

(937) 328-6903

www.ccplohio.org

FINE RATES:

As of Monday, April 8th, 2019, all Clark County Public Library locations will go fine free (with the exception of interlibrary loan items).

The library will no longer be charging patrons late fees for items returned past their due date.

Some other details about the new policy include:

- Replacement charges will still be billed when an item is 28 days overdue.
- Items will go into long overdue status when they are 7 days overdue.
- Patrons will be blocked if they have 1 long overdue item or 25 overdue items. This means that you will not be able to place holds, checkout materials, etc...

CHECKING OUT:

“Are there limits to what I can check out?”

Yes, for the first six weeks you are allowed five items on your account at any one time. (See BORROWING LIMITS for regular limits.)

“What are the library’s procedures for borrowing?”

- All items must be checked out before leaving the building.
- Borrowing items is free; however, fines accrue on items returned past their due dates. Borrowed items may be returned to any Clark County Public Library location or Bookmobile, with the exception of art prints (return to Main only).
- For your convenience, Book and/or Audio Visual drops are at all locations.

“I forgot my library card. May I still check out library items?”

Yes, you may check out items with your photo ID, if your library account is current.

NOTE: library staff will not look up accounts without presentation of valid photo identification.

“What is needed in hand to check-out materials?”

- Patrons are required to present their physical library card or driver’s license/photo ID to checkout from all CCPL locations.
- Patrons may check out materials being held for another patron by presenting that patron’s library card. If they do not have the library card, they may check out the materials on their own account by using their own library card/photo ID.
- Parents or legal guardians may check out materials on their child’s card if the card is not presented as long as they are the signatory and have photo ID. If the signatory is another person, the parent will have to use their own account by using their own library card/photo ID.

GETTING A LIBRARY CARD:

“What does a Clark County Public Library Card allow me to do?”

Your CCPL card allows you to:

- Borrow books, audio books, music, video games, movies, and more from our five locations and our bookmobile.
- Have full access to CCPL’s eResources and other web services.
- Renew items and check the status of your account online.

“Who is eligible to get a library card?”

All Ohio residents may apply for a Clark County Public Library card.

“What do I need to sign up?”

ADULTS - Photo ID and proof of current permanent address. (Temporary residences such as shelters and motels will limit patrons to 5 items on the account at any time).

JUVENILES - (under 18 years of age) - Parent/Legal Guardian must present a photo ID, proof of current address and signed application. If child is not present, parent/legal guardian must also present **Proof of Child**.

Acceptable proof includes: birth certificate, social security card, current report card, insurance card or medical card, etc.

MAINTAINING YOUR ACCOUNT:

“Does my account ever expire?”

Yes, every year you must update your account either in person or on the phone using your library card or photo ID.

You are responsible for notifying the library of any changes to your account immediately. (e.g.: new address, etc.)

BORROWING LIMITS:

“How many items can I borrow & for how long?”

	Limit	Time Period
Books	100*	3 weeks
Books on CD**	25	3 weeks
SearchOhio (print/audio)	75	3 weeks
SearchOhio (movies)	75	7 days
Music CDs**	25	3 weeks
Framed Art	3	3 months
Express DVDs	3	3 days
DVDs & Blu-ray	10	1 week
Video Games	2	1 week
Kits	2	3 weeks
Book Club Kits	2	6 weeks
WiFi Hot Spot	1	1 week

*100 is the maximum number of total items a patron may check out at any time.

**The checkout limit for any combination of CDs is 25.

Main Library

201 S. Fountain Ave.
Springfield, OH 45506

Mon. - Thurs. 9AM - 8PM
Fri. 9AM - 6PM
Sat. 10AM - 6PM
Sun. 1PM - 5PM

Main/Circ: (937) 328-6901
Main/Ref: (937) 328-6903
Bookmobile: (937) 322-2821
Lanski Room: (937) 328-6905

Enon Branch

209 E. Main St.
Enon, OH 45323

Mon. - Thurs. 10AM - 8PM
Fri. and Sat. 10AM - 6PM
Sun. CLOSED
(937) 864-2502

Houston Branch

5 W. Jamestown St.
S. Charleston, OH 45368

Mon. - Thurs. 10AM - 8PM
Fri. and Sat. 10AM - 6PM
Sun. CLOSED
(937) 462-8047

Park Branch

1119 N. Bechtle Ave.
Springfield, OH 45504

Mon. - Thurs. 10AM - 8PM
Fri. and Sat. 10AM - 6PM
Sun. CLOSED
(937) 322-2498

Village Branch

1123 Sunset Ave.
Springfield, OH 45505

Mon. - Thurs. 10AM - 8PM
Fri. and Sat. 10AM - 6PM
Sun. CLOSED
(937) 322-2226

OVERDUES:

“What happens when my items are overdue?”

See the FINE RATES section on the front of this sheet.

“What is Auto-Renewal?”

The library will automatically renew your eligible items 2 days before they are due. Patrons will be notified if their notification is set to email or text. You will not be notified if notification is set to phone.

“May I renew my items?”

Yes, items that aren't on reserve for other patrons may be renewed three times. You can renew them three different ways:

- **ONLINE:** www.ccplohio.org (Log in to your account and renew from the “ITEMS OUT” page).
- **CALL:** (937) 328-6901 during business hours or any branch (see back page), or the 24/7 Info. Line at 322-INFO.
- **EMAIL:** library@ccpl.lib.oh.us - Emails will be answered within 72 hours or less, not including weekends and holidays.

NOTE: *Checked-out items have a limit of three renewals. Items either reserved by other patrons or exceeding the allowed renewal limit cannot be renewed. Items will also not be renewed if your account activity has been blocked or the item is an eltem (eBook, eAudio, etc...).*

For any account questions call (937) 328-6901.

ITEM REPLACEMENT:

“What do I do if my library items are damaged or have been lost?”

You will need to pay for the cost of the items or check with the department supervisor for other options (if available).

CARD REPLACEMENT:

“What do I do if my card/key card is lost or stolen?”

- Report your lost or stolen library card to us immediately. Items borrowed on a card prior to the time of the reported loss are the responsibility of the card holder.
- You are responsible for all items borrowed on your library card.
- There is a \$2.00 fee for lost library cards, due at the time of replacement.

NOTIFICATIONS:

“How will the library contact me?”

You will be notified of your holds, due dates, and overdue items by one of the three following notification methods of your choosing:

- **BY PHONE:** you will receive automated messages on your home or mobile phone.
- **BY EMAIL:** you will receive automated emails at an address of your choosing.
- **BY TEXT:** you will receive one text for *each individual* item held on/checked out to your account.

FIRST NOTE: *Your carrier's text messaging rates will apply.*

SECOND NOTE: *You may receive text notifications in addition to Phone notifications or Email notifications. However, should you choose not to receive text notification, only one notification option can be used.*

DIGITAL COLLECTION:

“How do I download items from the library's digital collection?”

Go to https://ccplohio.org/collection_types/digital-library/.

RESERVES:

“How can I reserve items?”

Items can be reserved the following ways:

- **ONLINE:** www.ccplohio.org (In the catalog, click “PLACE REQUEST” for each item you want to reserve).
- **CALL:** (937) 328-6903 or any branch (see other side).
- **EMAIL:** askref@ccpl.lib.oh.us. (Emails will be answered within 72 hours or less, not including weekends and holidays).

“Can items from other branches be sent to my branch for me to check out?”

Yes, items are shipped back and forth between branches. You are alerted via your preferred notification method when your reserve has arrived.

“How long will I wait for my reserve?”

That depends on the current status of the item:

- **Checked-Out Items:** Reserves are fulfilled according to the order of the queue; every patron is entitled to a full loan period with an item but may not renew items carrying active reserves.
- **All Other Items:** Reserve reports are run periodically throughout the day, and travel between branches requires time. Wait for a confirmation notice before attempting to pick up a reserve.

“How many reserves can be placed at once?”

Reserve Limit		Reserve Limit	
Item	Limit	Item	Limit
Books	50*	DVDs/Blu-ray	10
Books on CD	25	Video Games	2
Music CDs	25	Kits	2
Express DVDs	N/A	Book Club Kits	1
SearchOhio	75**		

* Patrons may reserve 50 total items regardless of format. Reserves are held for five days only. **SearchOhio items will remain on hold for 10 days.

“The item I placed on reserve is lost or missing or the library does not own it, what should I do?”

Visit the SearchOhio catalog <http://search-ohpir.westervillelibrary.org/> to look for your requested item from libraries throughout the state.

eRECEIPTS:

“What is an eReceipt?”

Now patrons may also choose to receive check-out, renewal and fine payment confirmation electronically through email and text. *eReceipts* may be sent in lieu of a paper receipt or as an additional confirmation of your check-out and payment activity.

Patrons receiving *eReceipts* in text format should expect one text message for *each individual* item checked-out.

FIRST NOTE: *Unlike basic notification options, patrons may receive eReceipts in both formats simultaneously, should they so choose.*

SECOND NOTE: *The library issues paper receipts for all money transactions.*