

FORT BEND COUNTY LIBRARIES
CIRCULATION POLICY AND PROCEDURES

Table of Contents

I.	INTRODUCTION.....	1
II.	CONFIDENTIALITY OF PATRON RECORDS.....	1
III.	A BORROWER’S RESPONSIBILITY	2
IV.	LIBRARY CARD TYPE / BORROWER TYPE	3
	A. Full-Service Library Card.....	3
	B. e-Card.....	Error! Bookmark not defined.
	C. Applicants residing in group homes (including Juvenile Foster Homes).....	5
	D. Applicants residing in shelters	5
	E. Individuals who are homebound.....	5
	F. Cards for corporations, businesses, outreach sites, and other organizations in Fort Bend County	6
	G. Applicants who reside out-of-state	6
	H. TexShare Cards	6
V.	RENEWAL AND/OR REPLACEMENT OF LIBRARY CARDS	7
VI.	UPDATING LIBRARY CARD INFORMATION.....	7
	A. Change of status at age 18	7
	B. Name changes	7
	C. Change of address	8
	D. Change of telephone number or email address	8
VII.	BORROWING LIBRARY MATERIALS.....	8
	A. How to check out library materials	8
	B. Number of items that may be borrowed	8
	C. Items with different loan limits and/or loan periods.....	8
	D. Checking out items.....	9
	E. Date-due information.....	9
VIII.	RETURNING BORROWED MATERIALS.....	10
	A. How to return borrowed items.....	10
	B. Fines and fees.....	10
	C. Lost or damaged materials	11
	D. Who may pay	11
	E. Refunds and credits	11
	F. Claims Returned items	12
IX.	HOLDS ON LIBRARY MATERIALS	12
X.	INTERLIBRARY LOANS.....	12
	FORT BEND COUNTY LIBRARIES	14

I. INTRODUCTION

The policy statements contained herein are approved by the Fort Bend County Commissioners Court 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.

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 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 to have the request completed. Without this information, no further action can be taken.
- E. Patrons may also change this information online at www.fortbendlibraries.gov 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 they are 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. The Juvenile's Parent(s)/Guardian(s) remains responsible for any accrued fines and fees on the Juvenile account when that account gets upgraded to an Adult 18+ card.
- 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 to prevent any misuse. 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 or a Computer Use Only 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 (2) years. Only one (1) card is allowed per individual. To apply for a full-service library card, adults may

- i. Fill out an online application and then present their valid government-issued photo ID and proof of current residence address if not shown on the photo ID at a library location (or)
- ii. 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.

Upon verification of the required documentation, staff will issue a card.

2. Juveniles age 17 and younger

Permanent residents of Texas are eligible to apply for a free library card for 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) 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. 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. To add or change Parent(s)/Guardian(s)/Agent(s) name on the Juvenile account, the authorizing Parent(s)/Guardian(s) must show 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

Fort Bend County residents are eligible for an e-Card. This card is available for patrons who do not want a full-service card but are primarily interested in FBCL's online resources to read eBooks and/or eMagazines, to access information databases, or to use the library's computers, copiers, and scanners. 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. A patron may not have more than one individual library card account.

To apply for an e-Card, patrons may

- i. Fill out an online application on the library's website. Upon verification of Fort Bend County residency, a username will be emailed to the patron within 2-4 business days. (or)
- ii. Fill out an application at any FBCL branch library and present their valid government-issued photo ID with proof of current Fort Bend County residence address if not shown on the photo ID. Digital images of an ID are not accepted.

Upon verification of the required documentation, staff will issue a card.

Required Documentation to obtain a FBCL Card and/or an e-Card

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 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 cellphone number and the name of the service provider
- v. Email address if available
- vi. Library notification preference (email/text)
- vii. Password
- viii. Date of birth

b. Acceptable valid and un-expired forms of photo ID (not digital)

- 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)
- vii. Texas Department of Public Safety ID
- viii. Texas Offender ID
- ix. Texas Concealed Handgun License
- x. Any government-issued photo ID with an identifying number

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

- 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. Driver License for Peace Officers and Prosecutors
- vii. Employment stub from the past 60 days
- viii. Credit card bill from the past 60 days

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. 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. 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 library card issued 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 borrowed items 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.

H. COMPUTER USE ONLY CARDS

Library patrons may opt to obtain Computer Use Only cards. These cards provide access to the use of library computers, internet, printers, and copiers. Physical library items or electronic devices may not be checked out using this card and access to some online resources (such as Hoopla and OverDrive/Libby) is unavailable. Applications can be filled out either online or in person. Computer Use Only cards are issued only at a Circulation Desk, whether the application is made online or in person. Online application requests expire in 30 days, after which the patron will need to resubmit a new application.

I. 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 its 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. At the time of the issuance of a new card, if there are any unresolved fines and fees on the juvenile's account, a block is placed on their Parent(s)/Guardian(s) account as they remain responsible for fines/fees due on the original card. 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 their 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 the 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/cellphone number or email address, 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/cellphone number or email address themselves online by accessing the *Login/My Account* tab at www.fortbendlibraries.gov.

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

To provide fair and equitable access to library materials for all Fort Bend County Libraries' patrons, a limit of 50 items may be checked out on one (1) card at any time. 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 and Wonderbooks)*
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.

Hold requests for *Launchpads and Mobile Hotspots* are permitted for Fort Bend County residents over the age of 18. The cardholder 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. *Mobile Hotspots and Launchpads* are held for two working days. If unclaimed in two working days, the hold will be released to the next patron.

Overdue fines for *Launchpads and Mobile Hotspots* accrue at the rate of \$5.00 per day up to a maximum of \$25.00. 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.

Overdue fines for *Wonderbooks* accrue at the rate of \$1.00 per day up to a maximum of \$10.00. Each device must be returned in person at the Circulation Desk; the device may not be put in the book drop. Devices returned in the book drop will have fees of \$5.00 added to the borrower's account. *Wonderbooks* may be returned to the library from which the device was borrowed or to any of the FBCL branches. Hold requests are not permitted on *Wonderbooks*.

3. *Laptops* are available to check out for in-house use in a few branch libraries. Check our website (www.fortbendlibraries.gov) for further information:-
4. *Interlibrary Loans* must be picked up from and returned at a Circulation Desk.

D. Checking out items

FBCL staff at the Circulation Desk will examine each library item for the 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.fortbendlibraries.gov to review dates due and renew the items when possible. A renewal of the library items is not a guarantee but may be granted if the items are not requested by another patron.

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

- In-person at a Circulation Desk at any branch
- At a branch self-check machine

- 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 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:

Launchpads and Mobile Hotspots 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 (see attached fee schedule).

Wonderbooks must be returned in person at the Circulation Desk; the device may not be put in the book drop. *Wonderbooks* may be returned to the library from which the device was borrowed or to any of the FBCL branches. Devices returned in the book drop will have a fine charged to the borrower’s account (see attached fee schedule).

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 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.

Items returned with missing component(s) are retained for a period of 30 days by the library to give the cardholder time to return the component(s). The cardholder is duly contacted to inform them of the missing component. Some examples include missing components of Story kits, Toy kits, Books on CD, Single CD and/or DVD, CD and DVD sets etc.

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. Fees for lost library books are waived if the book is returned in good condition. (see the attached fee schedule for the maximum overdue fine).

Fees for items with missing pieces of CD and DVD sets will be waived upon return of the pieces within one month. If not returned within this time, the replacement cost of the item will remain on the cardholder's account.

Damaged library books will be retained for a period of 6 months by the library. During this time the cardholder is able to view in person the damages and pay for the item. Once paid, the cardholder may keep the item if they wish to do so.

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 a 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).

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. 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 monthly 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 given time 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 enough 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@fortbendcountytx.gov .

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.

*Approved by Fort Bend County
Commissioners Court
November 7, 2006*

*Revised version
approved by Fort Bend County
Commissioners Court
January 24, 2023*

**FORT BEND COUNTY LIBRARIES
FEE SCHEDULE 2025**

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
Overdue fees for Wonderbooks	\$1.00 per day per item up to a maximum of \$10.00
Returning Launchpads and Hotspots to the wrong branch	\$5.00
Returning Wonderbooks in Book Drop	\$5.00
Accrued fee limit 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