# Borrower Services

<u>SCOPE</u>

 This policy applies to all library patrons and prospective patrons.

<u>POLICY</u>

This policy outlines the eligibility requirements for obtaining a Los Gatos Library card, loan periods for materials, limits on the materials that can be borrowed, and the policies for holds, renewals, replacements, notices, and the services offered to adults, teens and children.

<u>PROCEDURES</u>

**Qualifications for Borrowing:**

> Adults: A new Borrower must show acceptable identification and proof of current residence address.

> 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.

> Students of Los Gatos schools may have a library account connected to their student ID number if their parents or guardians opt in while registering them for school.

Out of State / No Permanent Address:  Patrons without a permanent address in California may obtain Limited Library cards which allow unlimited use of electronic materials and the ability to check out ten items at a time.

**Acceptable Identification for New Borrowers:**

1. California Driver's License or Identification Card with current residence address printed on it.

   (OR)

2. Some form of photo identification which may include, but not limited to: 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 one of the following or an equivalent: mail addressed with the Borrower's name and with a current postmark, , rental or lease agreement, utility bills or car registration.  Address verification could also be digital, such as an online bill or a billing address in a subscription-based app such as Amazon.

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

**Who may use your library card?**

Possession of the Library card, or access to a digital copy of the Library card, allows check out of materials on the account, including items on hold. 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:**

Items circulate for a period of three weeks.  (We used to list out individual material types and their loan periods, but now they are all three-week loans)

**Limits:**

Number of items checked out at one time:  99 per card

Feature DVDs:  25 per card

**Holds:**

Limit:  25 holds per card.

**Renewals:**

All patron accounts have automatic renewals by default.  Items that do not have a hold will auto-renew on the due date of the item.  Two automatic renewals are possible for each item on the account.  Items not returned by the due date of the second auto renewal will be billed as a lost item to the patron accordingly. State Park Passes are non-renewable.

**Fines and Fees:**

Los Gatos Library is fine free as of July 1, 2020. We are no longer charging daily fines for overdue materials.  The account holder may replace lost/damaged items with a new identical copy plus a $2.00 processing fee, after receiving agreement from Library staff.

**Other charges**:

| | | |
|---|---|---|
| Photocopying | $0.15/page B/W | $0.25/page Color |
| Color Printing | $0.15/page B/W | $0.25/page Color |

Borrowing privileges are suspended when $100.00 or more is owed. The balance owed must be brought below $100.00 to reactivate borrowing privileges and any remaining balance should be paid as soon as possible.