



## Pickerington Public Library Cardholder Policy

### Board Policy:

Date Reviewed: 09/16/19

Date Approved: 09/16/19

Effective Date: 09/16/19

Replacing Policy Effective: 12/14/17

Any person or organization that resides in Ohio who agrees by written or electronic signature to be responsible for all materials they borrow, will be issued a library card and allowed to use the collections and other services of the Pickerington Public Library. Cardholders will be responsible for all fees charged to their library account as a result of use of library materials. Fees that exceed an established amount and/or long overdue items will result in suspension of cardholder privileges until fees are paid below the established amount and/or long overdue items are returned.

A lost library card shall be reported immediately. The cardholder is responsible for materials checked out up to the time the card is reported lost or stolen at which time staff members will place a block on the card to prevent further use

Parents or legal guardians of Minors, those 17 years of age and younger, must sign or electronically agree to be responsible for all materials borrowed by minors and to monitor the nature of all materials used by Minors, including materials accessed using Full Access library cards. Parents and legal guardians will have Minor library card choices:

1. **Full Access:** Minors may borrow any circulating item, including audiovisual materials. Electronic resources, including databases and downloadable content, are available for in-house and remote use.
2. **Video/VG Restricted:** Minors may borrow any circulating item, except audiovisual materials. Electronic resources, including databases and downloadable content, are available for in-house and remote use.

The exception to this are Kids Cards, which may be issued to Minors as a special limited access library card which does not require the signature of a parent or legal guardian.

The Pickerington Public Library will ensure that its cardholders have the greatest opportunity to utilize its collections, as well as those of its Central Library Consortium partners. Library card guidelines and loan periods are established for this purpose.

**Administrative Procedure:**

**Date Approved: 9/16/19**  
**Effective Date: 9/16/19**  
**Replacing Procedure Effective: 2/18/19**

**A. Issuing Library Cards**

There is no charge to apply for a library card. There is a charge of \$.50 for each replacement library card. Proper identification is required to receive a replacement card. See “Examples of Acceptable ID” below.

Customers must provide a written or electronic signature signifying their acceptance of the Cardholder’s Policy. Library cards will be issued only to those patrons or organizations residing in Ohio.

Adults age 18 and older, must present a photo ID and verification of current address. Acceptable photo IDs must include a photograph and printed name. If photo ID does not include the patron’s current address, he or she must present one piece of official documentation for verification of their current address. A customer providing the required identification will immediately receive their library card. If photo ID presented does not include the customer’s current address and the address cannot be verified using acceptable documentation, the library card will be mailed to the patron. Check out will not be available until the customer receives their card through the U.S. Mail. Managers and staff should use appropriate judgement to support the library’s mission by issuing library cards under exceptional circumstances.

<b><u>Examples of Acceptable ID:</u></b>	<b><u>Acceptable Documentation for Address</u></b>
<ol style="list-style-type: none"> <li>1. Driver’s license</li> <li>2. State issued ID</li> <li>3. Passport</li> <li>4. Military ID</li> <li>5. Work ID</li> <li>6. School ID</li> <li>7. Green Card/Matricula Consular</li> <li>8. Credit Card with photo</li> </ol>	<p style="text-align: center;"><b><u>Verification:</u></b></p> <ol style="list-style-type: none"> <li>1. Driver’s license</li> <li>2. State ID</li> <li>3. Personal checkbook</li> <li>4. Current year car registration</li> <li>5. U.S mail postmarked within past two weeks</li> <li>6. Lease agreement</li> <li>7. Property tax receipt</li> <li>8. Insurance card</li> <li>9. Voter registration card</li> <li>10. College enrollment papers</li> <li>11. Pay stub</li> </ol>

If the customer is staying at a care facility or shelter, a letter dated within two weeks stating that the customer may use the agency as a mailing address and signed by the agency's representative may be used as address verification.

***For Minors (Ages 17 and Under):***

There is no minimum age requirement to receive a PPL library card. Parents or legal guardians of minors must agree by written or electronic signature to accept the cardholder agreement. Therefore, library cards are issued to minors following the verification of the parent or legal guardian's photo ID and address. The parent or guardian's address must be entered as the primary address in the minor's record. The full name of the adult signatory will be added to the minor's record at the time the account is created.

**When the Child is Present:** The parent or guardian will provide identification that satisfies the requirements for signing up for a Full Access or Video/VG Restricted card, and also sign or electronically accept responsibility for the minor's account.

**When the Child is Not Present:** The parent or guardian will provide identification that satisfies the requirements for signing up for a Full Access or Video/VG Restricted card, along with verification of the child. The child's name must be clearly printed on an acceptable form of identification.

*Examples of Acceptable Forms of Child Verification:*

birth certificate, school ID, social security card, insurance card, juvenile state ID, recent school report card, immunization records, lost child ID, Permanent Resident Green card or Matricula Consular.

Parents or guardians are required to give consent regarding audiovisual materials before minors can check out.

**When the Parent or Guardian is Not Present:**

Kids Cards may be issued to minors as a special limited access library when a parent or guardian is not available to consent to borrowing privileges. The minor's parent or guardian must follow the above procedure for obtaining a library card for a minor in order to activate full library card privileges.

If the parent or guardian is unable to come to the library, they may complete and sign the print version of the borrower's application and return the application, along with their ID and address verification (if needed) to the library with the child. Staff will confirm that the signature on the application matches the signature on the ID.

## **B. *Types of Library Cards***

**Full Access Cards** There are no restrictions on Full Access cards. Full Access customers are permitted the full number of allowed item check-outs, renewals, and holds, with no restrictions based on Material types. Loan periods follow material types. Full access customers have access to all PPL electronic resources, including databases and downloadable content, generally available for in-house and remote use.

**Newly Registered Cards (Adult and Minor)** New customers are limited to a total of 10 items checked out at any one time during the first 28 days. Customers under age 18 may check out books only during the first 28 days. New customers are permitted the full number of renewals and holds. Loan periods follow material types. New customers have access to all PPL electronic resources, including databases and downloadable content, generally available for in-house and remote use.

**Video/VG Restricted:** Minors may borrow any circulating item, except audiovisual materials. Electronic resources, including databases and downloadable content, are available for in-house and remote use.

**Kids Cards** Minors with Kids Cards may only borrow three (3) print items at a time and may only place three (3) holds on print items. These cardholders are permitted the full number of renewals. Loan periods follow material types. Kids Cards will not be subject to 3<sup>rd</sup> party collection action. Kids Cards expire on the customer's eighteenth (18<sup>th</sup>) birthday.

**Educator/Teacher Cards** To apply for a Teacher Card, in addition to other required forms of acceptable ID, applicants must show a recent pay stub from the school, preschool, or daycare where employed. Other acceptable verifications include a homeschool letter dated within the year, school photo ID from the current school year, or a signed letter from an administrator on school letterhead stating the individual is a teacher. In addition to all the privileges of Full Access cards, Teacher Cards allow a six (6) week loan period for items, but with no renewals. Two (2) lost items per school year will be allotted to the account if necessary. Any item from the  collection except Quick Picks and video games are

permitted to be checked out using an Educator/Teacher Card. Teacher Cards are good for three (3) years.

**Business/Corporate Card Companies**, agencies, schools/organizations in Ohio are eligible to apply for a Business/Community Card and the institution accepts responsibility for the card. To apply, the applicant must provide some type of business identification and a letter from the organization's Executive Director/CEO approving the creation of this card. These cards will have the same permissions as a full access card.

**Staff Card** Staff Cards function the same as Full Access Cards. Staff Cardholders are responsible for all Lost/Damaged fees. Additionally, violation of card privileges will result in corrective counseling, up to and including termination.

**Additional card types include:** Branch card, Homebound by Mail, ILL, Key Customers (Friends of the Library and Board Members), Outreach, School Delivery, Senior, Web only, and Limited Access (second chance customers with no permanent address).

### C. *Loan Periods*

#### 1. Loan Periods:

Video-Games	7 days (limit of 5 per card)
DVDs	7 days (limit of 10 per card)
Quick Read Books & DVDs	7 days
Tabletop Games	28 days (limit of 5 per card)
Hotspots	14 days (limit of 1 per card)
Books	28 days
New Books	21 days
Books on CD	28 days (limit of 10 per card)
Music CDs	28 days (limit of 10 per card)
Teacher Kits	28 days (limit of 2 per card)
Launchpads	14 days (limit 1 per card)
Playaway Views	28 days (limit of 5 per card)
Nature Backpacks	14 days (limit 1 per card)
Vacation Loan	6 weeks (no renewal)

Most Pickerington Public Library (PPL) items will automatically renew three (3) times for the same length of time as the original check-out unless another customer has placed a hold on the item, or it is a Quick Read or Mobile Hotspot. Materials on loan from other Central Library Consortium (CLC) Libraries may automatically renew for different periods of time. Some CLC libraries do not offer automatic renewal; items from those libraries must be renewed manually, through the library website, by presenting them at the circulation desk, or by phone.

A hold may be placed on most items with a limit of 25 holds per card. There are several item types not available for hold or request.

A library customer shall be limited to checking out an aggregate of 50 items per card. However, new customers are limited to a total of 10 items checked out at any one time during the first 28 days. Customers under age 18 may check out books only during the first 28 days (no audio-visual materials.)

The library assumes no responsibility for damage caused to a borrower's audiovisual or computer equipment.

Copyright laws limit Video-Games, Music CDs, Audio Books and DVDs to home viewing and/or listening only and prohibit their duplication.

### **C. *Overdue Items:***

*Overdue Item:* Any item returned after the due date is overdue. There are no daily fines for overdue items. However, the library does charge replacement fees and a processing charge for lost and/or damaged items.

*Overdue Checkout:* Customers are permitted to check out additional items if they have overdue items on their account. Customers are not permitted to check out additional items if they have long overdue items on their account. "Long overdue" is defined as anything overdue by 21 days or more.

### **D. *Fees:***

1. Whenever fees reach \$10.00 or more, borrowing privileges shall be suspended. Borrowing privileges will be reinstated when fees are paid below \$10.00.
2. Any returned check from the patron's bank shall be subject to a \$25.00 returned check fee. The accumulated fees shall be reinstated on the customer's card.

3. Customer accounts with fees will be turned over to a collection agency 28 days after the bill date. For fees of \$25.00 or more, a collection fee of \$10.00 will be charged to a customer's account. For fees below \$25.00, a collection fee of \$5.00 will be charged to a customer's account.
4. Each customer shall be responsible for materials checked out on his/her card, including lost items and items damaged beyond repair. For lost and damaged items, the replacement cost plus a \$5.00 processing fee will be charged. When lost items are returned, replacement fees and processing fees will be waived. The library does not provide refunds for replacement or processing fees. A lost or damaged item may be replaced with an exact, new copy of the item plus the \$5.00 processing fee with the prior approval of the appropriate library manager.