

**Inactive Reader Policy**  
**Kentucky Talking Book Library**  
**reviewed 5/17/21**

The National Library Service (NLS) and KTBL have a minimum usage policy. Patrons who fail to meet minimum usage requirements are considered inactive and their accounts are in danger of being cancelled.

- Patrons (individuals and institutions) are considered active if:
  - they have borrowed and returned at least 1 book in the past 6 months
  - they have downloaded a book from BARD during the past 6 months
  - they have a subscription to a braille or audio magazine and do not have 2 or more overdue issues.
- The playback equipment and books are federal government property. In order to make the best use of limited government resources, all equipment must be returned if you are no longer using it.
- Regular usage demonstrates that we have a current address for mailing reading materials.
- Failure to use the service indicates a lack of interest; books and machines must be returned so that others can use them.
- KTBL will make at least 3 attempts to contact patrons about overdue books or inactivity. Contacts may be by letter, email, or phone.
- Patrons who do not respond to contacts, or who remain inactive for over 1 year will be cancelled.
- Patrons who only become active when contacted by the library for overdues or inactivity, then become inactive again will be cancelled after 3 such instances.
- KTBL will keep patron records for 5 years after cancellation. Patrons may call KTBL during that time to restart service.