HARLEM PUBLIC LIBRARY

**MATERIALS CHECKOUT POLICY and PROCEDURES**

**LIBRARY CARD REGISTRATION**

1. Persons age 16 and over may complete an application for a library card. A current photo identification card, ID, must be presented. ID cards include driver’s license, tribal enrollment, student ID, federal ID, or military ID.
2. A person applying must supply a working phone number where they can be reached as well as a current mailing address.
3. The applicant must be in good standing with the Havre-Hill County Library and the Blaine County Library, Chinook, before a Harlem Public Library card is issued.
4. After the application is completed and the library card and Audio Visual agreement is signed, the card is mailed to the applicant.
5. When the applicant receives the card in the mail, they may use their card to check out items. The first time the card is used the applicant may check out one item. When that item is returned on time in good condition, the patron may have regular privileges.
6. Preschool children may check out materials under their parent’s/legal guardian’s card. Students under the age of 16 may apply for a card with a parent/legal guardian present who has a current photo identification card, working phone number and mailing address.
7. Parents/legal guardians may not check out materials using their child’s cards without the child present.
8. Borrowers may not check out materials using other people’s cards.
9. The library requires all patrons to notify the library as soon as possible when their contact information changes.
10. Patrons do not need to present their card when checking out materials after they are registered in the computer.

**TEMPORARY CARDS**

Temporary cards may be issued for nonresident visitors, persons who live outside the library’s service area but are working in the area, or persons who are living in the service area temporarily. Patrons wishing to apply for a temporary card must present a valid picture ID, temporary address and a working phone number. Checkout privileges will be limited to two adult books, two juvenile books and one DVD. Only one temporary card may be issued per adult per household. Juveniles are not eligible for temporary cards. Borrowing privileges will be suspended when one (1) item is overdue. The card cannot be used for interlibrary loan services. A temporary card is valid for 90 (ninety) days.

**LOAN PERIODS AND LIMITS**

1. Books and audio books may be checked out for 28 days with one renewal.
2. DVDs may be checked out for one week, 7 days, with no renewals.
3. Magazines may be checked out for one week with one renewal.
4. A patron may check out as many books or magazines as they feel comfortable with.
5. Two DVDs may be checked out at one time.
6. If a patron has one or more items overdue, they may not check out any additional materials until the item(s) is returned in good condition.

**HOLDS**

1. A registered patron may place a hold on materials from the Harlem Public Library. When the item(s) are returned the person placing the hold will be notified.

**RENEWAL PROCESS**

1. A user may renew books or magazines in person at the library. The user can review the list of items currently out during checkout and renew all or selected items if allowable. The items do not have to be present.
2. A user may renew items by phone or Facebook message.

**USER HISTORY**

1. The library will automatically set user history in a newly registered patron’s account record. This allows the patron and staff to be notified upon checkout if the user has previously checked out the material. Patrons may choose to opt out of the user history feature if they wish.
2. Patrons who have been registered prior to user history feature option may request it to be added to their account record. The user history will start when currently checked out items are checked in.

**INTERLIBRARY LOANS**

1. Materials that are not held in the Harlem Public Library collection may be borrowed from other libraries using the interlibrary loan service if the libraries have the materials and are willing to loan them.
2. Persons requesting items through interlibrary loan must be a registered Harlem Public Library user in good standing.
3. A two dollar deposit is required for a patron to make an interlibrary loan request. This deposit may be returned if the items requested are picked up and returned on time. The person may ask the deposit to remain at the library for further interlibrary loan requests.
4. Interlibrary loan requests may be made in person, via email or Facebook, or by phone.
5. The Harlem Public Library does not loan DVDs, audio books or items with new material stickers to other libraries.
6. Other libraries may borrow Book Club Kits via interlibrary loan or by phone.

**OVERDUE PROCEDURES\***

1. After a patron’s loan period has expired, the item(s) will be considered overdue. This report is run weekly. It is set up through the State Library and Workflows.
2. The patron will be contacted preferably by phone to remind them there is/are item(s) due.
3. If the phone number listed is incorrect or becomes disconnected, the patron will be notified by mail. Librarians also add the cost of the item in these notices, in case the patron needs to replace it if lost or damaged.
4. The librarian will contact, or attempt to contact, the patron for three weeks. After that, the patron’s name will no longer be on the overdue report run in Workflows.
5. After an additional 3 weeks the patron and the item(s) overdue will show up in the Assumed Lost report.
6. A bill gets sent to the patron, notifying them once more that they need to return the item(s), or pay to replace them.
7. If the item(s) are still not returned after another 3 weeks, the librarian sends the bill to the Blaine County Attorney, and their office sends another letter.
8. All copies of bills sent are kept for library records.

\*Step-by-step process can be found in upper left-hand drawer of check out desk.