

## *Books by Mail*



### **Books by Mail Policy**

#### **Services**

Books by Mail (BMail) services are available to any resident of Polk County whose library card is in good standing.

- All library materials are checked out for 4 weeks to accommodate processing and delivery time.
- Patrons requesting renewals should contact BMail or any PCLC member library.
- The return of library items sent via BMail is the responsibility of the patron. Library materials can be returned to any PCLC Library or at a PCLC book drop.
- Patron is responsible for notifying BMail or home library of an address change. BMail packages cannot be forwarded to a new/different address.
- When the United States Postal Service (USPS) is unable to deliver materials to an address more than once, BMail service will be suspended until a correct address is confirmed.

#### **Self-Registered Card**

A Self-Registered PCLC Library Card is valid for 30 days. Patrons must come to a PCLC Library within 30 days to obtain a permanent card.

- Patrons can request up to 3 items through by BMail service.
- If a Patron is Home Bound and physically unable to come to a library to receive a permanent card, arrangements may be made through the PCLC Office or BMail to receive their card by mail.

#### **PLUS Account (aka Polk County Student card)**

All Polk County and select Charter schools students are automatically enrolled with a PLUS library account for free year-long access to Library Resources.

- Can borrow up to 5 books from all public libraries in PCLC, Bookmobile, or through Books by Mail.
- Enjoy library materials that includes books, audiobooks, music, magazines, movies and digital downloads.

#### **Ineligibility**

## *Books by Mail*



- Overdue fines of \$10 or more render a library card ineligible for BMail services.
- “Lost/Damaged Fees” and/or five or more “Active Checkout Claims Returned” items render a library card ineligible for BMail services.
- Each individual PCLC Library determines the fines and fees owed for overdue, damaged or lost items.
- Payments for damaged or lost items are made to the owning library and accepted at any PCLC Library. Payment of fines are accepted at any PCLC Library.
- Patron has not obtain a permanent PCLC Library card within 30 days from self-registered set-up.
- Active PCLC library employees are ineligible for Books by Mail services (can become temporarily eligible at the discretion of BMAIL staff).