

## **KCPL Kindle Lending Policy & Procedures**

**Version: March 2013**

### **Circulation**

- Patrons will be required to present their library card and photo ID to check out. Patrons may not check out Kindles on another patron's card even if they have that card with them. Kindles can only be checked out to patrons who are over 18 and have an account in good standing.
- Kindles will circulate for 3 weeks with one 3-week renewal allowed if there are no holds.
- Holds will be allowed but all pickups must be at Chestertown.
- Fines will be \$2.00 per day to a max of \$10.00. After the overdue ages to lost, the patron will be charged the full amount for the Kindle and all accessories, plus our standard lost processing fee.
- All patrons wishing to check out the Kindle will have to complete & sign a contract outlining KCPL's Kindle Policies, fines, replacement costs, and other associated information. The contracts will be filed at the Circ desk by last name. The contract only needs to be signed the first time, and it will be staff's responsibility to verify contract status upon checkout. A blank PDF copy of the contract will be placed on each device.
- Kindles will only circulate in Chestertown, may not be returned to another branch, and may not be put in the bookdrop. Bookdrop checkin will result in a \$25.00 fee plus charges for any damage that occurs. Patrons are responsible for returning the item directly to a Circulation staff member and remaining present for the checkin process.
- Circulation will be counted by device titles (i.e. 1 device with 10 titles = 10 circs each time that device goes out).

### **Protection/Casing**

- Kindles will be housed in a protective hardshell case. The cased Kindle, USB cord, AC adapter, and laminated FAQ will all circulate together in a small bag (similar to the Early Literacy Backpacks).
- Circ staff will be responsible for verifying the contents of the bag & the status of the Kindle coming in and going out.
- We will need to be prepared to replace the charge cords, as they can be short-lived.

### **Locking out changes & Customization**

- An Amazon WhisperCast account was set up to manage the Kindles, and the following features are blocked from patron changes:
  - Factory reset
  - Deregistering devices
  - Adding/removing titles
  - Accessing the internet
  - Social media integration
  - Changes to wifi settings

- Patrons will be specifically instructed to not make any changes to the Kindle (including re-registering it, adding/removing content, and archiving content) and will be subject to a fine of \$50.00 for doing so.
- There is a PDF copy of the Kindle FAQ and Kindle Contract added to each device. The patron FAQ contains information about the Richard Kent Kindle Lending Program.

### **Content**

- There will be six circulating Kindles to start. Each one will be loaded with several titles in a particular genre – Genres will be Mystery, Romance, Inspirational, Classics, Nonfiction (and/or Biography), and Thriller.
- Content will be updated on a regular basis, preferably every few months, and if a specific genre is found to not be circulating well then it may be replaced with a different genre.

### **Fines and fees**

#### **Hardware Replacement Costs:**

Kindle eReader	\$89.00
Kindle USB charging cable	\$10.00
Kindle power adapter	\$20.00
Kindle case	\$30.00
Kindle bag	\$11.00
Total	\$160.00

#### **Fees:**

Late fee	\$2.00 per day, max of \$10.00 per Kindle
Change fee	\$50.00 if any changes are made to the Kindle
Bookdrop fee	\$25.00 for returning the item in a bookdrop, plus additional charges for any damage that occurred because of this
Processing fee	\$5.00 additional charge for any parts lost or damaged

### **Miscellaneous**

- The program will be evaluated in 6 months to assess its success.
- Patrons will be asked to fill out an online survey about the Kindles and their experiences.
- Based on experience, some of these procedures may be revised or altered.