

# Library Cards and Borrowing Policy

## Getting a Library Card

Library cards are available at all 10 library locations, on the Bookmobile, and at outreach events throughout the county. Adults can also apply for a card on the Library's website, [www.spartanburglibraries.org](http://www.spartanburglibraries.org).

All applicants must provide current proof of identity and residency. Acceptable forms of identification are:

**Non-expired government-issued ID with current Spartanburg County address.** Examples include:

- SC driver's license
- SC identification card
- Passport or Country Card

**OR**

**Non-expired picture ID with a non-current Spartanburg County address.** Applicants will need to provide proof of residency with one of the following documents:

- Tax notice
- Utility bill
- Rental agreement
- Printed checks with local address

(Documents must include applicant's name, current address, and current/recent date).

**Registrations for all children under age 18 must be completed by the parent or legal guardian. The signing adult agrees to assume responsibility for the content of materials checked out by the child and any fees associated with damaged or lost items. The parent/legal guardian must have a library card in good standing, and any additional library cards they have signed for must also be in good standing before a new card is issued.**

## Types of Library Cards

**Full-privilege cards:** Spartanburg County Public Libraries issues free cards to Spartanburg County residents. To be considered a permanent resident, you must live in Spartanburg County for at least six months of the year. Full-privilege cards require renewal every three years. **Youth cards, for children under 18, must be registered in person by the parent or guardian.** Full-privilege cards provide:

- access to check out up to 50 print and audiovisual materials included in the adult, teen, and children's collections
- access to online databases subscribed to by SCPL and the SC State Library
- access to public computers for Internet based activity and limited Microsoft Office tasks
- access to downloadable materials and streaming services (some restrictions apply)
- the ability to request materials from your home computer or mobile device
- the ability to request meeting rooms (some restrictions apply)
- access to Interlibrary Loan Services (some restrictions apply)

**Spartanburg County property owners but not residents:** A free library card is available to anyone who lives in another county but owns property in Spartanburg County. Applicants must provide a Spartanburg County property tax receipt, proof of identity, and proof of current address. These accounts require renewal every 3 years with proof of current tax receipt. These cards provide:

- access to check out up to 50 print and audiovisual materials included in the adult, teen, and children's collections
- access to online databases subscribed to by SCPL and the SC State Library
- access to public computers for Internet based activity and limited Microsoft Office tasks
- access to downloadable materials and streaming services (some restrictions apply)
- the ability to request materials from your home computer or mobile device
- the ability to request meeting rooms (some restrictions apply)
- access to Interlibrary Loan Services (some restrictions apply)

**Nonresidents:** Nonresident cards are issued to households outside of Spartanburg County for a fee of \$35 per year. This fee entitles the household to two cards for one year. If more than two family members get a card, the fee for each additional card is \$10 per year. Applicants must show a picture ID with their correct address.

**Nonresident cards for anyone under the age of 18 must be registered in person by the parent or guardian.**

Nonresident cards provide:

- access to check out up to 50 print and audiovisual materials included in the adult, teen, and children's collections
- access to online databases subscribed to by SCPL and the SC State Library
- access to public computers for Internet based activity and limited Microsoft Office tasks
- access to downloadable materials and streaming services (some restrictions apply)
- the ability to request materials from your home computer or mobile device
- the ability to request meeting rooms (some restrictions apply)
- access to Interlibrary Loan Services (some restrictions apply)

*Exception to the nonresident requirements: Patrons who live in an area that has the same zip code as a Spartanburg County address, regardless of the county, are not required to pay the nonresident card fee. These locations include Chesnee 29323, Cowpens 29330, Pacolet 29372, Pauline and Glenn Springs 29374, Woodruff 29388, and Enoree 29335.*

**Greenville Residents:** Spartanburg County has a reciprocal agreement with the Greenville County Public Library which allows Greenville County residents to receive a free SCPL library card. (The applicant's Greenville County library card must be in good standing.) These cards require renewal every three years. **Greenville cards for anyone under the age of 18 must be registered in person by the parent or guardian.** Greenville cards provide:

- access to check out up to 50 print and audiovisual materials included in the adult, teen, and children's collections
- access to online databases subscribed to by SCPL and the SC State Library
- access to public computers for Internet based activity and limited Microsoft Office tasks
- the ability to request materials from your home computer or mobile device
- the ability to request meeting rooms (some restrictions apply)
- access to Interlibrary Loan Services (some restrictions apply)

*Due to Greenville County Public Library policy, Greenville patrons are not permitted access to SCPL's downloadable materials or streaming services. For access to these services, Greenville County residents will need to register for a Nonresident card.*

**Institutional Cards:** Institutional cards are available for groups and organizations (including daycare centers) in Spartanburg County. A letter on the institution's letterhead and signed by the financial officer is required. This letter must state that the institution will be financially responsible for all items charged on the card. These cards will expire every three years, and a new letter and application will be required to continue using the card.

Institutional cards provide:

- access to check out up to 50 print and audiovisual materials included in the adult, teen, and children's collections
- access to online databases subscribed to by SCPL and the SC State Library
- access to public computers for Internet based activity and limited Microsoft Office tasks
- access to downloadable materials and streaming services (some restrictions apply)
- the ability to request materials from your home computer or mobile device
- the ability to request meeting rooms (some restrictions apply)
- access to Interlibrary Loan Services (some restrictions apply)

**College Students:** College students (**18 years of age or older**) who reside in another county but attend one of the colleges or universities in Spartanburg are eligible for a limited use College card. Picture ID and proof of current enrollment are required. School ID is acceptable if the current schedule is not accessible. These cards require renewal every year with proof of enrollment. College cards provide:

- access to check out up to 15 print and audiovisual materials included in the adult, teen, and children's collections
- access to online databases subscribed to by SCPL and the SC State Library
- access to public computers for Internet based activity and limited Microsoft Office tasks
- access to downloadable materials and streaming services (some restrictions apply)
- the ability to request materials from your home computer or mobile device
- the ability to request meeting rooms (some restrictions apply)

**Courtesy Cards:** A courtesy card may be provided to patrons who live in Spartanburg County but cannot prove their residency, reside in temporary housing (including people visiting Spartanburg for an extended period) or their picture ID does not list their current address. Patrons must show a picture ID and verbally provide a Spartanburg County address. These cards require renewal every three months. If the patron obtains permanent local residency, they may request a full privilege card at no cost. **Courtesy cards for anyone under the age of 18 must be registered in person by the parent or guardian.** Courtesy cards provide:

- access to check out up to 2 print materials, audiobooks, or movies included in the adult, teen, and children's collections (No kits, board games, or video games)
- access to online databases subscribed to by SCPL and the SC State Library
- access to public computers for Internet based activity and limited Microsoft Office tasks
- access to downloadable materials and streaming services (some restrictions apply)
- the ability to request materials from your home computer or mobile device
- the ability to request meeting rooms (some restrictions apply)

## User PIN Information

Patrons are required to create a four-digit PIN when registering for their library card account. The library card number and PIN are required to access accounts online, to use the automated account information line (864-596-3515), to login at a public computer and to use the self-check machines. Patrons are encouraged to update their PIN online. If forgotten, patrons may visit any library location to update their PIN. Picture ID or the library card must be present. Staff reserve the right to ask for picture ID when requests are made to change or access account information.

## Lost or Stolen Cards

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

## Replacement Cards

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

## Change of Contact Information

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

## Material Loan Periods and Item Limits

Each user may have no more than 50 physical items checked out at any time. Limited use library cards have reduced item limits. Loan periods are listed below. Downloadable and streaming content have varied loan policies, specific to the individual service.

Material Type	Loan period (in days)
Books	28
Magazines	28
Board Games (1 per card)	14
Lucky Day Books (1 per card)	14
Audiobooks (CD, MP3, Playaway)	28
DVD/Blu-ray (10 per card)	7
Video Games (2 per card)	28
Book Club Kits (2 per card)	42
Kits (2 per card)	28
Government Documents	28
Interlibrary Loan (4 per card)	Indicated on sleeve
Readalongs (10 per card)	28

## **Renewing Materials**

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

## **Returning Materials**

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

## **Fines and Fees**

Patrons may be charged for damaged and lost items. Patrons will be notified of overdue items by their preferred notification method – email, text, or phone. Patrons are responsible for the return of all materials and will be charged for items once the items have reached 28 days overdue.

Items that are returned damaged may be assessed for partial or total damage. Partial damage indicates that the item can still be used. Total damaged items are no longer able to circulate. Damage fees will be billed to the account the item was checked out on, and the account holder will be notified of the damage and the fees. Items will be held for five weeks so that the patron can view the damage. For items assessed as total damage, patrons may keep the item after the fees are paid.

The patron's account balance must be at \$10 or less to check out.

## **Requesting Materials**

Items checked out or located at another branch may be requested and sent to any branch in Spartanburg County for you. Requests may be made online, by telephone, through our mobile app or at any service desk. Patrons will be notified by phone, email, or text message when their request is available to pick up. It is important to have all contact information and notification options updated if any information changes. All notifications are sent via our automated service. Once the notification is sent, patrons have 7 days to pick up their request.

## **Requesting Items from other Library Systems- Interlibrary Loan**

**Interlibrary Loan (ILL)** is the process used to obtain materials or photocopies from other libraries when the materials are not available in the Spartanburg County Public Libraries system. We do not accept ILL requests for items held by the Spartanburg County Library, including non-circulating reference and genealogical materials, unless those items are lost, missing, or unavailable for a long time due to needed repairs. All local and online sources should be checked before requesting an Interlibrary Loan.

**Who can make a request:** Patrons with an eligible SCPL library card type can request an ILL. The library card account must be in good standing when making an ILL request and the information on the account needs to be correct. The patron's library card (the account used to place the request) or picture ID must be present at check out when ILL materials are picked up.

**Number of requests:** Patrons may have up to four ILL requests at any time. Requests may be placed online, by telephone or at any library branch.

**Items we will attempt to borrow:**

- Print and most AV materials that are more than six months past publication date
- Microfilm
- Copies of articles from periodicals (the six-months rule does not apply)
- Different formats of a title (For example, the audiobook version of a book we own in print form.)

**Items we cannot request:**

- Newly published material (publication within the last six months)
- Entire copies of periodicals
- Anything held in our Reference or Kennedy Room Collections
- Video games and Blu-ray discs
- Different versions of the same film owned by SCPL (Extended versions, widescreen formats, etc.)
- Rosetta Stone language programs
- Items that are designed and marketed as pornographic including material labeled Rated X or XXX.

**Charge for requesting items:** Most materials are obtained for free, but some libraries will charge a fee for loans and copies. Patrons will be asked what amount they are willing to pay when placing their request. If the lending library does charge a fee, the patron's account will be charged, and the fee must be paid before further use of the library card. This applies even if the patron does not pick up the item once we have received it.

**Loan period:** We do not know the exact day that items will arrive. It may take 1-6 weeks depending on the availability and location of the item. We also do not know what the checkout time will be until the item arrives. Lending libraries set the due date and loan periods will vary from SCPL loan periods and limits. Some items will be marked for in-house use only by the lending library and may not be checked out under any circumstances. There are no grace days for ILL materials.

**Renewing items:** We will request a renewal from the lending library but ask that all requests for renewals are received at least one week before the due date. Patrons will be notified if the renewal is granted.

**Lost or Damaged Items:** Fees for lost or damaged items will be assessed by the lending library. Spartanburg County Libraries cannot estimate these charges or make any refunds on ILL fees.

## Privacy

Personal account details are used for library purposes only. SCPL does not provide patron account information to outside agencies, including information about materials on hold, items checked out, personal identifying information, library card numbers and/or PINs, and notes maintained for library use.

Detailed information regarding privacy is outlined in our **Privacy Statement** and our **Confidentiality of Library Records Policy**.