Circulation Policy – Community Borrowers
Brown Library
Virginia Western Community College

Application Requirements: Residents of the Virginia Western Community College service area (Roanoke County, Roanoke City, Salem, Craig County, southern Botetourt County, and Franklin County) who are not affiliated with Virginia Western Community College may apply for a community patron card. Applications must be made in-person at the Circulation Desk on the top floor of the Brown Library building. A valid photo ID bearing the applicant’s current mailing address must be presented at the time of application. If the photo ID does not have the applicant’s current mailing address, a piece of mail with the correct address will be required as well. Applicants must be at least 16 years of age to be eligible for a community borrower card.

Identification Requirements: Community borrowers are required to present their community patron library card at the time of checkout. In the event the borrower has forgotten their card, a valid photo ID will be accepted for up to 3 visits. Acceptable forms of ID include driver’s license, military ID, state photo identification card, etc. After 3 visits without their library card, patrons will be required to purchase a replacement card for $5.00.

Loan Periods: Always consult your due date slip or a library staff member for accurate loan period information. We have several types of materials and collections that we circulate, with varying loan periods. In general, materials circulate for the following periods of time:

- Books, including Fiction, Graphic Novels, and New/Popular: 28 days
- DVDs: 1 week
- Great Courses kits: 28 days
- Reserve materials: 2 hours, in-library use only
  - Materials are placed on reserve primarily for Virginia Western Community College borrowers. Community borrowers may use reserve materials in the library, but are not guaranteed the 2-hour checkout period. If a VWCC borrower requests a reserve item that is on loan to a community borrower, the item will be recalled and the community borrower will have 5 minutes to return the material. Failure to return materials in a timely fashion will result in the suspension of reserve collection privileges.
  - Community borrowers may not take any reserve items out of the library, even when there is more than a 2-hour loan period.

Loan Limits: Community borrowers are limited to a total of 4 items on loan at any given time. A maximum of 4 DVDs may be on loan at any given time and count toward the overall 4 item limit.

Renewals: Renewals may be requested in person, via telephone, or via email. Items eligible for renewal may only be renewed once. Overdue items, items on request by another borrower, reserve materials, and DVDs are not eligible for renewal.
Recalls: The library reserves the right to recall materials at any time. If a recall is necessary, we will contact you via email or telephone to request the prompt return of the item(s) needed. We will issue a new due date that supersedes the original due date. If you fail to comply with the new due date, a special fine may be assessed.

Returns: Items may be returned to the Circulation Desk on the top floor of the library building or in one of our on-campus book return boxes. A white book return box is located on the bottom floor of the Brown Library building, with the vending machines and WEPA kiosk. A blue book return box is located on the front steps on the Brown Library building. A blue book return box is located in the parking lot behind Chapman Hall and is accessible by vehicle. You are responsible for the safe and timely return of all of the items charged out to you.

Lost or Damaged Materials: At any time during a loan period, a patron may declare an item as lost or damaged. Additionally, items will automatically be declared lost at the time of the third overdue notice. Library staff are responsible for determining the replacement costs of items. We use reputable sources to determine current costs of materials, such as our vendors Midwest and Jupiter, and large book retailers such as Amazon.

Library staff are also responsible for determining when items are damaged and are in need of repair or replacement. Repairs are typically performed in-house. Patrons may be assessed a fee for repairs that are beyond the normal wear and tear expected of a circulating library item. When a staff member determines an item is damaged beyond repair, the patron will be charged the replacement cost as outlined above.

Please be aware that many of our materials can be costly to replace. Academic titles typically cost more than popular titles. Out-of-print or rare materials are difficult to replace and typically cost well above what they did at the time of their original release. The library may also assess other fees, such as processing or photobinding, depending upon the material.

Patron borrowing privileges will be suspended until lost/damaged fees are paid in full.

Borrowers’ Responsibility Statement: Our goal is to encourage the timely return of library materials and provide for optimal sharing of the collection.

Borrowers are responsible for all library materials checked out to them until the materials are returned to the library. Borrowers are responsible for returning or renewing items by the due date. All borrowers are responsible for having a current home/mailing address on file with the library/college. Overdue notices are a courtesy; failure to receive an overdue notice does not relieve the borrower of responsibility to return or renew borrowed materials by the due date.