



BORROWER/USER POLICY

September 2011

The Crowell Public Library, City of San Marino, is a member of the Southern California Library Cooperative. Library cards are free to San Marino residents and non-residents with appropriate identification showing current name and mailing address; library cards are not issued to residents outside the state of California. Library cards are needed to access the library's Internet connection, its online resources and to borrow library materials.

Borrowers and users are expected to adhere to the library's ***Standards of Behavior***.

1. Library Cards

- a. Appropriate identification for a library card includes one of the following:
 - i. A driver's license with current address.
 - ii. Utility bill in applicant's name AND picture identification card.
 - iii. Lease in applicant's name (showing address) AND picture identification card.
 - iv. Other official document showing current address AND picture identification card.
- b. Post office box numbers are not acceptable as permanent mailing addresses.
- c. Children who are able to print or write their name are eligible to receive a library card.
- d. Children under 18 years of age must have a parent/guardian sign the library card application. Parents/legal guardians must provide address verification.

2. Card Expiration

- a. Cards will expire 2 years from date of issue.
- b. To renew a card, patron needs to present identification to verify address. Without verification, cards will be renewed for one month with a note in the staff note field requesting appropriate ID.

- c. Cards will be renewed for a period of 2 years. Internet Only cards will be renewed for 6 months.

3. *Special Borrower Types*

These cards are issued on a case-by-case basis.

- a. Internet Only Cards: Library cards can be issued for Internet use only. These are typically issued to homeless patrons and students of boarding schools, e.g. Southwestern Academy. Appropriate identification (as outlined above) is needed. If identification is unavailable, cards will be issued with a 6 month expiration date and a note explaining proper ID is required. The patron will not be allowed to check out any items from the library. Internet only cards can be renewed for additional 6 month periods.
- b. Visitor Cards: These are provided for patrons typically visiting relatives for a limited time (e.g. adult children) and have proof of a San Marino address as outlined in #1. Patrons are limited to 5 items and cards expire per patron need. The cards can be reactivated when the patron revisits the library.
- c. Day-Use (temporary) Cards: For in-library one-day Internet use only. Patrons must provide identification; the card expires in 24 hours and is given with the intent of a one-time use. Recurring users of temporary cards MUST obtain a library card.

4. *Borrowing Items*

- a. A library card is needed to borrow items.
- b. Adult registered patrons may borrow items without a card with appropriate photo identification.
- c. Child patrons may borrow items without a card if
 - i. accompanied by a parent or guardian with a library card OR
 - ii. a parent or guardian with appropriate photo identification
 - iii. OR with appropriate school photo identification. Patrons will be requested to verbally verify their identification information.
- d. Borrowing Guidelines/Limits: Attached.

5. *Loan Periods*

- a. The standard loan period is 21 days.
- b. Popular DVDs have a 7 day loan period.
- c. Loan periods for interlibrary loans (ILL) are determined by the lending library.
- d. Reference books do not circulate unless special permission has been given by the librarian.

6. *Renewals*

- a. Items can be renewed one time, in person, over the phone, or online.
- b. Items currently overdue cannot be renewed online until fines are paid. Overdue items can be renewed by phone or in person if fine amounts do not exceed \$5.00.
- c. Items cannot be renewed if there is a hold on the item (i.e. another patron is waiting to check out the item).
- d. ILL items can be renewed by permission of the lending library. (If ILL clerk is unavailable, items will be renewed for 3 days pending contact with lending library.)
- e. Feature film DVDs are not renewable.

7. *Overdue Notices*

Notices are sent via U.S. Postal Service or e-mail according to the following schedule:

1st notice: 3 days after due date.

2nd notice: 4 days after 1st notice. (Item has been out for 4 weeks.)

3rd notice/bill: 7 days after 2nd notice. (Item has been out for 5 weeks.)

Past due/collections notice: 7 days after 3rd notice. (Item has been out for 6 weeks.)

More details on fines and fees can be found in the *Fines/Fees Policy* document.

8. *Barcode Queries*

Patrons occasionally need their barcode/pin and have not brought their card with them. Upon presenting proper photo identification, staff will look up adult patrons and provide the number to the patron. Children will NOT be given their barcodes/pin except:

- a. If accompanied by a parent or guardian with a library card OR
- b. If accompanied by a parent or guardian with appropriate photo identification OR
- c. If the child has appropriate school photo identification. Patrons will be requested to verbally verify their identification information.

Borrowing Guidelines

<i>Item</i>	<i>Limits</i> Subject to change due to seasonal demands.	<i>Overdue Fees</i>
CDs	10 items per family	.25/day to \$5 maximum
DVDs (adults and children)	<u><i>Fee</i></u> (\$2) items: No limit <u><i>Free</i></u> items: 4 items per family	\$1.50/day to \$10 maximum
Books on CD Books on Tape	4 items per family	.25/day to \$5 maximum
Children's Book Kits (Read-alongs)	5 items per family	.25/day to \$5 maximum
Non-Fiction Books	3 items per subject per family	.25/day to \$5 maximum
Fiction Books (adult and children's)	3 items per author/series per family	.25/day to \$5 maximum
Total number of Items	50 items per family	Variable

<i>Miscellaneous Items</i>	<i>Fee</i>
Interlibrary Loans	\$5 per transaction; \$2 per day overdue fee up to cost of replacement.
Replacement Library Cards	\$3.00 per card
Hold Requests	.50 per request
Lost Items	Cost is variable. Fee list is available at circulation desk.