

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 **library cardholders** and staff. FBCL reserves the right to modify policies and procedures at any time.

II. CONFIDENTIALITY OF **CARDHOLDER/CIRCULATION 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 **library cardholder**/circulation records, identifying the names of library users and their transactions with FBCL, remain confidential. These records **may** 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 **library cardholders** inquiring by telephone or email. A **library cardholder** may receive their library card barcode number upon presentation of their valid government-issued photo ID in person only.
1. 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.
 2. 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.
 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. **Resetting a Password:** A library cardholder may request to change their password in person, by email or telephone, or online.
 - a. **In Person:** 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.
 - b. **Email or Telephone:** 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.
 - c. **Online:** A library cardholder may change their information online at the FBCL website (www.fortbendlibraries.gov) at the *Login/My Account* tab, using their library barcode number and password.
- ~~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. A library cardholder may also change this information themselves online by accessing the *Login/My Account* tab at www.fortbendlibraries.gov and 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. **Library cardholders** 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. **Library cardholders** 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. **Cardholders** accept full responsibility for the items, materials, and accessories checked out to them and are responsible to return it in like condition. **Cardholders** waive the right to claim any liability against Fort Bend County and hereby agree to indemnify, defend, and hold harmless Fort Bend County, its agents, officers or assigns, the Fort Bend County **Public Library**, its administrators, employees and volunteers from and against all claims and liability from the use of the items. This agreement shall include indemnity against all costs (including without limitation, attorney's fees and court costs), expenses and liabilities incurred in or in connection with any such claim or proceedings brought thereon and in defense thereof.

- C. 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). **Library cardholders** with an expired library card must renew their card before checking out materials:
 1. To check out materials, **borrowers** 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. **Borrowers** 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.
- D. A **library cardholder** 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.**

- E. 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.
- F. 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 / RENEWAL

A. Card Types

Type of Card	Description & Eligibility	Expiration	Borrowing Privileges
18+ Full-Service Library Card	Permanent Texas residents.	3 years	Full-borrowing privileges (some limited resources available to Fort Bend County residents only)

<p>18+ e-Card</p>	<p>Permanent Texas residents are eligible for an e-Card, however residents outside of Fort Bend County may have limited access to some online resources. Residents outside of Fort Bend County may not have access to ebook and e-audiobook collections through services such as Libby by OverDrive and Hoopla.</p>	<p>3 years</p>	<p>Digital Access Only</p>
<p>Type of Card</p>	<p>Description & Eligibility</p>	<p>Expiration</p>	<p>Borrowing Privileges</p>
<p>17 and Under Full-Service Library Card</p>	<p>Permanent Texas resident aged 17 and under, accompanied by Parent(s)/Guardian(s)</p> <p>OR</p> <p>Parent(s)/Guardian(s) presenting any of the following:</p> <ul style="list-style-type: none"> • Child’s current school report card • Child’s current school ID <ul style="list-style-type: none"> • Child’s school registration papers • Child’s birth certificate • Child’s passport or any government-issued photo ID 	<p>3 years</p>	<p>Full-borrowing privileges with the exception of Electronic Devices (Launchpads, Mobile Hotspots, Wonderbooks) and special collections (such as Library of Things materials).</p>
<p>17 and Under e-Card</p>	<p>Permanent Texas resident aged 17 and under, accompanied by Parent(s)/Guardian(s)</p> <p>OR</p>	<p>3 years</p>	<p>Digital Access Only</p>

	Parent(s)/Guardian(s) presenting any of the following: <ul style="list-style-type: none"> • Child's current school report card • Child's current school ID <ul style="list-style-type: none"> • Child's school registration papers • Child's birth certificate • Child's passport or any government-issued photo ID 		
Homebound Library Cards	Fort Bend County residents who are unable to visit the library in person and have designated an authorized agent to check out library materials on their behalf	3 years	Full-borrowing privileges
Type of Card	Description & Eligibility	Expiration	Borrowing Privileges
Computer Use Only e-Cards	For those who would like access to the use of library computers, internet, printers, and copiers.	3 years	Computer access ONLY
Gateway Card 18+	For those in temporary housing or unhoused situations .	3 months	<ul style="list-style-type: none"> • Temporary borrowing privileges for physical materials, except for Electronic Devices (Launchpads, Mobile Hotspots, Wonderbooks) and special collections (such as Library of Things materials). • Ability to borrow up to three (3) items at a time.

<p>Gateway Card 17 and Under</p>	<p>Juveniles in a group-home or foster home must be accompanied by an authorized representative of 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.</p>	<p>3 months</p>	<ul style="list-style-type: none"> • Temporary borrowing privileges for physical materials, except for Electronic Devices (Launchpads, Mobile Hotspots, Wonderbooks) and specials collections (such as Library of Things materials). • Ability to borrow up to three (3) items at a time.
<p>Out-of-State Library Card</p>	<p>Out-of-state residents may obtain a temporary full-service Fort Bend County library card upon paying a \$15 fee.</p>	<p>6 months</p>	<ul style="list-style-type: none"> • Borrowing privileges for physical materials, except for Electronic Devices (Launchpads, Mobile Hotspots, Wonderbooks) and special collections (such as Library of Things materials).
<p>Corporate/Business/ Organization Library Card</p>	<p>The library card will be issued in the name of the corporation, business, outreach site, or organization who is responsible for all items checked out and for all fines/fees on the library card.</p>	<p>1 year</p>	<ul style="list-style-type: none"> • Borrowing privileges for physical materials, except for Electronic Devices (Launchpads, Mobile Hotspots, Wonderbooks) and special collections (such as Library of Things materials). <ul style="list-style-type: none"> • Ability to borrow Book Club Kits for organization use.
<p>Type of Card</p>	<p>Description & Eligibility</p>	<p>Expiration</p>	<p>Borrowing Privileges</p>
<p>TexShare Card</p>	<p>Issued only to residents of Fort Bend County who are 18 years or older. Non-Fort Bend County residents with a valid TexShare card from the county or city in which they reside can get a full-service Fort Bend County library card.</p>	<p>1 year</p>	<ul style="list-style-type: none"> • Allows residents to use all academic and public libraries in Texas that are participants in the TexShare program. • No out-of-state charge for a FBCL full-service card for TexShare cardholders who are not Texas residents. • Ability to borrow up to three (10) items at a time.

<p>FB Employee</p>	<p>Non-library employees of Fort Bend County. Must show Fort Bend County employee badge.</p>	<p>3 years</p>	<ul style="list-style-type: none"> • Full borrowing privileges
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B. How to apply and renew

Type of Card	Application Requirements	Apply Online/In-Person	Renew Online/In-Person
<p>18+ Full-Service Library Card</p>	<p>Completed application and a valid government-issued photo ID (not digital) and proof of current residence if not shown on the photo ID.</p>	<p>Apply Online or In Person, but applicants who submit online have 30 days to visit a Fort Bend County library branch to receive their library card</p>	<p>In Person</p>
<p>18+ e-Card</p>	<p>Completed application; address verification.</p>	<p>Online or In Person; online applicants will be emailed their username within 2-4 business days after application is submitted.</p>	<p>In Person or Via Email LibCircSupport@fortbendcountytx.gov</p>
<p>17 and Under Full-Service Library Card</p>	<p>Completed application by parent(s)/guardian(s) and parent's valid government-issued photo ID (not digital) and proof of current residence if not shown on the photo ID.</p>	<p>Apply Online or In Person, but applicants who submit online have 30 days to visit a Fort Bend County library branch to receive their library card.</p>	<p>In Person</p>
Type of Card	Application Requirements	Apply Online/In Person	Renew Online/In Person
<p>17 and Under e-Card</p>	<p>Completed application; address verification</p>	<p>To comply with the Children's Online Privacy Protection Rule (COPPA), parents or guardians must complete the application in-person.</p>	<p>In Person or Via Email LibCircSupport@fortbendcountytx.gov</p>

Homebound Library Cards	Completed application, applicant's valid government-issued photo ID with proof of applicant's address if different than on their ID, AND the applicant's Agent's own government-issued photo ID.	In Person	In Person
Computer Use Only e-Cards	Completed application	In Person or Online	In Person
Gateway Card 18+	Completed application by individual. Photo ID recommended but not required.	In Person	In Person
Gateway Card 17 and Under	Completed application by authorized representative from group home or guardian(s). Valid government-issued ID of guardian(s) or employee badge/letterhead from group home representative.	In Person	In Person
Type of Card	Application Requirements	Apply Online/In Person	Renew Online/In Person
Out-of-State Library Card	Completed Application and a valid government-issued photo ID and printed or digital proof of a current residence.	In Person	In Person

<p>Corporate/Business/ Organization Library Card</p>	<p>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.</p>	<p>In Person</p>	<p>In Person</p>
<p>TexShare Card</p>	<ul style="list-style-type: none"> • Must be a FBCL-registered cardholder for at least six (6) months. • FBCL account must be in good standing: no overdue items, no fines or fees over \$5.00, and no items in Claims Returned status. • A valid government-issued photo ID with proof of current residence address, if not shown on the ID. 	<p>In Person</p>	<p>In Person</p>
<p>FB Employee</p>	<p>Completed application and a valid government-issued photo ID (not digital) and proof of current residence if not shown on the photo ID. Fort Bend County employee badge.</p>	<p>In Person</p>	<p>In Person</p>

C. Required Application Information and Accepted Photo ID/Proof of Residency

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

V. UPDATING LIBRARY CARD INFORMATION

A. Change of status at age 18

Library cardholders 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 **library cardholder** changes their name, they must update their **library** 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 **library cardholder** 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 **library cardholder** 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 **library cardholder** must provide the correct name, library card barcode number, and date of birth on the library account.

Library cardholders may also update their telephone/cellphone number or email address themselves online by accessing the *Login/My Account* tab at www.fortbendlibraries.gov.

VI. 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. To check out electronic devices or Library of Things materials, you must be a Fort Bend County resident aged 18 or older — or a Fort Bend County employee — and have a full-service FBCL card. Fort Bend County employees will need to present their employee badge to check out electronic devices or **special collections (such as Library of Things materials)**.

Library cardholders 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 **borrower** must check out at a Circulation/**Check-Out** Desk.

Library cardholders 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 D.

B. Checking out items

FBCL staff at the Circulation/**Check-Out** 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.

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

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

If a borrower becomes aware of any defects or technical issues with items borrowed, they should immediately stop using them and return them to the library and explain to staff the issues that became evident during use.

C. Date-due information

Library **cardholders** have multiple options to check date-due information on their account. **Library cardholders** are responsible for monitoring their accounts and may do so online by accessing **the Login/MyAccount tab** at www.fortbendlibraries.gov to review dates due and renew the items when possible. A renewal of library items is not guaranteed but may be granted if the items are not requested by another **library cardholder**.

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

- In-person at a Circulation/**Check-Out** 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 **library cardholder** records.

D. Borrowing, Renewal, and Fines & Fees Information

- a. Each full-service library card has a maximum checkout limit of 50 total physical items.
- b. Each full-service library card has a maximum of 10 holds on physical items.
- c. Items that are eligible for renewals are allowed renewals **ONLY** if the item is not requested by another **library cardholder**.
- d. Full-service library cards and e-Cards have a maximum checkout limit of 5 digital titles via Libby/OverDrive.
- e. Full-service library cards and e-cards have a maximum of 5 holds on Libby/OverDrive digital materials.
- f. Full-service library cards and e-Cards have a monthly checkout total of 5 digital items on hoopla.
- g. Juvenile books, juvenile AV materials, Toy Kits, and Story Kits do not incur any overdue fines.
- h. Loan and hold rules may vary for different library materials.
- i. All overdue items are considered lost 30 days from the due date and the item will be charged to the library cardholder's account.

Item Type	Checkout Period	Renewals Allowed	Other Loan Rules	Holds Allowed	Fines & Fees	Eligible Library Card Types
AV-Audiobooks	3 weeks	3 auto renewals of 3 weeks each	Returns at any branch location (book drop or desk)	Yes: up to 10 items	\$0.10 per day per item; maximum \$10.00 per item	Full-service; Homebound; Gateway; TexShare; FB employee

AV-DVDs	3 weeks	3 auto renewals of 3 weeks each	Returns at any branch location (book drop or desk)	Yes: up to 10 items	\$0.10 per day per item; maximum \$10.00 per item	Full-service; Homebound; Gateway; TexShare; FB employee
AV-Music CDs	3 weeks	3 auto renewals of 3 weeks each	Returns at any branch location (book drop or desk)	Yes: up to 10 items	\$0.10 per day per item; maximum \$10.00 per item	Full-service; Homebound; Gateway; TexShare; FB employee
Item Type	Checkout Period	Renewals Allowed	Other Loan Rules	Holds Allowed	Fines & Fees	Eligible Library Card Types
Books	3 weeks	3 auto renewals of 3 weeks each	Returns at any branch location (book drop or desk)	Yes: up to 10 items	\$0.10 per day per item; maximum \$10.00 per item	Full-service; Homebound; Gateway; TexShare; FB employee
Genealogy	None	Not applicable	Not applicable	No	Not applicable	None
Hotspots	7 days	No renewals	<ul style="list-style-type: none"> • Only Fort Bend County residents over the age of 18 are eligible • Valid ID and proof of residence is required • Limit 1 checkout per library card • Can check out again if item is not requested by another borrower • Returns at any branch location (book drop or desk) 	Yes: 1 hold allowed on Hotspots at a time	\$5.00 per day per item; maximum \$25.00 per item	Full-service; Homebound; FB employee
Item Type	Checkout Period	Renewals Allowed	Other Loan Rules	Holds Allowed	Fines & Fees	Eligible Library Card Types
Interlibrary Loans (ILL)	Varies - set by lending library system	Varies - set by lending library system	<ul style="list-style-type: none"> • MUST be returned to a Circulation/Check Out desk at any branch location. • Fines & fees total must be under \$5.00 	Yes - a maximum of 10 active ILL requests per library card	\$1.00 per day, maximum of \$5.00 per item	Full-service; Homebound; FB employee

Launchpads	7 days	No renewals	<ul style="list-style-type: none"> • Limit 1 checkout per library card • Only Fort Bend County residents over the age of 18 are eligible. • Valid ID and proof of residence is required. • Can check out again if item is not requested by another borrower. • Returns at any branch location (book drop or desk) 	Yes - 1 hold allowed on Launchpads at a time	\$5.00 per day per item; maximum \$25.00 per item	Full-service; Homebound; FB employee
Library of Things	7 days	No renewals	<ul style="list-style-type: none"> • Limit 1 checkout per library card • Only Fort Bend County Residents over the age of 18 are eligible. • Valid ID and proof of residence is required. • Can check out again if item is not requested by another borrower. • Returns at any branch location (book drop or desk) 	Yes - 1 hold allowed on Library of Things collection at a time	\$5.00 per day per item; maximum \$25.00 per item \$10.00 for returning in book drop; \$20.00 for returning uncleaned	Full-service; Homebound; FB employee
Interlibrary Loans (ILL)	Varies - set by lending library system	Varies - set by lending library system	<ul style="list-style-type: none"> • MUST be returned to a Circulation/Check-Out desk at any branch location • Fines & fees total must be under \$5.00 	Yes - a maximum of 10 active ILL requests per library card	\$1.00 per day, maximum of \$5.00 per item	Full-service; Homebound; FB employee
Item Type	Checkout Period	Renewals Allowed	Other Loan Rules	Holds Allowed	Fines & Fees	Eligible Library Card Types

Magazines	3 weeks	3 auto renewals of 3 weeks each	<ul style="list-style-type: none"> • Only previous editions of specific titles circulate • Check with your local library branch to determine titles available for circulation/check out. • Current edition of the magazine is non-circulating. 	No	Not applicable	Full-service; Homebound; Gateway; TexShare; FB employee
Story Kits	3 weeks	3 auto renewals of 3 weeks each	Limit 3 checkouts per library card	Yes - up to 3 Story Kits on hold at a time	Not applicable	Full-service; Homebound; Gateway; TexShare; FB employee
Toy Kits	3 weeks	3 auto renewals of 3 weeks each	Limit 3 checkouts per library card	Yes - up to 3 Toy Kits on hold at a time	Not applicable	Full-service; Homebound; Gateway; TexShare; FB employee
Wonderbooks	7 days	No renewals	<ul style="list-style-type: none"> • Full-access card holders 18 or older • Limit 3 checkouts per library card • Can check out again if item is not requested by another borrower • MUST be returned to a Circulation/Check-Out desk at any branch location 	No	\$1.00 per day per item; maximum of \$10.00 per item; \$5.00 for returning in book drop	Full-service; Homebound; FB employee

E. 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. **Library cardholders** 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. Borrowing privileges will be suspended if an account has fees of \$25.00 or more.

While FBCL does not charge overdue fines for Juvenile items returned or renewed past the due date, **library cardholders** are required to return materials when they are due back. When an item is not returned within 30 days from the due date, it is considered lost and the account is billed the cost of the item and the processing fee per item, as determined by the Library.

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, Library of Things materials, Books on CD, Single CD and/or DVD, CD and DVD sets, etc.

- a. 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 cardholders** are responsible for checking their **account -- in person, by phone, by email, or online at the FBCL website (www.fortbendlibraries.gov) at the Login/My Account tab** -- to ensure that library materials are returned by their due date.

F. 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 Manager or Coordinator. Replacements are not accepted for Library of Things materials or electronic devices. Replacements 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 **library cardholder** 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 sets , DVD sets, and multi-piece Library of Things materials will be waived upon return of the pieces within 30 days. 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 three (3) months by the library. During this time, the cardholder can view in person the damages and pay for the item. Once paid, the cardholder may keep the item if they wish to do so.

G. Who may pay

Anyone, including the cardholder, can settle unpaid fines or fees on a library-card account. For reasons of **the borrower's** 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.

H. Refunds and credits

Lost or damaged library materials are the responsibility of the last **borrower** who checked them out. That **borrower** 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 as long as

- The lost item is returned in good condition.
- A refund is requested within one year of the original payment date.
- The **library cardholder** provides 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 **library cardholder's** account in the Library Transaction Summary database.

Exception: Payment fees for lost electronic devices, juvenile kits, and Library of Things parts are non-refundable.

I. Claims Returned items

"Claims Returned" is a process by which a **library cardholder** 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 **library cardholder** 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 **library cardholder** will also be asked to continue to search for the item. If the “Claims Returned” item is found by either library staff or the **library cardholder**, it will be checked in and the **library cardholder**’s account will be cleared without fines or fees owed.

If the “Claims Returned” item is found and returned by the **library cardholder**, 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 **library cardholder** being responsible for the assessed charges.

VII. INTERLIBRARY LOANS

Interlibrary loan (ILL) is a service that allows **library cardholder** 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

library cardholder 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 **library cardholder** 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 **library cardholder**.

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 **library cardholder** will be permitted to maintain a maximum of 10 active ILL requests on their library card. If a **library cardholder** 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. **Library cardholders** 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, **library cardholders** must call FBCL Interlibrary Loan Department at (281) 633-4719 or email to ILLsystem@fortbendcountytexas.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 **library cardholder**. **Library cardholders** 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.

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

ILL items must be checked out from a Circulation/**Check-Out** Desk and must be returned to a Circulation/**Check-Out** 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*

*Revised version
approved by Fort Bend County
Commissioners Court
June 24, 2025*

**FORT BEND COUNTY LIBRARIES
FINES & FEES SCHEDULE**

Overdue fines for Books, CDs, DVDs, Books on CD	\$0.10 per day per item up to a maximum of \$10.00 per item
Overdue fines for Electronic Items and Library of Things	\$5.00 per day per item up to a maximum of \$25.00
Overdue fines for Wonderbooks	\$1.00 per day per item up to a maximum of \$10.00
Returning Wonderbooks in Book Drop	\$5.00
Returning Library of Things materials in Book Drop	\$10.00
Returning Library of Things materials uncleaned	\$20.00
Accrued fee limit to check out items	\$25.00
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 more than 5 grams	\$0.20 per gram

02-2026

Notary fee	\$5.00 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