

**FORT BEND COUNTY LIBRARIES**  
**CIRCULATION POLICY AND PROCEDURES**

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## **I. INTRODUCTION**

The policy statements contained herein are approved by the Fort Bend County Commissioners Court in order to ensure that the Fort Bend County Libraries Circulation Policy and Procedures are applied consistently throughout the library system. The policy provides guidance to all library staff in implementing the circulation of library materials on behalf of the Commissioners Court. Ultimate responsibility for circulation in Fort Bend County Libraries (FBCL) lies with the County Librarian, who is responsible for operating within the policies and procedures approved by the Commissioners Court.

The mission of FBCL is to bring people, information, and ideas together to enrich lives, expand minds, and strengthen our diverse community.

In order to provide for the efficient and equitable circulation of materials, FBCL sets the following policy and procedures for patrons and staff. FBCL reserves the right to modify policies and procedures at any time.

## **II. CONFIDENTIALITY OF PATRON RECORDS**

- A.** It is the policy of Fort Bend County Libraries and state law, Texas Government Code Chapter 552. Public Information, Sec. 552.124 (exception: Confidentiality of Records of Library or Library System) that all circulation records, identifying the names of library users and their transactions with FBCL, remain confidential. These records include, but are not limited to, the following: personal names, addresses, phone numbers, and email addresses; items in circulation, reserved, and/or previously consulted; library accounts denoting outstanding fines, fees, and items lost or damaged; computer-use records; database-searching records; interlibrary loan requests; and reference requests. All FBCL staff must protect each user's right to privacy regarding materials used and information sought.
- B.** Release of account information to the cardholder in person—Library cardholders may present their library card or their valid government-issued photo ID in order to verify items checked out or fines and fees owed on the account. The library card barcode number cannot be released to patrons inquiring by telephone or email. A patron may receive their library card barcode number upon presentation of their valid government-issued photo ID in person only.
  - 1. Information about an Adult card account will be released to a person other than the cardholder, only if the person is named as an Agent on the account upon presentation of the library card or that person's own valid government-issued photo ID. No information can be released to anyone who is not named as an Agent.
  - 2. FBCL makes a distinction between a direct, specific request for information regarding a borrower's account (e.g., address and date of birth) and a situation in which one person checks out items using another borrower's card or retrieves a held item for them.
  - 3. Information about a Juvenile card or account will be released to a person, other than the cardholder, who is named as a Parent/Guardian/Agent upon presentation of the library card or that person's own valid government-issued photo ID. No information can be released to anyone who is not a named Parent/Guardian/Agent. Only the authorizing Parent(s)/Guardian(s) may add other names to the Juvenile's account; this must be done in person and may occur at a later date.
- C.** Only the library cardholder may reset a password in person and must provide their valid government-issued photo ID with proof of current residence address if not shown on the ID.

- D. A library cardholder requesting to reset their password by email or telephone must provide the cardholder's name, library barcode number, and date of birth in order to have the request completed. Without this information, no further action can be taken.
- E. Patrons may also change this information online at [www.fortbend.lib.tx.us](http://www.fortbend.lib.tx.us) by accessing their account using their library barcode number and password.
- F. Changing an address must be done in person at any branch library by showing a valid government-issued photo ID with proof of current residence if not shown on the ID.
- G. Patrons may request that library materials be renewed when contacting FBCL by email or telephone. If unable to provide their library card number, only the renewal due date will be disclosed. No titles checked out or further information about the account will be given. Patrons without a library barcode number or their valid government-issued photo ID, appearing in person at a branch, may ask that items be renewed but will not be given any information except the new date due.

### **III. A BORROWER'S RESPONSIBILITY**

- A. By signing the library card application, an Adult or a Juvenile's Parent(s)/Guardian(s) accept(s) full responsibility for the use and return of all library materials borrowed under the account. As a borrower, the Adult (or a Juvenile's Parent(s)/Guardian(s) whose signature is on the application) will be charged fines and fees by Fort Bend County Libraries for any items that are turned in or renewed after their date due, damaged during their use by the cardholder, returned with missing pieces, or lost.
- B. A valid library card is one that has not expired and has no more than the maximum allowed in accrued fines or fees (see attached fee schedule). Patrons with an expired library card must renew their card before checking out materials:
  - 1. To check out materials, patrons who owe more than the maximum allowed must renew their card and pay their accrued fines or fees so that the amount is below the maximum allowed.
  - 2. Patrons who owe more than the maximum allowed, or who have an expired card, may continue to use public computers in a branch. Some online services may be restricted.
- C. A patron should protect their library card as they would protect a credit card in order to prevent any misuse of the library card. If a library card is lost or stolen, the library cardholder must promptly inform FBCL in person, by email, or other written communication so that unauthorized use of the card may be prevented. "Lost Library Card" forms are available online and at each branch location. The library card account will be blocked from use upon receipt of such written communication by library staff.

The Adult cardholder or a Juvenile cardholder's Parent(s)/Guardian(s) is/are responsible for all fines and fees charged to the account up to the day that the library card is reported lost or stolen. The fee to replace a lost or stolen library card is \$2.00 for a full-service card and \$1.00 for an e-Card.

- D. Disputed claims of fines and fees charged to the account on a stolen library card are to be supported by a police report of the theft, which must be filed within 30 days of the theft. FBCL must have a record of such a report.

- E. Fort Bend County Libraries reserves the right to deny or limit borrowing privileges to anyone who repeatedly violates FBCL's Circulation Policy and Procedures and fails to take appropriate measures for fines or fees and lost or damaged library materials.

#### **IV. LIBRARY CARD TYPE / BORROWER TYPE**

##### **A. Full-Service Library Card**

###### **1. Adults age 18 or older**

Permanent residents of Texas who meet the following requirements are eligible to receive a free full-service library card, which is valid for two years. Only one card is allowed per individual. To apply for a full-service library card, adults will fill out an application at any FBCL branch library and present their valid government-issued photo ID with proof of current residence address if not shown on the photo ID. Digital images of an ID are not accepted.

Adult patrons and the Parent(s)/Guardians of Juvenile patrons are required to provide the following information in order to obtain a full-service library card to check out library materials from a FBCL branch library. Patrons who cannot (or who refuse to) provide this information will not receive a full-service library card. Patrons who cannot (or who refuse to) provide this information for a full-service library card may prefer an e-Card.

Library patrons may use many of FBCL's resources without a card while in a library branch.

###### **a. The following information is required on the application:**

- i. Legal name shown on the valid government-issued photo ID
- ii. Current residence address with printed proof of address, if not shown on the ID
- iii. A PO Box or a Postal Mail Box from a commercial vendor cannot be used as the only form of address, but may be shown in addition to the current residence address
- iv. Telephone or cell-phone number and the name of the service provider
- v. Email address if available
- vi. Choice of library notification
- vii. Password
- viii. Date of birth

###### **b. Acceptable valid (not digital) forms of photo ID with an expiration date:**

- i. Texas or another state's driver license
- ii. Texas ID card
- iii. Passport
- iv. U.S. Military ID
- v. International Driver License
- vi. Resident Alien Card (Green Card)

###### **c. Acceptable printed proof of current residence address, if not shown on the valid government-issued photo ID, must show the applicant's name and may be:**

- i. Imprinted bank check, deposit slip, or bank statement
- ii. Utility deposit receipt or current utility bill

- iii. A valid Texas Voter Registration card, Texas Vehicle registration, Texas Proof of Automobile Insurance Card
- iv. Rental/Lease Agreement, Home Purchase documents
- v. Official mail sent to the address on the application and postmarked within the last 30 days
- vi. Peace Officer's official address (Texas Statutes, Texas Transportation Code. Sec. 521.1211)
- vii. Driver License for Peace Officers and Prosecutors

## 2. Juveniles age 17 and younger

Permanent residents of Texas are eligible to apply for a free library card. This includes juveniles age 17 and younger. The child must be present in the library at the time of application and must also be accompanied by their Parent(s)/Guardian(s) in order to receive a Juvenile library card, which is valid for two (2) years. Parents/Guardians may obtain library cards for their child/children if each child is present.

The Parent(s)/Guardian(s) must fill out and sign the application and provide their valid government-issued photo ID with proof of current residence address if not shown on the ID. Acceptable forms of ID and proof of current residence address are the same as those listed for ADULTS AGE 18 OR OLDER (Section IV, Part A). Digital images are not accepted. Electronic devices may not be checked out using a Juvenile card.

By signing the Juvenile Library Card Application, Parents/Guardians -- and only Parents/Guardians -- acknowledge their responsibility for monitoring the child's use of FBCL resources. This includes use of the internet and other library materials in any branch library, as well as any materials that the child chooses to check out on their library card. FBCL does not act *In Loco Parentis* (in the place of the parents). Parents/Guardians are financially responsible for all fines and fees incurred on the child's card.

On the application, the Parent(s)/Guardian(s) may list other adult(s) who may also have access to information about this account. If another Parent/Guardian/Agent is not named on the account at the time of application, no information about the child's account can be released to any other person until the authorizing Parent(s)/Guardian(s) applicant(s) on the library account adds more names and shows their valid government-issued photo ID with proof of current residence address if not shown on the ID.

A named Parent/Guardian/Agent may then have access to information concerning the child's library card by showing their own valid government-issued photo ID.

## B. e-Card

This card is available for patrons who do not want a full-service card, but want to use library public computers, copiers, or online resources to read eBooks and/or eMagazines, or access information databases. Photo ID is not required, but is recommended to be shown; an email address allows notification of the card's expiration. An e-Card expires after two (2) years. **It may not be used to check out physical materials from the library.** Adults and Juveniles may apply for an e-Card if they do not already have an existing full-service library card account. A patron may not have more than one individual library card account. Out-of-state residents do not have to pay an out-of-state fee to apply for an e-Card.

Patrons who do not have their e-Card number can retrieve it by providing their name, address, and birthdate to verify information and receive their e-Card number and reset their password on the account.

**C. Applicants residing in group homes (including Juvenile Foster Homes)**

Applicants who reside in a group home may obtain a temporary Fort Bend County library card. Juvenile and some adult group home applicants, who are not living independently, must be accompanied by an authorized representative of the group home. A letter on organization letterhead, stating that the individual is a resident of the group home, must be provided to FBCL by an authorized representative of the group home or by the adult applicant if they are living independently. Foster child applicants must be accompanied by their Foster Parent(s)/Guardian(s) who may indicate this status without providing a letter.

Library cards given to residents of group homes are valid for one (1) month, and the borrowing privileges are limited to a total of three (3) items checked out at any time. In order to renew the library card, proof of residence must again be verified by a representative of the facility or foster home or by a letter from the group home.

The group home or Foster Parent(s)/Guardian(s) is/are responsible for all items checked out and for all fines/fees on the library card. Electronic devices may not be checked out using this card.

**D. Applicants residing in shelters**

Applicants who reside in a shelter may obtain a temporary Fort Bend County library card. The individual is to bring a letter on the shelter's letterhead stating they are a resident of that shelter. These library cards are valid for one (1) month. Borrowing privileges are limited to a total of three items checked out at any time. In order to renew the library card, proof of residence at the facility must be verified. The cardholder must bring in a letter from the shelter stating that they still reside in the shelter. The individual is responsible for all items checked out and for all fines/fees on the library card. Electronic devices may not be checked out using this card.

**E. Individuals who are homebound**

Homebound applicants may obtain a Fort Bend County library card by contacting a branch via telephone, through an email request, or by sending a family member or Agent in person to receive a paper application to fill out and return. The application will allow the applicant to designate an authorized Agent to check out library materials on their behalf. The authorized Agent then returns the completed application to the library in person and presents the applicant's own valid government-issued photo ID with proof of the applicant's address if not shown on the ID and their (the Agent's) own government-issued photo ID. The issued library card is valid for two (2) years and has some of the same borrowing privileges and responsibilities as a full-service card. To renew the card, the authorized agent must come in and repeat this process. The authorized agent must present the applicant's card or their own government-issued photo ID each time that items are checked out. The applicant may change or add additional authorized agent(s) at any time by notifying FBCL in writing of this change. The homebound patron is responsible for the return of borrowed library materials and for any fines or fees that may occur. Electronic devices may not be checked out using this card.

**F. Cards for corporations, businesses, outreach sites, and other organizations in Fort Bend County**

The library card will be issued in the name of the corporation, business, outreach site, or organization. One employee will be designated to use the library card. The designated employee may be changed at any time, upon presentation of a new letter from the corporation, business,

outreach site, or organization. The corporation, business, outreach site, or organization is responsible for all items borrowed and for any charges for overdue items and missing, damaged, or lost library materials. The designated employee must apply in person and must have a letter from its administrative offices on letterhead, stating that they are the borrower for that library card. The designated employee must also show their valid government-issued photo ID when the library card is issued and again at renewal. Only one (1) Fort Bend County Libraries card will be issued. The library card must be renewed annually by following the above process again.

#### **G. Applicants who reside out-of-state**

Out-of-state residents may obtain a temporary full-service Fort Bend County library card for six (6) months upon paying a fee (see attached fee schedule). Application must be made in person by providing a valid government-issued photo ID and printed proof of a current residence. Non-resident library cardholders are subject to the same responsibilities and some of the same privileges as residents of Texas. Electronic devices may not be checked out using this card.

Out-of-state residents do not have to pay an out-of-state fee to apply for an e-Card.

#### **H. TEXSHARE CARDS**

FBCL is a participant in a cooperative program, TexShare, instituted by the State of Texas to improve library service to Texas residents. Fort Bend County Libraries issues TexShare cards only to residents of Fort Bend County who are 18 years or older. The TexShare cards allow residents to use all academic and public libraries in Texas that are participants in the TexShare program. Each participating library has their own rules for users of the card.

##### **1. FBCL cardholders who live in Fort Bend County**

To obtain a TexShare card, a Fort Bend County resident must be a FBCL registered cardholder for six (6) months, in good standing, without overdue items, fines, or fees over the allowed limit, and without items in Claims Returned status. The patron must present their valid government-issued photo ID with proof of current residence address, if not shown on the ID.

##### **2. FBCL cardholders who do NOT live in Fort Bend County**

FBCL cardholders who do not reside in Fort Bend County must obtain a TexShare card from the library located in the county or city in which they reside.

##### **3. TexShare cardholders with permanent Texas residence**

As a participating member in the TexShare program, FBCL will issue a Fort Bend County library card to an individual who presents a valid TexShare card that was issued from another participating Texas library. If the person presenting the TexShare card is a Texas resident, they will be asked to present their valid government-issued photo ID with proof of current residence, if not shown on the ID. They will be issued a full-service Fort Bend County library card.

##### **4. TexShare cardholders without permanent Texas residence**

If the person presenting the TexShare card is *not* a Texas resident—for example, is a college student from another state—they will be issued a Fort Bend County library card that is valid for one (1) year and is limited to ten (10) items checked out at any time. The individual must present a valid government-issued photo ID with proof of current residence, if not shown on the ID, before receiving a FBCL full-service card; there is no out-of-state charge for a FBCL full-service card for TexShare cardholders meeting these criteria.

## **V. RENEWAL AND/OR REPLACEMENT OF LIBRARY CARDS**

### **A. Renewal of library cards**

The standard registration period for library cards is two (2) years, but the period may vary according to the card type or borrower type. Renewals must be made in person by presenting a valid government-issued photo ID with printed proof of current residence if not shown on the ID. Juvenile library cards may be renewed by the child's Parent(s)/Guardian(s) upon presentation of a valid government-issued photo ID with printed proof of current residence if not shown on the ID.

### **B. Replacement of lost or stolen library cards**

Lost or stolen library cards must be reported as described in Section III, Part C.

## **VI. UPDATING LIBRARY CARD INFORMATION**

### **A. Change of status at age 18**

Patrons updating a library card upon turning 18, or at the next renewal of their library card, may be issued a new card, even if fines/fees have accrued on the previous card while the cardholder was a Juvenile library cardholder. The issuance of a new card allows the 18-year-old to have a clear history on their new library account. A valid government-issued photo ID, with printed proof of current residence address if not shown on the ID, must be presented to obtain the new card. The fines/fees due on the original card remain the responsibility of the Parent(s)/Guardian(s) who is/are listed on that Juvenile patron record. If an 18-year-old wants to pay the fines/fees accrued on the earlier account, they may do so, although it is not required.

### **B. Name changes**

If a patron changes their name, they must update their patron record. An adult must bring in a valid government-issued photo ID (which may reflect the name change) with proof of current residence address, if not shown on the ID. If the new name does not appear on the ID, then a document that shows their new name, such as a bank statement, a utility bill, or other proof of the name change, must be provided. For children under the age of 18, the Parent(s)/Guardian(s) listed on the account must update the account in person and present their valid government-issued photo ID with proof of current residence address. Upon the Parent(s)/Guardian(s) declaration that the child's name has been changed, library staff will update the child's library record.

### **C. Change of address**

To make an address change on their library record, a patron must be present in the library and have a valid government-issued photo ID with proof of current residence address, if not shown on the ID. If the adult(s) is/are listed as Parent(s)/Guardian(s) on any other accounts, they may make changes on their child's/children's library records at the same time.

### **D. Change of telephone number or email address**

To update a telephone/cell-phone number or email address in person, a patron may come to the library and present their library card and a valid government-issued photo ID with proof of current residence address, if not shown on the photo ID. To update by email or telephone, a patron must provide the correct name, library card barcode number, and date of birth on the library account.

Patrons may also update their telephone/cell-phone number or email address themselves online by accessing the *Login/My Account* tab at [www.fortbend.lib.tx.us](http://www.fortbend.lib.tx.us).

## **VII. BORROWING LIBRARY MATERIALS**

### **A. How to check out library materials**

With a FBCL full-service library card, or a valid government-issued photo ID with proof of current residence (if not shown on the ID), library materials may be checked out. Only Fort Bend County residents, age 18 and older, who have a FBCL full-service card may check out electronic devices; electronic devices must be checked out at a Circulation Desk.

Patrons may use their FBCL full-service library card at a self-check machine in many branch locations. Without a FBCL full-service library card, a patron must check out at a Circulation Desk.

Patrons may give their FBCL full-service library card to another family member or another designated individual who may check out items for them, but the cardholder remains responsible for all items checked out on the library card unless it is reported stolen or lost as described in Section III, Part C.

### **B. Number of items that may be borrowed**

A limit of 50 items may be checked out on one card at any time in order to provide fair and equitable access to library materials for all Fort Bend County Libraries patrons.

Most library materials may be checked out for three (3) weeks (21 days) and may be renewed once for three (3) more weeks, if the item is not requested by another patron.

### **C. Items with different loan limits and/or loan periods**

1. *Juvenile Story Kits and Toy Kits* are limited to three (3) of each per library card and may be borrowed for three (3) weeks (21 days). They may be renewed for another three (3) weeks if the item is not requested by another patron.
2. *Electronic Devices (Launchpads and Mobile Hotspots)*  
These devices are a limited resource available to be checked out only by Adult cardholders over the age of 18 who are residents of Fort Bend County. The borrower must present their own FBCL library card without fines or fees owed and no unresolved Claims Returned items on their account. A valid Texas Driver License with proof of current residence, if not shown on the ID, must also be presented. Loan periods for these items are for seven (7) days, and no renewals are allowed. Overdue fines accrue at the rate of \$5.00 per day up to a maximum of \$25.00. Hold requests for these devices are not permitted. Each device must be returned in person to the library from which the device was borrowed, either to Circulation Desk staff or in a book drop. Devices returned by mail or delivery service, or to the wrong branch, will have fees of \$5.00 added to the borrower's account.
3. *Laptops* are available to check out for in-house use in a few branch libraries. Check our website ([www.fortbend.lib.tx.us](http://www.fortbend.lib.tx.us)) for further information.
4. *Interlibrary Loans* must be picked up from and returned at a Circulation Desk.

### **D. Checking out items**

FBCL staff at a Circulation Desk will examine each library item for inclusion of all pieces and for any damage before it is checked out. If an item is excessively worn or in any way damaged, it will not be checked out.

Patrons are also responsible for inspection of all materials at checkout from a Circulation Desk or self-check machine before leaving the library and for notifying staff of the item's condition.

FBCL believes that patrons have the right to expect materials that are – within reason – clean and in good condition. Staff and patrons must help ensure this standard.

#### **E. Date-due information**

Library patrons have multiple options to check date-due information on their account. Patrons are responsible for monitoring their accounts and may do so online at [www.fortbend.lib.tx.us](http://www.fortbend.lib.tx.us) to review dates due and renew the items when possible. Patrons should retain their check-out receipts. Patrons should not wait to renew on the date due of their item(s) in the event that an item cannot be renewed.

Choices for monitoring the date-due information in a library account, using your library card barcode and password, include:

- In-person at a Circulation Desk at any branch;
- At a branch self-check machine;
- Via the automated Telephone Renewal service at 281-341-2686;
- By calling George Memorial Library at 281-342-4455 or your local branch library during library business hours. Without the library card barcode number, access to account information is very limited in order to ensure the confidentiality of patron records.

### **VIII. RETURNING BORROWED MATERIALS**

#### **A. How to return borrowed items**

Patrons may return some items – but not all – through outdoor book drops accessible 24 hours a day and indoor book drops accessible during library business hours at all FBCL branch locations. During business hours, FBCL staff at each branch's Circulation Desk will also accept a patron's returned items. Patrons may ask for and receive a check-in receipt with a list of the items cleared from their account on this visit.

*Electronic devices (Launchpad and Mobile Hotspot)* may be returned to Circulation Desk staff or a book drop at the branch from which the device was borrowed. Electronic devices returned to another branch will have a fine charged to the last borrower's account.

*Interlibrary Loan* materials must be returned to Circulation Desk staff at any branch; they may NOT be returned in a book drop.

All items returned to the library are checked for all pieces and damage before the item(s) is/are cleared completely from the last borrower's library account. FBCL Circulation Desk staff will contact the last borrower if the item(s) is/are damaged beyond normal use or if there are missing pieces.

#### **B. Fines and fees**

Fines are defined as charges for overdue materials. Fees are defined as charges for lost/damaged materials or for missing pieces. As a courtesy, FBCL will notify a cardholder of overdue item(s) on their account. Patrons who share their email or text-message contact information with FBCL will receive a reminder notice three (3) days before the item(s) is/are due. Library notification systems will attempt to contact the cardholder through an automated phone service, by email, or by text message. If the item(s) is/are not returned within the designated borrowing period, applicable fines will be assessed to the cardholder's account. Fines are also assessed if an item is renewed after its due date.

Failure of the cardholder to receive any phone calls, email notices, text messages, or library mailers for any reason does not eliminate the library cardholder's responsibility for all fines and

fees accrued to their account. Phone service, emails, and text-service providers are outside the control of FBCL. Therefore, FBCL does not guarantee the delivery of phone messages, emails, or text notifications. Library patrons are responsible for checking their account to ensure that library materials are returned by their due date.

### **C. Lost or damaged materials**

The Adult library cardholder is responsible for all fines and fees on their library card account. A Juvenile library cardholder's Parent(s)/Guardian(s) is/are responsible for all fines and fees on their child's library card account.

Charges for overdue items accrue at a set rate per day per item (see attached fee schedule.) Library materials that are lost or damaged are the responsibility of the cardholder. A fee for the replacement cost of the item and a processing fee will be assessed (see attached fee schedule).

FBCL may accept replacement items in lieu of payment for lost or damaged print materials with prior approval of a Collection Development Coordinator. Items must meet strict criteria and will not be accepted without prior approval. A processing fee will still be assessed even if the item is replaced (see attached fee schedule).

Borrowing privileges are suspended until the lost/damaged matter is resolved and the library record is clear.

Overdue fines are not charged when a patron pays for a lost item; however, overdue fines are charged if the lost item is found before the lost fee is paid or if found and returned before one (1) year from the date of being set to lost. (see the attached fee schedule for the maximum overdue fine).

Fees for items with missing pieces will be waived upon return of the pieces within one (1) year. If not returned in this time, the replacement cost of the item will remain on the account.

### **D. Who may pay**

Anyone, including the cardholder, can settle unpaid fines or fees on a library card account. For reasons of patron confidentiality, details about fines or fees will not be given (except for the amount due) unless the payer is named as a Parent/Guardian/Agent on the cardholder's account; the payer will not be issued a receipt for payment.

The Adult library cardholder, or a named Agent on the account, receives information and receipt for payment.

The Juvenile library cardholder, or a named Parent/Guardian on a Juvenile account, receives information and receipt for payment.

### **E. Refunds and credits**

Lost or damaged library materials are the responsibility of the last patron who checked them out. That patron is responsible for the full cost of the item and for a processing fee (see attached fee schedule).

FBCL does not accept the return of lost items, paid or unpaid, more than one (1) year beyond their lost date.

Refunds (for the full cost of the item, but not the processing fee) may be issued up to six (6) months from the "Date of Payment" for Lost and Paid for items. The lost item must be returned in good condition with the library-issued FBCL Official Receipt. A refund can only be issued

with an FBCL Official Receipt, or if a record of payment in full is in the patron's account in the Library Transaction Summary database.

Exception: Payment fees for lost electronic devices, missing audio-visual items, CDs, or juvenile kit parts are non-refundable.

#### **F. Claims Returned items**

"Claims Returned" is a process by which a patron may attempt to resolve a claim that overdue items have been returned to the library. Items that were set to "Lost" over one (1) year from the original date due may not be placed into "Claims Returned."

A patron may request to have one (1) or more items (up to nine (9) items maximum) placed into "Claims Returned" at one (1) time. In order to prevent patrons from repeatedly placing items into "Claims Returned," additional library materials may not be placed into "Claims Returned" until the item(s) in the first "Claims Returned" have been resolved.

Once an item is changed to "Claims Returned," every branch location will search for the item on a monthly basis for six (6) months. The patron will also be asked to continue to search for the item. If the "Claims Returned" item is found by library staff, it will be checked in and the patron's account will be cleared without fines or fees owed.

If the "Claims Returned" item is found and returned by the patron, overdue fines will be assessed to the library card account, not to exceed the maximum overdue fine (see attached fee schedule). If six (6) months pass and the item is still in "Claims Returned," it will be declared "Lost" and applicable charges will be assessed with the patron being responsible for the assessed charges.

### **IX. HOLDS ON LIBRARY MATERIALS**

Patrons may request that an item(s) be placed on hold to be picked up at the branch of their choice. Patrons may have no more than 10 holds on materials in the library system at any one (1) time in order to ensure equitable distribution of high-demand materials. Library materials that are on hold in a branch may be retrieved and checked out by the patron who placed the hold, by a Parent/Guardian/Agent, or a Holds Pick-up person who is/are named on the cardholder's account.

### **X. INTERLIBRARY LOANS**

Interlibrary loan (ILL) is a service that allows patrons of Fort Bend County Libraries to borrow from other public, academic, or special libraries throughout Texas and the United States, library materials that are not owned or circulated by FBCL. FBCL also serves as a lender to other institutions in the United States.

#### **A. Eligibility**

Patrons using this service must have a valid, unexpired FBCL card that does not have fines or fees exceeding \$5.00. The interlibrary loan borrowing privileges of patrons with fines/fees exceeding \$5.00 will be suspended until sufficient payments are made to reduce the balance to \$5.00 or less. Failure to return interlibrary loan items on time, or pick-up items requested, may result in the suspension of interlibrary-loan services for the patron.

#### **B. Material Available Through Interlibrary Loan**

FBCL will attempt to borrow print books, journal articles, musical scores, and microfilm not owned or circulated by FBCL. Note however, that some libraries will not lend specific materials, and access to certain collections may be limited. Non-circulating reference materials will not be requested.

### **C. Restrictions**

Each patron will be permitted to maintain a maximum of 10 active ILL requests on their library card. If a patron submits more than that number, the requests will be held until a sufficient number of items have been returned to reduce the items out to 10 or less. Electronic books, serials, and all formats of audiovisual materials are not available for borrowing through ILL. Materials restricted by the lending library as “For In-Library-Use Only” are not available through ILL. Because of copyright restrictions, FBCL is limited to borrowing five (5) copies of articles from the current five (5) years of a periodical title during a calendar year. Beginning January 1 of the New Year, up to five (5) more requests can be ordered from the same periodical title.

### **D. Submitting Requests**

Interlibrary loan requests may be submitted at any Fort Bend County library in person, online, by telephone, or by email. Materials may take three (3) weeks or more to arrive after the request is made. Patrons will be notified by telephone, email, or text message when materials have arrived.

### **E. Loan Period and Renewals**

The loan period and any renewals are set by the lending library and will vary by institution. To request a renewal, patrons must call FBCL Interlibrary Loan Department at (281) 633-4719 or email to [ILLsystem@fortbend.lib.tx.us](mailto:ILLsystem@fortbend.lib.tx.us).

### **F. Charges and Fees**

There is no charge for requesting an ILL at FBCL. However, some lending libraries may have additional charges for borrowing or photocopying materials, and that cost is the responsibility of the patron. Patrons may choose not to pay the additional charges, but must say so when making the ILL request under this circumstance. FBCL may not be able to fill the request.

Patrons will be charged \$1.00 per day for overdue items up to a maximum of \$5.00 per item. Patrons are responsible for all costs for lost or damaged ILL materials.

ILL items must be checked out from a Circulation Desk and must be returned to a Circulation Desk.

### **G. As a Lender**

Fort Bend County Libraries, as a lender to other institutions, will not lend any non-circulating materials or any audiovisual materials, nor will it lend popular, high-demand materials that have been published or purchased in the last six (6) months.

**FORT BEND COUNTY LIBRARIES  
FEE SCHEDULE 2022-2023**

Overdue fees for Books, CDs, DVDs, Books on CD	\$ 0.10 per day per item up to a maximum of \$10.00 per item
Overdue fees for Launchpads, Mobile Hotspots, Nooks	\$5.00 per day per item up to a maximum of \$25.00
Accrued fee limit in order to check out items	\$5.00
Library card replacement	\$2.00
Processing fee	\$5.00
Damaged or Lost item	Replacement cost of item + processing fee
Out of state resident library card	\$15.00
Insufficient funds/return check fee	\$30.00
Book on CD replacement disc	\$7.00
Damaged/lost item barcode	\$1.00
DVD or Music CD Case	\$2.00
Book on CD case	\$5.00
Jacket cover (DVD, Music CD, Book on CD)	\$3.00 (includes barcode)
Back jacket cover for above	\$1.00
Story kit puppets	\$12.50
Story kit book	\$12.50
Black mesh story kit bag	\$4.00
Toy kit puzzle	Replacement cost + \$5.00 processing fee
Blue mesh toy kit bag	\$4.00
Juvenile sound kit CD	\$7.00
Juvenile sound kit book	Replacement cost of item + \$5.00 processing fee
Juvenile sound kit plastic bag	\$0.00
Copying & Computer printing	\$0.10 per page
Color copying & Computer printing	\$1.00 per page
3D Printing	\$1.00
3D Printing additional filament over 5 grams	\$0.20 per gram
Notary fee	\$1.00 per signature
After hours meeting room use	\$70.00 per hour// \$150.00 deposit fee
Meeting Room at The Pointe, Missouri City Branch	\$50.00 per hour/ \$125.00 deposit fee