

St. Helens Public Library Circulation Policy

How to sign up for a library card with the St. Helens Public Library

To sign up for any library card at the St. Helens Public Library (SHPL) we require proof of identity and proof of address. A valid state driver's license, driver's permit, or identification card with your current address may be used as both proof of identity and proof of address (this includes temporary IDs and IDs with address change stickers). Patrons age 16 or older must be present with their ID to sign up for a library card.

All cards must be renewed by showing proof of identity and address.

1. Proof of Identity includes:
 - a. Any state driver's license or permit
 - b. Any state identification card
 - c. US Passport
 - d. US Military ID (with photo)
 - e. Green card
 - f. Tribal ID (with photo)
 - g. Oregon Concealed Handgun License

2. Proof of address must match the name on your proof of ID. Digital forms of proof of address may be accepted on a case-by-case basis. Proof of address can include:
 - a. Any state driver's license or permit with current residential address
 - b. Any state identification card with current residential address
 - c. Rental agreement
 - d. County tax statement
 - e. Utility bill
 - f. Voter registration card
 - g. Pay stub
 - h. Bank statement
 - i. Insurance statement or card
 - j. Vehicle title or registration card
 - k. First class mail

Card Types

Resident cards:

1. Resident cards offer patrons full borrowing privileges at no cost.
 - a. Checkouts may include:
 - i. Up to 10 DVDs or BluRays total
 - ii. Up to 50 of any other item in the library's collection total
 - iii. No more than 50 items total may be checked out on an account at any time.
 - b. Resident cards have full access to digital services (Library2go, Freegal, Flipster, etc.)
2. Resident status within St. Helens city limits is determined by local tax codes (tax codes 0201, 0202, 0291, and 0294)
3. To sign up for a resident card you will only need proof of identity and proof of address.
4. Residents may also sign up children and teens under 16 for *juvenile resident cards*. These accounts must be made by an adult who will act as the responsible party for the cardholder. Juvenile cards may be made by the responsible party at any time using their own proof of identity and address. Juvenile cards cannot check out Library of Things items or cultural passes, however checkout allowances for juvenile resident cards are otherwise the same as standard resident cards.
5. Both resident cards and juvenile resident cards must be renewed after two years from the date created by showing proof of address and identity.

Non-resident cards:

1. Those who live outside of the city limits of St. Helens as determined by local tax codes (codes 0201, 0202, 0291, and 0294) may sign up for a non-resident card with proof of identity and address.
 - a. Non-resident card fees are \$10 for a quarterly (3 month) card, and \$35 for a yearly (12 month) card. Non-resident fees are assessed per household and multiple cards may be created at no extra cost. The first card created will be considered the "primary" account to which other accounts are attached.
2. Non-resident cards offer the same checkout privileges and limits as resident cards:
 - a. Up to 10 DVDs or BluRays total
 - b. Up to 50 of any other item in the library's collection total
 - c. No more than 50 items total may be checked out on an account at any time.
3. Non-resident cards have full access to digital services (Library2go, Freegal, Flipster, etc.)

4. Non-residents may also sign up children and teens under 16 for *juvenile non-resident cards*. Juvenile cards must be associated with an adult who will act as a responsible party. Juvenile cards may be made by the responsible party at any time. Non-resident juvenile cards cannot check out Library of Things items or cultural passes, however checkout allowances for juvenile cards are otherwise the same as non-resident cards.
5. Non-resident cards must be renewed after their active period ends by providing proof of identity and address, as well as paying the appropriate fee (\$10 for a quarterly card, \$35 for a yearly card).
6. To create additional library cards attached to the primary account, all rules regarding proof of address and identity apply. The primary cardholder must be present to make additional cards, and will be considered the responsible party to all associated cards.

Passport cards:

Standard passport cards:

1. Passport cards are free, reciprocal library cards available through the Oregon Library Passport Program. Only people with an active library card at a participating library (your “home library”) may sign up for a passport card. A list of participating libraries is available at <https://www.olaweb.org/passport-directory>.
 - a. Checkouts may include:
 - i. Up to 10 Items (Books, DVDs, audiobooks, etc.) may be checked out on a passport account at any time.
 - b. Passport cards do not have access to cultural passes, Library of Things items, or some digital services (Library2Go, Freegal, and Flipster).
2. Items must be checked out and returned to their originating library.
3. To sign up for a passport card you will need to provide proof of identity and address, as well as your active “home library” card.
4. Passport cardholders may sign up teens under 16 for *juvenile passport cards*. Juvenile passport cards must be associated with an adult who will act as the responsible party. Juvenile cards may be made by the responsible party at any time. Limits for juvenile passport cards are the same as adult passport cards.
5. Both passport cards and juvenile passport cards must be renewed after one year from when they are created by showing their active home library card and proof of address and identity.

Scappoose passport cards:

1. Scappoose passport cards are free, reciprocal library cards available to cardholders of the Scappoose Public Library through the Oregon Library Passport program. Scappoose passport cards may only be made by active members of the Scappoose Public Library.
 - a. Checkouts may include:
 - i. Up to 10 DVDs or BluRays total
 - ii. Up to 50 of other items in the library's collection total
 - iii. No more than 50 items total may be checked out on an account at any time.
 - b. Scappoose passport cards do not have access to cultural passes, Library of Things items, or some digital services (Library2Go, Freegal, and Flipster).
2. Items must be checked out and returned to their originating library.
3. To sign up for a Scappoose passport card you will need to provide proof of identity and address, as well as your active Scappoose library card.
4. Scappoose passport cardholders may sign up children and teens under 16 for *juvenile Scappoose passport cards*. Juvenile passport cards must be associated with an adult who will act as the responsible party. Juvenile cards may be made by the responsible party at any time. Limits for juvenile passport cards are the same as adult Scappoose passport cards.
5. Both Scappoose passport cards and juvenile Scappoose passport cards must be renewed after one year from when they are created by showing an active Scappoose library card and proof of address and identity.

Business license library cards:

1. Non-residents who have a licensed business in St. Helens may qualify to register for a business license library card. Business licenses must be current in order to qualify for a business license library card. Please contact the library director for more details.
 - a. Checkouts may include:
 - i. Up to 10 DVDs or BluRays total
 - ii. Up to 50 of any other item in the library's collection total
 - iii. No more than 50 items total may be checked out on an account at any time.
2. Business license library cards are active until the end of the calendar year in which they were created, and must be renewed after that point by providing an updated business license.
3. To sign up for a business license library card, you must provide your proof of identity and physical address as well as an original copy of your current business license.
4. Business license library card holders may provide a letter listing the people who will be using the library card.

Library Usage Policies:

Cardholder rights and responsibilities:

1. The cardholder is responsible for returning all items checked out on time and in good condition.
2. The cardholder agrees to pay for any lost or damaged items.
3. Possession of a library card is considered permission to use that library card. Those whose names do not match the information listed on the account may not discuss what items are checked out on the account, discuss fees on the account, or make changes to account information. If you would like to allow these privileges to someone other than the cardholder, they must be made an *authorized user* by presenting their proof of identity while the cardholder is present.
4. Cardholders are expected to notify the library of a lost or stolen card or they will be held liable for any items checked out.
5. Proof of identity (listed on pg. 1, #1) may be used as an alternative to a library card
6. Cardholders must keep personal and contact information (address, phone number, e-mail, name changes etc.) up-to-date on their account.

Checkout periods:

1. The standard check-out period is 21 days for all items in the library's collection except cultural passes.
2. *Cultural passes* generally have a 3-day checkout period except when noted on their case.

Renewing items:

1. Items may be renewed for an additional 21 days up to 3 times.
2. Items cannot be renewed in the following cases:
 - a. If another patron has a hold on an item.
 - b. The item is marked "new."
 - c. The item is from the Library of Things or Cultural Pass collections.
 - d. The account has already reached the 3-renewal limit on the item.
 - e. The account meets any of the conditions listed below in "Checkout restrictions."

Checkout restrictions:

1. Cardholders may not check out any items and their account may be blocked if fines exceed \$10 or are older than 6 months.
2. Cardholders may not check out items if their account is expired until it has been renewed.
3. Lost or damaged items on an account will result in a blocked account until they have been paid for or returned.
4. Additional items may not be checked out if the total checkouts exceeds the total limit for the card type. DVD/BluRay limits will not prevent cardholders from checking out additional, non-DVD/BluRay items within their total item limit.
5. All accounts may be subject to a “relationship block” if any account with the same responsible party meets any of the previous conditions.

Placing holds:

1. Patrons may place as many items on hold as their card allows. Holds may include items currently checked out to another borrower or items currently available in the library.
2. Patrons will be contacted by phone or by e-mail when their holds are available to be picked up.
3. Patrons have up to 7 days to retrieve their hold, with the exception of cultural passes which may be held for 3 days. After that period the item will be taken out of hold status and shelved.

Purchase requests:

1. Patrons may submit a purchase request form for items that are not currently available at the library. The request will be processed based on the library’s criteria (availability, pricing, publication date, etc.) and may be added at that time. If an item is added, the person who submitted the request form will have a first hold on that item. A purchase request is not a guarantee that an item will be added to the library’s collection.

Interlibrary Loans:

1. Patrons may make interlibrary loan (ILL) requests on items that are not currently available in our collection, but are available at nearby libraries. An ILL request is not a guarantee that the item will be made available.
2. Patrons may have up to two ILL items at one time on their account.
3. Due dates for ILL items will be set based on due dates set by the lending library.
4. There is a postage fee of \$3 for all ILL items.
 - a. Items that are determined to be unavailable for ILL will have the \$3 postage fee refunded in full.
5. ILL items may not be renewed and will accrue overdue fines
6. Patrons may lose ILL privileges if items are not returned by their due date or are returned in poor condition.

Fines and Fees

Overdue fines:

1. Overdue fines are \$0.15 per day per overdue items.
 - a. Adult DVDs accrue fines of \$0.50 per day per item.
 - b. Cultural passes accrue fines of \$1.50 per day per item.
2. All items from the children's and young adult collections do not accrue overdue fees.
3. Overdue fines are capped at \$10 per item or at the replacement cost of the item, whichever is less.

Damaged items:

1. Damaged items are items that have been returned in a condition that prohibits them from being further circulated in the library's collection. Examples may include items that have been extensively water damaged, are moldy or have mildew, have been in contact with hazardous materials, or have been otherwise physically damaged beyond repair.
 - a. When possible, library staff will do their best to repair items returned with minor damage.
2. The replacement cost of damaged items is based on the list price of that item.
3. Patrons may keep damaged items they have paid for.
4. Damaged items will prevent a patron from checking out further items until the damaged item has been paid for.
5. We cannot accept replacement copies for damaged items.
6. The following is a sample letter notifying the cardholder of a damaged item:

Dear [Patron],

*Library materials that had been checked out on your card # **24018000XXXXXX** were recently returned to the library in damaged condition.*

*The item(s) listed below were returned to the library on **XX/XX/XXXX**. Due to damages to the materials, the library must assess a replacement cost for each item. Please note that there may be additional overdue fees which may have been charged to your account. If you have items out, they may not be renewed until this matter is resolved.*

The item(s) in question are:

[Item(s) listed along with the replacement cost(s)]

Please come to the library to make arrangements to pay these charges at your earliest convenience. If you are unable to pay the entire amount, please call and make arrangements for a payment plan.

Please understand that our intention is to maintain our library's collection by replacing lost or damaged materials. We will hold the items for viewing for 30 days. After that, they will be disposed of and no longer available for your inspection.

If you have questions, please contact me.

Sincerely,

[Staff member]

Lost items:

1. Overdue items receive three notices by mail or e-mail before they are considered lost. The item will accrue the corresponding late fee during this time. The timeline for the lost process is:
 - a. 1st notice: 1 week after the item is considered overdue
 - b. 2nd notice: 2 weeks after the item is considered overdue
 - c. Final notice: 3 weeks after the item is considered overdue.
 - i. At this time the item is considered "Lost" and the account will be prohibited from checking out or renewing items until the item is returned or paid for. The item will no longer accrue additional late fees.
 - ii. The final notice will always be sent by mail.
2. Items may be self-declared lost in situations where the patron is certain the book is irretrievable and is ready to pay for the item at that time.
3. Lost items must be either returned in good condition or paid for in order to reinstate borrowing privileges.
4. Once an item is paid for, there is a 3 month period during which the cost of a lost item may be refunded if it is returned in good condition.
 - a. In order to receive a refund, the patron must provide both the original receipt and the orange "lost item" slip they received at the time of payment.
 - b. Late fees accrued on a lost item will not be refunded if the item is returned
5. Sample overdue notice letter:

"You have items overdue. If this is not your final notice, you may renew your items online at www.ci.sthelens.or.us/library or by telephone 503.397.4544. Please note you may have additional overdue fines not listed on this notice."

- a. There will also be an itemized list of the overdue items, as well as an indication of 1st/2nd/final notice.
 - b. Final notices will have a red "final notice" stamp at the top.
6. **Collections:** Items that have not been returned within 6 weeks of their due date may be sent to collections.

- a. The item is considered “lost” 3 weeks after the item is overdue.
- b. Patrons may be sent to collections for library materials. A notice will be sent out at 4 weeks overdue, notifying the patron that they have 14 days to return or pay for outstanding materials.
- c. The following is a sample letter reminding the patron about outstanding materials or fines which may be sent to collections:

Dear [Patron],

*The purpose of this letter is to remind you that you have outstanding materials from the St. Helens Public Library checked out on card number **24018000XXXXXX**. These items are now in “Lost” status. Please return the following items in good condition to the St. Helens Public Library or pay the replacement fees within 14 days to avoid this account balance being turned over to a collections agency.*

[Item(s) listed along with the replacement cost(s)]

If you have any questions, please do not hesitate to contact the St. Helens Public Library at (503)-397-4544.

*Respectfully,
St. Helens Public Library*

Complete list of fines and fees:

1. Overdue adult books, magazines, audio records, and CDs: **\$0.15 per day**
2. Overdue adult DVDs: **\$0.50 per day**
3. Overdue cultural passes: **\$1.50 per day**
4. Interlibrary loan postage fee: **\$3.00**
5. Lost and damaged items: **List price**
6. Cultural pass replacement: **\$30**
7. Lost card replacement: **\$2**
8. Lost or damaged CD and DVD cases: **\$5**
9. Lost or damaged CD and DVD inserts: **\$7**
10. Barcode label replacement: **\$2**