Library Card and Borrowing Policies

Your Library card provides:

- access to check out print and audiovisual materials
- access to online databases subscribed to by SCPL and the SC State Library
- access to public computers for Internet searching and Microsoft Office tasks
- access to downloadable materials and streaming services (some restrictions apply)
- the ability to request materials from your home computer or mobile device
- the ability to request meeting rooms (some restrictions apply)
- access to Interlibrary Loan Services (some restrictions apply)

Library card requirements:

All applicants must provide current proof of identity and residency. Registrations for children under age 17 must be completed by the parent or legal guardian. The person signing and any additional cards they have signed for must be in good standing before a new full privilege cards will be issued. Delinquent Juvenile cards may be eligible for a Juvenile Limited Card. Library cards expire every three years.

Acceptable forms of identification:

1) **Current government issued ID with current address**. May include one of the following:

   SC driver's license
   SC identification card
   Passport
   Country Card
   (Expired identification cards may not be used.)

2) **Picture identification with a non-current address.** Applicants will need to provide proof of residency with one of the following documents:

   Tax notice
   Utility bill
   Rental agreement
   Printed checks with local address
   (Documents must include applicant's name, current address and current/recent date).

<u>Types of library cards</u>

Spartanburg County Residents: Spartanburg County Public Libraries issues free cards to Spartanburg county residents. To be considered a permanent resident, you must live in Spartanburg County at least six months of the year. A free library card is also available to anyone who lives in another county but owns property in Spartanburg County. Applicant must provide Spartanburg County tax receipt, proof of identity, and proof of current address. These accounts expire each year but may be renewed with proof of current tax receipt.

Greenville Residents: Spartanburg County has a reciprocal agreement with Greenville County which allows Greenville County residents to receive a FREE library card. The applicant's Greenville County library card must be in good standing. Greenville patrons are not permitted access to downloadable materials or streaming services.

Non-residents: Non-resident cards are issued for a fee of $35 per year. This entitles two family members a non-restricted card for a period of one year. If more than two family members get a card, the charge for the additional cards is $10 per year. Applicants must show picture ID with their correct address. Non-resident cards receive full privileges including access to downloadable materials and streaming services. **Greenville County residents may opt for a Non-resident card, with payment of $35 per year, in order to access electronic materials and streaming services.*

Patrons who live in an area that has the same zip code as a Spartanburg County address are not required to pay the non-resident card fee. For example, the zip code geographic area crosses over the Spartanburg County line. This would apply to residents who live on the border of Cherokee County, Union County, and Laurens County.

Restricted Use Library Cards

Non-resident Juveniles: Any child, from birth to age 16 years old who is not a resident of Spartanburg County, but resides in a neighboring county, may receive a free, restricted-use library card from Spartanburg County Public Libraries provided a parent or legal guardian signs the application, agreeing to be responsible for lost, damaged, and overdue materials. This card is limited to 15 total items at any one time (no video games). Card holders may access public computers, downloadable materials, streaming services and other digital resources, but are not allowed to borrow through our ILL service. Cards may be renewed yearly.

College Students: College students who may reside in another county but attend one of the colleges or universities in Spartanburg are eligible for a restricted use College card. Picture ID, and proof of current enrollment is required. School ID is acceptable if current schedule is not accessible. This card is limited to 15 total items at any one time (no video games). Card holders may access public computers, downloadable materials, streaming services and other digital resources, but are not allowed to borrow through our ILL service. Cards may be renewed yearly.

Juvenile Limited: A limited-use library card may be provided to Spartanburg children who are unable to check out materials due to the following reasons:

1) The parent/guardian card is delinquent preventing them from registering their child/children for full privilege library card(s).
2) Juvenile card is delinquent.

If the charges on the account cannot be resolved, a Juvenile Limited card may be issued. This card is limited to 15 total items at any one time (no video games). Card holders may access public computers, downloadable materials, streaming services and other digital resources, but are not allowed to borrow through our ILL service. Cards may be renewed yearly. (If the parent/guardian card is cleared of charges, the juvenile account may be restored to a full privilege card at the parent's request).

Teens: A limited-use library card may be provided to teens ages 13-16 with picture ID, school ID is acceptable, without parental consent. A Spartanburg County address must be provided. This card is limited to 15 total items at any one time (no video games). Card holders may access public computers, downloadable materials, streaming services and other digital resources, but are not allowed to borrow through our ILL service. Cards may be renewed yearly. Teens may apply for a full-privilege adult library card at age 17.

When a teen card is issued, the library will send a parental notification (postcard) by mail that states:

- *Congratulations! Your teen registered for a teen card at the Spartanburg County Public Libraries. A teen card allows 15 items to be checked out, access to all electronic materials and use of library computers. If you'd like to upgrade your teen to a full-privilege card so they can check out 50 items, including DVDs, video games, CDs, etc., please visit any SCPL location with them! To receive a free full-privilege, Spartanburg resident card, you must show picture ID and proof of*

current residence. To be considered a permanent resident, you must live in Spartanburg County at least 6 months of the year.

Parents may accompany the teen at a later date to sign for a full privilege card.
Courtesy: A Courtesy Card may be provided to patrons who live in Spartanburg County but cannot prove their residency, reside in temporary housing or their picture ID does not list their current address. Patrons must verbally provide a Spartanburg County address. Checkouts are limited to 2 items with full access to electronic materials and streaming services. Internet access on SCPL computers is permitted. Courtesy Cards expire every 3 months. If the patron obtains permanent local residency, they may request a full privilege card at no cost. Registrations for children under age 17 must be completed by a parent, legal guardian, or an adult responsible for the child. If the adult has already signed for another library card (either their own card or another child's card) then the card(s) must be in good standing (not blocked). The adult must be present, show a valid ID and provide a local Spartanburg address. If the child is not present, the adult must have the child's birth certificate or social security card. The signing adult agrees to assume responsibility for both the content and condition of items borrowed by the juvenile. Overdue, lost and damaged item policies apply.

Classroom: The classroom card is available to Spartanburg County school teachers interested in accessing our downloadable and streaming content and may be used to check out up to two Book Club Kits. Cards may be issued at all branches with a school picture ID. Check-out limits are posted on our website under Downloadables and vary by service. Teachers may request up to 4 additional classroom cards for simultaneous access. Cards expire yearly and may be renewed in person with school picture ID.

Lost or Stolen Cards

Patrons should notify the library immediately about any lost or stolen cards. The library will place a block on the card effective the day it is reported. Any items checked out before that date remains the responsibility of the patron.

Replacement Cards

You must show proper identification to replace a library card and/or receive a library card number. Current library cards are deleted once replaced and may not be added back to the system.

User PIN Information

Every library patron must choose a PIN (Personal Identification Number) assigned to their account at registration. All PINs must be four digits. This PIN, together with your library card barcode number, is used to access library card accounts online or through our automated account information line at 864-596-3515. PINs are required to login to the public use computers in the library and to use our self-check machines.

Patrons are encouraged to reset or change their PIN when updating accounts every two years. If you don’t know your PIN, call or stop by any library location. You will need to present your library card or provide the library card number. For your safety, you may be asked to show picture ID or confirm personal details on your account.

Material Loan Periods and Limits

Each user may have no more than 50 physical items checked out at any time. This limit does not include check out limits in place for our downloadable and streaming content. Please refer to these services directly for loan periods and check out limits.

Material Type	Loan period (in days)	Limit per card
Books	28	up to 50
Magazines	28	50
Recorded Books (CD, MP3, Playaways)	28	50 total combination (CD, MP3, Playaways)
Music CDs	28	50
DVD/Blu-ray	7	10 total
Video Games	28	1
Book Club Kits	42	2
Kits	28	1
Government Documents	28	up to 50
Interlibrary Loan	Indicated on sleeve	4
Wonderbook	28	10

Requesting Materials

Items that are checked out or located at another branch may be requested and sent to any branch in Spartanburg County for you. Requests may be made online, by telephone, through our mobile app or at any service desk. Patrons will be notified by phone, email or text message when their request is available to pick up. It's important to have all contact information and notification options updated if any information changes. All notifications are sent via our automated service. Once the notification is sent, patrons have 5 days to pick up their request.

Request Items from Home

Each library card account has library card number and a PIN (personal identification number) to allow online access. With this access patrons may search the PAC, check their account, place hold requests, access research databases and use our downloadable and streaming services. If you do not know your PIN we can give it to you using your library card number either in person or by telephone. You must have your library card number available to receive the PIN number. For your safety, you may be asked to show picture ID or confirm personal details on your account.

Request Items from other Library Systems

Interlibrary Loan is the process used to obtain materials or photocopies from other libraries when the materials are not available in the Spartanburg County Public Libraries system. We do not accept ILL requests for items held by the Spartanburg County Library unless those items have been lost, withdrawn or will not be available for a long period of time due to being sent out for repair. This includes non-circulating reference and genealogical materials held by Spartanburg County Library system. All local and online sources should be checked before requesting Interlibrary Loan.

- **Who is eligible:** Any patron with a Spartanburg County Library card is eligible to request ILL materials with the exception of **Juvenile Limited**, **Juvenile Nonresident**, **Courtesy**, **Teen** and **College Cards**. The library card account must be in good standing when making an ILL request and the information on the account needs to be correct. The patron's library card or picture ID must be present at check out when ILL materials are picked up. The library card number must be the same number under which the request was placed.
- **Limits:** Patrons may have up to four active ILL requests at any time. Requests may be placed online, by telephone or at any library branch.

- **Items we will attempt to borrow:**
    - Print and most AV materials that are more than 6 months past publication date
    - Microfilm
    - Any item in our collection that is more than 5 week overdue (or lost) with not other copies available
    - Copies of articles from serial publications – the six-month rule does not apply
    - Different formats of what we own (For example, we can request the audiobook version of a title we own in print form)
- **Items we cannot request:**
    - Newly published material (publication within the last 6 months)
    - Entire copies of serials
    - Anything held in our Reference or Kennedy Room Collections
    - Video games and Blu-ray format – Blu-ray discs may be sent from the lending library, but we will not request for this specific format
    - Different versions of the same film owned by SCPL (Extended versions, widescreen formats)
    - Rosetta Stone language programs
    - Items that are designed and marketed as pornographic including material that is labeled as Rated X or XXX.
- **Charge for Items:** Most materials are obtained for free but some libraries will charge a fee for loans and copies. Patrons will be asked what amount they are willing to pay when placing their request. If the lending library does charge a fee, the patron's account will be charged and the fee must be paid before further use of the library card. This applies even if the patron does not pick up the item once we've received it.
- **Loan Period:** We do not know the exact day that items will arrive. It may take 1-6 weeks depending on the availability and location of the item. We also do not know what the checkout time will be until the item arrives. Lending libraries set the due date and loan periods will vary from SCPL loan periods and limits. Some items will be marked for in-house-use only by the lending library and may not be checked out under any circumstances. There are no grace days for ILL materials. The fine for overdue materials is 15 cents per day.
- **Renewing Items:** We will request a renewal from the lending library, but ask that all requests for renewals are received at least one week before the due date. Patrons will be notified if the renewal is granted.
- **Lost or Damaged Items:** Spartanburg County Libraries' fine policy applies to ILL materials also. Fees for lost or damaged items will be assessed by the lending library. Spartanburg County Libraries cannot estimate these charges or make any refunds on ILL fees.

Privacy

All personal information is used only by the library. We do not give out any information to outside agencies. Only the patron or responsible adult in the case of a minor is allowed access to the library card account. This information includes what is checked out, on hold, or the account's PIN.
Detailed information regarding privacy is outlined in our **Privacy Statement** and our **Confidentiality of Library Records Policy**.

Renewing Materials

Items may be renewed for two additional loan periods. Items without holds will automatically renew from the due date for one loan period, up to two renewals. If the item has holds on it, it may not be renewed. The renewal may be requested in person, online, or by telephone. In order to avoid late charges, the renewal must be requested by the due date. Renewal requests for ILL materials must be made directly through the ILL department by calling 864-285-9037. All ILL renewal requests must be made one week from the item's due date.

Materials may be renewed online by logging in to **My Account.**

Returning Materials

Items may be returned to any branch location in Spartanburg County. All branches have both an inside and outside drop box for returning items. The outside drop at Headquarters is a drive-thru located in the service driveway on the lower level. The service driveway is located off of Kennedy Street. The Boiling Springs library has a drive-thru automated book drop and provides check-in receipts when selected. The Westside Library also has a drive-thru window for returning items and picking up previously requested materials.

Damaged Items

Damaged items may be assessed for partial or total damage. Partial damage indicates that the item can still be used. Totally damaged items are no longer able to circulate. Items returned with damages will be billed to the users account based on the extent of the damage. Users will be notified of the damage and items will be held for 5 weeks for the user to view the damage.

Fines and Fees

Patrons may be charged for damaged and lost items. The account balance must be at $10 or less in order to check out. Users will be notified of overdue items by their preference for phone, email, or text. Users are responsible for the return of all materials and will be charged for items once the items have reached 16 days overdue.

Change of Name, Address and Telephone

All patrons should notify the library if name, address or telephone number changes. Patrons may contact any library location to make these changes. Please note that name changes must be reflected on the patron's picture ID or provided with documentation before changes will be made to library accounts.

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