



## **Circulation Policies**

Approved by Library Board on September 26, 2019  
rev. and adopted April 28, 2022

### **General Rules**

Individuals (adults and minors), may only have one library card in their name.

Once your card is issued it is available for immediate use.

Cards expire every three years. To renew their card for another three years, a patron can call or come in to confirm residence and contact information.

### **Adult Cards**

To apply for a library card, you must be a Texas resident, age 17 or older. The person to whom the card is issued should visit the Library in person and bring one of the following sets of documents:

- A valid Texas driver's license with your current address, or
- A valid Texas driver's license and proof of your current address, such as an insurance card, or
- A form of photo identification, such as a passport, school ID, and proof of your current address, such as an insurance card

Proof of address must show the applicant's name.

### **Youth Cards**

For minors (any Texas resident under the age of 17), a parent or legal guardian must apply for the card and provide one of the sets of documents listed above. Parents or legal guardians must be in good standing with the Library.

Once a minor becomes 17 years old, they must present identification and proof of address to change their card to an adult card.

### **Homebound Patrons**

For those who are unable to come to the Library in person due to a medical condition, they may fill out the Homebound Patron Application and have it returned to the Library.

Applicant must provide a copy of a signed letter from a physician or social worker that confirms that the applicant is unable to visit the Library due to a medical condition.

A friend or relative may be a designated cardholder on the Homebound Patron's account to check out materials on behalf of the patron. The designated cardholder's information must be provided on the application. The designated cardholder must be in good standing with the Library.

### **Assisted Living or Residential Living Facilities**

Patrons who live in assisted living facilities who do not have photo identification or a current proof of residency may apply for a library card if they can provide a dated and signed letter from their residence on official letterhead confirming their identity and address.

## Guest Cards

Guests of the City of North Richland Hills who are not Texas residents can obtain guest cards by applying in person at the Library. Guest cards will only be issued to those 17 years old or older. Guest cards are active for three month from the date of issue.

Guest cards grant access to:

- Computers in the Library (Internet access, access to Library Databases, Microsoft Office Suite)
- Printers, Fax, Scanner, and Copiers
- E-materials such as e-books, e-audiobooks, and online magazines
- Checkout of one physical item at a time.

### Fees

<b>Circulation Fees</b>	
<b>Card Replacement</b>	
Replacement Card Fee	\$1.00
<b>Damaged Material Fees</b>	
Cost of Item	
Processing Fee	\$13.00
<b>Lost Materials</b>	
Cost of Item + Processing Fee	
Processing Fee	\$13.50

### Lost or Stolen Cards

Patrons are responsible for reporting lost or stolen cards to the Library. Patrons are responsible for the replacement cost of any items checked out to their card before it is reported lost or stolen.

### Lost Library Materials

Patrons are responsible for the replacement cost of Library materials declared lost. The Library will not accept personally purchased replacements for lost or damaged items. Patrons are also responsible for paying processing fees per item. Once the Library receives payment for a lost item, the item becomes the property of the patron.

Any item overdue for more than 30 days will be billed to the patron's account.

The Library will refund the actual replacement cost for the item if the patron provides the payment receipt. However, the Library cannot provide refunds, or credit for, any processing fees paid for lost materials.

### Damaged Library Materials

Damaged library materials are the patron's responsibility. These materials will be billed to a patron's accounts in the same manner as a lost material, as they cannot be returned to the collection.

If a patron would like to keep the damaged material, they may, once it has been paid for. However, patrons must collect items within two weeks if they would like to keep it. Items that are at risk of developing mold or mildew will not be held, for health and safety reasons.

**Overdue Materials and Library Usage**

Patron accounts are blocked from using library services when they have an overdue item(s).

Patrons are blocked from using library services if they have any lost or damaged items billed to their accounts. Lost or damaged items must be paid for before patrons are able to use their card.

**Payment Methods**

Fees can be paid at the Library by cash, personal check, or with most major credit/debit card.

Personal checks should be made out to the NRH Library.

Fine payments can also be mailed to the NRH Library at 9015 Grand Avenue, North Richland Hills, TX 76180. We cannot accept payments online or over the phone.