



INDIANA TALKING BOOK AND BRAILLE LIBRARY

LOAN POLICY

The following policies govern the circulation of books and equipment to eligible blind and/or physically handicapped readers of the Indiana Talking Book and Braille Library.

Eligible readers who borrow materials from the library accept responsibility for using materials with reasonable care, returning them to the lending agency 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

Braille books and recorded books and specialized playback equipment will be loaned by this library to eligible registered readers without charge, and this library will keep records of all such loans. The borrower should notify the library of changes of address, a desire to cancel the service, or temporary or permanent transfer of service to another geographic area. To remain active, a patron must borrow one book or subscribe to one magazine per year.

Equipment necessary to read the recorded materials may be borrowed on extended loan for as long as the borrower is using it to read materials provided by the library. In the event that a machine ceases to function properly or needs repair, it should be returned to the library, and a replacement will be provided. Under no circumstances should a borrower attempt to repair the playback equipment or accessories.

The number of books a patron may have charged out to him or her at one time will be worked out between the patron and the Reader Advisor. A patron who has a record of returning books promptly may request an increase in the maximum number.

For each book returned in each format, a replacement book will be sent to the borrower. The loan period for books is 30 days for individuals and 60 days for institutions. No fines for overdue books will be levied; however, borrowers are urged to observe the loan period so books can be available for other readers.

The borrower will ensure that books, magazines, and equipment being returned to the library by free matter are delivered into the hands of the United States Postal Service by being placed in a mailbox or delivered to the post office. Placing them on the doorstep of the borrower's home for the mail carrier to pick up does not constitute delivery into the hands of the postal service and, if problems arise by use of this method, the borrower is responsible for the lost or damaged books.

Borrowers may not lend library books, magazines, or equipment to other persons.

In case of repeated verbal abuse of library staff by a borrower, in-person or telephone, service to that borrower may be suspended by the library.

Suspension Procedures

In the event that any of these policies are violated repeatedly, the borrower's service may be suspended for a period of time after being given a written warning and an opportunity to reply. If after reinstatement of service, abuse continues, service may be suspended again.

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

1. The library will first discuss the problem noted with the patron by telephone or in person, then will send a warning letter that summarizes the discussion and the problem and provides an opportunity for the patron to reply.
2. If service abuse recurs, a second written communication will be sent to the patron citing the earlier warning letter, listing examples of subsequent abuse, giving the patron an opportunity to reply by a certain date, and then suspending the service for a stated period (up to 6 months). A specific date for resumption of service will be included in this letter.
3. When the service is resumed, a letter will be sent to the borrower notifying him/her of the resumption of the service and reminding the patron that further recurrences will result in another suspension of service as it relates to the documented abuse.