



Frequently Asked Questions -----Library Loan Policies

Can I Get a Library Card? Yes, if you are a:

- Permanent Florida resident or a person who pays property taxes in the State of Florida.
- Non-resident who is a local college or university student, active military or a military family member residing in Florida, or a temporary resident in Florida for leisure or employment.

What Will I Need? Complete a registration form and provide documentation of your Florida address.

If I Do Not Meet This Criteria, May I Get A Card? Non-resident cards are \$20.00 annually.

What are Loan Periods and Limits for Library Materials?

Santa Rosa County Library System Loan Policies						
Material / Collection	Days for Loan	Number Allowed	Renew Limits	Holds	Fees	Charges at 20 Days Past Due, Damaged, or Missing Pieces
Popular Collection	14	5 for this collection	0	5 for this collection	\$0 if returned	\$25.00
Video (DVD / VHS) Music CDs	14	5 for this collection	0	5 for this collection	\$0 if returned	\$15.00
Audio Books	14	5 for this collection	2	5 for this collection	\$0 if returned	\$60.00
Hardcover Adult, JUV, E, Tween, Teen	14	15	2	10	\$0 if returned	\$25.00
Paperback Adult, JUV, E, Tween, Teen	14	15	2	10	\$0 if returned	\$15.00
Board Books Youth Kits	14	15	2	10	\$0 if returned	\$15.00
Reference Special Collections	None	N/A	N/A	N/A	N/A	N/A
Videos are checked out only to persons age 18 and older.						
JUV borrowers (under age 10) and Tween borrowers (age 10-12) may check out materials in E, JUV, Tween, and Teen collections only.						
15 total items may be borrowed at one time across all collections.						
10 total holds are allowed at one time across all collections.						
Accounts are blocked from checkout or public computer use when one (1) item is seven (7) days past due or when charges have been added for materials that are 20 days past due or for materials returned with damages.						

How Do I Replace a Lost Library Card? Complete an application at the Library, pay \$5.00, and get your new Library card the next business day.

Besides Check Out of Library Materials, What Other Services can I Enjoy With My Library Card?

- Access your Library Account through Self Service.
- Request Materials Not Owned by Santa Rosa County Libraries.
- Reserve a Public Computer.
- Use Consumer, Research, and Homework Electronic Sources (E-sources) through the Library Website

How Can I Check Out Materials If I Have Personal Challenges and Can Not Come to the Library? Select someone to use your Library card - through an application available at the library.

How Can I Access My Library Account to Review it, Place Requests, etc.? Through your assigned PIN (password) which you can change to a private PIN known only to you – remember it!

How Do I Request an Item to be Held for Me if it is not on the Shelf?

- Go to Library Catalog and Find the Title; Select “Place Request” and Follow Instructions.
- You will get an e-mail or automatic phone call when the item is available for you.
- If the item is not checked out in five (5) days, it will be returned to circulation.
- To comply with privacy concerns, no one else may check out the item that is held for you.

How Do I know when My Library Material is Due?

- A courtesy date due slip is provided with materials you check out.
- Check your Library account through self service options.
- You are responsible to take care of Library materials and return them by the due date.
- Parents and guardians are responsible for their minors.

How Do I Return Library Materials? You are responsible for returning all Library materials by the due date.

- Materials may be returned to any Santa Rosa County Library.

What Happens if I Fail to Return Library Materials on Time?

- One item 7 days past due will block you from all library services that require a library card.
- You will receive a courtesy notice through e-mail or phone when an item is past due.
- One Item 20 days past due will produce a non-refundable replacement charge and you will receive an invoice.
- Invoices not paid within 30 days will be forwarded to an agency for further recovery action and a \$20.00 fee will be added for each recovery effort and will not be removed until it is paid, even if you return the item.
- If items are returned before your account is forwarded for recovery efforts, all charges for that item will be removed.

What Would Cause My Borrower Account to be Blocked?

- One (1) item 7 days past due.
- Any charges owed to the Library for unreturned or damaged materials.
- When your account has charges, your account and accounts of all borrowers living at your address will be blocked from checkout, public computer use, and all library services that require a Library card until the account is settled.

What Happens if I Return an Item that is Damaged or with Missing Parts?

- You will get an invoice for non-refundable replacement charges.
- When your account has charges, your account and accounts of all borrowers living at your address will be blocked from checkout, public computer use, and all library services that require a Library card until the account is settled.
- Invoices not paid within 30 days will be forwarded to an agency for further recovery action and a \$20.00 fee will be added for each recovery effort.

What are Replacement Costs? See Loan Periods Chart above – * Charges at 20 Days Past Due, Damaged, or Missing Pieces.

How Would I Make My Payment? Payments are not accepted at Library service desks.

- Checks or money orders must be mailed to the address on the invoice.
- Credit card payments will be accepted by following instructions on the invoice.
- All payments are non-refundable even if Library material is later returned.