

## **Patron in good standing policy, Kentucky Talking Book Library**

**6/10/10**

A Kentucky Talking Book Library patron in good standing is one whose record shows they actively use the service and can be relied on to follow the Kentucky Talking Book Library's policy by returning items on time and in good condition.

A patron is considered in good standing if he/she meets all the following conditions:

1. The patron is active —
  - a. The patron is currently registered with KTBL and has checked out and promptly returned at least 1 book in the past 6 months.
  - b. The patron has downloaded a book or magazine from BARD in the past 6 months.
  - c. The patron has no record of inactivity for the past year.
  - d. The patron may be Magazine Only status with at least 1 magazine subscription other than those for catalogs and newsletters.
2. The patron returns books on time—
  - a. The patron currently has no overdue items.
  - b. Overdues are defined as Braille and recorded books checked out longer than 1 month, plus a 1-week grace period. DVS/DVD movies are overdue if checked out longer than 2 weeks, plus a 3-day grace period.
  - c. If the patron has had overdue books in the past, the occurrences are infrequent. For example, no more than once a year.
3. The patron does not lose books—
  - a. Lost items are defined as those the patron claims to have returned, as well as those that were never returned.
  - b. If the patron has lost items in the past, the occurrences are infrequent and account for a small percentage of books mailed. For example, no more than 1-2 books lost per year for the average reader (50 books per year).
4. The patron takes care of books—
  - a. Damaged books are defined as those with broken tapes, broken cases, missing tapes, or incorrect tapes.
  - b. Normal use often results in damaged books, so KTBL generally does not record them on patron records.
  - c. Blatant negligence or vandalism will be noted on patron records and repeated occurrences will affect patron standing.
5. The patron does not lose or damage machines and returns them promptly when replaced—
  - a. The patron only has 1 cassette player and/or 1 digital player on loan.
  - b. The patron has no record of lost, damaged, or infested machines in the past 5 years.
  - c. Damaged machines are defined as those that show signs of destruction beyond reasonable wear and tear, or are so filthy they must be disposed of. Infested machines are those returned with live or dead insects.