

Inactive Reader Policy and Procedures, Kentucky Talking Book Library reviewed 7/5/16

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

- Patrons (individuals and institutions) are considered active if:
 - they have borrowed and promptly returned at least 1 book in the past 6 months
 - they have downloaded a book from BARD during the past 6 month
 - they have a subscription to an audio or Braille magazine
- The playback equipment and books are federal government property and the privilege of borrowing them is restricted to those who remain active users.
- 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.
- 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 will be cancelled after 3 such instances.
- KTBL will keep patron records for 5 years after cancellation. You may restart service during that time by calling.

Procedures:

1. Each month, a query will be run to find those patrons who have been inactive for the previous 6 months.
 - a. The patron will be called, emailed, or sent a letter asking them to take appropriate action to demonstrate interest in the service. They will be asked to return all books and equipment if they are no longer interested in receiving service.
 - b. If the patron has overdues, reduce the patron's Circulation amount and Maximum Number of Books Allowed to no more than 2, and/or make him/her a Turnaround patron.
 - c. Some patrons have a history of only returning books when they receive an inactive or overdue notice. If such a patron has a record of 3 consecutive incidents (based on notes and circulation history), cancel his/her service.
 - d. A note will be made on their Patron Profile screen stating the date and what action was taken.
 2. If the patron is inactive only in a particular format:
 - a. Select books for the patron (preferred)
- OR,

- b. Delete that media from the patron's circulation profile. (This will not delete Has Hads.) If he has circulation from the current year, it cannot be deleted. Instead, change the Priority to INACTIVE.
- 3. If there has been no response from the patron by the second month:
 - a. Call or send a letter to the contact person. The letter will ask them to return all books and equipment if the patron is no longer interested in receiving service.
 - b. If contact information is absent or incorrect, call the patron.
 - c. Make a note on the Profile screen with the date and the action taken.
- 4. If the patron has not responded by the third month:
 - a. Cancel the patron for inactivity. Do not delete circulation information or HAS HADS, just in case they contact us and want to remain active.
 - b. Make all books and equipment LOST and note it on the Profile Screen and cancellation sheet. (If the patron wants to reactivate at a later time, we will have a record of lost items.)
 - c. Send a final letter stating their service has been cancelled and asking for the return of all materials.
 - d. The first 2 inactive contacts are considered retrieval attempts, because they ask the patron to return materials if no longer interested in the service.