



# Books by Mail Policy

1. Books by Mail (BMail) services are available to any resident of Polk County whose library card is in good standing.
2. Overdue fines of \$10 or more render a library card ineligible for BMail Services.
3. Postage or Lost/Damaged fees render a library card ineligible for BMail Services.
4. Three or more "Claims Returned" items render a library card ineligible for BMail Services.
5. A maximum of ten items per library card may be on hold and checked out via BMail.
6. Books, audiobooks, and music CDs are checked out for 4 weeks to accommodate processing and delivery time.
7. DVDs and VHS tapes are checked out for 20 days to accommodate processing and delivery time. Individual library circulation policies will apply.
8. BMail cannot mail oversized library materials or packages exceeding 15 pounds.
9. Patrons requesting renewals MUST contact their home library, as BMail does not renew items.
10. Fees and fines can only be accepted at a Polk County Library Cooperative site.
11. Patron is responsible for notifying BMail or home library of an address change. BMail packages cannot be forwarded to a new/different address.
12. Any packages returned to BMail as "Undeliverable", "Refused Package", or "Incorrect Address" will result in Postage Fees being applied to the patron's library card.
13. When the US Postal Service is unable to deliver materials to an address more than once, this address will no longer be eligible for BMail services.
14. The return of library items sent via BMail is the responsibility of the patron.
15. All PCLC library employees are ineligible for Books by Mail services.