



PINES Circulation Policies
and Procedures Manual

Version 2015.05

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About This Manual

This manual is based on the 2003 version of the PINES Circulation Policies and Procedures Manual that contained complete descriptions of procedures in the existing automation system. The document was brought up to date with references to Evergreen and completely revised in 2010 by a dedicated workgroup made up of representatives of PINES member libraries. Since then, it has been updated regularly to accommodate policy changes, new procedures due to changes in the software, and additional information.

Annotations

The policy has been edited with bracketed inline annotations (e.g., “[2014.05]”) which refer to the year and month of the Executive Committee meeting at which the policy was decided. Only meetings where an action item resulted in a policy addition or change are referenced. Discussion items or PINES staff reports are not referenced.

Versioning System

Each version of this documentation will be marked with the year and month of the most current revision. This ensures that staff members using the documentation for reference know how current the policy is.

Confidentiality

Georgia Confidentiality Law:

The Georgia Law (O. C. G. A. 24.9.46) prohibits the disclosure of any patron information, including titles checked out, amount of fines/fees owed, and phone numbers/addresses. All PINES library staff recognize the strict confidentiality of library records, and shall not disclose any information regarding library patrons unless legally compelled. If proper legal documents are presented, a Library Director or designee must approve the decision to release confidential records.

Confidentiality of Patron Information:

Patron data such as email address, phone number or mailing address cannot be used for purposes other than PINES transactions initiated by library patrons. Board of Regents legal counsel has indicated that in their opinion that state and federal privacy laws prevent use of PINES patron records for any business other than library transactions initiated by the patron. Allowable use of data may include overdue notices, preminers, holds notices. Patron information may not be used for county mailings, Friends of Libraries solicitations, and unsolicited e-mail communications from the library staff [2009.05].

PINES Circulation Policies and Procedures

PINES libraries will have uniform circulation policies and procedures. According to the PINES Executive Committee, this is a condition of participation [1999.05]. The procedures outlined below represent the decisions of the Executive Committee. Many procedures will remain under local control, varying with the specific situation of each library or library system. Individual patron abuse of general PINES policies may be addressed at the local level by the system director [2012.03].

I. Account Information

Policies

Library cards are free to all residents of Georgia. Persons who attend school, own property or are employed full-time in Georgia are eligible for a free PINES card. Patrons of both PINES and non-participating Georgia public libraries may receive a PINES card. Users from non-participating Georgia libraries shall have the same privileges as PINES users. Most PINES cards are valid for 2 years [1999.05].

Property owners who do not reside in Georgia are required to show proof of Georgia property ownership, such as a tax bill or deed. Non-Georgia residents who are employed in Georgia or attending school in Georgia are required to show proof of that employment or enrollment.

Out-of-state cards are available to persons living outside Georgia who do not meet the above criteria for a \$25 annual fee, payable at the time the card is issued. A temporary card is available for a \$12.50 fee and is valid for 6 months.

Signing a PINES card application denotes acceptance of responsibility for all fines and fees for lost or damaged materials.

There is no minimum age for a child to receive a PINES card. A parent or legal guardian may register a child [1999.05]. Parent or legal guardian must show proper ID to register a child. A parent or legal guardian must sign the application for all children under 18. Signing a child's PINES card application denotes acceptance of responsibility for all fines, lost or damaged materials.

Proper identification must be presented to register [1999.05].

A library card is required in order to check out materials [1999.05, 2010.09]. As of July 1, 2014, library card barcodes may also be scanned from handheld devices [2014.05].

An applicant for a new card is required to provide proper ID, which includes current, local address. Acceptable ID for receiving a PINES card (3 choices):

- a) Photo ID showing current local address, OR
- b) Photo ID and one item from approved list (see below) showing current, local address (if photo ID does not have correct address), OR
- c) TWO (2) items from approved list showing current, local address.

Acceptable ID includes:

- Valid driver's license
- Valid voter registration card
- Valid matricula consular [2004.08]
- Checks with pre-printed addresses
- A utility bill
- Tax receipt or other piece of mail that shows the user's name and present address.

Original documents are required. The registering library is responsible for ensuring that a correct address is obtained [2005.08].

Social Security Numbers are not used in PINES [2006.11].

Applicants for a card must complete and sign an application form, available at any PINES participating library's circulation desk.

As of October 2014, applicants will be able to fill out an online application form prior to visiting the library to present their identification and complete their application [2014.05].

Patron account information is confidential and cannot be used for purposes other than PINES transactions. See Confidentiality information on page iii.

Procedures

Create a New User Record

1. To avoid creating a duplicate record, library staff should always search for the patron's name in the Evergreen patron database (Search > Search for Patrons or F4) before entering a new patron record. The "Include inactive patrons?" box should be checked and the "Limit results to patrons in:" option should be set to "PINES." If an identical name is found, compare the address, birth date, and other identifying information on the screen with the card application to determine if the patron is already registered in the system.

If you find the patron already has a record in the system, DO NOT create another record. Instead, update the existing record with the corrected information.

- If the patron's information is outdated, update the information. (See: *Editing / Updating a Patron Record*)
 - If a patron has lost his or her card, issue a replacement card and charge the replacement fee. (See: *Lost/Stolen Card*)
2. If the name is NOT found in the database, open the Register Patron screen (Circulation > Register Patron or Shift + F1). The PINES user record can contain as many addresses as necessary, and notes and comments that display to all PINES facilities.
 3. Required fields are:
 - Barcode
 - OPAC/Staff Client User Name
 - Password
 - Verify Password
 - First Name
 - *Middle Name is strongly encouraged but not required.*
 - Last Name
 - Date of Birth
 - Primary Identification Type (*and information*)
 - Home Library
 - Main (Profile) Permission Group
 - Privilege Expiration Date
 - Internet Access Level
 - Address (Type, Postal Code, Street (1), City)
 - Response to the Voter Registration Survey Question
 4. See following page for additional description of both required and optional fields.

5. Staff should not enter “placeholder” information (e.g. “N/A”, “No Middle Name”, “NMI” or the like) in any field when registering a patron. Please avoid punctuation such as quotation marks (i.e., James "Jimmy" Jones) or parentheses (i.e. Martin (Alan) Smith) to indicate nicknames or preferred names. Unnecessary spaces, misplaced apostrophes, and other typing errors can cause the search for a patron to return incorrect results. If staff wishes to record a nickname for local use, it could be added to the Alerts field.

Patron Registration Field Descriptions

- **Barcode** - Staff should scan the library card barcode to enter. Accounts created for staff use only may be given a unique identifier (Example: CLAYTN-HQSCIR1) other than a barcode.
- **OPAC/Staff Client User Name** - The username field will be populated with the library card number by default. Users may later choose to change their username to a text name via the OPAC.
- **Password/Verify Password** - The password will be set to the last four digits of the first phone number provided after it is entered. If the patron does not have a phone, the system will create a randomly-generated PIN. Staff should provide the PIN to the patron with instructions to set a new password for themselves via the OPAC and encourage them to do so as soon as possible.
- **First Name/Middle Name/Last Name** - Staff should enter names with an initial capital letter and lowercase letters following (e.g., Jacky or Young). Use apostrophes in names as appropriate. (e.g. O'Connor). Because of the large size of the PINES patron database, staff are encouraged to enter full first, middle and last names. No nicknames should be added or listed. If the patron has a single name (one word or one letter), enter that name in both the First Name and the Last Name fields [2013.12].
- **Suffix/Title** - The suffix of names with Sr., Jr., III, should be entered in this field. They may be manually typed or selected from one of the options in the dropdown menu supplied.
- **OPAC/Staff Client Holds Alias** – This field is provided as a privacy measure for patrons who would not like their actual name to be used on hold slips (this is configurable by your Local System Administrator). PINES/GPLs staff does not recommend the use of this field at this time.
- **Date of Birth** - Staff may enter the birthdate manually in the format MM/DD/YYYY, or may use the supplied calendar tool to enter the date automatically. Birth date is a required field [2010.02]. For cases in which the patron date of birth is unknown, staff will enter the dummy date “01/01/1901” to allow the patron record to be saved [2011.09].
- **Juvenile** – This checkbox will automatically be checked if the birthdate entered indicates that the patron is under 18 years old [2006.05]. If the patron is a juvenile, the Parent/Guardian field must be filled out (at the time of this documentation, the Evergreen software does not require the Parent/Guardian field, but this policy indicates that it should be).
- **Primary Identification Type** - Staff may choose either Driver’s License or Other from the dropdown menu. PINES prohibits the use of patron Social Security Numbers for identification [2006.11].

- **Primary Identification** - Staff should enter driver's license number in the specified format (GA-XXXXXXXXXX), substituting the appropriate state abbreviation (e.g., FL, AL, SC, TN) for non-Georgia drivers licenses. If the driver's license was not used for primary identification, enter relevant information and explain in the Alert Message field if necessary.
- **Parent or Guardian** – This field is used to enter the name of a juvenile's parent or legal guardian. Because the person signing the application form for the juvenile is accepting responsibility for that library card, it is wise to also record identifying information for the adult such as Driver's License number or library card number. (You may also group the juvenile's card to the adult's card.)
- **Email Address** - Staff should encourage PINES users to provide email addresses for the benefit of receiving automated hold, overdue, and reminder (pre-overdue reminder) notices. An email address stored in the system also allows the patron to use the automated "Forgot your password?" feature in the OPAC. (NOTE: If an email address is entered, the patron will receive overdue notices, as well as holds notices, via email. Final overdue notices will be mailed via U.S. Mail as required by Georgia law).
- **Daytime Phone** - Day telephone number including area code. This is the patron's preferred phone number of contact and will be used for automated telephone notifications. When setting up a new account, Evergreen will automatically assign the last four digits of this phone number as the patron's initial PIN for online account access.
- **Evening Phone** - Night telephone number including area code.
- **Other Phone** - Telephone number (usually, cell phone) including area code.
- **Home Library** - Users will have system-wide borrowing privileges yet belong to a "home" library. Staff will designate the home library when they enter the user record in PINES. This field will default to the PINES location at which the user account is being entered.
- **Main (Profile) Permission Group** - The patron profile determines the user's loan period and fine rates. One of the profiles below will be assigned to each user. Some library systems may choose not to use certain profiles (for example, Friend or Trustee). Library systems may also wish to direct Circulation staff to seek approval from a manager before assigning certain profiles (such as Homebound or GLASS) – this would be a matter of local policy rather than a permissions setting in the system.
 - **Patron** - Normal users. Privilege is two years. This user will be blocked if a total of \$10 or more is owed. User is billable [1999.05]. User may have up to 50 holds at a time. This profile can also be used for users who live out-of-state but work, attend school, or own property within Georgia.
 - **Friend** – A library user who is a member of a local Friends of the Library organization. Privilege is one year. User is billable, and has same use parameters as the Patron profile.
 - **GLASS** – *This profile will be available beginning December 8, 2014.* – This profile type is restricted to patrons who are already registered with GLASS and have a KLAS ID number. PINES staff can create these accounts, but most will be created and managed by AMLAS staff. GLASS users are allowed up to 50 checkouts at a time. Privilege is for two years. Standard checkout period is for 30 days with 1 renewal.

- Homebound users are not billed overdue fines, but will be charged for lost, damaged, or long overdue items. 15 holds are allowed at once. GLASS users may place holds on DVDs that have descriptive audio tracks and on large-print books, and these items will be routed to the AMLAS office (STATELIB-B) for packaging and shipping through the United States Postal Service's Free Matter for the Blind program. [2014.05 and 2014.07]
- **Homebound** – This profile was made available July 1, 2014. Homebound users are individuals who are unable to visit a library in person without great difficulty and who either have materials delivered to them by a library's outreach department or picked up for them by a designated representative. Cards should not be issued to users that live outside of a library's service area. Individuals who assist the Homebound user by picking up materials from the library on behalf of the Homebound user should be listed in the account's Alert field. Homebound users are allowed up to 50 checkouts at a time. Privilege is for two years. Standard checkout period is for 30 days with 1 renewal. Homebound users are not billed overdue fines, but will be charged for lost, damaged, or long overdue items. 15 holds are allowed at once. [2014.05]
 - Each Library System's Director shall determine which of their staff members are permitted to create user accounts with the Homebound profile.
 - Libraries may use discretion in the case of a user who is able to visit the library but may need longer than a normal check-out period to process information.
 - Each library system shall determine whether Homebound cards are kept at the library or kept by the user or user's representative.
 - Because each library system may decide how long to keep its own items on their own holds shelf, a library system may choose to decide to keep their own items for Homebound patrons on their holds shelf for a longer period of time to better assist patrons who are unable to pick up the items quickly. Libraries should not keep items from a different library system on their holds shelf longer than the standard maximum of 7 days.
 - **Institution** – This profile was made available February 2, 2015. A library system may choose to issue an Institution card to any institution or organization with a regular daily population that is housed long term. Examples include school media centers, day care centers, nursing homes, assisting living facilities, and jails [2014.12].
 - Each library system shall develop an application form different from the standard patron application form that enters the institution into a legal contract with the library ensuring that the institution will take responsibility for any fines and fees. The application form must be signed by an authorized representative of the institution and should be approved by the Library System Director or an authorized representative of the library system. A library system should not issue an Institution card to any institution located outside the library's service area.
 - When entering data into the account registration form, the name of the primary representative of the institution should be entered as the name on the

- account. The Institution's name should be entered as the first line of the Address. Any representatives of the institution who are authorized to check out materials on that card should be listed in the account's Alert field.
- Privilege limit is 1 year. This user will be blocked if a total of \$10 or more is owed. User is not billed overdue charges, but is billed for Lost, Damaged, and Long Overdue items. User may have up to 50 holds at a time. Circulation period is 42 days with no renewals [2015.05]. *Note: The 42-day circulation period was implemented 5/4/2015. Items checked out prior to this have a 30-day circulation period.*
 - Library systems may choose to store an Institution's physical card at the library.
- **NonResident** – A library user who resides in the state of Georgia, but outside of the areas served by PINES libraries. Privilege is one year. This user will be blocked if a total of \$10 or more is owed. User is billable. User may have up to 50 holds at a time.
 - **OutOfState** – A library user who resides out-of-state. Privilege fee is \$25. Privilege limit is 1 year. This user will be blocked if a total of \$10 or more is owed. User is billable. User may have up to 50 holds at a time.
 - **Outreach** – *This profile is being phased out. Qualifying users should be switched to either Homebound, GLASS, or Institution profiles. Homeschool students should be switched to a normal Patron profile. On July 1, 2015, any remaining Outreach profile users will be switched to standard Patron profiles and the accounts will be expired [2014.12].* – Outreach users such as homebound users. This user may have an unlimited number of items checked out simultaneously. The user presently has no blocks assigned to it. User is not billable. User may have a total of 15 simultaneous holds.
 - **PaymentPlan** – Temporary status for individuals making payments on fees that would otherwise automatically go to collections. A library system can notify the collection agency not to pull patrons with this profile. The profile should be returned to a permanent status after full payment of the fee. User has identical privileges to Patron profile [2008.11].
 - **Restricted** – A library user with restricted library use. Privilege limit is 1 year. This user may have only 2 items checked out simultaneously. This user will be blocked after 1 overdue item and if a total of \$0.01 is owed. User is billable. User may have up to 5 simultaneous holds.
 - **StaffNoPerm** – A library user who has staff member privileges on borrowing items, but does not have staff-level permissions [2009.05].
 - **Temp** – A library user who resides in the area for a limited period of time, but lives permanently outside of the state. Privilege limit is 6 months. Privilege fee will be ½ (\$12.50) of the fee charged for OutOfState users. This card carries limited borrowing privileges. This user may check out up to 5 items simultaneously. This user will be blocked after 1 overdue item and if a total of \$0.01 is owed. User is billable. User may have up to 5 simultaneous holds.

- **TempRes6** – A library user 18 years of age or older. User has identical privileges to Patron profile, except that privilege expires after 6 months, and card must be renewed at that interval. This profile may be used for college students or military personnel who move frequently. There is no fee to receive this card.
 - **TempRes12** – A library user 18 years of age or older. User has identical privileges to Patron profile, except that privilege expires after 12 months, and card must be renewed at that interval. This profile may be used for college students or military personnel who move frequently. There is no fee to receive this card.
 - **Trustee** – A library user who is a member of a Library’s Board of Trustees. Privilege is 2 years. User is not billable. Same use parameters as Patron profile.
 - **Other**
 - **Class** - This profile appears as an option, but is no longer used in PINES [2003.02].
 - **Homeschool** – The Executive Committee rejected the creation of a new Homeschool profile with additional permissions beyond that of a standard Patron profile [2014.05]. Homeschool students should be assigned the standard Patron profile.
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- **Privilege Expiration Date** - Automatically set based on the Profile Group, but may be edited by staff.
 - **Internet Access Level** - Defaults to Filtered, but may be set to Unfiltered or No Access.
 - **Active** - Checked by default. If unchecked, the patron is no longer considered an active PINES patron and will no longer be included in statistical reports. (See *Inactive Patrons*)
 - **Barred** – (See *User Status - Barred*)
 - **Is Group Lead Account** – Unchecked by default. If multiple patrons are grouped together (example: a parent with children), one patron in the group will be the lead account.
 - **Claims Returned Count** - Shows the number of items marked Claims Returned that the patron has accrued. After accruing 5 Claims Returned items, the patron may not have any more items set Claims Returned [1999.10]. This count may be reset by editing the patron record.
 - **Claims Never Checked Out Count** – This feature is not used in PINES [2012.03].
 - **Alert Message** - Staff may enter an alert message that will appear when the account is retrieved.
 - **Default Hold Pickup Location** – If set, holds placed for this patron will default to be delivered to this location. May or may not be the same as the Home Library.
 - **Default Phone Number** – Default phone number to be called when a hold is available for pickup (optional).
 - **Collections: Exempt** – This feature is not used in PINES.
 - **Hold is Behind Circ Desk** – For patrons who pick up holds at a library branch that places holds for pickup in a public area by default and who are concerned about privacy. If this box is checked, the patron’s holds will be stored behind the circulation desk and not in a public area.

- **Hold Notification Format (Phone and/or Email)** – Sets default contact preference when holds are available for pickup.
- **Address Fields**
 - **Mailing / Billing** – Both are selected by default. An additional address may be selected if necessary.
 - **Type** – Defaults to “MAILING.” Staff must otherwise enter a short description of the address (e.g. “Lake House”). For addresses that were imported from PINES’ previous automation system, this field will be marked “LEGACY ADDRESS.”
 - **Postal Code** – Standard 5- or 9- digit postal codes are accepted. City, State, and County information are automatically populated for Georgia addresses when this field is entered (NOTE: the automatically entered information should be checked for accuracy, particularly when one postal code covers portions of more than one city).
 - **Street (1)** - The number and street for the address.
 - **Street (2)** - Apartment, Lot, Suite, or additional address information.
 - **City** - City of residence.
 - **County** - County of residence (optional, but auto-populated by Postal Code entry). Although optional, this is useful for statistical reports.
 - **State** - State of residence (if a Georgia Postal Code is entered, defaults to GA).
 - **Country** - Country of residence (defaults to USA).
 - **Valid Address?** - Checked by default. May be edited if an address is found to be invalid.
 - **Within City Limits?** - Based on patron-provided information, staff may uncheck this box or leave it checked (checked by default). This is useful for statistical reports.
 - **New Address** - Additional addresses may be added as needed. Addresses may also be deleted, but the primary address may not be deleted. Note: For accounts that are grouped, the owner of the address must be edited with the correct address or the patron must be removed from the group to change a single patron’s address.
- **Statistical Categories** - The purpose of statistical categories is to establish controlled vocabulary that describes an individual user’s special characteristics for statistical analysis of circulation and registration. The “Non-English Primary Language” category was determined to be a universal statistical category in the PINES patron record [2006.05]. PINES does not require the use of statistical categories. They may be created by individual library systems as needed by the Local System Administrator.
- **Voter Registration** - PINES uses the Survey function to electronically record patron voter registration responses to be in compliance with Georgia law. (See Voter Registration Survey)
- **Additional Surveys** – Additional Surveys may be created at the local library system level by the Local System Administrator.

Saving the Patron Registration Form

When you are finished entering the patron's information, click the Save button and ask the patron to sign on the signature strip on the PINES card. It is a local decision on the part of each Library System whether the PINES card will be given to the user at registration or be mailed [1999.10]. Consult your circulation supervisor for the policy at your library.

Record Retention Policies

The legal department of the Board of Regents has indicated that public libraries are not mandated to follow the USG data retention schedule for "Courtesy Borrowers Records" (a.k.a library patron applications) [2014.09 BOR communication to the PINES Program Director]. Each library system should develop its own record retention policies in accordance with the Secretary of State policy for voter registration. Whether that information is recorded electronically or on paper forms is determined by each library system.

- Secretary of State's Policy on Voter Registration
(http://sos.ga.gov/index.php/Elections/election_connection)
- Georgia Records Act
(http://sos.ga.gov/index.php/Archives/records_laws_and_regulations)
- Local Government Retention Schedules
(http://sos.ga.gov/index.php/Archives/retention_schedules)

Patron Self-Registration Form

As of September 2014, patrons may fill out an online application form on the PINES OPAC to register for a new library card. The patron must visit the library in person to show proof of ID so that the staff can complete the registration form and issue the library card. In order to capture a signature, library staff can print off the completed patron account form from within the Evergreen Staff Client so that the patron may sign it and the staff may initial it. These printouts should be stored with all other registration forms following the library's document retention policies. [2014.05]

Cloning a Patron with the Same Address

When more than one member of a family is registering at the same time, the Save and Clone function can be used. The cloned patrons will automatically be grouped with the first patron.

1. Register the first family member using the procedure outlined above.
2. When the form is complete, click Save and Clone.
3. Complete the patron information as normal, modifying the information that was filled in automatically as needed.

Patrons cloned prior to December 2014 had their addresses linked to the original patron's address, and that address necessitates un-linking before the accounts can be separated (see

Ungrouping Cloned Patrons). Patrons cloned after December 2014 have addresses copied from the original patron.

Editing / Updating a Patron Record

To edit a user record, retrieve the patron record (Circulation > Check Out Items [or F1], then scan the library card barcode), then click Edit to take you to the Evergreen User Editor. Refer to the *Patron Registration Field Descriptions* section.

Card Expiration and Renewal

Most PINES cards are valid for 2 years. The system will notify staff that a card is about to expire (within 30 days) or has already expired by placing an alert on the patron record which displays whenever the patron record is retrieved.

At that time, staff should ask to see current identification and update the patron's information (address, phone number, etc.) This is a good time to add an e-mail address to the user's record, and confirm that the user's full name is entered. Be sure to correct any typos or capitalization problems in the record. Note: the account expiration date must be manually changed based on the patron profile. Refer to the *Patron Registration Field Descriptions* section for details about each screen/field.

The patron must resolve all outstanding fines and fees in order to renew her/his card. [2009.12]

NOTE: If a user's account is set to expire during the proposed renewal period for items, Evergreen will not allow a renewal past the patron expiration date. Check the user record and update it accordingly.

Lost/Stolen Card

If a patron reports his or her PINES card lost or stolen, ask for ID to verify the name of the patron. Use the patron search function (Search > Search for Patrons or F4) to search for the user's record, retrieve the patron record, click Edit, then click the Replace Barcode button in the User Identification screen and assign a new card to the patron.

To see a patron's previously active cards, staff may click the See All button on the User Identification screen.

The charge for a replacement card is \$2 [1999.10]; the patron may pay at the time the new card is issued, or the fee may be placed on the patron's record (according to local policy).

If the patron uses his/her card number as his/her username for PINES account access, consult with the patron as to whether the username should be updated to the new card number.

Incorrect Addresses

When mail is returned to the library due to an incorrect address, the patron's address should be marked as invalid. These users will then be omitted from the overdue notice reports.

1. In order to identify the users who need corrected address information, the "valid" checkbox beside the address (Checkout > Edit > Addresses) in the user record must be unchecked. Staff should do this whenever a returned mailer is received.
2. The patron record will be marked with an (Invalid Address) message, which appears under the patron name in the Checkout interface.
3. Once this procedure is under way, each library may periodically wish to run a report of users with invalid addresses, in order to determine which items are still checked out and presumed lost, in case those items should be discarded.

When a PINES Patron Moves to Another PINES Library System

If a patron moves from one PINES library system to another, change the home library of the patron from the old library system to the new library system and update address, telephone numbers, and hold pickup location in the patron record. The patron may keep the same card, however it is recommended that staff replace the patron's card with one from the new library system, as electronic reference database access is allowed by patron card number. (Please note that the \$2 card replacement fee is waived in this scenario.) Although it won't count as a new registration, the patron will now be included in reports of all patrons registered in the new library system.

If a patron moves from one library to another within the same system, the home library and hold pickup location should be changed in the patron record and the address and telephone information should be updated.

Georgia law mandates that library staff offer patrons the opportunity to register to vote when receiving or making changes to their library accounts. (See User Status – Blocked)

Inactive Patrons

PINES will mark users "inactive" in the patron database three (3) years after the last use of a PINES library card, if the card has not been blocked [2002.12].

A PINES patron account is considered "inactive" if all of the following conditions are met:

- a patron has no items currently out.
- there are no bills on the patron's account.
- there has been no activity such as circulations, renewals, check-ins, payment of bills, placement of holds for 3 or more years.

In keeping with current ideas about what constitutes library “use,” PINES also defines a user as “active” when she/he accesses any of the following non-circulation-related services with her/his library card [2008.11]:

- Use of library computers (unless “circulated”)
- In-library wi-fi access
- E-books or audiobook downloads
- GALILEO databases (whether or not authenticated through the OPAC).
- Logging into a user account in Evergreen

Multiple Patron Accounts / Patron Record Merging

If a patron is discovered to have multiple accounts, the accounts may be merged. This facilitates patron database cleanup and helps to address the issue of outstanding charges on multiple accounts. To see a patron’s previously active cards, staff may click the See All button on the User Identification screen.

Patron record merging is restricted to PINES staff due to the intensive nature of the updates involved. Contact the PINES staff via the Help Desk with the accounts that should be merged and which of the accounts is current. PINES has configured patron merging to preserve all history on all merged records [2012.03].

Patron Record Deletion / Deceased Patrons

Evergreen contains a feature that allows the complete deletion of patron accounts, but this is restricted to extreme cases and may only be performed by PINES staff at the request of a library director. In the case of deceased patrons, a suggested alternative would be to change the name on the patron account to first name “Deceased,” last name “Patron,” which will effectively anonymize that person’s account without affecting circulation or billing history.

Ungrouping Cloned Patrons

Patron accounts that were cloned prior to December of 2014 used linked addresses and require an extra step to ungroup:

First, ungroup the account:

1. Open the account to be ungrouped.
2. Switch to the Group tab.
3. Click the Group Member Details button.
4. Select the account to be ungrouped from the list.
5. Click Choose an Action then Remove Selected Patrons From The Group.
6. Click OK and then OK again.
7. Close and then reopen the account - the Group tab should now be empty.

Second, add the new address:

1. Edit the account information.
2. Click the New Address button (below the existing address).
3. Enter the new address information.
4. Mark the new address as both Mailing and Billing.
5. Save.
6. When the screen refreshes, it should automatically remove the old address, but if it does not, you may now manually delete it.

User Status - Blocked

If a patron's record is blocked due to excessive overdue materials or fines, the patron's name will appear outline with a purple box, and status indicators will appear in parentheses beneath the name:



In this example, Maximum Bills is the cause of the block. Staff will not be able to check out items to the patron until the reasons for the blocked account are resolved.

As of Evergreen 1.6.1.8, blocks are recorded in the Messages section of the patron's account. Blocks are automatically removed when the reason for the block is resolved. Blocks may also be manually removed by highlighting the block(s) and going to Actions for these Penalties > Remove from Patron. The Apply New Penalty button is nonfunctional as of Evergreen 1.6.1.8.

User Status - Barred

Barred is a status that is manually set by library staff. A barred patron's name will appear within a red box, and the reason for the barring will appear in an alert message.



It is PINES policy that only the library that barred the patron can unbar said patron. If a barred patron presents items for checkout at other than the library that barred the patron, he/she should be directed to speak with that library to resolve outstanding issues and restore library privileges. Each Library Director or designee shall decide the circumstances under which a patron may be barred, and must enter the reason for the barring in an alert message on the patron account. This status should be reserved for serious offenses, such as theft of library materials [1999.10].

Voter Registration Survey

PINES libraries will keep records of voter registration and declination electronically within the PINES user record. Each time a user record is created or modified, a patron must be asked if he/she wishes to register to vote, and his/her decision must be recorded in the designated field.

PINES libraries should include the following question on the PINES card application:

If you aren't registered to vote, would you like to register to vote here today? Select one:

- I am already registered to vote
 - I want to register to vote
 - I do not want to register to vote
 - I do not wish to register to vote, but will take a registration form home
 - I am not eligible to vote
- All public libraries are required to keep this information for two (2) years by the Georgia Secretary of State's office. Georgia public libraries must continue to follow all rules and requirements of the Motor Voter Act as specified by the Georgia Secretary of State's Office.
 - To ensure timely processing of applications, completed voter registration applications must be mailed to the Secretary of State's office as follows:

LIBRARIES ARE REQUIRED TO MAIL ANY COMPLETED VOTER REGISTRATION APPLICATIONS WEEKLY. THE EXCEPTION TO THIS RULE IS DURING THE 15 DAYS PRIOR TO ANY REGISTRATION

DEADLINE WHEN SUBMITTAL OF ANY COMPLETED APPLICATIONS TO THE SECRETARY OF STATE ELECTIONS OFFICE MUST BE MADE DAILY.

- Election calendars can be found at: www.sos.ga.gov/electionconnection
 - If you do not have any completed applications, you do not need to submit anything to the Secretary of State's office.
- Mail the applications in the pre-paid envelope provided by the Secretary of State's office. You may either include a daily recap sheet (or similar agency identifying sheet) with your submittal, or you may print or stamp the following on the pre-paid envelope:
 - Supervisor and Facility Name
 - Address
 - Phone Number

More information may be found at the Georgia Secretary of State's website:

http://sos.ga.gov/index.php/Elections/election_connection (click on the Public Libraries link)

'My Account' Access

PINES users have access to selected areas of their personal patron record, including checkouts, fines/bills, holds placed, and other information through the My Account section of the OPAC.

Access to the personal patron record is initially available only through the PINES library card number and personal identification number (PIN) for each user, as all library records are confidential in nature. The assigned PIN will be provided to the user at the time of library card registration, and staff will advise the patron to login to the OPAC and change their password to one of his or her choosing as soon as possible. The user may also select a text username to use in lieu of the library barcode for OPAC access.

The PINES patron has the ability to change his/her own PIN/password after accessing the record with the correct library card number and PIN/password. Some patrons may need staff assistance in remembering the current PIN/password to access their patron record.

Users may reset their PIN in person at any PINES participating library with proper identification. Patrons may reset their passwords from the My Account page if they have a valid email address on file [2006.05]. Patrons may also request a password reset by phone by calling a PINES library. The patron must be able to provide the library staff person with the barcode number, full name, date of birth, and either address or phone number. Library staff should encourage patrons to log in to the OPAC and change the assigned password to a password of their own choosing as soon as possible for security and privacy purposes [2014.12].

PINES Staff Accounts

PINES library staff members are granted passwords for access to the PINES database via the Evergreen staff client. PINES member libraries are required to change PINES passwords once a year [2002.09], and at the library's discretion when a key staff member with high-level access leaves, or if an employee leaves under hostile circumstances [2005.08].

In the event of presentation of a National Security/FBI letter requesting information under the PATRIOT ACT, any PINES Director may give his/her system password access to PINES [2006.01].

II. Circulation

Check-Out / Renewal Policies

Library Card

A patron must present a card in good standing to borrow materials. A patron's card will be blocked, and no services may be obtained with it if the patron owes \$10 or more in unpaid fines and/or fees [2011.05]. Blocked services include renewals [2009.05, 2009.09] and hold request placement [2008.02]. Delinquent borrowers who have not reached these limits may still borrow materials; the system operator will be notified that the patron is delinquent.

A PINES card* is required at all times and at all libraries for all transactions [2006.11], with the following exceptions:

- when an item is in hand, no library card is required in order to renew the item [2007.02]
- when an item is in hand, no library card is required for payment of fines [2007.02]

A card is required for renewals or bill payment if neither the cardholder nor the item is present [2007.02].

* Effective July 1, 2014: Patrons are allowed to present a scannable electronic facsimile of the PINES card on a hand-held device. Staff must confirm the patron's identity by asking for a key piece of information from the patron record. Name, phone number, email address, street address, or date of birth would be acceptable. Note that if a library's barcode scanners cannot scan the card number from the hand-held device, library staff will type in the card number displayed on the hand-held device along with confirmation of the patron's identity. It is recommended that libraries using self-check machines require that the patron input their PIN. [2014.05].

Circulation Limits

In most cases, a maximum of 50 items may be charged simultaneously on a PINES card [1999.05], [2002.12].

Materials circulate for varying periods of time; see the *PINES Circulation Matrix* (<http://pines.georgialibraries.org/pines-circulation-matrix>) for details on circulation rules.

Audio-visual materials (DVDs, games, etc.) are limited to 15 per patron at any given time [2013.05]. This policy supersedes any local limits that previously been used.

Proxy Borrowing

Any user may present another user's card to check out materials. Library staff should remind all patrons at the time a card is issued that they are responsible for all items checked out on that card, and that lost cards should be promptly reported. PINES libraries also have the ability to check out items on hold to an authorized proxy user (often husband or wife), as opposed to the user who originated the hold, while maintaining the integrity of the holds queue.

Policies regarding Proxy Borrowing and procedures for administering this feature are at the discretion of the individual library systems [2001.11]. The authorized proxy is not required to present the originator's card, but the authorization for proxy permission should be noted in the Alert Message field. Because all library records are confidential in nature, PINES library staff must be aware that authorization of the originating user (the person placing the hold) is required for proxy checkout for all persons over 18 years of age.

Materials placed on hold by juveniles, as with any and all parts of the juvenile's patron record, are accessible and may be checked out by parents or legal guardians without prior authorization.

Restricted Holds on Age-Protected Items and Audio-Visual Materials

Audio-visual items and age-protected items are only available for holds by patrons registered to the owning library/region, and are only available for pickup within the item's owning system. [2007.02]

Library systems may choose to assign new items to 3-month, 6-month, or no age protection. If a new item is set to 3-month age protection, it can only circulate from the owning branch for the first 3 months and then rolls over to 6-month age protection for the remaining 3 months. If set at 6-month age protection, the item can only circulate from the owning system. If no age protection is set, the item can circulate throughout PINES.

The Executive Committee has approved a special reciprocal arrangement for Dougherty County Public Library and Lee County Library regarding holds restrictions in all formats (except new items). Lee County and Dougherty County patrons are allowed to place their own holds on either system's restricted formats with the exception of age-protected items. This exemption only affects DCPL and LEE home library patrons. [2007.12]

Workstation Configuration

Receipt Printers and Templates

Receipt printers are attached to circulation workstations. These printers generate paper receipts much like those printed by cash registers.

Workstations can be set to automatically print receipts at check-out, listing items checked out during that session. Printing setup may be found in Admin > Workstation Administration > Printer Settings Editor. Printing properties must be set for each individual workstation.

Receipt templates for checkouts, bills, etc. can be customized in Admin > Workstation Administration > Receipt Template Editor. Receipt templates must be set for each individual workstation – however, they can be created on one workstation, exported to a flash drive, and imported to other workstations to reduce setup time.

Check-Out / Renewal Procedures

Basic Checkout Session

A normal checkout session would proceed as follows:

1. Staff member selects Check Out Items from the Circulation menu (F1).
2. Patron presents his/her library card; staff member scans card, determines if patron is in good standing (i.e., not blocked, barred, inactive, owing too many fines, etc.)
3. Staff member scans barcodes of items presented for checkout.
4. Staff member clicks the “Done” button to prompt printing of checkout receipt.
5. Staff member should verbally inform patron of due dates. (It is good practice to also inform patron of due dates on any items already checked out on the account and to inform the patron of any fines owed.)

If a patron *forgets his/her PINES card*, he or she can:

- Return home to retrieve it. Materials may be held for the patron.
- Purchase a replacement card for \$2. The procedure for Lost/Stolen Cards should be used in reissuing a card.
- Photo ID is not accepted in lieu of a library card in PINES.

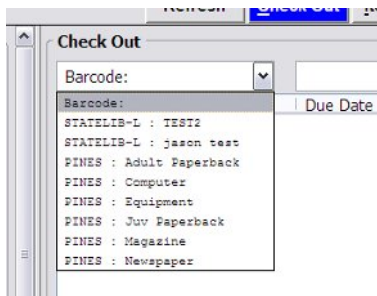
Renewals

Most items can be renewed twice. After items have been renewed 2 times, they must be returned and made available for all library patrons. Certain categories of materials are not eligible for renewal. If a hold request has been placed on an item, it may not be renewed. Selected staff will have the authority to force the renewal in special circumstances.

To accomplish a renewal, the patron must present his/her PINES card (see *Check-Out / Renewal* for exceptions) or read his/her PINES barcode number to staff over the phone. Staff is encouraged to ask for a second item of identification, such as address or telephone number, to verify the identity of the caller. Items will not be renewed with name only. Patrons may renew their checked out items via the My Account feature of the OPAC.

Non-Cataloged Item Checkout

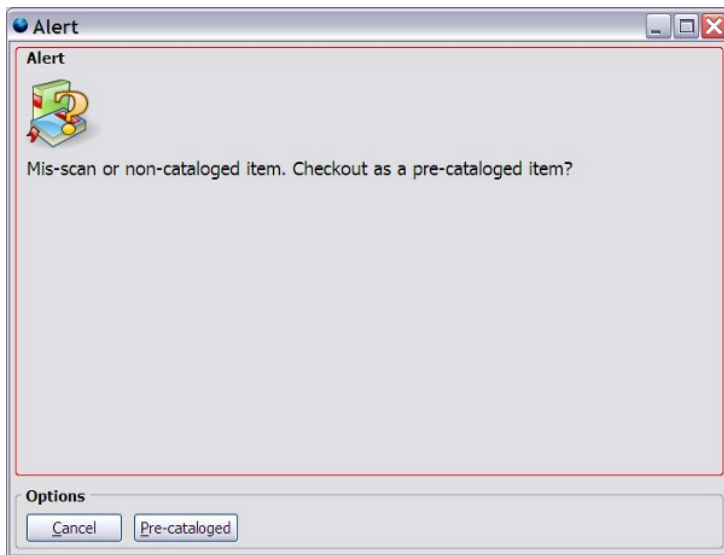
Many libraries do not have bibliographic records for paperback books, circulating magazines, or equipment. The non-cataloged circulation function should be used to record a count of these items. Staff members should select the appropriate non-cataloged item type from the dropdown menu, and then enter the number of items to be checked out at this time.



These items will be checked out on the patron's account and will be given a due date, but will accrue no fines. The patron account will show the non-cataloged items as checked out on the patron's account until the due date has passed. Non-cataloged item types may be added locally by the Local System Administrator.

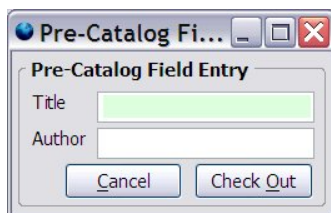
Checkout of Pre-cataloged Items/Creating Brief Records

All items borrowed by patrons should have a barcode and be checked out through Evergreen. If an item is brought to checkout without a barcode or if the barcode on an item is no longer in the database, it should be added/re-added to the database on the spot, using the pre-cataloged item function to allow its circulation. For non-barcoded items, staff should apply a spare barcode to the item and scan it. Assigning ad hoc/temporary or shortened barcodes is not recommended, as this can cause other items in other libraries to accidentally be scanned. The following screen will appear:



NOTE: When this message appears when scanning a barcoded item, *staff should re-scan the item*. When it is determined that the item's barcode is not in the database, follow the same steps as staff would for non-barcoded items for creating a brief record.

Click Pre-cataloged, and the following screen will appear and allow staff to enter the title and author of the item:

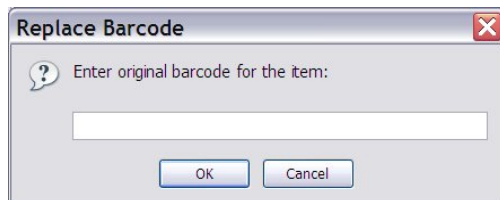


When the item is returned, it must be forwarded to the Cataloging Department for full entry into the database. Brief records should not remain in the system for more than one circulation. PINES member libraries will be asked to periodically clean up brief records by deleting them or creating full records [2002.05].

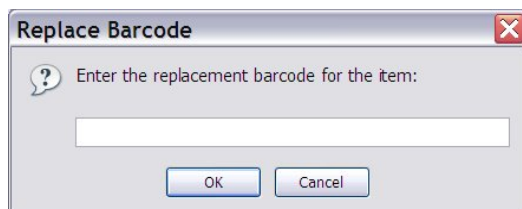
Circulating Cataloged Items Without a Barcode

When circulating a cataloged item whose barcode is no longer attached, staff should use the Replace Barcode (Circulation > Replace Barcode) function, taking the following steps:

1. The staff member should attempt to locate the barcode for the item using a catalog search (Search > Search the Catalog or F3).
2. When the barcode is located, staff should copy (Ctrl-C) it from the catalog screen and paste it into the Enter original barcode for the item box:



3. Then staff may enter the replacement barcode number and click OK to apply the change:



Discard/Weed Status

The Executive Committee moved in September 2009 to add a status of Discard/Weed to the circulation dropdown menu. This feature has not been developed in Evergreen as of this release of PINES Documentation [2009.09].

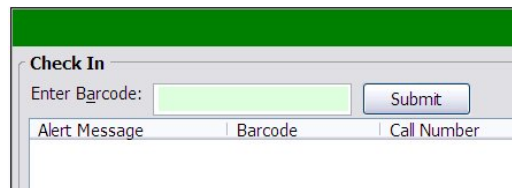
Check-In Procedures

When checking in materials, it is crucial to watch the screen as each barcode is scanned to be sure the scan is registering and to be aware of on-screen messages and directions.

Messages directing the staff member to send items to another location or library, or directions for items on hold are visually displayed on the screen at check-in, and audible alerts will assist the operator in noticing important messages.

Basic Check-In

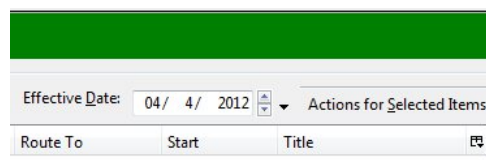
Choose Check In Items from the Circulation menu (F2) to check in materials. As each barcode is scanned, information on the checked-in item will appear on the screen. Staff may scan each barcode or type it and click Submit:



| Check In | | |
|----------------|----------------------|-------------|
| Enter Barcode: | <input type="text"/> | Submit |
| Alert Message | Barcode | Call Number |

Changing the Default Check-In Date

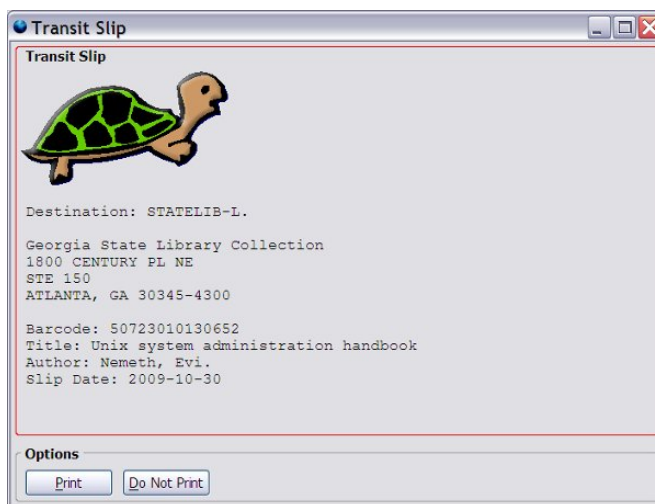
Staff may change the date for the check-in by altering the Effective Date field for purposes of checking in items from the bookdrop first thing in the morning using yesterday's date, or in other circumstances in which the check-in date needs to be changed. Set the desired check-in date, and check in items normally:



| Effective Date: 04/ 4/ 2012 | | |
|-----------------------------|-------|-------|
| Actions for Selected Items | | |
| Route To | Start | Title |

Transit Items

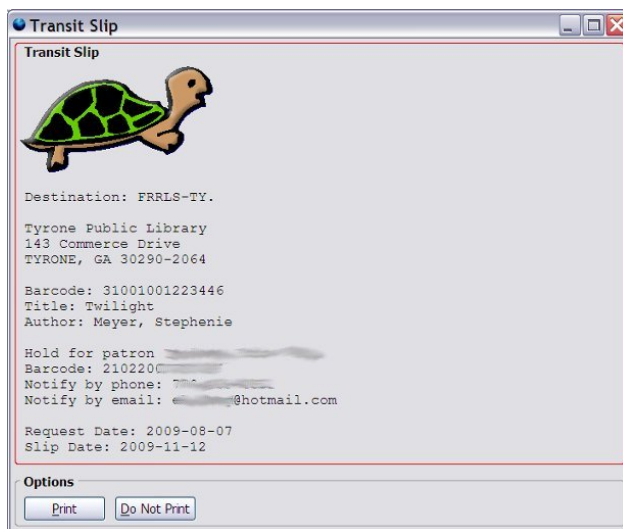
Transit messages with instructions to send the item to another library are displayed on-screen:



In appropriate circumstances, transits may be aborted by circulation staff with the relevant permission settings by going to Actions for Selected Items > Abort Transit.

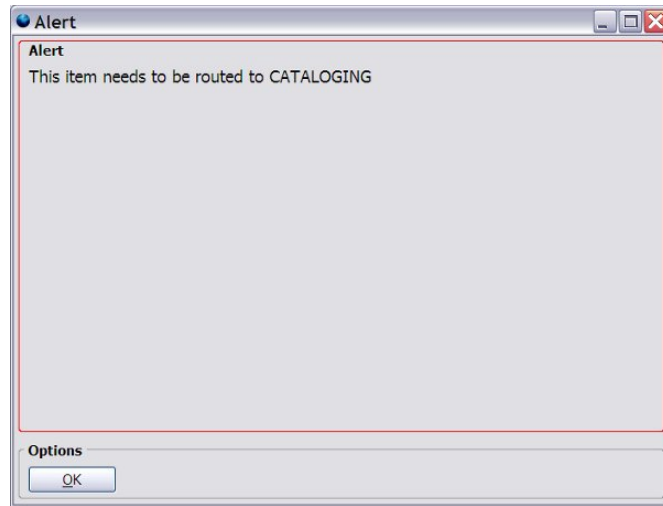
Hold Items

Likewise, messages that an item is on hold are also displayed.



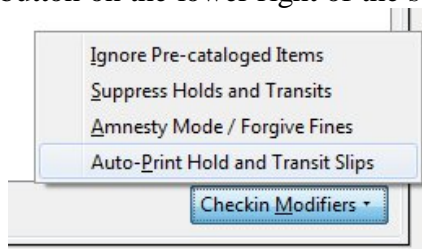
Pre-cataloged Items

When pre-cataloged items (see *Checkout of Pre-cataloged Items/Creating Brief Records*) are checked in, the item status is changed to Cataloging, and a message to route the item to cataloging is displayed:



Staff Client Settings for Check-In (Checkin Modifiers)

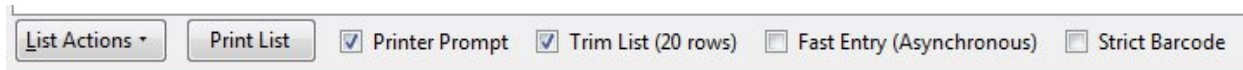
Evergreen includes several options for checkin, the controls for which may be selected by clicking the Checkin Modifiers button on the lower right of the screen:



- **Ignore Pre-cataloged Items** – When checked, an “Ignore Pre-cataloged Items” message will appear at the top of the screen and any pre-cataloged items will not appear in the checked-in list.
- **Suppress Holds and Transits** – When checked, a “Suppress Holds and Transits” message will appear at the top of the screen and holds or transits will not be triggered by check in. Not for normal use.
- **Amnesty Mode/Forgive Fines** – When checked, an “Amnesty Mode/Forgive Fines” message outlined in red will appear at the top of the screen and all fines for any late items will be forgiven automatically.
- **Auto-Print Hold and Transit Slips** – Staff members may need to ensure that the Auto-Print Hold and Transit Slips checkbox is checked when appropriate.

Each setting is unchecked by default, but the preferred setting is retained by the staff client once selected.

The Check In interface provides a number of features for allowing the printing or export of checked-in items:



- **List Actions** - opens a menu of possible actions for the list of checked-in items
 - **Copy to Clipboard** - allows user to copy selected fields from a given row to the computer clipboard
 - **Print List CSV** - opens a new window with comma separated text drawn from the contents of the window and opens print dialog
 - **Copy List CSV to Clipboard** - opens a new window with comma separated text drawn from the contents of the window and copies it to the computer clipboard to be pasted into an external program
 - **Save List CSV to File** - creates a new file to be saved to disk with the contents of the window in comma separated values format
 - **Save List Configuration** - saves the column configuration as selected by the column picker
- **Print List** - opens a print dialog window to print the contents of the screen. Good for when a patron wants a receipt of items returned. Start with a fresh check in screen, then print the list when the patron's items have been checked in.
- **Printer Prompt** - when checked, the "choose printer" window will open each time a receipt needs to be printed. Checked by default.
- **Trim List (20 rows)** - limits the list to 20 rows, regardless of how many barcodes are input. Checked by default.
- **Fast Entry (Asynchronous)** – intended to allow sped up checkin by not requiring that each item's information is passed back to the staff client when an item is checked in. This feature is not well tested in PINES, so please use with caution.
- **Strict Barcode** - if checked, barcode field will only accept 13-digit Codabar barcodes. Barcodes in any other format, even if legitimate, will not be processed. Unchecked by default.

III. Bills

Fines/Fees

To encourage the prompt return of materials, the PINES libraries have established a schedule of fines and fees as penalty to those patrons who fail to return materials by their due dates. The schedule of fines and fees can be found with the PINES Circulation Matrix (<http://pines.georgialibraries.org/pines-circulation-matrix>). On July 1, 2012, the fine rate for books increased from \$0.15 to \$0.20 per day [2012.05].

Paying Fines/Fees

PINES fines may be paid at any participating library. Overdue fines will be retained by the collecting library, regardless of the original lending library [1999.10]. Payments for lost or damaged materials will be returned to the owning library. These payments must be remitted monthly [1999.10]. Returned materials which are owned by other PINES libraries will be promptly returned via the PINES courier service. Patron accounts in collections status must be paid at the referring library.

Patrons may pay all or a portion of overdue fines. Patrons are not allowed to carry a credit balance of fines on their account in lieu of a refund [2006.05].

PINES library systems may choose to implement “fine-free” or “food-for-fines” library promotions. These will apply only to items owned by the initiating library systems. The participating library/system must make it clear to the public that these promotions are local and do not apply to other PINES libraries. [2001.11].

Default Item Price

The Executive Committee decided that \$25.01 be set as the default item price. \$25.01 was chosen to be readily recognizable as a default price. This feature has not been developed in the software at the time of this policy revision [2007.12].

Returned Check Fees

Returned check charges should be billed to the user's account. Payment is due from the patron that caused the loss to the library that incurred the loss [2011.05].

Pre-Overdue Notices (“Preminders”)

PINES sends a “pre-overdue” notice or “prereminder” via email 3-days prior to the due date of an item. This is an email-only service and staff should encourage patrons to provide an email address for this benefit [2007.05].

Patrons should be aware that although PINES sends pre reminders, it is a courtesy only. Some email providers may block the pre reminder emails at the server level, preventing them from arriving at their destinations. The patron is ultimately responsible for returning or renewing items by their due dates whether or not the pre reminders are received.

The wording for the pre reminders follows [2008.05]. The items between % and in braces [] are placeholders for the actual information displayed when emails are sent:

```
To: [% user.email %]
From: [% sending_address %]
Reply-To: [%sending_address %]
Errors-To: [%sending_address %]
Subject: Courtesy Notice
```

```
[% user.first_given_name %] [% user.family_name %],
```

```
This is a courtesy reminder from the library that the following item(s) will
be due on : [% date %]
```

```
[% list of items %]
```

You may request renewal online at <http://gapines.org> using your PINES username and password, or by calling your local PINES library and providing your PINES library card barcode.

Contact your library for more information:

```
[% library name and address %]
```

```
[Note: not all items can be renewed.  Items returned after the due date may
be subject to fines]
```

Thank you

Overdue Notices

Overdue notices are sent as a courtesy from the libraries. Failure to receive notices does not exempt patrons from the responsibility for library materials or overdue fines. Notices are generated and mailed centrally. 10-day overdue notices are sent via email to those patrons with email addresses in their user records [2007.02]. The final overdue notice is always sent via US Mail.

The PINES Executive Committee has approved the use of a telephone notice service to call patrons concerning overdue notices. This will be an intervening step before sending a paper notice for patrons without email addresses present in their user records [2011.05].

The first overdue notice is generated at 10 days past the due date of an item.

The final notice, which assesses the replacement cost of overdue materials, is sent at 30 past the due date.

All emailed notifications now include a “do not reply to this email” message [2011.12].

NOTE: The Executive Committee voted that PINES will issue 7- and 14-day overdue notices to patrons. Mandatory budget reductions for GPLS in summer 2009 necessitated a change to a single 10-day notice to replace the 7- and 14-day notices. The 30-day notice remains intact, as required by Georgia law [1999.10], [2009.09].

The wording of the 10-day notice follows. The items between % and in braces [] are placeholders for the actual information displayed when emails are sent:

```
[% date %]
To: [% user.email %]
From: [% sender_email %]
Subject: Overdue Notification
```

```
Dear [% last_name %], [%first_name %]
Our records indicate the following items are 10 days or more overdue.
```

```
[% list of items %]
```

```
Please return the above items to avoid additional fines. Please do not
respond to this email. This notice was sent from an address that cannot
accept incoming mail.
```

```
Contact your library for more information:
```

```
[% library_contact_info %]
```

Long Overdue Items

The PINES Executive Committee agreed upon a Long Overdue policy in May of 2006 [2006.05], but the system was not capable of automating it at the time. Implementation of this feature occurred October 2014 and eligible items for the previous three years were marked Long Overdue.

Items that are overdue for longer than 180 days are automatically changed to a status of LONG OVERDUE (unless the patron has been flagged for collections). The price of the item, plus an optional processing fee of up to \$10 (set per library in the Library Settings Editor), is applied to the patron's card. Overdue fines on the item are automatically voided. Payments for long overdue items should be returned to the owning library.

If the patron finds the item and returns it within 6 months of payment, the system will void the item price and re-apply the overdue fines that had been previously voided. The system will not void processing fees.

Lost Items

A patron may inform staff that an item is "LOST". Staff should mark the item LOST in Evergreen to create a bill for the lost item. The price of the item, plus an optional processing fee of up to \$10 (set per library in the Library Settings Editor), will be assessed to the patron's card. Overdue fines on the item will be automatically voided when marking an item lost [2002.09]. Lost items may be paid for at any PINES library. Payments for lost or damaged materials will be returned to the owning library. These payments must be remitted monthly [1999.10].

If an item has been marked lost that has not been paid for is returned within 180 days, Evergreen will automatically void the item's cost and reinstate any overdue fines that had previously been voided when the item was marked lost. Processing fees (if any) are not voided.

Refunds on Lost and Long Overdue Items

If an item has been marked Lost or Long Overdue that has not been paid for is returned after 180 days, Evergreen will not void the item's cost or processing fees.

Evergreen will only automatically void and restore fines associated with the circulation that resulted in the lost item. The system does not void/restore overdue fines related to other circulation transactions on an item.

If an individual library system wishes to forgive their own item's cost and/or processing fee upon its return after 180 days, that system may choose to do so at their Director's discretion. However, the billing changes will not be automated and will need to be done manually. A system must not forgive item costs or processing fees on items owned by another library system.

“Found” materials may be returned to any PINES library but routed to the owning library, with the understanding that the owning library will be the final authority on whether the material is in acceptable condition for return. The owning library will issue a refund check to the patron via U. S. Mail. The refund check will be payable to the library cardholder on whose record the materials were circulated [1999.10].

Claims Returned Items

Claims returned is when both a library system and a patron are unable to agree on the location of the disputed item thus creating a ‘draw’ or ‘amnesty’ for the item [2010.02]. If a user claims to have returned materials that still show as checked out, the material may be marked with a Claims Returned date. Overdue fines stop accruing as of the date entered in the Claims Returned field. Use the Actions for Selected Items > Mark Claims Returned function in Checkout > Items Out tab to perform this operation.

A user may have up to 5 Claims Returned items on his/her record, after which no more items for that user can be marked Claims Returned. If Claims Returned items are found, the Claims Returned counter on the patron’s account information screen may be manually changed at the discretion of the owning library system.

A Claims Returned item can be declared Lost if it is not found after 45 days [1999.10].

Damaged Items

Libraries may choose to assess a processing fee of up to \$10 per item for item damage. Payments for lost or damaged materials will be returned to the owning library. These payments must be remitted monthly [1999.10].

Missing Items

Missing is a status assigned to items which show as available in the library catalog, but which are not found on the shelf. When an item is not found on the shelf, a staff member should manually mark the item Missing in Evergreen using the Item Status editor. The library should then run a regular report of items in Missing status and delete them as they see fit.

Unrecovered Debt

As a measure to bring library accounting practices in line with Governmental Accounting Standards Board regulations, the Executive Committee has decided to adopt a procedure for marking fines/fees owed by patrons for over three years “unrecovered debt.” This status will be applied at the per-circulation-transaction level to such fines and fees [2007.09].

Update: The Library Director that requested this development left PINES before development was begun and the project was cancelled.

Collection/Materials Recovery Agencies

Some PINES libraries contract with collection/materials recovery agencies to collect outstanding fines and fees or to recover lost materials. The following policies apply to this arrangement within PINES:

- Fees associated with trying to collect debts or track down long-overdue materials should be returned to the owning library [2003.05].
- Once collection action is undertaken, the user must contact or return materials to the owning library to settle the problem and pay any fees and to add "COLLECTION" as a Bill Reason [2003.05].
- A library may send any patrons to collections who have overdue materials as a result of transactions originating from the library in question, regardless of item ownership or patron home library [2007.05].

IV. Holds

PINES patrons may place holds on books owned by any PINES library, as well as on certain additional types of materials (such as audio-visual materials) within their own local library system. Items which are placed on hold will be delivered via courier from the owning library to the patron's desired pickup library.

Materials will retain the same circulation period regardless of whether the patron is local or from another PINES library. When thinking of intra-PINES lending, it is important to remember that a PINES patron is a patron exactly like your local patron. Intra-PINES loans are not ILLs – they are simply circulations like any other. The PINES Executive Committee has ruled that circulations between PINES libraries must be free of charge to system libraries and to patrons [2008.09].

The vision of the PINES statewide library card included as a key component the ability for patrons to see and borrow library materials from all participating public libraries in the state. Our goal is maximum access for all patrons, while realistically addressing the logistics of moving materials around the state. Member libraries have agreed that PINES membership would not relieve libraries of the responsibility for purchasing the materials needed to meet the demands of local patrons.

Staff must never give preference to one patron over another regarding holds. The PINES code of ethics requires that all libraries respect the integrity of the hold queue, and share equitably.

Placing Holds

- Holds may be placed on items which are owned by any PINES library, with some exceptions. Under normal circumstance, PINES does not allow intra-PINES loans on the following item categories:
 - Audiobooks
 - CDs
 - Deposit (monetary)
 - DVDs
 - Bestsellers
 - Equipment
 - Leased Materials
 - Microforms
 - New Books
 - Outreach
 - Reference
 - Reserve
 - Software
 - Toy

- Videocassettes
- Video Games

Items with these item types may be borrowed within regional library systems. Leased items will be treated the same as any other book with regards to holds [2006.11]. For other item types, a title-level hold will find the first available copy of the title in PINES to fill the hold. The Holds report will first look for an available copy in the patron's pickup library, then in the pickup library's system; if no copy is available, it will then select a copy from another PINES library.

- Patrons may place their own holds via the OPAC, and may select their pickup location and notification method. The software will refuse holds requests which do not conform to PINES policies. Patrons may choose any pickup location for holds. Patrons may not place multiple holds on a single title record, but staff may place multiple holds on a single title record on behalf of the patron (e.g., for a book club) [2006.05].
- Patrons whose PINES cards are expired will not be allowed to place holds until the card privilege is renewed. Please note that the Evergreen software does not currently enforce this policy automatically.
- Most patrons may place 50 holds at any given time on their account [2006.11]. Certain user categories are restricted to different number of holds limits.
- If a patron presents the on-hold item for checkout before it is retrieved for the requesting patron, the in-house patron with item in hand receives preference; a circulation supervisor will override the hold and check out the item to the in-house patron. The requesting patron will be next in line for the item.
- Hold requests expire after 6 months with the option for staff or patron to make it an earlier or later date [2008.02].

Pulling Holds

An automated process (the Holds Targeter) runs periodically throughout the day and identifies copies of items at PINES libraries that can fulfill holds.

Each weekday (M-F) morning, each PINES library location will print a report (the Pull List) of items on their shelves which have hold requests (Circulation > Pull List for Hold Requests). The items on this list should be retrieved from the shelves and processed within 24 hours.

If an item should be on the shelf but cannot be found, mark the item Missing (Circulation > Show Item Status by Barcode > Actions for Selected Items > Mark Item Missing). This will direct the Holds Targeter to look for a different copy of the item within PINES. It will also allow you to generate a report of missing items in your library.

If you receive an inappropriate holds request on your list (for an item type that is not eligible for intra-PINES loans), contact the requesting library via e-mail or telephone and ask them to remove the hold. Please DO NOT ignore such holds, as they will continue to appear on your list each day until they are resolved.

Libraries may choose to pull and process holds more than once per day if desired, and may also choose to pull and process holds on weekend days if desired.

Processing Holds

After pulling items from the shelves (or when receiving items routed to your location to fulfill a hold from another location), scan them into the Checkin Interface (Circulation > Capture Holds).

If the item being scanned is on hold for a local patron, the system will print a Hold Slip that contains the patron's contact information. If the patron has chosen to be notified by email, an email will be automatically generated within the hour and sent to the address on file. If the patron has chosen to be notified by telephone, then staff must call the patron. The item will then be placed on the Holds Shelf.

If the item being scanned is on hold for a patron of another location, the system will print a Transit Slip and staff will place the item in transit. Items should be appropriately packaged to protect them from damage while in transit [2008.11]. All materials should be treated the same as each library would want its own materials handled [2009.05].

- Holds that are not processed within 24 hours will be re-targeted to another library if possible. For 5 days, the hold targeter will only select items within the pickup library. After 5 days, the hold may be filled by any copy within PINES [2007.12]. Borrowed items should be promptly sent back to the owning library or on to the next library to fill a hold.
- A database of PINES delivery addresses in mailing label format is provided to each library; you can print out the addresses needed on demand. For convenience, the Evergreen receipt templates for transit items can be configured to print the library policy name and courier code for each item. All items should be sent out within 24 hours of receipt of the holds report.
- Holds notices will be emailed within an hour of when the item is available for those patrons who have email addresses in their user records and who have chosen to be notified by email. Each library is responsible for contacting users who have chosen to be telephoned regarding available holds. No paper notices will be mailed centrally.
- Holds will also be captured in the normal course of checking in items. These holds should be processed and routed within 24 hours.

Holds Notices

Hold notice wording [2007.09]. The items between % and in braces [] are placeholders for the actual information displayed when emails are sent:

```
[% date %]
[% user_name %]
[% pickup_library %]
To: [% user_email %]
From: [% sender_email %]
Subject: Hold Available Notification
```

```
Dear [% first_name %] [% last_name %],
The item(s) you requested are available for pickup from the Library.
Contact the Circulation Desk to check out the item.
```

```
[% list of items %]
```

Please do not reply to this email. This notice was sent from an address that cannot accept incoming mail.

 The Holds Shelf

Each library may decide how long to keep its own items on the holds pickup shelf; however, items from outside the local library system should be held on the holds shelf for a maximum of seven (7) open business days [2009.05], then returned to the owning library or forwarded to the next person waiting in line for a hold.

 Holds Behind Circ Desk

A library may choose to have the holds shelf located in a staff-only area or in a public area where patrons can retrieve their own holds. Libraries that have public holds shelves can offer patrons the ability to request that their holds are placed in a private area. To make use of this feature, the library should set the “Behind Desk Pickup Supported” option to “true” in the Library Settings Editor. This will display a “Hold is behind Circ Desk” option on the patron information screen. Hold slips for these patrons will print with the notation “PRIVATE HOLDS SHELF” and all other hold slips will print with the notation “PUBLIC HOLDS SHELF” [2014.05].

 Clearing the Holds Shelf

Staff should monitor the holds shelf (Circulation > Browse Holds Shelf) and remove items that have not been picked up within the designated amount of time or whose holds have been cancelled.

1. Identify the holds which should be placed back into circulation.
2. Scan the items in the Checkin interface using the ‘Clear Holds Shelf’ Checkin Modifier.

Checking in Returned Holds

When a patron returns an item that is owned by another library, the system will print out a transit slip directing the staff to return the item to the owning library (or to the next location waiting for a hold on the item). Route these items to the appropriate location within 24 hours of their return.

Suspending Holds

A hold can be placed on an item and then suspended until a later date by staff or the patron. A date of activation will be required when the hold is suspended. This will allow the patron to stop his/her holds for a set amount of time. The hold will not trap until the activation date unless it is activated manually by staff or by the patron.

Changing the Pickup Location of a Hold

A staff member may change the pickup library location of a hold once it is on a holds shelf ready for pickup. This is only allowed for hold items that have the pickup library changed to a unit within that regional library system. [2008.05]. Once the pickup location has been changed, the item needs to be scanned on the checkin screen to place it in transit to the correct pickup library.

Appendix A: PINES Library Policy Names and Courier Codes

| System Name | Library Name | Policy Name | STAT Code |
|--|---|--------------|-----------|
| Athens Regional Library System | | | |
| | ARL-Bookmobile | ARL-BKM | 111/222 |
| HQ | Athens-Clarke County Library | ARL-ATH | 111/222 |
| | Bogart Library | ARL-BOG | 111/222 |
| | East Athens Community Resource Ctr. | ARL-EAST | 111/222 |
| | Lavonia Carnegie Library | ARL-LAV | 111/222 |
| | Lay Park Community Resource Ctr. | ARL-LAY | 111/222 |
| | Lyndon House Art Resource Ctr. | ARL-LYNDON | 111/222 |
| | Madison County Library | ARL-DAN | 111/222 |
| | Oconee County Library | ARL-WAT | 111/222 |
| | Oglethorpe County Library | ARL-LEX | 111/222 |
| | Pinewoods North Community Learning Center | ARL-PWOODS | 111/222 |
| | Royston Library | ARL-ROY | 111/222 |
| | Sandy Creek ENSAT Resource Ctr. | ARL-ENSAT | 111/222 |
| | Winterville Library | ARL-WINT | 111/222 |
| Augusta-Richmond County Public Library System | | | |
| | Appleby Branch Library | ARCPLS-APPBY | 555/444 |
| HQ | Augusta-Richmond County Public Library | ARCPLS-MAIN | 555/444 |
| | Diamond Lakes Branch Library | ARCPLS-DIAML | 555/444 |
| | Friedman Branch Library | ARCPLS-FRMAN | 555/444 |
| | Maxwell Branch Library | ARCPLS-MXWLL | 555/444 |
| | Wallace Branch Library | ARCPLS-WALLC | 555/444 |
| Bartram Trail Regional Library | | | |
| | BTRL-Bookmobile | BTRL-BKM | 555/333 |
| HQ | Mary Willis Library | BTRL-MWL | 555/333 |
| | Taliaferro County Library | BTRL-TCL | 555/333 |
| | Thomson-McDuffie County Library | BTRL-MCD | 555/333 |
| Brooks County Public Library | | | |
| HQ | Brooks County Public Library Headquarters | BROOK-HQ | 888/222 |
| Catoosa County Library System | | | |
| HQ | Catoosa County Library | CCL-RING | 333/555 |
| Chattooga County Library | | | |
| HQ | Chattooga County Library | CHAT-SMRVL | 333/333 |
| | Trion Public Library | CHAT-TRION | 333/333 |
| Cherokee Regional Library | | | |
| | Chickamauga Public Library | CHRL-CHICK | 333/444 |
| | Dade County Public Library | CHRL-DADE | 333/444 |
| HQ | LaFayette-Walker County Library | CHRL-LW | 333/444 |
| | Rossville Public Library | CHRL-ROSS | 333/444 |
| Chestatee Regional Library System | | | |
| | Chestatee Regional Satellite Library | CRLS-SAT | 222/111 |
| HQ | Dawson County Library | CRLS-DAWSN | 222/111 |
| | Lumpkin County Library | CRLS-LMPKN | 222/111 |

| Clayton County Library System | | | |
|--|---|---------------|----------|
| | Forest Park Branch | CLAYTN-FOR | 444/222 |
| HQ | Headquarters Library | CLAYTN-HQS | 444/222 |
| | Jonesboro Branch | CLAYTN-JON | 444/222 |
| | Lovejoy Branch | CLAYTN-LOV | 444/222 |
| | Morrow Branch | CLAYTN-MOR | 444/222 |
| | Riverdale Branch | CLAYTN-RIV | 444/222 |
| Coastal Plain Regional Library | | | |
| | Carrie Dorsey Perry Memorial Library | CPRL-B | 999/555 |
| HQ | Coastal Plain Regional Library | CPRL-R | 999/555 |
| | Cook County Library | CPRL-C | 999/555 |
| | Irwin County Library | CPRL-L | 999/555 |
| | Tifton-Tift County Public Library | CPRL-T | 999/555 |
| | Victoria Evans Memorial Library | CPRL-A | 999/555 |
| Conyers-Rockdale Library System | | | |
| HQ | Nancy Guinn Library | ROCK-NG | 444/555 |
| DeSoto Trail Regional Library | | | |
| | Baker County Library | DTRL-BAKR | 888/666 |
| HQ | Camilla-DeSoto Trail Regional Library | DTRL-CAMI | 888/666 |
| | Jakin Public Library | DTRL-JAKN | 888/666 |
| | Lucy Maddox Memorial Library | DTRL-BLAK | 888/666 |
| | Pelham-Carnegie Library | DTRL-PELH | 888/666 |
| | Salecity Public Library | DTRL-SALECITY | 888/666 |
| Dougherty County Public Library | | | |
| HQ | Central Library | DCPL-CEN | 888/777 |
| | Northwest Library | DCPL-NW | 888/777 |
| | Tallahassee Massey Library | DCPL-TAL | 888/777 |
| | Westtown Library | DCPL-WT | 888/777 |
| Elbert County Public Library System | | | |
| | Bowman Branch | ECPL-BWMN | 111/333 |
| | ECPL-Bookmobile | ECPL-BKM | 111/333 |
| HQ | Elbert County Public Library | ECPL-ECPL | 111/333 |
| Fitzgerald-Ben Hill County Library System | | | |
| HQ | Fitzgerald-Ben Hill County Library | FBHCL-MAIN | 999/111 |
| Flint River Regional Library | | | |
| | Barnesville-Lamar County Library | FRRLS-BA | 44/33/66 |
| | Fayette County Public Library | FRRLS-FA | 44/33/11 |
| HQ | Griffin-Spalding County Library | FRRLS-GR | 444/333 |
| | J. Joel Edwards Public Library | FRRLS-ZE | 44/33/55 |
| | Jackson-Butts County Public Library | FRRLS-JA | 44/33/44 |
| | Monroe County Library | FRRLS-FY | 44/33/77 |
| | Peachtree City Library | FRRLS-PT | 44/33/22 |
| | Tyrone Public Library | FRRLS-TY | 44/33/33 |
| Georgia Public Library Service | | | |
| | GLASS - Georgia Library for Accessible Services | STATELIB-B | 000/999 |
| | Georgia State Library Collection | STATELIB-L | 444/111 |

| Greater Clarks Hill Regional Library | | | |
|---|--|------------|---------|
| | Burke County Library | GCHR-BURKE | 555/555 |
| | Columbia County Library | GCHR-CCO | 555/555 |
| | Euchee Creek Library | GCHR-EC | 555/555 |
| | Harlem Branch Library | GCHR-HAR | 555/555 |
| | Lincoln County Library | GCHR-LCO | 555/555 |
| | Midville Branch Library | GCHR-MIDVL | 555/555 |
| | Sardis Branch Library | GCHR-SRDIS | 555/555 |
| | Warren County Library | GCHR-WCO | 555/555 |
| Hall County Library System | | | |
| | Blackshear Place Library | HALL-BPL | 222/444 |
| HQ | Hall County Library | HALL-GVL | 222/444 |
| | Murrayville Branch Library | HALL-MV | 222/444 |
| | North Hall Tech Center | HALL-NHTC | 222/444 |
| | Spout Springs Library | HALL-SSP | 222/444 |
| Hart County Library System | | | |
| HQ | Hart County Library | HART-HQ | 111/444 |
| Henry County Library | | | |
| | Cochran Public Library | HCLS-ST | 444/444 |
| | Fairview Public Library | HCLS-FV | 444/444 |
| | Fortson Public Library | HCLS-HA | 444/444 |
| HQ | Henry County Library System Headquarters | HCLS-HQS | 444/444 |
| | Locust Grove Public Library | HCLS-LG | 444/444 |
| | McDonough Public Library | HCLS-MD | 444/444 |
| Houston County Public Library | | | |
| | Centerville Public Library | HOU-CV | 777/111 |
| | Nola Brantley Memorial Library / Warner Robins | HOU-WR | 777/111 |
| HQ | Perry Branch Library | HOU-PE | 777/111 |
| Jefferson County Library | | | |
| HQ | Louisville Public Library | JCL-LVILLE | 777/666 |
| | Louisville Public Library-Bookmobile | JCL-BKMOBL | 777/666 |
| | McCollum Public Library | JCL-WRENS | 777/666 |
| | Wadley Public Library | JCL-WADLEY | 777/666 |
| Kinchafoonee Regional Library System | | | |
| | Arlington Branch Library | KRLS-AR | 888/999 |
| | Calhoun County Library | KRLS-CA | 888/999 |
| | Clay County Library | KRLS-CL | 888/999 |
| HQ | Kinchafoonee Regional Library | KRLS-KI | 888/999 |
| | Quitman County Public Library | KRLS-QU | 888/999 |
| | Randolph County Library | KRLS-RA | 888/999 |
| | Terrell County Library | KRLS-TE | 888/999 |
| | Webster County Library | KRLS-WE | 888/999 |

| Lake Blackshear Regional Library System | | | |
|--|--|-------------|----------|
| | Byromville Public Library | LBRLS-BYRM | 666/555 |
| | Cordele-Crisp Carnegie Library | LBRLS-CORD | 666/555 |
| | Dooly County Library | LBRLS-DOOLY | 666/555 |
| | Elizabeth Harris Library | LBRLS-UNAD | 666/555 |
| HQ | Lake Blackshear Regional Library | LBRLS-LB | 666/555 |
| | Schley County Public Library | LBRLS-SCH | 666/555 |
| Lee County Public Library | | | |
| | Lee County Public Library | LEE-LSB | 88/88/22 |
| HQ | Oakland Library | LEE-OAK | 888/888 |
| | Redbone Public Library | LEE-RED | 88/88/11 |
| | Smithville Library | LEE-SMV | 888/888 |
| Marshes of Glynn Regional Library | | | |
| HQ | Brunswick-Glynn County Library | MOGL-BWK | 999/888 |
| | St. Simons Library | MOGL-SSI | 999/888 |
| Middle Georgia Regional Library | | | |
| | Charles A. Lanford Library | MGRL-LA | 000/111 |
| | Crawford County Public Library | MGRL-RO | 000/111 |
| | East Wilkinson County Library | MGRL-EW | 000/111 |
| | Genealogical and Historical Department | MGRL-GH | 000/111 |
| | Gordon Public Library | MGRL-GO | 000/111 |
| | Ideal Public Library | MGRL-ID | 000/111 |
| | Jones County Public Library | MGRL-JO | 000/111 |
| | Library for the Blind & Physically Handicapped | MGRL-LB | 000/111 |
| | Marshallville Public Library | MGRL-MA | 000/111 |
| | Miss Martha Bookmobile | MGRL-MM | 000/111 |
| | Montezuma Carnegie Public Library | MGRL-MO | 000/111 |
| | Oglethorpe Public Library | MGRL-OG | 000/111 |
| HQ | Regional Library | MGRL-RE | 000/111 |
| | Riverside Branch Library | MGRL-RV | 000/111 |
| | Shurling Branch Library | MGRL-SH | 000/111 |
| | Twiggs County Public Library | MGRL-TW | 000/111 |
| | Washington Memorial Library | MGRL-WA | 000/111 |
| | West Bibb Branch Library | MGRL-WB | 000/111 |
| Moultrie-Colquitt County Library System | | | |
| | Monroe Memorial Library | MCCLS-DOE | 888/333 |
| | MCCLS-Bookmobile | MCCLS-BKM | 888/333 |
| HQ | Moultrie-Colquitt County Library | MCCLS-HQ | 888/333 |
| Mountain Regional Library System | | | |
| | Fannin County Public Library | MRLS-FCPL | 22/22/11 |
| HQ | Mountain Regional Library System | MRLS-MRL | 222/222 |
| | Mountain Regional Library System Bookmobile | MRLS-BKMB | 222/222 |
| | Towns County Public Library | MRLS-TCPL | 22/22/33 |
| | Union County Public Library | MRLS-UCPL | 22/22/22 |

| Newton County Library System | | | |
|---|---|-------------|----------|
| HQ | Newton County Library Headquarters | NCLS-COVTN | 555/111 |
| | Newton County Newborn Branch | NCLS-NEWBRN | 555/111 |
| | Porter Memorial Branch Library | NCLS-PORTER | 555/111 |
| Northeast Georgia Regional Library | | | |
| | Clarkesville-Habersham County Library | NEG-CLRKVL | 22/33/77 |
| | Cornelia-Habersham County Library | NEG-CORNEL | 22/33/22 |
| | Rabun County Library | NEG-RABUN | 22/33/44 |
| HQ | Northeast Georgia Regional Library System Offices | NEG-SYSTEM | 22/33/77 |
| | Toccoa-Stephens County Library | NEG-TOCCOA | 22/33/33 |
| | White County Library - Cleveland Branch | NEG-CLVLND | 22/33/55 |
| | White County Library - Helen Branch | NEG-HELEN | 22/33/66 |
| Northwest Georgia Regional Library | | | |
| | Calhoun-Gordon County Library | NGRL-CG | 333/666 |
| | Chatsworth Murray County Library | NGRL-CM | 333/666 |
| HQ | Dalton-Whitfield Library | NGRL-DW | 333/666 |
| Ocmulgee Regional Library System | | | |
| | Cochran-Bleckley/Tessie W. Norris | ORLS-BLE | 666/333 |
| | M. E. Roden Public Library | ORLS-PUL | 666/333 |
| HQ | Murrell Memorial Library | ORLS-HDQ | 666/333 |
| | Telfair County Library | ORLS-TEL | 666/333 |
| | Wheeler County Library | ORLS-WHE | 666/333 |
| | Wilcox County Public Library | ORLS-WIL | 666/333 |
| Oconee Regional Library | | | |
| | Glascok County Library | OCRL-GIBSN | 777/222 |
| | Johnson County Library | OCRL-WRIGH | 777/222 |
| HQ | Oconee Regional Library | OCRL-DUBLN | 777/222 |
| | Rosa M. Tarbutton Memorial Library | OCRL-SANDR | 777/222 |
| | Treutlen County Library | OCRL-SOPER | 777/222 |
| Ohoop Regional Library System | | | |
| | Glennville Public Library | OHOOP-TATG | 777/333 |
| | Hazlehurst-Jeff Davis Public Library | OHOOP-JDHAZ | 777/333 |
| | Ladson Genealogical Library | OHOOP-LADS | 777/333 |
| | Montgomery County Library | OHOOP-MONT | 777/333 |
| | Nelle Brown Memorial Library | OHOOP-LYON | 777/333 |
| | Tattnall County Library | OHOOP-TATR | 777/333 |
| HQ | Vidalia-Toombs County Library | OHOOP-VIDT | 777/333 |
| | Vidalia-Toombs County Library Bookmobile | OHOOP-BKML | 777/333 |
| Okefenokee Regional Library System | | | |
| | Alma-Bacon County Public Library | OKRL-BACON | 999/333 |
| | Appling County Public Library | OKRL-APPL | 999/333 |
| | Clinch County Public Library | OKRL-CLNCH | 999/333 |
| | Pierce County Public Library | OKRL-BLMEM | 999/333 |
| HQ | Waycross-Ware County Public Library | OKRL-WWC | 999/333 |

| Peach Public Libraries | | | |
|--|--------------------------------------|------------|---------|
| | Byron Public Library | PPL-BPL | 666/222 |
| HQ | Thomas Public Library | PPL-TPL | 666/222 |
| Piedmont Regional Library System | | | |
| | Auburn Public Library | PIED-AUB | 111/111 |
| | Banks County Public Library | PIED-HOM | 111/111 |
| | Braselton Library | PIED-BRL | 111/111 |
| | Commerce Public Library | PIED-COM | 111/111 |
| | Harold S. Swindle Public Library | PIED-NIC | 111/111 |
| | Jefferson Public Library | PIED-JEF | 111/111 |
| | Maysville Public Library | PIED-MAY | 111/111 |
| HQ | Piedmont Regional Library | PIED-WIN | 111/111 |
| | Piedmont Regional Library Bookmobile | PIED-BKM | 111/111 |
| | Statham Public Library | PIED-STA | 111/111 |
| | Talmo Public Library | PIED-TAL | 111/111 |
| Pine Mountain Regional Library System | | | |
| | Butler Public Library | PMRLS-BPL | 999/999 |
| | Extension Services | PMRLS-EXT | 999/999 |
| | Greenville Area Public Library | PMRLS-GPL | 999/999 |
| | Hightower Memorial Library | PMRLS-HML | 999/999 |
| HQ | Manchester Public Library | PMRLS-MPL | 999/999 |
| | Reynolds Community Library | PMRLS-RCL | 999/999 |
| | Talbot County Library | PMRLS-TCL | 999/999 |
| | Yatesville Public Library | PMRLS-YPL | 999/999 |
| Roddenbery Memorial Library System | | | |
| HQ | Roddenbery Memorial Library | RML-MAIN | 888/444 |
| Sara Hightower Regional Library | | | |
| | Cave Spring Branch | SHRL-CS | 333/222 |
| | Cedartown Branch | SHRL-CD | 333/222 |
| | Outreach Collection | SHRL-BK | 333/222 |
| | Rockmart Branch | SHRL-RK | 333/222 |
| HQ | Rome-Floyd County Library | SHRL-RM | 333/222 |
| Satilla Regional Library | | | |
| | Ambrose Public Library | SRL-AMBR | 999/222 |
| | Broxton Public Library | SRL-BROX | 999/222 |
| HQ | Douglas-Coffee County Library | SRL-DOUG | 999/222 |
| | Nicholls Public Library | SRL-NICH | 999/222 |
| | Pearson Public Library | SRL-PEAR | 999/222 |
| | Willacoochee Public Library | SRL-WILLA | 999/222 |
| Screven-Jenkins Regional Library | | | |
| | Jenkins County Memorial Library | SJRLS-JCML | 777/555 |
| HQ | Screven County Library | SJRLS-SCL | 777/555 |

| South Georgia Regional Library | | | |
|--|--|---------------|----------|
| | Allen Statenville Library | SGRL-ECHOLS | 888/111 |
| | Bookvan | SGRL-BOOKVAN | 888/111 |
| | Johnston Lakes Library | SGRL-LAKES | 888/111 |
| | McMullen Southside Library | SGRL-SSIDE | 888/111 |
| | Miller Lakeland Library | SGRL-LANIER | 888/111 |
| | Salter Hahira Library | SGRL-HAHIRA | 888/111 |
| | Talking Book Center | SGRL-TBC | 888/111 |
| HQ | Valdosta-Lowndes County Library | SGRL-VALDOSTA | 888/111 |
| Southwest Georgia Regional Library | | | |
| HQ | Gilbert H. Gragg Memorial Library | SWGRL-DEC | 888/555 |
| | Gilbert H. Gragg Memorial Library/Bookmobile | SWGRL-BKM | 888/555 |
| | Miller County Public Library | SWGRL-MIL | 888/555 |
| | Seminole County Public Library | SWGRL-SEM | 888/555 |
| Statesboro Regional Library | | | |
| | Evans County Library | STRL-CLAX | 77-44-11 |
| | Franklin Memorial Library | STRL-SWAIN | 77-44-66 |
| | L.C. Anderson Library | STRL-METT | 77-44-22 |
| | Pembroke Public Library | STRL-PEMB | 77-44-33 |
| | Richmond Hill Public Library | STRL-RHILL | 77-44-44 |
| HQ | Statesboro Regional Library | STRL-SBORO | 77-44-55 |
| Thomas County Public Library System | | | |
| | Boston Carnegie Library | TCPLS-BOS | 888/000 |
| | Coolidge Public Library | TCPLS-COOL | 888/000 |
| | Meigs Public Library | TCPLS-MEIGS | 888/000 |
| | Pavo Public Library | TCPLS-PAVO | 888/000 |
| HQ | Thomas County Public Library | TCPLS-THOMAS | 888/000 |
| Three Rivers Regional Library | | | |
| | Brantley County Library | TRRLS-BRANT | 999/444 |
| | Camden County Public Library | TRRLS-CAMDN | 999/444 |
| | Charlton Public Library | TRRLS-CHARL | 999/444 |
| | Hog Hammock Library | TRRLS-SAPLO | 999/444 |
| | Ida Hilton Public Library | TRRLS-MCINT | 999/444 |
| | Long County Library | TRRLS-LONG | 999/444 |
| | St. Mary's Library | TRRLS-STMRY | 999/444 |
| HQ | Three Rivers Regional Library | TRRLS-BKM | 999/444 |
| | Wayne County Library | TRRLS-WAYNE | 999/444 |
| Troup-Harris Regional Library | | | |
| | Harris County Public Library | THRL-HC | 666/444 |
| | Hogansville Public Library | THRL-HOG | 666/444 |
| HQ | LaGrange Memorial Library | THRL-LAG | 666/444 |
| Twin Lakes Library System | | | |
| | Lake Sinclair Library | TLLS-LS | 777/777 |
| HQ | Mary Vinson Memorial Library | TLLS-MV | 777/777 |

| Uncle Remus Regional Library System | | | |
|---|---|------------|---------|
| | Eatonton-Putnam County Library | URRLS-PU | 555/222 |
| | Greene County Library | URRLS-GR | 555/222 |
| | Hancock County Library | URRLS-HA | 555/222 |
| | Jasper County Library | URRLS-JA | 555/222 |
| | Monroe-Walton County Library | URRLS-MR | 555/222 |
| | Morgan County Library | URRLS-MA | 555/222 |
| | O'Kelly Memorial Library | URRLS-OK | 555/222 |
| | Uncle Remus Regional Library System Headquarters | URRLS-HQ | 555/222 |
| | W. H. Stanton Memorial Library | URRLS-SC | 555/222 |
| | Walnut Grove | URRLS-WG | 555/222 |
| West Georgia Regional Library System | | | |
| | Betty C. Hagler Public Library | WGRL-LS | 333/111 |
| | Buchanan Haralson County Public Library | WGRL-BU | 333/111 |
| | Crossroads Public Library | WGRL-CR | 333/111 |
| | Dallas Public Library | WGRL-PC | 333/111 |
| | Dog River Public Library | WGRL-DR | 333/111 |
| | Douglas County Public Library | WGRL-DC | 333/111 |
| | Ephesus Public Library | WGRL-EP | 333/111 |
| | Heard County Public Library | WGRL-FR | 333/111 |
| | Maude P. Ragsdale Public Library | WGRL-MR | 333/111 |
| | Mount Zion Public Library | WGRL-MZ | 333/111 |
| HQ | Neva Lomason Memorial Library* | WGRL-HQ | 333/111 |
| | Neva Lomason Memorial Library/Bookmobile | WGRL-BKM | 333/111 |
| | New Georgia Public Library | WGRL-NG | 333/111 |
| | Tallapoosa Public Library | WGRL-TA | 333/111 |
| | Villa Rica Public Library | WGRL-VR | 333/111 |
| | Warren P. Sewell Memorial Lib.of Bowdon | WGRL-BO | 333/111 |
| | Warren P. Sewell Memorial Lib.of Bremen | WGRL-BR | 333/111 |
| | Whitesburg Public Library | WGRL-WB | 333/111 |
| Worth County Library | | | |
| HQ | Worth County Library | WORTH-SYLV | 999/666 |