NORTH VALLEY PUBLIC LIBRARY CARD, CIRCULATION, & PATRON PRIVACY POLICY

Approved by the Library Board on 6/18/2025, 8/19/2026, 10/21/2026

GENERAL BORROWING PRIVILEGES & PARTNER SHARING GROUP

North Valley Public Library extends borrowing privileges to all those with a North Valley Public Library card or library card from a participating Partner Resource Sharing Group library.

OBTAINING A NORTH VALLEY PUBLIC LIBRARY CARD

The North Valley Public Library District corresponds with the Stevensville and Lone Rock School District. All those who live or own property within the District support the library with property taxes and are entitled to a free library card and access to all services. Volunteers and staff may also obtain a North Valley Public Library card.

The Board of the North Valley Public Library extends library card privileges to Florence residents who are unserved by a library and appreciate contributing donations. Florence residents may check out books and AV. They do not have access to digital subscriptions or NVPL equipment/library of things.

Victor residents and property owners are taxpayers to Bitterroot Public Library. Once they get a card at Bitterroot, they may use it at NVPL to check out books and AV.

Resident cards expire every four years. Nonresident cards expire yearly.

Each individual patron is allowed one card within the Partners Sharing Group.

Photo identification and verification of a current local address are required to obtain a library card and to renew cards. A library card will be issued when a valid Montana Driver's License or a Montana State ID card verifying current address is presented.

If a potential borrower is not in possession of the above, a current photo identification card (that includes name and photo) from a school, government agency, or employer AND address verification, that includes name and Montana address, must be presented.

Obtaining cards for children and young adults

Persons under 18 years of age must be accompanied by a parent or legal guardian to get a library card. A parent or legal guardian assumes responsibility for materials borrowed by their dependents. A parent or legal guardian ID is required for applicants under the age of 18 and for those dependents not having their own photo ID.

Temporary Cards

- Temporary cards (2 item limit) may be issued to those in the District when waiting for confirmation of a Stevensville or Lone Rock address. Bass Creek camp hosts or temporary Stevensville forest service employees may get temp cards.
- Temp cards may not check out hotspots or other equipment/library of things.

LIBRARY CARD AGREEMENTS

- A cardholder agrees to return borrowed materials on time and accepts responsibility for lost or damaged items.
- The cardholder is responsible for the original price of the item plus any processing or recovery fees when items are lost or damaged beyond repair.
- It is the cardholder's responsibility to notify Library staff of any address or contact information changes.
- If a library card is lost or stolen, it is the responsibility of the cardholder to notify the library.
- Children have access to all materials in the library, and caregivers accept responsibility for monitoring their child's access to print, media, and electronic resources, including the Internet.

CONFIDENTIALITY OF LIBRARY RECORDS POLICY

It is the policy of the North Valley Public Library District Board of Trustees that individual library records of all library users, no matter their age, are confidential to the extent defined in 22-1-1101 to 22-1-1111, MCA. A library record is any document, record, or other method of storing information which identifies a person as having requested, used, or borrowed library material or other records identifying the names or other personal identifiers of a library user. No person may release or disclose a library record or a portion of a library record except in response to a subpoena.

ACCESS TO LIBRARY ACCOUNT BY INDIVIDUALS & MINORS

Each customer has individual control over his or her library card, and presentation of the card or card number permits the holder access to information about the borrower's current circulation record. To ensure confidentiality, lost or stolen cards should be reported to North Valley Public Library immediately. Information about a borrower's circulation record also may be released to the borrower in person, upon presentation of photo ID, verification of date of birth, phone number, email, or current address.

If a library cardholder is under the age of 18, the caregiver who signed for the child's card may be given specific information regarding the child's record under the following circumstances. Information may be provided to the caregiver listed on the library account upon presentation of identification, and the disclosure will be limited to the extent necessary to recover materials and to collect fines.

In compliance with the Montana Records Confidentiality Act (MCA 22-1-1101, 1103-1111), no information will be released to any person, agency, or organization except in response to a valid court order or subpoena, properly presented to a library administrator, or in the recovery of library materials and fines. Any employee or volunteer who discloses information in violation of this policy commits an offense and may be subject to criminal prosecution. The intent of the law is not to withhold information, obstruct justice, or protect criminals, but to ensure that a citizen's right to privacy is not violated.

Patrons who wish to allow friends or family members access to their card must give written permission per 22-1-1003. A staff member will make a note in the patron's online record indicating the designated person has permission to either 1.) pick up the patron's holds only or 2.) has full access to the account including ability to check out and review list of items checked out. The online note indicates staff received written permission from the patron and the paper copy will not be retained. Adults who grant access to their card are financially responsible for all materials checked out on their card.

LENDING OF HOTSPOTS

- The Library offers a limited number of wi-fi hotspots for patrons to accomplish essential tasks such as:
- School work.
- Allowing patrons to participate in online courses to learn new skills, pass job certifications, take a GED class.
- Supporting workforce development and job skills training.
- Access to electronic forms such as social security and taxes.
- Connect with friends, family, clients, colleagues through videoconferencing.
- Supporting digital literacy skills training for users.
- Access telehealth services.
- Self-learning, researching a topic.
- Creating and making online.

The parameters on hotspots are structured to allow for the widest sharing amongst unique library district members. Library hotspots are not a substitute for patrons that need full-time internet.

- Hotspots may be checked out by District residents or District property owners with full privilege card. Temp cards may not check out hotspots.
- To check out a hotspot an account must be in good standing with a $0 balance.
- Patrons may call to find out if a hotspot is in and it can be held until the end of the day.
- A hotspot is checked out one per household/residence/address.
- Hotspots are checked out for 7-day loan.
- Hotspots may not be renewed and there is a minimum of seven gap days between checkouts of hotspots per household/residence/address.
- Charge history is enabled for hotspot borrowers.
- Patrons are charged $10 a day for overdue hotspots. Patrons who are overdue multiple times lose hotspot borrowing privileges. Patrons that tamper with hotspots lose hotspot borrowing privileges. Blocks are per individual, not address.
- Hotspots are filtered.

LIMITS IN BORROWING

- The library asks library users to return materials by the due date.
- When fines/fees or lost or damaged materials reach $10 or above the card is blocked until the fee is brought below $10.
- Many materials are available to be borrowed by both District residents and those outside the District with a valid Partner card**. Special items such as equipment/library of things and digital services are limited to District patrons with full privilege North Valley Public Library cards in good standing (without fees and fines).** North Valley Library District full privilege cardholders are allowed to check out 3 pieces of equipment/library of things per household/residence/address at a time. **Patrons 18 years of age and over may check out equipment/library of things.** Parents may give consent for a minor to borrow equipment/library of things by agreeing to take financial responsibility for the equipment/library of things and fines. Consent must be granted in-person. A note will be written in the record to indicate the parent has given consent and is taking financial responsibility.

LOANS PERIODS

28 days – Audiobooks, and books other than new adult fiction
14 days – New adult fiction, music, DVDs, Blu-rays, telescope, board games, most library of things
7 days – iPads, laptops, hotspots

RENEWALS

Most books and audiovisual material may be renewed over the phone, in person, or online twice before they are due, unless the item is on hold for another patron. Equipment/library of things may not be renewed. There is automatic renewal 2 times of books and audiovisual material if there are no holds.

FINES & FEES

The fees and fines below are for North Valley Public Library materials only. Cardholders are subject to each Partner Library's fine and fee structure. Be aware many libraries in Partners do not charge overdue fines but send patrons to collections and charge for the price of the item if the item is 24-42 days overdue. The library has a grace period where no fines are charged for books and AV materials.

Fees

Interlibrary loan (District residents/taxpayers)	$2.00 per item
Interlibrary loan (NVPL cardholders in Florence)	$5.00 per item for DVDs, CDs & other light packages $10 per item for books & heavier packages
Damaged and lost materials	Cost of item + $5 processing fee.

Fines per day

Hotspots	$10.00
Library of Thing/Equipment (includes telescope, laptop iPads etc.)	$1.00
Interlibrary loan items – all formats	$1.00

DAMAGED & MISSING MATERIALS

The North Valley Public Library (NVPL) strives to maintain its collection in good condition, so all patrons feel comfortable checking out the materials and taking the materials into their home. If materials appear damaged upon check-out, library personnel note the damage on the item including the date of discovery. It is recommended that patrons point out observed damaged items to library personnel at the time of check-out, or if not discovered until home, patrons are encouraged to bring items to the front desk upon return and inform the staff.

The North Valley Public Library participates in a sharing group with other Montana libraries, and NVPL borrows materials from libraries throughout the United States for our patrons. NVPL is not responsible for the condition of the materials received from other libraries, but patrons are responsible for making sure the items are returned in the same condition as received.

The North Valley Public Library regularly removes items from its collection that are worn and in bad condition. Older titles may be kept despite their condition because they are out-of-print, such as books in the Montana Room.

Patrons are not charged for normal wear and tear of library materials.

Children's materials are more susceptible to damage and wear and tear, so more latitude on condition is given.

When damage does not require removal from the collection:

- The damage is noted by the staff on the item.
- Damage will be noted in the patron's record even if the item stays in the collection to circulate further.

When damage requires removal from the collection:

- A photograph is taken and an email sent to the patron including the photo. The email will state the cost of the item, the processing fee, and ask them to pay. If it is a first infraction the email will also say there is an option to waive for a first infraction for either denial or accident. If a patron chooses to waive they will be informed the waive is noted on their account. (If an email is not on file a text may be sent if the patron has opted into texting.)
- A note is added to the patron account of the damage and the date the email was sent.
- The library makes an effort to keep damaged items until the patron pays, in order to give patrons the items they pay for, but if the damage may spread to other items, or attract pests, such as mold, food, or another biohazard, the item will be thrown out in the outside garbage and not kept. No item will be kept beyond 3 months from the date of damage.

The following conditions do not constitute normal wear and tear:

1. Highlighting, underline, scribbling

Adult and child patrons should not mark library items in any way including highlighting, underlining, scribbling or adding marginalia with pencil, ink, marker, or crayon. Staff determine if an item needs to be withdrawn based upon their evaluation of the extent of the markings. If an item must be withdrawn from the collection the procedures for damage requiring removal from collection are followed.

2. Wet or moldy material

Wet is a particular hazard to libraries because mold can develop and can spread from one book to another. Libraries cannot safely accept books that are wet by feel beyond the plastic cover. If a patron has paper materials that have become wet and a patron thinks it is minimal and will dry without damage, the patron should try and dry it at their home before returning it. If the book dries but is visibly warped from the side and expanded, the patron should keep the item, report the damage. If the patron returns an item that is wet by feel, a photo will be taken, the item will be discarded and immediately placed in the outside garbage to make sure there is no chance of mold. The rest of the procedures for damage requiring removal from collection are followed.

3. Major stains such as large food or coffee spills, pages stuck together, oily, or sticky residue.

Patrons should try and clean books before returning them. If an item is returned in such condition, and the staff can safely clean the food stain, oily, or sticky residue off the item and put it back into circulation, they will do so and no further action will be taken. If the item cannot be cleaned and must be discarded the procedures for damage requiring removal from collection are followed.

4. Missing pages

Items with missing pages must be discarded if loose pages cannot be reattached. Patrons should not try and repair a book. The library uses library specific materials to fix items. If the item can be repaired the patron will not be charged and the item will go back into circulation. If it must be discarded the procedures for damage requiring removal from collection are followed.

5. Large tears, cuts, animal bites, writing, or drawing.

Patrons should not try and repair a book by adding tape. The library uses library specific materials to fix the items. If the item can be repaired the patron will not be charged and the item will go back into circulation. If it must be discarded the procedures for damage requiring removal from collection are followed.

6. Library of Things:

The library has a collection of non-traditional library materials. Items returned damaged or no longer working will be evaluated on a case-by-case basis by the Director.

Returned items with one or more missing materials

If patrons return items with materials missing such as missing cases, missing book jackets, missing cords, missing bags, etc., the patron will be contacted and asked to return the missing material. If the patron cannot locate the missing material, they will be charged the replacement fee.

Disputes

If a patron disagrees with the conclusions, they may submit a formal complaint to the chair of the board or the full board of trustees by email, letter, or attending a board meeting. The board of trustees will discuss the issue in a regular monthly open meeting as soon as it can be placed on the agenda.

Implementation

This policy authorizes the director or designee to interpret and enforce the policy.

INTERLIBRARY LOAN

Materials not owned by NVPL or a Partner library may be ordered through interlibrary loan (ILL).
For the purpose of this document ILL is considered any item that is outside of the Partners Sharing group and the courier system. Many ILL procedures are determined by the lending library.

Due to the cost of ILL, there is a per item fee due at time of pickup to help defray the cost of shipping. District patrons pay $2.00 per item and Out-of-district patrons with NVPL cards from Florence pay $5.00-$10 per item, depending on weight.

District patrons are limited to five ILL items at a time. Out-of-district patrons are limited to three ILL items at a time.

Overdue fines for interlibrary loan materials are $1.00 per item per day. Renewals of ILL items are at the discretion of the loaning library.

Please note that items borrowed through interlibrary loan may have different checkout periods. The date due for each item you check out will be indicated on the receipt you receive at the time of check out.

Charges for lost or damaged ILL materials will be billed to the patron in the amount determined by the lending library, plus any fines due to the North Valley Public Library.

Some items that are rare or expensive are restricted to in-library use only at the discretion of the North Valley Public Library Director or the lending library.