

**Clarksville-Montgomery
County
Public Library**



Hours of Operation

Monday-Thursday
9:00 AM-8:00 PM

Friday-Saturday
9:00 AM-6:00 PM

Sunday
1:00 PM-5:00 PM

Enjoy many of our services
at home or work!

www.clarksville.org

- Your Account
- Item Availability
- Many Reference Dept.
Resources
- Local Links
- Other Library Links

Check us out on FACEBOOK!

350 Pageant Lane, Suite 501
Clarksville, TN 37040
Phone: 931.648.8826
Fax: 931.648.8831

**Welcome to the Clarksville/Montgomery
County Public Library!**

We would like to take this opportunity to inform you, our new patron, of the basic procedures and policies regarding the proper use of your library card. This brochure is a brief guide only; for more detailed information, visit our web site at www.clarksville.org

What you need to get a free library card:

You must be a resident of Clarksville/Montgomery County, and present proof of current address*. Anyone under age 18 MUST be accompanied by their parent/legal guardian to obtain a card.

Residents (AR or JR) are people who live in Montgomery County, Austin Peay students (with APSU Post Office Box), Fort Campbell soldiers and their families, some surrounding communities (there is a list at the Circulation Desk).

Non-residents (AN or JN) must pay a \$20.00 non-resident fee to be issued a library card.

TC (TLC) cards can only check out 5 books (no videos, etc.) No fee for receiving a library card. Must present card with TLC decal from home library.

*Proof of address would include items such as: Current Utility Bill, Checkbook, Driver's License, Voter's Registration Card, or any postmarked mail with your current name and address.

Address Verification: Each new Library patron is limited to 3 books, and required to fill out an Address Verification Postcard, which will be mailed. Once you return the Address Verification postcard to the CIRCULATION Desk, your item limit is:

Resident and Non-Resident (\$20.00/year) Card Holders: 20 total items, which may include a maximum 7 VHS/DVDS and 7 CDs.

TLC Card Holders: 5 books (No VHS/DVDs, CDs, or Audio-Books) after returning the Address Verification postcard. TLC cardholders are not eligible to request items via Interlibrary Loan. Interlibrary loan requests must be submitted through patron's home library.

Check-out Period

- Books and Audio-Books.... 3 Weeks (21 days)
- VHS/DVDs and CDs.... 1 week (7 days)

Please view your checkout receipt for due dates for each item checked out!

Item Returns:

Items must be returned by the due date to avoid fines!

Most library materials may be returned at the Circulation Desk, the inside Book Drop, or the Outside Drive-Through Book Drop. However, if your items are late, or if your account is near its limit, please bring them to the Circulation Desk if you would like to check out more materials that day. Items placed in Outside Drive-Through Book Drop may be delayed in clearing from your account depending on when they were returned.

Item Renewals:

You may renew all materials at the Library's Circulation Desk, by calling the library, or by using the library's web page. The library's phone number, address, web address, and fax number are on the front of your library card.

To access your library account on the website, you will need: your patron ID (Barcode number on the back of your library card, NO SPACES) and your 4-digit account PIN number (if you don't know it, try the last four digits of your patron ID, or speak to a Circulation employee for setup). Materials checked out may be renewed once.

Items that have a waiting list cannot be renewed.

Overdue Fines, Fees, and Lost/Damaged Item Procedures

- **Books and Audio-Books:** \$0.25 per item for each day past due
- **VHS/DVDs and CDs:** 1.00 per item for each day past due

Fines are due when overdue items are returned. If items are more than 7 days past due, you will be sent a reminder to return them as soon as possible to minimize the overdue fine. Once overdue items are returned, we do not mail fine notices unless the fine is greater than \$25.00, and more than 35 days past due. When this happens, you will receive a notice from our Collection Vendor. Remember, fines accrue DAILY.

You are responsible for library materials while they are in your care. There may be a fee for damaged materials, if damage is not brought to our attention at the time of checkout.

If an item is more than 21 days past due, it is considered lost and you will be sent a bill for the replacement cost plus a \$10.00 replacement fee for each item lost. You may still return the items and only pay the overdue fine calculated on that date.

If the items are not returned 35 days after they were due, and you owe \$25.00 or more, your account will be sent to a nationwide Collection Agency, where collection proceedings will begin. An additional \$10.00 fee will be added to your account to help defray the costs of collection.

Item Requests:

Items that are checked out or are not available can be requested at the Circulation Desk or on our web site. If you request an item, it will be held 7 days from the date of the pick-up notice. Please notify us if you no longer need the item, before the 7 days have elapsed.

Inter-Library Loans:

If we do not have the book you are seeking, you can request an Inter-Library Loan Request form at the first-floor CIRCULATION Desk, the second-floor REFERENCE Desk, or from the Receptionist.

If you have any questions, please feel free to ask a member of the library staff!

There are many benefits that come with your new library card. There are also many responsibilities. You are a valued patron, and our policies are for your protection.

- You are responsible for all items checked out with your card
 - You **must** have your card with you to check out library materials or to use the Computer Lab in the Reference Department
 - Your library card cannot be used by anyone else
 - An adult may use a child's card only if the child is present at checkout
 - If there are delinquent accounts in a family, individuals will not be allowed to check out materials until all accounts are cleared. If you lose your library card, or are leaving the area, you must notify the library immediately, so that we may stop all activity on your account. If you fail to do so, you are responsible for all items checked out after the card is lost, and all fines incurred during that time period
 - There is a \$1.00 fee for replacing a lost library card (This also applies to a card left at home or elsewhere.)
 - **Exceptions to these policies are as dictated by the Library Director, the Assistant Director, or the Circulation Department Supervisor**
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R.E.A.D.S. (Regional eBook & Audiobook Download System)

Our patrons have access to eBooks and Audiobooks through a free service from Overdrive Media! There is a link on our web page (Hover over the "Books & More" tab and select "eBooks", then "R.E.A.D.S."), or you can go to <http://reads.lib.overdrive.com> on your device. Ask library staff for the Quick-Start Guide!

Approved 8-17-2011



Patron Conduct Policy

In order to ensure safety and security and to provide a suitable environment for library use, the following rules have been approved by the Library Board of Trustees. These rules shall apply to all persons entering the library. Listed below, including but not limited to, are the library's rules of conduct.

1. Patrons are not allowed to engage in behavior that is disruptive to library operation.
2. Food and drink are not allowed in the library except in designated areas. Unfinished items may be consumed in the lobby or will be disposed of.
3. No sleeping in the library.
4. Shirt and shoes are required.
5. Animals are not allowed in the library, with the exception of service animals.
6. No creating loud noises or disturbances which interfere with staff and or other patrons' use and enjoyment of the library.
7. Parents or guardians are responsible for persons in their care. Children seven (7) and under must not be left unsupervised.
8. The library is not responsible for personal belongings that are left unattended.
9. Entrance into staff only areas, such as workrooms and offices, is prohibited.
10. Library furniture and equipment must be used for its intended purpose only. No moving or misuse of furniture.
11. Patrons are not allowed to damage or destroy library property, equipment, or materials.
12. No solicitation
13. No smoking or other use of tobacco products
14. Weapons are not allowed in the library
15. Patrons are not allowed to engage in any acts of sexual misconduct
16. Patrons are not allowed to harass, threaten, or physically harm a patron or employee

People that violate these rules will be asked to stop such actions, and the library reserves the right to ask anyone who violates these rules to leave. Refusal to leave when requested may result in arrest for trespassing. Failure to comply with these rules may result in denial of entrance to the library.

Amended 1-6-2013

