Books by Mail Policy
(B-Mail)

1. B-Mail service is available to any resident of Polk County, Florida whose library card is in good standing as stipulated below.
2. A total of ten items per person may be on hold and/or checked out via B-Mail.
3. Most print materials, audio books and music recordings circulate via B-Mail for 28 days. This includes processing and delivery time. The average time the patron will have the item is 21 days. **There are exceptions.** Some libraries allow *less* than 28 days for certain items. B-Mail refers you to the individual library with circulation policy questions.
4. Movies circulate for 14 days. This includes processing and delivery time. The average time the B-Mail patron will have a movie is 10 days. Some libraries do not lend their movies via B-Mail. B-Mail refers you to the individual library with circulation policy questions.
5. B-Mail items may be renewed once unless the owning library stipulates no renewals.
6. B-Mail is *not* available to any library cardholder whose fines equal or exceed $10, or who currently has lost or damaged materials blocks on their card.
7. Overdue notices and contacts are the responsibility of the lending library, not B-Mail staff.
8. Collection of overdue fines may be accepted at any PCLC site. Payment of lost or damaged materials must be made directly to the lending library, not B-Mail staff.
9. Library patrons who have two consecutive overdue B-Mail orders that require staff intervention will not be allowed to order materials through the B-Mail system for a period of six months. Patrons who have three or more "Claims Returned" on their library card will not be allowed delivery via the B-Mail system.
10. If the US Postal Service makes two consecutive unsuccessful attempts to deliver materials to an address this address will no longer by considered a viable address. The patron must present proof of current mailing address to a Polk County Library Cooperative site.
11. If packages are delivered to an address and a person other than the listed recipient or their approved agent removes the items from the mailbox, this address will no longer by considered safe for delivery. B-Mail privileges will discontinue until a safer delivery option is established. Patrons are responsible for providing an alternate address at one of the Polk County Library Cooperative sites.
12. The return of books and materials is the responsibility of the customer. B-Mail materials must be returned to one of the 18 Polk County Library Cooperative sites, including PCLC's Bookmobile. Materials may be returned during regular library business hours or in the after hours drop box at most sites. Patrons may mail items to one of the PCLC sites. The return postage cost is the responsibility of the library patron.
13. Patrons who qualify for Free Postage for the Blind and Disabled must complete the official form required by the US Postal Service. Verification of disability by a medical professional is required on for activation of Free Postage for the Blind and Disabled.
14. B-Mail services are not available to staff members at any Polk County Library Cooperative institution.

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