

Bookmobile Policy  
Florence County Library System  
Approved by the Board of Trustees September 14, 2021.

Purpose

The mission of the Florence County Library System Bookmobile is to provide information services, reading materials and resources to children who are unable to use other libraries due to geographic, transportation, economic or other barriers. The primary function of the bookmobile is to:

- Promote literacy and a lifelong desire to read
- Present children's programs and storytelling
- Introduce readers to library services
- Offer popular or school-relevant materials for patrons to check out and use
- Generate a positive image of the library by being visible to the entire community

Bookmobile Services Policy:

The Bookmobile provides primary services to daycares, after school groups, private schools, and Boys and Girls Clubs with thirteen (13) or more children in their enrollment. Scheduling of routine stops is determined on a monthly basis. Routes and stops may be re-scheduled or adjusted at any time based on usage data. Other guidelines for service include:

- Service locations are provided on a first-come, first-served basis
- Specific needs of the location serviced, e. g. handicapped, geographic location
- Limit of 5 patrons are permitted on the Bookmobile at one time
- Stops may be canceled in the event of mechanical failure or maintenance issues arising
- Stops will not be made in cases of inclement weather or offered on holidays observed by the Florence County Library
- Bookmobile patrons are subject to the same rules and policies that govern the Florence County Library registration and circulation procedures.

Bookmobile services may be requested by **filling out an application** at the library, at the Bookmobile, or via the library website. Library staff will contact applicants to review bookmobile services, policies, and procedures.

Bookmobile services may also be requested for special events. Availability for special events may be limited due to the Bookmobile's regular operating schedule. **Special event applications** must be submitted at least 6 weeks prior to the event to allow for scheduling and planning.

Guidelines for bookmobile stops:

Applications for new Bookmobile stops will be considered according to the following criteria:

- The proposed stop must be located within Florence County
- Availability of adequate indoor space for programming opportunities
- Restroom facilities must be accessible to Bookmobile staff
- Ample parking space for the Bookmobile
- The stop must reflect the mission of the Florence County Library Bookmobile services
- Any individual with a personal card or location with an institutional card may check out materials from the Bookmobile
- Ability to provide a safe, adequately managed working environment to prevent possibility of harm or damage to Bookmobile staff or resources
- A stop liaison must be appointed in order to maintain communication exchanges between the Bookmobile staff and location staff

Guidelines for evaluating stops:

The Bookmobile service schedule is periodically re-evaluated in order to ensure that the library's limited resources are used as effectively as possible. Bookmobile service locations are evaluated according to the following criteria:

- Circulation statistics
- Level of participation in programs
- Consistent use of services without cancellations
- Open communication of need of cancellation
- Consistent return of materials in good condition

The library may cancel bookmobile stops due to staffing, mechanical difficulties, or other factors. In the event of cancellation staff will give as much advance notice as possible to locations and patrons.

Bookmobile Circulation Policies and Procedures:

In addition to the library's general Circulation Policy and SCLENDS consortium agreements, library cardholders who use the Bookmobile may check out items under the following guidelines:

- Library staff determine the number of books circulated at each location, and may limit or expand this number as needed. Patrons must have their own library card to check out materials.
- Children visiting the bookmobile may check out no more than 5 items.
- Stops with an Institution Card may check out no more than 50 items.
- Children issued a library card on the Bookmobile may also use it at any other Florence County Library System location.
- Holds may not be placed on the Bookmobile due to time constraints it takes to deliver the hold to a specific location.

- Materials circulate for 6 weeks and can be renewed once.
- Damaged/Lost materials must be paid for before continuing services.
  - The Bookmobile only accepts payments with checks, made out to the Florence County Library. All cash payments must be made at a static library within the Florence County Library System.
- Materials may be returned to any Florence County Library location.
- In instances where staff computer or circulation software are out-of-service there is a limit of
  - 2 items per individual library card
  - 10 items per Institution card
- Stops must circulate items. Each child can check out at least one book, or daycare providers/teachers can check out books on an institutional card. Stops will be dropped for not circulating materials.
  - A warning will be issued to institutions that halt circulation of materials. After 2 times without circulating materials, the institution will be dropped from the route.

Types of patron accounts:

#### Institutional

To enable the bookmobile to provide more effective service, certain institutions, such as daycare centers, may be granted an institutional membership.

- Institutional members are able to have up to 50 items charged to their account at a given time.
- Institutional transactions can only be made through the bookmobile.
- An institution's director must sign the borrowing agreement and is responsible for any damaged/lost books
  - The director/liaison must show identification along with the application in order to complete the form.
  - In the case of paying for fees or damaged/lost materials on an institution card, the director/liaison associated with the account must provide identification along with the transaction to ensure the confidentiality of the institution.
- Materials should remain at the institution that they are checked out at until the next date of visit.

#### Juvenile accounts

Bookmobile staff may create library card accounts for juveniles after obtaining a signed application form provided by institutional staff. Institutions are responsible for verifying the accuracy of information provided by parents applying for a child's library card. If complete information is not provided, or if the applicant has an existing library card account, applications will not be processed. Library cards made through the Bookmobile are subject to all guidelines established in the library's Circulation Policy.

Note: Out-of-county fees for children's Bookmobile patron accounts may be waived as long as the child remains at the location of the institution associated with Bookmobile visits. Once the child stops attending the given institution, the \$25 annual non-resident fee is required to be paid before resuming borrowing privileges.

Loss of borrowing privileges: A patron who has accumulated lost item charges in excess of \$4.99 will not be allowed to check out additional materials until the charges are cleared.

Privacy: In accordance with Section 60-4-10 of the South Carolina Code of Laws and SCLENDS consortium agreements, the library recognizes all circulation, registration, and other records identifying the names of library users with specific materials to be confidential in nature. Such records shall not be made available to any individual or any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power. All requests for such records must go to the Library Director.

Exceptions: This policy is intended to cover the most common situations regarding library circulation and registration, and is not an exhaustive guide. Exceptions to this policy may be made with the permission of the Library Director. This policy will be revised periodically by the Library Board of Trustees.

Questions or comments should be addressed to the Bookmobile Librarian or the Children's Library Supervisor. You can reach the children's department at 843-292-7382 or at [bookmobile@florencelibrary.org](mailto:bookmobile@florencelibrary.org)