



STANDARD OPERATING PROCEDURES

DATE: December 1, 2015
LEAD DEPARTMENT: Library
PAGES: 3

Borrower Services

Qualifications for Borrowing:

- Adults:** A new Borrower must show acceptable identification and proof of current residence address. See list of "Acceptable ID for New Borrowers".
- Teens:** New Borrowers aged 14 – 18 may register without a parent present if they can meet the same ID standards as adults. If they are unable to meet the adult standard then a parent/guardian's ID is sufficient. The Parent/Guardian must be present with the Teen Borrower.
- Juveniles:** New Borrowers aged 13 and under must be accompanied by a parent or legal guardian. The parent/guardian determines when their child may have their own library card. The parent/guardian's ID/proof of residence is used to qualify.
- Out of State:** New Borrowers whose permanent address is out of state must meet the same requirements listed above. Borrowers must provide both local and out of state address. The local address must be proved. Borrowers staying at the Garden Inn or Los Gatos Penthouse may provide a receipt as proof of address.

Acceptable Identification for New Borrowers

1. California Drivers License or Identification Card with current residence address printed on it. (New address may be written on the back with indelible pen or provided on DMV change of address card.) Borrowers with P.O. Boxes may write residence address on back of license. Addresses written on the back of DL's should be initialed and dated by the Borrower.

(OR)

2. Some form of photo identification which may include: out of state driver's license, passports/visas, military ID, school or work ID, resident alien card, international driver's license. If the ID presented does not include a current residence address, then the Borrower may verify their residence address with the following: mail addressed with the Borrower's name and with a current postmark, pre-printed checks, rental or lease agreement, utility bills or car registration.

To replace a lost library card, identity must be demonstrated with a photo I.D.

Library cards that are not on file may be reinstated with photo ID/proof of address.

Who may use your library card?

Possession of the Library card allows check out of materials on the account, including items on hold. Keep your card safe and be aware that you are responsible for everything that is checked out on your account. Notify the Library immediately if your card is lost or stolen. You are responsible for all materials checked out on lost or stolen cards until you notify the Library.

Loan Periods:

Standard Loan Period	3 weeks
Feature DVDs	1 week

Children's DVDs	1 week
Bestseller Books	1 week
Bestseller DVDs	3 days

Limits:

Number of items checked out at one time	99 per card
Feature DVDs	10 per card
Bestseller DVDs	3 per card

Holds:

Any circulation item, except for the bestseller collections, may be placed on hold through the online catalog or at any public service desk.

Limit 10 per card

Renewals:

- 2 renewals per item if not on hold, except bestseller collections which are not renewable.
- Renew online 24/7 at <https://library.losgatosca.gov>
Click on "My Account", enter barcode and PIN (last four digits of phone number).
- By Phone: (408) 354-6891 (Open Hours only)

Notices:

Please see <http://www.losgatosca.gov/1368/Notices-policy>

Fines and Fees:

The registered borrower is responsible for all charges incurred for overdue library materials.

Adult/Teen material	\$0.50/day/item up to \$10.00max/item
Children's material	\$5.00/item after grace period
Magazines/Paperbacks	\$0.50/day/item up to \$5.00max/item

Other charges:

Photocopying	\$0.15/page B/W
	\$0.20/page Color
Printing	\$0.15/page B/W only

Borrowing privileges are suspended when \$20.00 or more is owed. The balance owed must be brought below \$20.00 to reactivate borrowing privileges and any remaining balance should be paid as soon as possible.

Material not returned within 6 weeks of due date or that is returned damaged beyond repair will be billed for replacement. The bill will include the cost of the item plus a non-refundable processing fee:

Adult & Teen Books / Media	\$10.00
Children's Books / Media	\$5.00
Magazines / Casual Paperbacks	\$5.00

Accounts over \$50.00 which remain unresolved for 60 days will be sent to a collection agency and an additional \$10.00 fee will be charged. Borrowing privileges will be suspended until the balance is paid in full.

Borrower Services:

Adult information services offers reference services to library users of all ages, reading recommendations for adults 18 years of age or older, and instruction in using electronic resources.

Teen services are available for borrowers between the ages of 12 and 18. We can help you find materials for homework assignments and books, movies or music for fun.

Youth services offer programs and assistance to children up to the age of 14. We assist in choosing materials to meet individual needs. Our goals are to introduce children to the joy of reading and learning through a variety of resources.