

## **Montana State Library Commission Policy**

### **Montana Talking Book Library – Loan Policy**

The following policy governs the circulation and library distribution of physical copies of audio books, magazines and equipment to eligible blind, low vision, and reading & physically handicapped patrons who are registered with the Montana Talking Book Library (MTBL). Eligible patrons who borrow materials from the MTBL collection 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 MTBL services.

#### **Policy**

##### **Active Status**

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

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

The patron must notify the MTBL of changes of address and temporary or permanent transfer of service to another state.

##### **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 and magazines in all available formats and specialized playback equipment will be loaned by the MTBL to eligible registered patrons and institutions serving eligible patrons without charge. The MTBL will keep records of all loans for all formats.

##### **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 the MTBL. Institutions may borrow equipment, on extended loan, for the purposes of demonstrating materials provided by the MTBL.

If playback equipment ceases to function properly or needs repair, it must be returned to the MTBL. A replacement will be provided upon request. Under NO circumstances is the patron to attempt repairing the playback equipment or replacing the battery. The MTBL is not responsible for repair or replacement of non-MTBL provided equipment used to play MTBL materials.

##### **Book Loans**

The number of books loaned to or downloaded by a patron or institution is established on an individual basis in consultation with the MTBL.

## **Loan Period**

The loan period for library distributed books and magazines is two months. Magazines distributed by the National Library Service (NLS) will be subject to the loan policies established by the NLS. Renewals will be considered upon availability.

## **Overdue Books**

No fines for overdue books will be levied. However, patrons are urged to observe the loan period so books are available for other patrons. Overdue books can result in no additional books being sent until resolved.

## **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 MTBL 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 abuse of MTBL staff, trainees, or volunteers 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 or violence.

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.

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