

# **Rita & Truett Smith Public Library**

## **Borrower Policy**

Approved by Library Board November 27, 2023

### **Eligibility for a Library Card**

Adults (18 and older) are eligible for a library card. Applicants are required to present valid photo identification to receive a library card. The following types of photo I.D. are acceptable: Government-issued driver's license or ID card, or Passport.

No person may be registered for more than one active library card. To protect the user, a library card or a valid picture I.D. is required for all library transactions.

Minors ages 17 and under must have the signature of a parent or legal guardian to be issued a card. The adult must meet the requirements noted above. Parents and legal guardians retain the responsibility to oversee their children's selection and use of library materials. The library staff does not serve *in loco parentis* (in the place of a parent). It is the responsibility of the parent(s)/guardian(s) to restrict their children, and only their own children, from access to library materials.

### **Temporary Library Numbers**

A temporary library number may be obtained online and allows you access to our digital library and online resources. Temporary numbers are meant to be used as a way to explore resources and not as a permanent card; therefore, temporary numbers expire six months after issue. Patrons may come into the library to switch to a permanent card in order to continue access. Patrons must present a government-issued picture I.D. in order to obtain the permanent card. Temporary numbers are issued for adults (18 and older) only.

### **Replacement of a Lost Card**

A lost library card may be replaced for \$1.00. To replace a lost card, proof of identification is required. It is the patron's responsibility to report a lost or stolen card or change of address.

### **Renewal of a Library Card**

Library cards expire every three years so that patron information may be updated. All fines and fees must be paid prior to renewing the library card.

### **Loan Periods**

Most physical items check out for three weeks. Select physical collections check out for seven days. Checkout limits are at the discretion of library administration.

Digital items check out for two weeks. Check out periods for streaming items are set by the streaming services.

A library cardholder may check out as many physical items as they would like within the exceptions set forth by the library. Cardholders accept full responsibility for all materials borrowed on their card and for all associated charges.

### **Renewal of Materials**

Items eligible for renewal will automatically renew two times.

The following items are not eligible for renewal.

- New and Juvenile Holiday DVDs that only check out for 7 days
- Juvenile Holiday Books
- Magazines
- Interlibrary Loans
- Steam Kits
- Items with a pending hold

### **Placing Holds**

- All materials available for check out can be placed on hold at the library, via our app or online except for steam kits, board books and magazines.
- There is a maximum of 10 holds for physical items and 5 for digital items per library account.
- When a physical item becomes available for pickup, the item will be held for 7 days. If the item is not picked up in 7 days, the next person on the hold list will be contacted or the item will be returned to the shelf.
- If a person in the library tries to check out a book at the same time a patron online tries to place a hold, the priority will be given to the person in the library. The online patron will be put on the hold list.
- When a digital item becomes available, the item will be held for three days. Digital holds may be set in "Account Settings" to check out automatically.

### **Interlibrary Loan (ILL)**

Items not owned by the library may be requested via interlibrary loan. Only certain types of materials may be requested. A patron may request specific titles and the time period to obtain materials varies. Five requests per month are allowed per cardholder.

To borrow from interlibrary loan, patrons must be in good standing including adults who are responsible for cards of minor children.

To obtain an item from ILL, a patron must fill out a loan request form available online or place the request in person at the library. A patron must fill out a request form for each item. Interlibrary loan materials may not be renewed.

The lending library may determine the check-out period.

The lending library may designate material for in-house (non check-out) use only.

Items will be held for seven days (including Saturday). Materials will be returned to the lending library if the patron has not picked up the material(s) within seven days. There is a \$2.00 fine per item that is not picked up.

Patrons who do not return Interlibrary Loan materials will be charged a replacement cost by the lending library. The lending library will set the exact amount for the item. Replacements are not accepted for lost items. Late fees will be charged for items that are overdue in accordance with the Smith Public Library's Borrower Policy.

#### **Extended Use Fee (ordinance 2009-12)**

Extended use fees accrue when an item is returned past the due date. Maximum extended use fee is \$5.00 per item. If a patron has more than a \$5.00 balance on their card, they cannot check out any additional items until the balance is paid. See Wylie, TX [Code of Ordinances, Appendix C](#) Wylie Comprehensive Fee Schedule for details.

It is the responsibility of the borrower to verify the due date of materials checked out on their account and to return those materials to the Smith Public Library on or before the due date. The library will notify the patron of overdue items as a courtesy. Borrowers are responsible for the return and payment of fines even if no overdue notice is received.

#### **Lost items (ordinance 2009-12)**

When an item is 30 days overdue, it is considered lost and the patron's account will be charged for the cost of the item plus a processing fee of \$3.00. Replacements are not accepted for lost items. If the item is returned in good condition, the cost of the item and processing fee will be waived and an extended use fee will be charged.

If the item is returned in good condition after it has been paid for, the Library will refund the money up to three months, minus the \$3.00 processing fee. Refunds are not given after three months.

### **Damaged items** (ordinance 2009-12)

Patrons are charged for the full cost of an item that is damaged beyond repair. Replacements are not accepted for items damaged beyond repair. A \$3.00 processing fee is added for covering the cost of preparing items for checkout.

Other charges may be incurred for damaged DVD/CD cases, missing barcodes/spine labels/RFID tags or items returned with damage to book covers, pages, or artwork.

### **Claims Returned**

A *claims returned* can be placed on an item when the library records show the item is outstanding but the patron claims to have returned it. Staff will search for the item for two months. If located in the library, no charges are due. If not found in the library after two months of searching, the patron is charged the cost of the item, plus a \$3.00 processing fee.

### **Paying Fines**

All fines and fees are due as incurred. Valid forms of payment include cash, check, or credit card. Credit/Debit payments can be accepted over the phone.

### **Forfeiture of Library Usage**

Patrons violating the regulations and/or policies of the library may, at the discretion of the Library Director, be asked to leave the premises and asked to forfeit the use of their library card.