

# Whittier Public Library

## Circulation Policies

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### Library Cards

Free library cards are available to all California residents. In order to obtain a library card, patron will need to show the following:

- Current government issued photo ID
- Proof of address (If this information is not on ID, bring mail or official receipt which includes name and current address)
- All applicants must appear in person, regardless of age. If patron is under 18, the parent or legal guardian must be present to show their identification and sign consent. Library cards are non-transferable.

### Authorized Users

- Authorized users may be added to a card for checkout purposes only.
- It is not our responsibility to check the identification of every person checking out materials. It is the responsibility of the card holder to protect his card. However, when we are aware that an individual is using a card that was not issued in his/her name, we have a responsibility to stop the transaction and determine if it is an authorized user. The custodial parent or legal guardian always has the right to use his/her minor (under 18 years of age) children's cards.

### Confidentiality

Only the card holder can view his/her library card record (items checked out, overdue items, overdue fines, address, phone, etc.) per California Government Code 6267.

#### Exceptions:

- A parent or legal guardian can view a minor's card record that they have signed.
- An authorized user may view full record.

### Library Cards-Minors

- Custodial parent or guardian's written permission
- Address that matches ID of adult signing child up for card

- Parent or guardian may choose to have no internet or audiovisual privileges for the child.

*Parents must present:*

- Current government issued ID
- Verification of address

*Divorced parent with sole custody:*

- Current government issued ID
- Verification of address

*Divorced parent with joint custody:*

- Current government issued ID
- Verification of address
- Names and addresses of both parents

*Legal Guardian*

- Current government issued ID
- Verification of address
- Court papers designating guardianship

*Stepparent*

- Current government issued ID
- Verification of address
- Adoption papers

*Grandparent*

- Cannot get card for child unless legal guardian

*Brother, Sister, Aunt, Uncle, Cousin, etc.*

- Cannot get card for child unless legal guardian

## Internet Users

- Current government issued ID

***This is a provisional-no checkout card, good for internet use only.***

## Temporary Address

- Current government issued ID
- Letter from facility with whom they are registered
- Internet Use is allowed with this card

***This is a provisional card (2 books only, no AV). This card expires in 60 days, but can be renewed by showing government issued ID and providing another letter.***

## Borrowing Privileges

### CHECKOUTS

Library cards are required to checkout items. Library cards may be presented using a mobile app or a photo. There is a limit of two items for new cardholders.

### ID CHECKOUTS

The library will check out materials to library cardholders who present a government issued ID in lieu of their library card. There is a limit of one ID checkout per year. Minors without government issued ID must have a parent or guardian to check out. Additional ID checkouts are at the supervisor's discretion.

### JUVENILE AUDIOVISUAL CHECKOUTS

Minors under the age of eighteen must have consent of their parent or legal guardian to check out DVDs, Audiobooks and CDs. This is due to the fragile nature of item, and the high replacement cost.

Authorization is initially given or withheld when a child is registered for a library card. The parent or guardian must present a photo ID when changing the status of the card. This authorization allows the child to check out any AV materials in the collection.

### CHECKOUT LIMITS (MAXIMUM 20 ITEMS)

#### Adult Materials

- Non-fiction books - 3 per subject
- 6 Magazines
- No limit on Fiction

#### Childrens Materials

- Non-fiction books - 3 per subject
- 2 Mission
- 2 State Books
- 6 Holiday (only 2 during that holiday season)
- 6 Magazines
- 3 Wonder Books

#### Audiovisual Items

- 6 Children's audiobooks
- 6 Adult audiobooks
- 5 DVDs
- 3 Children's CDs
- 6 Adult CDs

## LOAN PERIODS

### 3 Weeks

- Books
- Audiobooks
- CDs
- Magazines
- Chromebooks
- Hotspots
- California Parks Parking Passes
- Interlibrary Loan materials

### 2 Weeks

Backpacks

### 1 Week

- New fiction
- Test books
- Children's special collections
- Holiday books (for current holiday season)
- DVDs

## RENEWAL OPPORTUNITIES

Books, audiobooks and CDs may be renewed once **unless they are reserved by another patron or long overdue**. Renewals may be made in person, by phone or over the internet up to and on the due date. After the initial checkout and renewal time is up, the item must be returned and remain on the shelf 24 hours before the same patron can check it out again. The patron may choose to keep the item and pay overdue fines.

### One 3-Week Renewal

- Books
- Audiobooks
- CDs
- Magazines

### One 7-Day Renewal

- New adult fiction

### No Renewal

- DVDs
- Interlibrary loan materials
- Test preparation books
- Children's special collections
- Holiday books (current holiday season)

### OVERDUE FINES AND SERVICE CHARGES

While borrowing materials is free (with the exception of DVDs), charges are required for certain services, replacement of lost items, and extended use of materials. Patrons with overdue materials and/or fines may be prohibited from borrowing until the account is clear. All fines and service charges are subject to change.

- **DVD checkouts** - \$1.00
- **Overdue Ukulele, Chrome Book, HotSpot, Backpack** – \$1.00 per day, per item
- **Hold Fee** – \$1.00, per item

### Lost, Stolen or Damaged Cards

Lost or stolen cards should be reported to the circulation desk immediately. There is a \$4.00 fee to replace lost cards.

### Lost or Damaged Materials

Patrons are responsible for the current replacement cost of lost or damaged items. The patron will be charged the cost to purchase a replacement. The replacement will be of similar quality and content. In addition, patrons will be charged a \$7.00 processing fee for lost cataloged materials. This fee is adjusted on a yearly basis to reflect the actual cost of replacing a lost item in the collection.

A patron has the right to question the replacement cost of an item. The Circulation Supervisor or other administrative staff will be happy to investigate the patron's concern.

### Post-dated Checks

The library does not make allowances for post-dated checks on patrons' accounts.

### Returned Checks

The City of Whittier's policy is that a \$25.00 service charge will be added to the amount of all

returned checks. If a patron has a second check returned, the fee will be \$35.00, regardless of the city department to which the initial check was written. Patron must pay service charge in cash before a checkout is allowed.<sup>1</sup>

## Material Reported Returned

If a patron believes that they have returned an item that has been marked overdue, they may initiate a “reported returned” status. Library staff will search for the item for 90 days and we request that the patron does likewise at home. At the end of 90 days, the library will bill the patron if it is determined that the item has not been returned.

## Long Overdues

When an item becomes 90 days past due, it will be considered lost (Collection Accounts excluded). Status of material will be changed from overdue to LOST. Charges and fines will be calculated, and the patron’s account will be billed.

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## Collections

The purpose of using the Collection Agency is to retrieve overdue library materials and collect payment for lost materials and overdue fines.

Overdue accounts are sent two notices; a first notice at one week overdue and a second notice at 10 days overdue. The final notice is sent at 30 days overdue.

When the final notice is generated, the account is reviewed and then held for three months. Audio Visual accounts are sent after one month.

- All payments on Collection Accounts must be paid directly to the Collection Agency. Information for contacting the agency will be provided to the patron.
- No checkouts may be made until account is paid in full.
- A family stop may be placed on all Collection Accounts, which results in family members being barred from any checkouts.

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<sup>1</sup> Service charge is subject to change.