determined by their home library.
- 3. Expires: one (1) year from the date of issue.
- 4. Privileges: Loan periods and limits are governed by the table associated with E.1. of this policy. No interlibrary loan privileges. Limited access to selected online services.

b. Reciprocal Borrower-Limited Access Cards

- i. All details of the Reciprocal Borrower-Limited Access Cards are the same as the Reciprocal Borrower Cards except:
- ii. Patrons with the Reciprocal Borrower-Limited Access are not eligible to check out audiovisual materials that are rated R or M.

## 5. PLAC Borrowers

### a. PLAC Cards

- i. PLAC borrowers are patrons who have purchased a Public Library Access Card (PLAC), the name for the statewide library card enacted by the Indiana General Assembly in 1993 (Indiana Code 4-23-7.1-5.1).
- ii. The PLAC program allows any individual who holds a valid Indiana public library card to purchase a card which allows them to borrow materials directly from any public library in Indiana.
  1. Fee: The fee for this card is set annually by the Indiana State Library. Indiana library patrons with accounts in good standing at their home libraries may purchase a PLAC card from any Indiana library.
  2. Expires: one (1) year from the date of issue.
  3. Evergreen Indiana consortium access: Full access
  4. Privileges: Loan periods and limits at CDPL are governed by the table associated with E.1. of this policy. No interlibrary loan privileges. Limited access to selected online services.

### b. PLAC-Limited Access Cards

- i. All details of the PLAC-Limited Access Cards are the same as the PLAC Cards except:
- ii. Patrons with the PLAC-Limited Access Cards are not eligible to check out audiovisual materials that are rated R or M.

## E. Loan Periods and Limits

1. The Library establishes fixed borrowing periods for materials, both physical and electronic (see table below).
2. Renewable items may be renewed once or twice, depending on the item, unless there is a hold on the material.
3. Materials borrowed via Interlibrary Loan may have different borrowing periods based on the lending library's terms.

<b>Material</b>	<b>Checkout limit*</b>	<b>Borrowing period</b>	<b>Renewals</b>	<b>Holds</b>	<b>Overdue Fines</b>
Binge Box	2	7 days	1	Yes	none
Board Game	5	7 days	1	Yes	none
Book	100	21 days	2	Yes	none
Book on CD/DVD	100	21 days	2	Yes	none
Book with CD/DVD	100	21 days	2	Yes	none
Cassette	N/A	N/A	0	No	none
CD	N/A	N/A	0	No	none
DVD/BR	10	7 days	2	Yes	none
DVD/BR Series	2	7 days	1	Yes	none
Equipment	1	7 days	0	Yes	none
Hotspot	1	7 days	0	Yes	none
ILL	N/A	21 days	0	No	**
Kit	1	7 days	0	Yes	none
Laptop	1	7 days	0	Yes	none
Laptop In-House	2	4 hours	0	Yes	none
Microfilm	N/A	N/A	0	No	none
Music CD/DVD	100	21 days	1	Yes	none
Periodical	100	21 days	1	Yes	none
Poster	N/A	N/A	0	No	none
Realia	N/A	N/A	0	No	none
Video	N/A	N/A	0	No	none
Book Club Sets	100	21 days	1	No	none
Young Hoosier & Eliot Rosewater	100	21 days	1	Yes	none

\*Total combined checkout limit of 100 items

\*\*Overdue fines set by loaning library

## F. Materials returned after the due date

### 1. Overdue Items

- a. An item is considered overdue the day following its due date.
- b. The loan may be extended by a renewal, if available. If a patron has fifteen (15) or more overdue items, the system will create a “block” on the account, which prevents additional loans of items on the account.
- c. To ensure materials are returned in a timely manner and in good condition, many libraries assess overdue fines. As of March, 2020, CDPL does not charge overdue fines, but expects items to be returned by the due date or as soon as possible.

### 2. Lost Items

- a. An item is automatically considered lost when it has been overdue for twenty-eight (28) days; at that time the patron is billed for the replacement cost of the item.

- b. Replacement items will not be accepted in lieu of payment of replacement fees.
- c. Accounts with over \$25.00 of replacement fees will be turned over to a collection agency fourteen (14) days after the billing notice is sent, and a \$15.00 processing fee will be added to the account at that time.

### 3. Claims Returned Items

- a. If a patron claims to have returned an item, library staff will search for the item four (4) times within twenty-eight (28) days.
- b. Items not found by the twenty-eighth (28th) day will be changed to a Lost status and a replacement fee will be billed to the patron.
- c. Replacement items will not be accepted in lieu of payment of replacement fees.
- d. Accounts with over \$25.00 of replacement fees will be turned over to a collection agency fourteen (14) days after the billing notice is sent, and a \$15.00 processing fee will be added to the account at that time.

### 4. Materials Recovery Services

- a. Accounts of patrons with over \$25.00 in fees for lost and/or damaged materials may be referred to a materials recovery service/collection agency.
- b. Replacement items will not be accepted in lieu of payment of replacement fees.
- c. A processing fee is applied to any account turned over to a collection agency for recovery.

### 5. Refunds

- a. Lost items paid for and later returned in good condition will be considered for reinstatement to the collections, and refunds may be issued according to the Lost Materials Returned procedure.
- b. No refunds will be issued after one year from the date of payment for a lost item.
- c. No refunds will be issued for the processing fee applied when an account has been turned over to a collection agency.

## G. Damaged Items

- 1. Patrons will be notified if they return items in a condition requiring cleaning, repair, etc.
- 2. Patrons will be assessed for the cost of replacement for damage that renders the material unsuitable for circulation.
  - a. Replacement items will not be accepted in lieu of payment of replacement fees.
  - b. Accounts with over \$25.00 of replacement fees will be turned over to a collection agency fourteen (14) days after the billing notice is sent, and a \$15.00 processing fee will be added to the account at that time.
- 3. Repeated instances may result in loss of borrowing privileges.

## H. Holds

1. Items are held for ~~5~~ seven (7) days for patron pickup at the Circulation Desk.
2. Patrons may permit another person to pick up their holds if the permission is given in person at the Circulation Desk.
3. A parent or legal guardian of a patron under the age of eighteen (18) has automatic permission to pick up holds for that juvenile patron. However, a juvenile patron may choose to withdraw such permission in person at the Circulation Desk.

## I. Permission to know what is currently on another patron's account

1. Any patron may give permission in person at the circulation desk for others to know what is currently on that patron's account.
2. A parent or legal guardian of a patron under the age of eighteen (18) has automatic permission to know what currently is on the juvenile patron's account. However, a juvenile patron may choose to withdraw such permission in person at the Circulation Desk.

## J. Interlibrary Loan (ILL)

1. Eligible cardholders may request items not owned by CDPL or CDPL-owned titles that are lost or being repaired.
2. Eligibility
  - a. Resident borrowers and nonresident borrowers who own property in Union Township, Montgomery County, have interlibrary loan privileges.
  - b. The following cardholders are not eligible for interlibrary loan privileges: Reciprocal Borrower, Reciprocal Borrower-Limited Access, Educational, Educational-Limited Access, PLAC, PLAC-Limited Access, Transitional, and Computer Usage.
  - c. Interlibrary loan borrowers must be 18 years of age or over.
3. Limits
  - a. Interlibrary loan materials are loaned until 2 days before the due date set by the lending library. Renewals may be available depending on the loaning library's policy.
  - b. Up to ten items may be borrowed at one time per card. Requests not filled may be due to lack of availability, or may be electronic titles, new items (published within last six months), non-circulating items, and items available only outside of the United States.
  - c. Patron must have an active (not expired) account, no nonrenewable overdue materials, and a fee balance of less than \$10.00.
  - d. Fees assessed by the loaning library for damaged or lost ILL items will be passed on to the patron.
    - i. Replacement items will not be accepted in lieu of payment of replacement fees.

- ii. Accounts with over \$25.00 of replacement fees will be turned over to a collection agency fourteen (14) days after the billing notice is sent, and a \$15.00 processing fee will be added to the account at that time.
- iii. When a requested item is only available to be borrowed from libraries that charge borrowing fees, the item may be borrowed only if the requestor agrees to pay the borrowing fee.
- iv. Under certain circumstances, such as abuse of the service, ILL privileges may be suspended or terminated.

#### K. Cards for Computer Access

1. A patron's regular library card can be used to access the public Internet computers.
  - a. Computer Usage Card – provides in-house access to the public Internet computers, online databases, and electronic collections.
  - b. Fee: This card is free of charge.
  - c. ID and proof of address: Individuals, ages 10 years and up, must present current photo identification and proof of address as outlined in D.1.a.ii of this policy.
  - d. Expires: one (1) year from the date of issue.
  - e. Privileges. No loan privileges for physical collection materials are attached to this card.
2. Guest Pass – provides in-house access to the public Internet computers, online databases, and electronic collections. Suitable for individuals who do not have a library card or computer access card.
  - a. Fee: This pass is free of charge.
  - b. ID and proof of residency: None is required.
  - c. Expires: after computer session(s) are ended.
  - d. Privileges. No loan privileges for physical collection materials are attached to this pass.

#### L. Suspension of Privileges for Health and Safety

Crawfordsville District Public Library is responsible for maintaining a healthy and clean environment for all Library users and to protect the community's investment in Library collections, equipment and property. In order to fulfill this responsibility, the Library may restrict a user's ability to borrow materials and/or to visit Library facilities when such use may jeopardize the health and cleanliness of Library facilities, collections and users.

1. Examples of situations where borrowing of materials and/or access to Library facilities may be suspended include, but are not limited to:
  - a. Evidence that items on loan to a patron may have been returned with insects that are known to be damaging to library materials, e.g., roaches, silverfish and some types of beetles
  - b. Evidence that items on loan to a patron may have been returned with insects that can result in pest infestations in library facilities, e.g., fleas, bed bugs, or roaches
  - c. Patron or patron's possessions infected with fleas, lice, or other pests

d. Evidence that items on loan to a patron may have been returned with biological contamination

2. Should it become necessary to suspend Library privileges of a patron in order to protect Library collections, facilities or other users, notification of the suspension will be made by the director or director's designee. Access to facilities and borrowing will be restored when the suspended patron demonstrates that the situation that caused the loss of privileges has been remediated. Any patron who has privileges suspended under the terms of this policy may request a re-evaluation of the suspension.

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