

Service Policies

Circulation Policy

The Rabun County Public Library is bound by the circulation policies established by the PINES (Public Information Network for Electron Services) system. The Rabun County Public Library complies fully with the PINES circulation policies. This section contains local policy variations, where permitted by PINES and regional policy handbook, and the procedures that implement circulation policies.

Library Cards

A current, valid library card must be presented to check out library materials or to use the internet at the Rabun County Public Library. A card scanned into a patron's phone or device is permitted when they can also verify information from their library account (birthdate, email, etc.).

The Rabun County Public Library complies with PINES' policies in granting library cards. The full PINES policy regarding library cards is contained in the appendix of this manual.

PINES (Public Information Network for Electronic Services) is Georgia's "borderless library" system that allows PINES card holders free access to books and other materials in 300 library branches and affiliated service outlets throughout the state. (Georgia Public Library Service, 2019)

Library cards are free to all residents of Georgia. Persons who attend school, own property, or are employed in Georgia are eligible for a free PINES card. Patrons of both PINES and non-participating Georgia public libraries may receive a PINES card. Users from non-participating Georgia libraries shall have the same privileges as PINES users. Most PINES cards are valid for two years.

Property owners who do not reside in Georgia may be required to show proof of ownership, such as a tax bill or deed. Persons employed in Georgia or attending school in Georgia may be required to show proof of employment or enrollment.

Out-of-state cards are available to persons living outside Georgia who do not meet the above criteria for a \$25 annual fee (\$12.50 for 6-months), payable at the time the card is issued.

There is no minimum age for a minor to receive a PINES card. A parent or legal guardian must register a minor. The parent or legal guardian must show proper ID to register a minor and must sign the application for a minor under the age of (eighteen) 18.

Acceptable Forms of ID

An applicant for a new card is required to provide proper ID, which includes current, local address. Acceptable ID for receiving a PINES card (3 choices):

1. Photo ID which shows the applicant's current local address, OR
2. Photo ID which does not include current local address plus one item from the list of acceptable address verification documents, OR
3. TWO (2) items from the list of acceptable address verification documents.

Acceptable Photo ID:

- Valid driver's license
- Valid passport
- Valid US Military ID
- Valid matricula consular
- Valid Georgia Weapons Carry License

Acceptable Address Verification Documents (*must show applicant's name and current address*):

- Valid Georgia voter registration card
- Recent utility bill (e.g., gas, electric, cable, internet, water/sewer, waste management)
- Recent tax receipt or other piece of mail that shows the user's name and present address
- Recent pay stub
- Current lease/rental agreement
- County tax assessor records
- Official base assignment documentation (for current military and family members)

If applicant resides out of state, but works, goes to school, or owns property in Georgia, then applicant must show supporting documentation in order to obtain a "Patron" card at no charge (as opposed to an "Out of State" card which incurs a fee).

Original documents are required with the exception of utility bills: because many people now pay their utility bills online and no longer receive them on paper, patrons may present their online bill or statement on their mobile device or printed from their utility's web site [2015.12].

The registering library is responsible for ensuring that a correct address is obtained [2005.08].

Loan Periods

The Rabun County Public Library follows PINES policies regarding circulation loan periods. Some items are designated as non-circulating and are contained in the reference area or special collections. Circulating periods are:

Books	Circulate for a 2-week period with 2 two-week renewals	Max: 50
Audiobooks	Circulate for a 2-week period with 2 two-week renewals	Max: 5
DVD	Circulate for a 2-week period with 2 two-week renewals	Max: 15
Unconventional Items	Circulate for a 1-week period with no renewals	Max: 1
Hotspot	Circulate for a 1-week period with no renewals	Max: 1

Renewals are permitted if the item has not been placed on hold by another user. The library manager or business manager may reduce the number of items per patron in subject areas where materials are limited.

Equipment

The Rabun County Public Library loans several types of equipment. Loan periods and checkout procedures vary with each item.

Hotspots

1. The library will suspend service after a three-day grace period after the due date.
2. The patron or household cannot check out another hotspot for two weeks after the data is restored.
3. The library reserves the right to refuse service to patrons who abuse equipment or who are repeatedly late returning electronic devices.
4. Excessive checkouts are considered to be two (2) consecutive weeks.
5. Only one hotspot per household.
6. Late fees are \$10 per day.

Overdue Items

It is the responsibility of the patron to return items on time. Reminders are sent as a courtesy. Lack of receipt of overdue notice does not alleviate the responsibility of the patron. The Rabun County Public Library complies with PINES policies regarding overdue items and fees assessed.

The following scale is for overdue charges.

Books	\$0.20 per day
Audiobooks	\$0.20 per day
DVDs	\$0.50 per day
Unconventional Items	\$3.00 per day
Hotspot	\$3.00 per day

Patrons are not fined for days the library is closed. The library manager may excuse a fine when the patron is hospitalized or has had a death in their immediate family.

After accumulated fines, total \$10.00, the patron will be blocked from further checkout privileges until the fines balance has been reduced.

Lost Materials

The charge for lost items will be the item's replacement cost. If an item is out-of-print, the patron will be charged an amount necessary to purchase a similar item. The library manager will assess the appropriate charges.

When an item is lost or damaged, a processing fee will be added at the discretion of the library manager.

Interlibrary Loans

PINES library patrons have access to materials in all Georgia PINES libraries. Requests may be placed from home computers or through the libraries. PINES loans policies and procedures are explained in the PINES policies in the Appendix of this manual.

PINES library out-of-system interlibrary loans will be charged a \$3.00 fee per item for online computer search and postage charges. Overdue charges are \$0.25 per day; these fines are passed on to the Northeast Georgia Regional Library System Librarian. The maximum fine will be \$10.00 per day.

The paper sleeve on the front cover of the interlibrary loan book indicates the due date and the library of ownership. A fee of \$1.00 will be charged if the paper sleeve is not returned with the book.

The materials may not be renewed. Every effort must be made by the patron and the library to return the materials promptly to ensure the region's borrowing privileges.

Reference Policy

Reference services will be provided when the library is open. All reference questions are treated confidentially; and the needs of each library user are taken seriously and addressed with professionalism and respect. Request for and completion of lengthy research is not a traditional role for the library staff. Patrons requiring extensive research may be directed to other sources and assisted only as library staff time permits.

Procedures

In-person requests receive priority over telephone, mail, or electronic requests. No library card is required for users who request basic in-house reference service.

Referrals

Referrals to other agencies may be made when appropriate. At no time may library staff refer the patron to individual practitioners such as physicians, attorneys, accountants, etc.

Library staff must be impartial when responding to inquiries about local businesses; such as restaurant; lodging; stores or shops. The library is neutral in promoting local commerce; therefore, an appropriate response would include several choices from which the inquirer could choose.

Research

Library staff will search for information with quality, reliable resources. Library staff shall avoid giving personal opinions, philosophies, or evaluations. Even when requested, the opinion of a library staff should never be stated as fact.

Telephone, mail, and email questions

It is the library's policy to respond to all reasonable references inquires made by telephone, mail, or email. Telephone reference should be used for short, factual information questions that do not require extensive reading or interpretation.

Genealogy requests

The library may provide brief genealogy searches of local history materials. The request must be emailed or mailed stating the specific information desired including names, dates, etc. The patron will be billed for copies and returned postage.

Special Issues

Research for school assignments will be treated as any other request for reference assistance. Library staff may never give a personal appraisal regarding a patron's possessions.

Medical, Legal, or Tax Questions

The library does not provide advice in the areas of medicine, law, or taxes. Information found in printed sources may be provided, but not interpreted by library staff. Under no circumstances may library staff offer opinions or advice about medical, legal, or tax issues.

Computer Usage

Computer usage requires that a patron has basic computer skills. The library has a limited number of library staff; therefore, it is necessary to limit the amount of time a library staff can devote to a patron. Library staff assistance is limited to basic instruction in the use of the public access catalog, log-on procedures for computer users, and assistance with printing and saving documents.