

2 MCPLS Circulation Policy

Effective Date:

Supersedes: Library Card Registration VI-17-1

Approval Authority: Manatee County Board of County Commissioners

Review Process: Triennial; Policy Review Committee, Library Administration, Library Advisory Board

Purpose of Policy

The MCPLS Circulation Policy outlines how MCPLS borrowing privileges are established, renewed, suspended, and restored. The Policy also outlines how MCPLS items are placed on hold, checked out, renewed, and returned. The Policy affirms the Library's commitment to patron privacy and confidentiality.

2.1 Library Card Accounts

2.1.1 Registration Process

Supersedes: Children's Library Cards VI-17-1A; Library Card Registration VI-17-1

A library card is required in order to check out materials from the Library and to access the Library's online resources and digital collections.

All library card applicants, or their parent/legal guardian in the case of a minor, must provide the information required on the Library Card Registration form, sign the form, and provide photo ID, as well as proof of current Manatee County residency, employment, or school enrollment.

Applications for minors ages 17 and under require the signature and photo ID of a parent/legal guardian. Minors need not be present for the parent/legal guardian to get a card for them. If a parent/legal guardian is eligible for a card, then their minor children are also eligible. If the parent/legal guardian signing for the minor has their own MCPLS card, any outstanding charges on their card must be below the threshold for usage restrictions outlined in section 2.10 Fines & Fees. There is no minimum age for any card type.

When minor patrons turn 18 years of age, they assume responsibility for any Library account bearing their name.

Library cards are non-transferable. All items borrowed are the responsibility of the individual to whom the card is issued, or the parent/legal guardian in the case of a minor.

Library cards are not required to visit Manatee Library locations, attend Library programs, obtain basic reference and referral services from Library staff, or use the Library's physical collections.

Applications for all card types must be submitted in person, except in the case of Online Registration. See section 2.1.2 Online Registration for specifics.

A signature indicating agreement to the following terms is required for most Manatee Library cards:

- Accept responsibility for the safekeeping of Library materials borrowed with my/my child's card.
- Give notice of change of address or loss of card.
- Pay any fees or other charges assessed for loss or damage of Library materials on my/my child's card.
- Hold Manatee County harmless against any and all claims, suits, costs, and injuries arising out of possession or use of Library materials, equipment, or facilities.
- Read and follow any special instructions provided with equipment and other materials.
- Understand the Library does not assume parental responsibility for children's choices of Library materials.

2.1.2 Online Registration

Applicants may choose to fill out the Library Card Registration form online. After completing the Online Registration form, applicants are given a temporary barcode, which provides free limited access to MCPLS online resources. Online Registration applicants cannot check out physical materials.

Within 90 days of application, Online Registration applicants must present in-person the required forms of ID and documentation listed in the appropriate Library Card Accounts section of this Policy. Once appropriate ID has been provided, the Online Registration account will be updated to the appropriate account type and a physical library card will be issued. If proper ID and documentation is not provided within 90 days, the account will expire.

2.1.3 Resident Cards

Manatee County residents are eligible for a free MCPLS card. A resident is defined as any individual whose permanent home address is in Manatee County; who owns property, a home, or a business in Manatee County; who attends school (grades K-12, technical, or college) in Manatee County; or who is employed in Manatee County. A P.O. Box address is insufficient for proof of residency.

To obtain a Resident Card, the applicant must submit the information required on the Library Card Registration form, sign the form, and provide one of the following current forms of identification at the time of application:

- Florida Photo ID with current Manatee County address
- Florida Driver's license with current Manatee County address
- Local School ID

If the above is not available, an applicant can use another form of photo ID (such as passport or work ID badge) and at least one item from the list below. The item must contain the applicant's name and current Manatee County address, or that of the parent/legal guardian in the case of a minor. The proof of local address can be accessed online. MCPLS does not retain a copy of this documentation. The documentation must be current.

- Lease (term of 6 months or more)
- Utility or cable bill
- Bank statement
- Pay stub
- Voter registration or other Supervisor of Elections documentation
- Tax document
- Property Appraiser documentation
- Vehicle registration
- Military ID
- Mortgage documentation
- Consulate ID
- Federal mail, such as IRS or Social Security

Resident Cards expire every three years.

2.1.4 Parents' Choice Cards

Parents/legal guardians may opt-in to the Parents' Choice Cards for their minor children at the time of application or any time thereafter. These card types restrict the borrower from checking out materials from certain Library collections. The parent/legal guardian must provide the information required on the Library Card Registration form for their minor child(ren), sign the form, and provide sufficient photo identification and proof of residency as outlined in section 2.1.3 Resident Cards.

The Parents' Choice Child Card restricts children ages 0-12 from checking out any print or audiovisual materials that are not part of the children's/juvenile collections. This card is also

restricted from requesting interlibrary loans and from accessing electronic resources subscribed to by the Library unless they are explicitly intended for children. Note that it may not be possible to restrict access to all electronic resources available via the Library's website.

The Parents' Choice Teen Card restricts teens ages 13-17 from checking out any print materials that are not part of the children's/juvenile or young adult/teen collections. This card is also restricted from borrowing "R" rated videos and borrowing from the OverDrive/Libby and Hoopla services.

Both Parents' Choice Child and Parents' Choice Teen Cards are restricted from borrowing Library of Things items designated as 18+. Once the child turns 18 years of age, their account will be changed to a Resident borrower with full privileges.

See section 2.5 Item Loan Periods and Borrowing Limits for additional information about restrictions and privileges.

Parents' Choice Cards expire every three years.

2.1.5 Student/All Access Pass Cards

The All Access Pass is a partnership between MCPLS and the School District of Manatee County which gives all enrolled K-12 students free access to MCPLS resources. The borrowing privileges available to student accounts are defined by the interlocal agreement between MCPLS and the School District of Manatee County and are subject to change. See appendix for signed interlocal agreement.

Student accounts have the following default settings:

- Library barcode number is the student ID number.
- PINs are preset and can be reset.
- Preferred pickup location is set to Central Library. It may be reset.
- Expiration date is the 18th birthday of the student.
- Personal reading history is not saved. This setting may be enabled.

Children may have both a student account and a Resident or Parents' Choice Card.

Parents/legal guardians may choose to opt out of the All Access Pass program. Requests to delete existing student accounts should be made in writing to both the School District of Manatee County and MCPLS.

2.1.6 Reciprocal Cards

Supersedes: Reciprocal Borrowing – TBLC I-62-1; Tampa Bay Library Consortium Policies for Reciprocal Borrowing; Reciprocal Borrowing – Circulation Services VI-23-I

Current members of other Tampa Bay Library Consortium (TBLC) libraries are eligible to become a Reciprocal Borrower with MCPLS at no cost. Borrowers of Citrus, DeSoto, Hardee, Hernando, Highlands, Hillsborough, Okeechobee, Pasco, Pinellas, and Sarasota Counties are eligible for reciprocal borrowing privileges, as are all libraries listed on the [TBLC website](#).

In addition to providing the information required on the Library Card Registration Form, signing the form, and showing current photo ID, Reciprocal Borrowers must provide their current library card from one of the eligible TBLC libraries. Reciprocal Borrowers will not receive a MCPLS card. Their home library card will be entered into the MCPLS system and a TBLC reciprocal borrower sticker will be placed on their library card. If a Reciprocal Borrower gets a new home library card, they will need to visit MCPLS to update their barcode in the system.

Reciprocal Borrowers have limited borrowing privileges. See section 2.5 Loan Periods & Borrowing Limits for specifics. Additional borrower and library responsibilities related to Reciprocal Cards can be found on the [TBLC website](#).

All materials must be returned to MCPLS.

Reciprocal Borrower Cards expire every three years.

2.1.6 Welcome Cards

Those who are not eligible for a Resident Card may apply for a Welcome Card. In addition to providing the information required on the Library Card Registration Form and signing the form, Welcome Card applicants must provide their photo ID, though it does not need to be current or have a residential address.

Welcome Cardholders have limited borrowing privileges. See section 2.5 Item Loan Periods & Borrowing Limits for specifics.

Welcome Cards expire every six months and can be renewed indefinitely.

2.1.7 Non-Resident Cards

Approval Authority: Library Advisory Board

Review Process: Annually; Policy Review Committee, Library Administration, Library Advisory Board

Those who are not eligible for a Resident Card may apply for a Non-Resident Card. In addition to providing the information required on the Library Card Registration Form, signing the form, and showing current photo ID, Non-Resident applicants must pay an annual fee to MCPLS. Fees are set annually by the Library Advisory Board.

Non-Residents have limited borrowing privileges. See section 2.5 Item Loan Periods & Borrowing Limits for specifics.

Non-Resident Cards expire annually.

2.1.8 Lifetime Foundation Cards

Approval Authority: Library Advisory Board

Review Process: Annually; Policy Review Committee, Library Administration, Library Advisory Board

Individuals who wish to support the Library Foundation and have full MCPLS privileges may apply for a Lifetime Foundation Card. In addition to providing the information required on the Library Card Registration Form, signing the form, and showing current photo ID, Lifetime Foundation applicants must submit a completed Lifetime Foundation membership application, and pay a one-time fee to the Library Foundation, Inc. Fees are set annually by the Library Foundation and the Library Advisory Board.

Lifetime Foundation Cardholders have full MCPLS privileges, equivalent to Resident Cards. See section 2.5 Item Loan Periods & Borrowing Limits for specifics.

Lifetime Foundation cards do not expire.

2.1.9 Homebound Delivery Accounts

MCPLS Outreach Services offers free delivery of library materials to Manatee County library patrons who are not able to access library facilities due to a temporary or long-term disability or illness.

To register for Homebound Delivery services, the following is needed:

- An MCPLS library card in good standing with a home address located in Manatee County
- Registration filled out online or over the phone by contacting Outreach Services

- Determination of eligibility for Homebound Delivery by an Outreach Services staff member

Two options are available to patrons who qualify for Homebound Delivery: Home Delivery (in-person delivery to residence) or Books-by-Mail (USPS mail delivery to residence).

Books by Mail is a free MCPLS service made possible by the United States Postal Service's Free Matter for the Blind or Other Physically Handicapped Persons mailing rate and has restrictions on conventionally printed materials.

- Only large print materials, audiobooks on CD, and Playaways (pre-loaded MP3 players that require headphones and batteries) may be mailed. No Interlibrary Loan items or those listed as "New".
- Up to three items may be mailed at a time.
- All items are given a 45-day checkout period and are eligible for renewal up to three times if there are no holds.
- Items can be returned by mail or at an MCPLS library in the bag they were originally mailed in.

Home Delivery is a free MCPLS service for homebound individuals who do not meet the criteria for, or have other needs or restrictions that preclude them from, Books by Mail.

- Library materials are delivered directly to a borrower's residence on a scheduled basis.
- Library of Things items cannot be delivered.

Reading history will be used by Outreach Services staff to assist in the selection of materials. Homebound Delivery patrons may also come to the library, place holds for their own items, and use their card as a regular borrower. All materials checked out in-person at the library will have regular check-out periods and must be returned to a physical MCPLS library.

Homebound Delivery accounts expire every three years.

2.1.10 Organization Cards

Organization Cards are available to daycares, schools, assisted living facilities, churches, associations, businesses, and other organizations which are located in Manatee County. Organization cards may only be issued by Manatee Library Outreach Services staff or their designees. An Organization Card may not be used for personal uses.

An Organization Card requires an individual to register as the designated contact. In addition to providing the information required on the Organization Library Card Registration Application, the designee must show their photo ID and their business card, badge, letterhead, or other official documentation which includes their association with the

organization and the organization's contact information. See section 2.1.1 Registration Process for additional specifics.

The organization will be financially responsible for all materials checked out on the card. Charges will be assessed and privileges will be suspended in accordance with section 2.10 Fines & Fees if materials are not returned in a timely fashion or if they are damaged.

Organization Cards have special borrowing privileges. See section 2.5 Item Loan Periods & Borrowing Limits for specifics.

Organization Cards expire annually.

2.2 Lost or Stolen Library Cards

It is the patron's responsibility to notify MCPLS promptly of a lost or stolen library card. If the loss or theft is not reported in a timely fashion, the patron is responsible for all materials borrowed with the card, unless a police report or similar documentation is provided.

There is no charge for replacing a lost library card. The cardholder or their parent/legal guardian must request a replacement card in-person at MCPLS. Photo ID will be required for adults. The replacement card will have a new barcode number. It is the patron's responsibility to request information about how to update the barcode number in the Library's e-book services and other online resources.

2.3 Library Card Expiration & Renewal

MCPLS Cards expire in order to give Library staff an opportunity to confirm current account information and verify continuing eligibility. When a card expires, the patron should contact the Library to renew their account. Library staff will confirm the patron's current address, contact information, and preferred notification options. If the patron's address has changed, proof of the new address must be presented in person, as outlined in section 2.1 Library Card Accounts. To renew a card, the outstanding charges must be below the threshold for usage restrictions outlined in section 2.10 Fines & Fees.

Different card types expire at different intervals. See the section for the appropriate card type for specifics about the expiration interval.

2.4 Library of Things

MCPLS circulates a wide range of non-traditional items as part of the Library of Things. See section 2.5 Item Loan Periods & Borrowing Limits for specifics on Library of Things borrowing

privileges. Certain Library of Things items must be checked out from and returned to specific locations. The Library catalog record for the item will provide any such stipulations.

Two unique subsets of the Library of Things are covered in section 2.4.1 Museum and Attraction Passes and section 2.4.2 18+ Library of Things.

2.4.1 Museum and Attraction Passes

Supersedes: Museum Pass Policy and Procedure 2018

Free and discounted passes to local museums and attractions are generously provided through partnerships with local institutions and/or special funding sources. Passes are nontransferable, non-renewable, and may not be combined with other offers and discounts. Additional terms and conditions are unique to each Pass and are subject to change based on the current agreement with the attraction.

2.4.2 18+ Library of Things

Due to the skill and care needed to operate some Library of Things items, only patrons ages 18 and up are eligible to check out certain items, including (but not limited to) tools, telescopes, and binoculars.

Borrowers of all items must agree to hold Manatee County harmless against any and all claims, suits, costs, and injuries arising out of possession or use of Library materials, equipment, or facilities. They must also agree to read and follow any special instructions provided with equipment and other materials.

2.5 Item Loan Periods & Borrowing Limits

2.5.1 Limits by Item Type

Each type of item is associated with a default loan period, checkout limit, hold limit, and renewal parameters. This table lists the parameters of the major categories of items, but is not an exhaustive list. The total checkout limits and hold limits below do not apply to Welcome Cards or Organization Cards. Certain Library Card types are restricted from borrowing certain items or using certain online resources. See the Limits by Card Type table below for this information.

	Loan Period	Checkout Limit	Hold Limit	Renewals
Books	New – 2 weeks Regular – 3 weeks	100 items	40 items	3 auto
DVDs	1 week	20 items	20 items	3 auto
CDs & Playaways	3 weeks	100 items	40 items	3 auto
Library of Things & Kits	Book Club Kits – 4 weeks Other Things – 3 weeks	3 items 1 hotspot	3 items	3 auto
Magazines/Puzzles/non-barcode paperbacks	Unlimited	100 items	Not holdable	unlimited
Attraction Passes	1 day	1 pass per week/2 per month	n/a	No renewals
OverDrive/Libby	2 weeks	8 items	16 items	In app, if eligible
Hoopla	Books & Audiobooks – 3 weeks Music – 1 week Movies & TV episodes – 3 days	5 items per month	Not holdable	No renewals
Interlibrary Loans	Varies by lender	4 total checkouts & holds combined		2 weeks if approved

2.5.2 Limits by Card Type

Each type of library card may provide access to certain resources, but not to others. These tables list the major card types and major categories of resources, but it is not exhaustive. Additional restrictions and privileges may apply. See section 2.1.9 for Homebound Delivery privileges and restrictions. Contact MCPLS for detailed information about online resource access.

Youth Cards	Parents' Choice		All Access Pass/Student
	Child	Teen	
Eligibility	Age 0-12, Manatee County residents	Age 13-17, Manatee County residents	Enrolled in Manatee County Public School
Cost	Free	Free	Free
Expiration Period	3 years	3 years	Updated annually while enrolled. Expires at age 18.
Can Access: ↓			
Children's Print Books	✓	✓	Privileges are defined by the interlocal agreement between MCPLS and the School District of Manatee County and are subject to change. See appendix for signed interlocal agreement.
Children's Magazines/ Puzzles	✓	✓	
Children's Movies, CDs, Playaways	✓	✓	
Teen/Young Adult Print Books		✓	
Teen/Young Adult Movies, CDs, Playaways		✓	
Fiction/Non-Fiction Print Books (for adults)			
Magazines/ Puzzles/Paperbacks (for adults)			
Movies, CDs, Playaways (for adults)		✓ No rated R/MA	
Library of Things & Kits	✓ (no 18+)	✓ (no 18+)	
Attraction Passes	✓	✓	
Interlibrary Loan			
eBooks: Hoopla & OverDrive			
Other eResources	Childrens Only	✓	
Total Checkouts/Holds	100/40	100/40	

Adult & Other Card Types	Resident	Non-Resident	Lifetime Foundation	Reciprocal	Online Temporary	Welcome	Organization
Eligibility	Current Photo ID & Proof of residency per sec. 2.1.3	Current Photo ID	Current Photo ID	Current Photo ID & TBLC Library Card	Manatee County Resident	Photo ID	See sec. 2.1.10
Cost	Free	\$25 annually	\$100	Free	Free	Free	Free
Expiration Period	3 years	1 year	Lifetime	3 years	90 days	6 mos.	1 year
Can Access: ↓							
All Print Books	✓	✓	✓	✓		✓	✓
All Magazines/ Puzzles/ Paperbacks	✓	✓	✓	✓	✓	✓	✓
All Movies, CDs, Playaways	✓	✓	✓	✓		✓	✓
Library of Things & Kits	✓	✓	✓				✓
Attraction Passes	✓	✓	✓	✓	✓	✓	✓
Interlibrary Loan	✓		✓				
eBooks: Hoopla	✓	✓	✓		✓		
eBooks: OverDrive	✓		✓		✓		
Other eResources	✓	Some	✓	Some	✓	Some	Some
Total Checkouts/ Holds	100/40	100/40	100/40	100/40	0/40	3/3	200/50

2.6 Item Renewals

Most items automatically renew up to three times. Each renewal is for a time period equal to the standard loan period for the item. When manually renewing items, the due date of a renewed item is extended from the date the renewal is made, not the original due date. If there are other patrons waiting on the hold list for an item, it is not eligible for renewal. Exceptions will be made in the case of an emergency Library closure. See section 2.5 Item Loan Periods & Borrowing Limits for exceptions on specific item types.

2.7 Item Returns

Supersedes: Returning Other Library's Materials II-12-1

All items should be returned in good condition and pest-free by the end of the loan period.

With the exception of certain Library of Things items, any items checked out from MCPLS may be returned to any MCPLS location. Exceptions will be noted upon checkout. Items should be placed fully within the book-drop when returning. Patrons will be held responsible for items which are not returned properly. If the outside book-drops are closed due to an emergency Library closure, patrons are expected to keep items safe at home until the Library reopens. See section 2.10 Fines & Fees for lost or damaged item charges.

Items borrowed directly from libraries outside of Manatee County or directly from libraries managed by the School District of Manatee County should not be returned to MCPLS. Efforts will be made to return non-MCPLS items to the patron. MCPLS is not responsible for any late fines incurred when non-MCPLS items are returned to MCPLS.

2.8 Item Requests

Supersedes: VI-6-1 Holds

MCPLS's availability of materials is necessarily limited by space and budget considerations. If a desired item is not available at a patron's preferred MCPLS location, several options are available.

2.8.1 System Holds

If MCPLS owns the desired item, but it is currently checked out, housed at a different MCPLS location, or otherwise currently unavailable, a cardholder may

place a hold on the title through the online catalog or with staff assistance. Holds may not be placed on non-circulating items.

The wait time for any particular title will depend on the number of people on the holds list and the number and status of items owned by the Library which could fulfill the request. Staff are not able to guarantee an item's availability within a particular timeframe.

When an item becomes available, the item will be delivered to the MCPLS location of the patron's choosing. Patrons will have seven full Library business days (Mon-Sat) to pick up held items. On the eighth Library business day, the item will be considered unclaimed and will be returned to the shelf or processed for the next patron on the hold list.

Patrons can choose to suspend a MCPLS hold request, which will temporarily deactivate their request for a specific length of time. When a suspended hold request is reactivated, it resumes the position that it previously held in the holds queue. See section 2.5 Item Loan Periods & Borrowing Limits for number of holds allowed in regular and digital collections.

2.8.2 Purchase Requests

If a desired item is not owned by MCPLS, the patron may submit a purchase request for the item. All suggestions will be considered based upon cost, item format, publication date, availability, and suitability to a public library's collection including, but not limited to, these factors: current usefulness, permanent value, popular demand, newsworthiness, high standard of quality, critical reviews, and reputation and authority of the publisher, author, or producer. Items that are part of a standing order (popular authors whose books are automatically ordered) will not be eligible as a suggested purchase. Submission of a purchase request does not guarantee that MCPLS will purchase the requested item. The requesting patron may choose to have the item delivered to their preferred MCPLS location, if it is acquired. See section 1.1 Materials Selection and section 1.6 Freedom of Access for additional information.

2.8.3 Interlibrary Loan Requests

Supersedes: Interlibrary Loans (ILL) II-6-3

If MCPLS does not own a desired book, DVD, audiobook on CD, or music CD, or have access to a desired article, MCPLS may be able to request the item from a

library outside of Manatee County on behalf of the patron. This service is known as interlibrary loan (ILL). Items that may not be requested via ILL include:

- new titles less than one year old (see section 2.8.2 Purchase Requests)
- material already owned or on order for MCPLS
- electronic resources

When available, the item will be delivered to the patron's preferred MCPLS location as requested.

Patrons who have overdue items or fees must clear their account before requesting an interlibrary loan. If the lending library requires payment, MCPLS will charge the cardholder's account. Payment options may be limited.

See section 1.2 Interlibrary Loan and 2.5 Item Loan Periods & Borrowing Limits for restrictions relating to Interlibrary Loan and more information.

2.9 Notifications

Cardholders are required to choose to receive text message and/or email notifications and keep their account up to date with current contact information. Email notifications are recommended.

MCPLS provides patron notifications as a courtesy to assist with account management. Failure to receive a notification does not relieve cardholders of the responsibility of checking out items on hold within the specified time frame, returning items within the specified loan period, and paying charges owed.

Cardholders can be notified via email, and/or text message when requested items are available. Cardholders can be notified about due dates, automatic renewals, overdue items, and account payments by email and/or text message. Email and text message notifications are instantaneous. Some text message carriers are not eligible for text notifications from MCPLS. Cardholders can change their notification options at any time via their online account or with staff assistance.

Bills for lost and charged items are mailed to the cardholder's address on record.

2.10 Fines & Fees

Supersedes: Fine-Free Public Library, Manatee County Board of County Commissioners Administrative Policy Manual Policy #1.1; Fines and Fees I-29-1; Debt Collection I-88-1; Library Materials Fines and Fees 2012

2.10.1 Purpose

This section maintains MCPLS as a fine-free library system and outlines the standard fees that are assessed in applicable situations.

2.10.2 Fines and Fees

Fines are money owed for overdue materials. MCPLS does not assess overdue fines. Fees include the cost of replacement for damaged or lost materials, charges for library card accounts, and special services fees. MCPLS does assess fees.

A cardholder's account will be charged for the replacement price of unreturned items 21 days after the final due date. The cardholder may pay the replacement fee or replace the lost or damaged item with another copy of the item. Replacement items are subject to the approval of Library supervisory staff. The item should be in new or very good condition and must match the edition/version of the original item. Such exchanges are accepted upon the approval of MCPLS supervisory staff. In order to cover the Library's processing costs, a \$3.00 processing fee will be assessed for each lost and damaged item that is replaced by a patron.

All fees are non-refundable. Returned lost and paid materials are not eligible for a refund.

2.10.3 Fee Schedule:

- a) Fees for lost and damaged items:
 - (i) Replacement fees for each item are based upon the Library's original purchase price. If that cost is not available, the following uniform prices will apply:
 - (1) Books:

(a) Adult hardcover books	\$30.00
(b) Juvenile and Young Adult books	\$20.00
(c) Board books	\$6.00
(d) Mass market paperbacks	\$10.00
(e) Trade paperbacks	\$20.00
 - (2) DVDs
 - (3) Audiobooks

(4) Music CDs	\$15.00
(5) Playaways	\$60.00
(6) Library of Things & Kits	varies by item from \$10-\$250
b) Fees for missing or damaged parts:	
(i) Individual audiobook disc	\$8.00
(ii) Outer container for audiovisual:	
(1) Music CD, DVD case	\$1.00
(2) Audiobook cases	\$7.00
(3) Playaway cases	\$3.00
(iii) Supplemental print material not integral to book or set	
(1) map, chart, pamphlet, booklet, etc.	\$3.00
(iv) Supplemental AV material not integral to set	
(1) DVD, CD, CD ROM	\$3.00
c) Copying & Printing:	
(i) Black & White	\$0.10/page, one-sided
(ii) Color	\$0.50/page, one-sided
d) Faxing:	free
e) Reference by mail – up to 20 pages and postage	\$2.00 local/\$5.00 non-local
f) Other items:	
(i) USB drive	\$5.00
(ii) Headphones	\$5.00
(iii) CD	\$1.00

2.10.4 Staff Authority

All MCPLS staff can waive any outstanding debt collect fees and overdue fines on cardholder accounts, since MCPLS no longer assesses these charges. MCPLS supervisory staff have the authority to negotiate and/or waive any outstanding charges up to \$200 due to extenuating circumstances, age of charges, and age of patron when charges were incurred. Negotiations or waivers of outstanding charges in excess of \$200 require approval by the Library Services Manager or Assistant Library Services Manager.

2.11 Privilege Restriction

Borrowing privileges are suspended for any cardholder owing a balance in excess of \$30.00. Privileges will be reinstated upon return or replacement of lost materials and/or once the balance is at \$30 or less. Interlibrary loan borrowing privileges are suspended for any cardholder with an outstanding balance of any amount. Privileges will be reinstated upon return or replacement of lost materials and/or

payment of all fees. Borrowing privileges are also suspended for any patron who has been trespassed from the Manatee Library facilities. Privileges are suspended for the length of the trespass.

2.12 Confidentiality of Cardholder Information

Florida law mandates confidentiality of library registration and borrowing records in Florida State Statute 257.261. MCPLS abides by this statute.

Cardholders must provide a valid library card, valid photo ID, or library barcode number and associated account details to check out materials. Digital apps which save library card data or photo ID are also acceptable. A cardholder may extend borrowing privileges to others by giving them access to their valid library card, valid photo ID, or library barcode number and associated account details. The individual named in the account, or their parent or legal guardian in the case of a minor, is responsible for any resulting fees.

Cardholders must provide their library barcode number on the phone, via email or text, or in person to access account information, such as materials checked out and due dates, or to conduct library business, such as placing an item on hold. When this information is unavailable, confirmation of multiple pieces of account information, such as birthdate and address will be sufficient.

Cardholders must provide their library barcode number and PIN to access their online account. If they are unable to provide their barcode number due to loss or theft of the card, they will need to visit a library location in person to get a new library card. If they are unable to provide their PIN, there is a PIN reset option available online. The reset option requires that a patron has a valid email address in their library account. Staff are only able to reset PINs in person, not on the phone or via email or text message.

MCPLS cannot guarantee the confidentiality of information sought or received, or materials consulted or borrowed from third-party digital services to which the Library provides access. When patrons use these resources, they are subject to the individual third-party terms and privacy policies.

2.13 Record Deletion & Retention

MCPLS abides by the State of Florida General Records Schedule GS15 for Public Libraries.

If an expired account is not renewed within 30 days of expiration, it will be deleted, with the exception of accounts with outstanding charges. Upon deletion, the library card and barcode number are considered defunct. A patron may complete the Library Card Registration process for privileges to be reinstated.

By default, information about what a patron has checked out is only retained until the items are returned. A patron may opt-in to retain their reading history, which would be accessible through their online account and to select staff members.

Reviewed and approved by the Library Advisory Board on October 23, 2023.

Adopted in open session with a quorum present and voting this 9th day of January 2024.

BOARD OF COUNTY COMMISSIONERS
OF MANATEE COUNTY, FLORIDA

BY: _____
Chairperson

ATTEST: ANGELINA COLONNESO,
CLERK OF THE CIRCUIT COURT AND COMPTROLLER

BY: _____