

## **Montana State Library Commission**

### **Digital Loan Policy for the Montana Talking Book Library**

The following policy governs the circulation of digital books, magazines and equipment to eligible blind and physically handicapped patrons who are registered with the Montana Talking Book Library (MTBL). Eligible patrons who borrow materials from the library accept responsibility for using materials with reasonable care, returning them to the MTBL according to established loan policies, and not losing or damaging them through negligence. Violation of this policy can result in suspension of some or all library services.

#### **Policy**

##### **Active Status**

To remain active, patrons must borrow at least one book per year (in any format) from MTBL or directly through the Braille and Audio Recording Download (BARD) service OR subscribe to one or more magazines from either.

##### **Change of Status**

###### **Temporary or Permanent Change of Address within Montana**

The patron must notify MTBL of change of address within 30 days of relocation in Montana. Advance notification is desirable to avoid service interruptions.

###### **Temporary Change of Address Outside Montana**

The patron must notify MTBL of his/her temporary change of address within 30 days of relocation outside Montana. Advance notification is desirable to facilitate possible transfers of service and to avoid service interruptions. MTBL will at its discretion determine whether MTBL will continue to provide services directly to a temporarily relocated patron or transfer services for that patron to another Talking Book Regional Library.

###### **Permanent Change of Address Outside Montana**

When permanently moving to another state, it is not necessary to cancel services in Montana. However, the patron must notify MTBL within 30 days of a transfer. We will make arrangements to transfer MTBL services, including equipment, application and the patron's library history to the patron's new library. Equipment can either go with the patron or be returned to MTBL and the patron may receive different equipment when they arrive at his/her new state residence.

###### **Cancellation of Service**

The patron (family or personal contact) must notify the MTBL if he/she desires to cancel their MTBL service. The patron must return all books and equipment within 60 days of cancelling service.

##### **Materials Available**

Recorded books, magazines and specialized playback equipment will be loaned by the library to eligible registered patrons without charge. MTBL will keep records of all loans.

##### **Equipment Loans**

Equipment necessary to listen to the recorded materials may be borrowed on extended loan for as long as the patron is using it to listen to materials provided by MTBL.

If playback equipment ceases to function properly or needs repair, it must be returned to MTBL. A replacement will be provided upon request. Under NO circumstances is the patron to attempt repairing the playback equipment or replacing the battery.

### **Maximum Books Loaned**

~~The maximum number of books loaned to a patron will be 2 during the beginning of the transition to digital services (2010-2011). An increase will occur as our inventory of digital book copies increases. Our circulation management computer system will automatically adjust, for all patrons, the maximum number of books allowed. Newly requested books will only be sent to patrons upon return of currently checked out books. Digital books are sent to patrons on a weekly, biweekly, or a monthly basis.~~

### **Quantity of Books Loaned**

The number of library-mailed books loaned to patrons will be customized for each patron.

### **Loan Period**

~~The loan period for digital books is 3 weeks (21 days). There will be long waiting lists for digital books requiring close monitoring of compliance.~~

The loan period for library-mailed digital books is one month and cassette books is two months. MTBL employees will use the KLAS database system to monitor patron loans and make adjustments for and notifications to patrons, as indicated by internal procedures. Books may be renewed upon patron request.

### **Overdue Books**

No fines for overdue books will be levied. However, no additional digital books will be issued to any patron whose record shows an overdue digital book still checked out past the loan period.

### **Patron Returns**

The patron, institution or school representative must ensure that digital books, magazines, and equipment being returned to MTBL by FREE MATTER are delivered into the hands of the United States Postal Service by being placed in a mailbox for pickup or delivered to the Post Office.

### **Lost or Damaged Materials**

Patrons are responsible for taking appropriate and adequate care of their books and equipment. In the rare event that books are lost or destroyed, temporary or permanent suspension may be activated at the discretion of the MTBL regional librarian. An item is considered lost as opposed to overdue or delinquent if it is not returned to MTBL within 60 days of the last due date extended to the patron.

### **Sharing Materials**

Patrons MUST NOT lend library digital books, magazines, or equipment to other persons.

### **Suspension of Services**

If any items in the above policy are violated, the patron's MTBL service may be suspended for a period of time as determined by MTBL. If reinstatement of service occurs and policy violations recur, service may be permanently suspended at the discretion of the MTBL regional librarian.

In the case of verbal abuse of MTBL staff by a patron, an immediate 30 day suspension of MTBL service to that patron may be enforced at the discretion of the MTBL regional librarian until the procedure below is enacted. Examples of abuse include but are not limited to patron use of expletives, inappropriate excessive verbal volume, and threats toward staff.

In the event of suspension, the following steps will be taken:

### **Suspension Procedure**

- (1) MTBL staff will first discuss the violation(s) with the patron by telephone or e-mail within five business days of the violation.
- (2) Within five business days of initial contact, a warning notification (e-mail or print mail) will be given to the patron that summarizes the discussion and the violation(s). The patron will be provided an opportunity to reply within ten business days of receiving notification.
- (3) MTBL may suspend service for a specified period of time or permanently, depending on the circumstances and response from the patron.
- (4) If service is reinstated, the patron will be notified of reinstatement of service and reminded that further documented violations will result in permanent suspension of service.