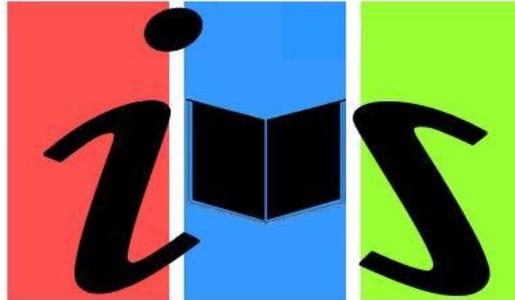


Chapter 7

INDIANA



SHARE

Indiana SHARE Program

The Indiana SHARE program is open to libraries that previously used the I*Ask service that INCOLSA previously provided. The SHARE program allows libraries to submit interlibrary loan requests to State Library staff using the easy to use software ILLiad. State Library staff receives the information and submit requests to lending libraries on behalf of the requesting libraries. Lending libraries that accept the requests ship the materials to requesting libraries via INfo Express.

To learn more about the program including how to register and submit requests please visit the Indiana SHARE website:

<http://www.in.gov/library/5769.htm>

You may also contact the Indiana Share staff:

Phone: (317) 234 6461

Toll Free Number: (877) 835-0014

E-mail share@library.in.gov

Fax (317) 234 6462



INfo Express is the statewide courier service that the State Library manages. Fees are based on the number of deliveries per week. Participants determine how many days a week (weekdays only) they need pick up and delivery. In order to offer the lowest possible delivery service cost for all Indiana libraries, the State Library will continue to provide state tax monies to subsidize the cost of one delivery per week per library district. Public Library districts, school districts, academic, institutional and special libraries are eligible to participate in INfo Express. For the 2009-2010 year the cost of additional stops per week for 52 week delivery is \$425 per year after the first day, and \$318.75 per stop per week with no summer delivery.

Prices for the 2009-2010 year:

<u># of Stops per week</u>	<u>INfo Express Rate</u>	<u>Rate w/ No Summer Delivery</u>
One	\$75.00	\$75.00
Two	\$500.00	\$481.25
Three	\$925.00	\$800.00
Four	\$1,350.00	\$1,031.25
Five	\$1,775.00	\$1,350.00

Participants use the INfo Express website to create labels and shipping manifests. To learn more about the program visit the INfo Express website:

<http://www.infoexpress.in.gov>

You may also contact the Info Express staff:

Phone: (317) 232 3699
Toll Free Number: (877) 835-0014
E-mail delivery@library.in.gov
Fax (317) 232 0002



Evergreen Indiana is a growing consortium of 54 public libraries located throughout Indiana that use the Evergreen ILS. Patrons of member libraries are able to view the catalogs of the member libraries and borrow materials from the other member libraries using their Evergreen Indiana library card. The Evergreen Indiana catalog may be viewed at: <http://evergreen.lib.in.us/>

The Evergreen Indiana project is funded by the Indiana State Library through Library Services and Technology Act grants and state funds. The services provided by the State Library include purchasing and maintaining the central servers, personnel costs in operating the system, training, software development, data conversion, and other related expenses.

In 2008, the Indiana State Library enlisted the services and expertise of [Equinox Software, Inc.](#) to develop a comprehensive migration strategy for Indiana libraries. With a migration strategy in place, the 20 pilot libraries elected the first Evergreen Indiana [Executive Committee](#) and commenced the development of the consortium's policies and procedures. Evergreen Indiana's policies, as adopted by the Executive Committee, are at may be viewed on the website: <http://www.in.gov/library/evergreen.htm>

The Evergreen Indiana Consortium has seen a steady rise in interest from all types of libraries around the state. Because of this, the Consortium has begun accepting applications from libraries seeking to migrate to Evergreen in 2010. Requests for membership are approved by the Executive Committee on May 1 and November 1 of each year. Libraries interested in joining the consortium must have board approval and submit a completed executed [Membership Agreement](#) and [Code of Ethics](#) which may be found on the website: <http://www.in.gov/library/evergreen.htm>

For more information about Evergreen Indiana contact Catherine Lemmer, Evergreen Indiana Project Coordinator, at 317.234.6536, or clemmer@library.in.gov.

Public Library Access Card (PLAC)

The Public Library Access Card (PLAC) is the name for the statewide library card, enacted by [\(Indiana Code 4-23-7.1-5.1\)](#). The PLAC program allows an individual to borrow materials directly from any public library in Indiana. Books and non-book materials are eligible for loan through the PLAC program, but at least books that normally circulate must be available for loan. An individual who holds a valid public library card may obtain a PLAC. The fee for a PLAC in **2009** is **\$30.00**.

PLAC Working Guidelines

Issuance of Card

1. Availability of Cards. The Indiana State Library will provide a supply of numbered Public Library Access Cards to each public library in the State. Public libraries will not be charged for the cards when they are distributed from State Library. An order for a new supply of Public Library Access Cards may be placed on the PLAC Quarterly Report Form.

2. Appearance of Card. The Public Library Access Card (PLAC) will show on its face the following information: name of cardholder, address of cardholder, home public library of cardholder and expiration date of card. This information will be made part of the PLAC at the issuing library. The card is issued as an individual card to one specific person.

Definition of **home public library** (590 IAC 3): Home Library means the public library where an individual is a resident or real property taxpayer in the taxing district of the library or library from which a nonresident purchased a card.

The **issuing library** may be any public library in the state, not just the home library. The PLAC will show on its face the HOME library, not the issuing library if that library is different from the home library.

Guideline (a): Eligibility for PLAC. An individual who is in "good standing" and eligible to obtain a valid resident or nonresident library card from one of the 238 public libraries in Indiana qualifies to obtain a PLAC. A law passed in 1996 allows an individual to obtain a PLAC at any public library in Indiana. To receive a Public Library Access Card you must have a "resident" or a non-resident library card, I.C. 4-23-7.1-5.1. The fee for a nonresident card is at least the sum of \$25.00 or the library's operating fund expenditure per capita if that amount is greater than \$25.00 plus the PLAC fee. A nonresident fee may be set higher than the library's operating fund expenditure per capita. The amounts of the operating fund expenditure per capita for public libraries are found in "Statistics of Indiana Libraries."

Guideline (b): "Good Standing" is defined at the local library level. Rules or guidelines used at the local library to determine eligibility for a local library card should also be applied when an individual requests to purchase a PLAC.

Guideline (c): A family PLAC will not be issued. The local library's guidelines regarding use of a library card by a person other than the actual cardholder should be followed if a family member wishes to borrow on a PLAC.

Guideline (d): A public library may choose to issue its own library card to an individual holding a PLAC to enable that library to properly check out materials to the patron. This determination is to be made at the local library level. Any local card that is issued to a PLAC cardholder should be marked clearly with the PLAC expiration date. Libraries that have registration files computerized should be certain to mark the expiration date of the PLAC cardholder's record in the database. PLAC cardholders may be required to show both the PLAC and the local library card to check out materials according to the lending library's rules.

3. College/University Student PLAC. Resident students are not required to have a PLAC to use the local public library in the college/university community.

If a college student wants to borrow materials from a public library other than his/her home library or the library in the college/university community where he/she resides, then the student will need to be issued a PLAC.

Guideline: Local libraries should follow established guidelines already in place for issuance of student cards to local college/university or other post secondary school students.

4. Refunds. No refunds of fees paid for a PLAC will be made under any circumstance.

5. Replacement Card. When a cardholder's PLAC is lost or stolen, the cardholder will be issued a replacement card at the library where the PLAC was issued. The fee for the replacement card will be \$1.00 (subject to annual review by the Indiana Library and Historical Board) and will be remitted to the Indiana State Library. Names, addresses, and card numbers of individuals who are issued replacement cards must appear on the PLAC Quarterly Report Form.

Fee Collection for Card

6. Payment for PLAC. An individual may pay either by cash or by check when obtaining a PLAC. If payment is made by check, the check should be made out to the public library issuing the PLAC. Collection and deposit of fees should be recorded by the issuing library according to the prescribed method of the Indiana State Board of Accounts.

7. Submitting Fees to Indiana State Library. Collected fees on the PLAC should be remitted to the Indiana State Library on a quarterly basis using the PLAC Quarterly Report Form.

Types of Materials Eligible for Loan to PLAC Patrons

8. Books.

Definitions of books: hardbound print books, paperback print books, large print format books and lap or board books.

Books that normally circulate must be available for loan to PLAC cardholders.

9. Non-book Materials.

Definition of non-book materials: videotapes, audiocassettes, CDs, records, art prints, slides, microfiche, pamphlets, periodicals (single or bound issues), etc.

At the discretion of the individual library, non-book materials may be loaned to PLAC cardholders.

10. Annual Determination of Eligible Materials. Each local library will be required to annually determine what types of materials will be loaned to PLAC cardholders.

Statistics & Recordkeeping

11. Required Statistics. Each library will be required by State Library to keep statistics recording the home library of each PLAC cardholder who borrows materials as well as the number of items borrowed by a PLAC cardholder.

Overdues & Lost Materials

12. Fees. Each individual library will determine the daily overdue fee for library materials loaned to PLAC cardholders by policy set by the Board of Trustees of that library.

Guideline (a): It is recommended that this daily fee be the same that is charged to local residents and a separate fee scale for PLAC users not be established by libraries.

Guideline (b): In the spirit of cooperation, when feasible, libraries should alert other libraries to problem borrowers having PLAC privileges that have accrued sizable overdue fines or have lost an inordinate number of items borrowed through the program.

13. Replacement Cost. Reimbursement for lost library material borrowed on a PLAC is the responsibility of the borrower not the borrower's home library. The replacement cost of an item will be determined by the lending library.

14. Materials Returned to the Wrong Library. The library to which the PLAC cardholder returns borrowed materials may determine if a fee will be charged to the PLAC cardholder if that library is not the lending library. If a fee is charged, the library to which the materials are returned is responsible for collecting the fee.

Guideline: PLAC users should be informed that they are expected to return materials borrowed using a PLAC to the lending library.

Library Reporting Responsibilities

15. Statistics. Each public library is expected to report all required borrowing statistics that have been kept on the Public Library Access Card Program as a part of the Annual Report. The Board President shall attest to the accuracy of the report submitted on PLAC.

16. Eligible Materials for Loan. Each public library will be required to annually file with the State Library a report detailing what library materials will be loaned to PLAC cardholders.

17. Failure to Report. Failure to submit a complete statistical report to the Indiana State Library by the deadline established will result in the following action taken: 1. withholding of funds due to the library as a result of loans made in the program; 2. determination that the library is in non-compliance with Minimum Standards for Public Libraries; 3. withholding of state and federal funds to the library by the Indiana State Library.

Local Agreements

Definition of a local agreement: a local or regional agreement made between two or more libraries that residents of each library district may borrow items from a public library in the other library district(s). (Another type of local agreement: a resolution by a local library board that the library will allow anyone with a public library card from another library in the state to borrow materials.)

18. Library Requirements. All local agreements must be in writing and approved by the participating libraries' boards of trustees. (These are only required to be placed on file at the State Library if you want your library on the statewide list of reciprocal borrowing participants.)

19. Loans Made. Loans to individuals whose libraries have local agreements may not be counted and submitted as statistics for reimbursement as part of the statewide PLAC program.

Payment to Libraries

20. Net Loans. Payment of funds for this program will be paid out on the basis of net loans (Indiana Code 4-23-7.1-5.2(d)). Money paid into the PLAC program fund to the Indiana State Library plus the interest earned on this fund during a calendar year will be divided by the number of net loans made to PLAC cardholders and the resulting figure will be the per net loan figure paid to libraries. By August 1 of each year, each eligible public library will receive payment for its net loans made during the previous calendar year.

Definition of PLAC net loans : a greater number of loans made by a library to PLAC cardholders from outside its district than loans made by PLAC cardholders from within its district at other libraries.

21. Requirements to Receive Payment. Public libraries with net PLAC loans must meet Minimum Standards for Public Libraries in order to be eligible for reimbursement through the Public Library Access Card Program. A voucher will need to be completed and signed by each library to complete the reimbursement process.

22. Appeal Procedure. A public library determined to be in non-compliance with the terms of the Public Library Access Card Program will have the option to appeal the decision at the first Indiana Library and Historical Board meeting following the notification to the public library of the judgment. The Indiana Library and Historical Board will render a final decision after hearing the library's appeal.

PLAC Procedures for Issuance

1. Determine that the individual holds a valid public library card either from your library or from another public library in Indiana.

Individuals who live in unserved areas may obtain a PLAC if they have purchased a non-resident card that costs a minimum of \$25.00 or the library's operating fund expenditure per capita (if greater than \$25.00) in the most recent publication of "Statistics of Indiana Libraries." This fee would be paid in addition to the PLAC fee.

2. Determine that the individual is in "good standing" (determined locally).

3. Issue the PLAC to an individual who meets the above criteria.

Charge the PLAC fee (if your library has decided to charge the total fee to the individual). Individuals may pay by cash or check made out to the issuing public library.

or

Charge the portion of the fee that the individual will pay (with the library paying the remaining fee). Individuals may pay by cash or check made out to the issuing public library.

or

Issue the PLAC with the library paying the total fee for individuals.

Type or write in ink on the face of the PLAC:

- Name, address, expiration date (one year from date of issue of the PLAC), and home library. Keep records locally of name, address, PLAC number and expiration date. Keep track of voided card numbers (to be reported on the PLAC Quarterly Report Form). Keep voided cards on file at your library. Mark them VOID. The PLAC may be issued by mail if the library chooses to do so. Deposit collected fees on PLAC daily in the library's Public Library Access Card Fund. No refunds of fees paid for a PLAC will be made under any circumstance.

Replacement Card. Issue replacement card if a PLAC is reported lost or stolen or if there is a change of name or address.

- Verify PLAC number that was originally issued to the individual.
- Determine again if the PLAC cardholder is in good standing.
- Charge \$1.00 and deposit fees daily in the library's Public Library Access Card Fund.
- Issue replacement PLAC. Keep records of name, address, previous PLAC number, and new PLAC number (to be reported on the PLAC Quarterly Report Form).

College/University Student PLAC.

- Resident students are not required to have a PLAC to use the local public library in the college/university community. Local public libraries should follow established guidelines already in place for issuance of student cards to local college/university or other post secondary school students.
- If a college student wants to borrow materials from a public library other than his/her home library in the college/university community where he/she resides, then the student will need to be issued a PLAC.

Procedure when an individual brings a PLAC to your library:

Issue your local library card to the person with a PLAC if that is your practice. The issuing library has validated that the individual is in good standing at the home library; therefore, no further identification should be required. Put PLAC expiration date on the local card or put this information in your database. Within the parameters of what your library board has decided to loan in the PLAC Program, treat a PLAC cardholder as you would one of your own cardholders.

The PLAC is an individual card issued to one specific person. The local library's guidelines regarding use of a library card by a person other than the actual cardholder should be followed if a family member wishes to borrow on a PLAC.

Procedures for Recordkeeping:

- Keep data on file at your library with the following information on each individual who obtains a PLAC: Name, address, phone (if available), cash/check#, PLAC #, expiration date (one year from date of issue).
- When a PLAC cardholder uses the PLAC to borrow materials at your library, keep the usual information that you would need to issue one of your local cards. Keep a record of the name, address, PLAC #, and expiration date.
- **For each use by a PLAC borrower, record the home library of the PLAC cardholder and the number of items borrowed. (This information is VERY IMPORTANT and will be used to figure the reimbursement to libraries in the PLAC Program.)**

Overdues & Lost Materials

- Overdue fines on the PLAC will be set by the Board of Trustees of your library. It is recommended that this daily fee be the same that is charged to local residents.
- The replacement cost of an item will be determined by the lending library. Reimbursement for lost library material borrowed on a PLAC is the responsibility of the borrower not the borrower's home library.
- PLAC users should be informed that they are expected to return materials borrowed using a PLAC to the lending library. If materials are returned to the wrong library, the library to which the materials were returned may determine a fee to be charged to the PLAC user for return of the materials to the library where they belong.

Local Agreements:

- Do not issue the PLAC to residents of your library district who wish only to use libraries that have local agreements with your library. (However, you would issue the PLAC if one of your residents wants to borrow materials from a library that does not have a local agreement with your library.) The definition of a local agreement is a local or regional agreement made between two or more libraries that residents of each library district may borrow items from a public library in the other library district(s). (Another type of local agreement: a resolution by a local library board that the library will allow anyone with a public library card from another library in the state to borrow materials.)
- Do not count loans made to individuals whose libraries have local agreements as part of the PLAC Program. The only loans that will be reimbursed in the PLAC Program are those made to PLAC cardholders.



**PUBLIC LIBRARY ACCESS CARD
(PLAC) QUARTERLY REPORT**

State Form 44289 (R2/2-04)

<i>Check time period covered:</i> Year _____	<i>Report Due:</i>
____ 1st quarter, Jan.-Mar.	April 25
____ 2nd quarter, Apr.-June	July 25
____ 3rd quarter, July-Sept.	Oct. 25
____ 4th quarter, Oct.-Dec.	Jan. 25

Name of Library		
Complete Address		
Cards sold this quarter #	thru #	No cards sold this quarter (check here if applicable) <input type="checkbox"/>
Quantity of replacement cards sold at \$1.00		Total \$
<p>Please use the following formula to calculate the quantity of cards sold: Last card number sold this quarter minus (-) last card number sold from previous quarter = total cards sold. Total cards sold minus (-) voided or replacement cards = quantity of cards sold. Example: 131409 - 131400 = 9 - voided card (1) #131408 = 8 cards sold.</p>		
Quantity of cards sold		Total \$
Quantity of voided cards (list card #s in this space)		Total remitted \$ Make check payable to the Indiana State Library
Please give information only for each replacement card sold. Attach additional sheets if needed.		
Name, Address	Replacement card #	Lost Card #
Send additional cards. (Cards come in packages of 250.)	Quantity requested:	<input type="text"/> Package (s)
The undersigned hereby certifies the accuracy of the information submitted on the Public Library Access Card (PLAC Quarterly Report).		
Signature of Library Director	Date signed (month, day, year)	
Signature of one Library Board Officer	Date signed (month, day, year)	
Please return check, original form, and 1 copy to: Administrative Division, Room 410, Indiana State Library, 140 North Senate Avenue, Indianapolis, IN 46204-2296. Please make check payable to the Indiana State Library.		

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Public Library Access Card (PLAC) Borrowing Restrictions

Please check the statements that apply to your library's policy regarding loan of materials to PLAC patrons:

_____ All library materials loaned to resident borrowers will be loaned to PLAC patrons.

_____ PLAC patrons may borrow /use only the following types of materials and/or services:

(Books that normally circulate must be made available)

- _____ Art Prints
- _____ Audio Cassettes
- _____ Books
- _____ Book/cassettes (children's)
- _____ Books on tape
- _____ CD's (audio)
- _____ Computer Lab
- _____ Computer Software
- _____ Digital Versatile Disk (DVD)
- _____ FAX
- _____ Internet Access
- _____ Laser Disc
- _____ Microfilm
- _____ Microfiche
- _____ Periodicals
- _____ Vertical file materials
- _____ Videotapes
- _____ Other (please list) _____

What is your library's non-resident fee(s) and when was the fee amount last reviewed?

<u>FEE</u>	<u>DATE OF REVIEW</u>
\$ _____ Individual	_____
\$ _____ Family	_____
\$ _____ Other (please specify)	_____
_____	_____
_____	_____

Please return to the Library Development Office, Indiana State Library, 140 North Senate Avenue, Indianapolis, Indiana 46204 by August 15, 2005. This information will be provided with the succeeding list of participating libraries. FAX 317-232-0002
PLAC Rest.Form
5/2005

Statewide Reciprocal Borrowing

- Participating libraries sign an agreement that allows users from any other participating library to borrow books in person at public libraries all over Indiana.
- Any person who has a current resident library card from their local library can use Reciprocal Borrowing. Cardholders from contracting townships are not eligible for this program.
- A current list of participants is included in this chapter.
- For those libraries wishing to participate in the state wide reciprocal borrowing program, a covenant has been included in this chapter. It must be filled out and returned to the LDO office in order to participate in the program and be added to the list.
- Any questions need to be directed to the Indiana State Library, Library Development Office at 1-800-451-6028.
- **DO NOT REQUIRE A PLAC CARD**, if the patron's home library is on the Reciprocal Borrowing List and they are a taxing resident of that home library. A list of participating libraries can be found at:
<http://www.in.gov/library/files/RBCOVENANTS060908.xls>

Any 2 or more libraries may sign a local reciprocal borrowing covenant to allow only those libraries to participate in a reciprocal borrowing program that only includes their libraries and not participate statewide. This agreement is at the consent of the local library board and not required by state law. PLAC, on the other hand, is state law and **all public libraries in Indiana are required** to sell a PLAC card to anyone who has a current and valid public library card from any other public library in the state.

Non-Resident Fees

- According to Indiana Code (IC 36-12-2-25), the library board must set and charge a fee for a local library card issued to an Indiana resident who is not a resident of the library district.
- The minimum fee that the board may set under this subsection is the greater of the following:
 - The library district's operating fund expenditure per capita in the most recent year for which that information is available in the Indiana state library's annual "Statistics of Indiana Libraries".
 - Twenty-five dollars (\$25).
- Recommended *Minimum* Non-Resident Fee Calculations:
 - Individual Card
 1. Determine the library's annual operating expenditures.
 2. Divide that amount by the population served.
 3. Example:

Total		Total		Individual
Operating	÷	Population	=	Card
Expenditures		Served		
(\$230,000)	÷	(7,620)	=	(\$30.18)
- The non-resident fee must be the greater of \$25.00 or the operating expenditure per capita as reported in the annual public library report: <http://www.in.gov/library/plstats.htm>
- Any questions need to be directed to the Indiana State Library, Library Development Office at 1-800-451-6028.

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