



BOARD OF SUPERVISORS AGENDA ITEM REPORT

Requested Board Meeting Date: 10/06/2020

Title: Revision to Pima County Public Library – Circulation Policy D 32.2

Introduction/Background:

Circulation Policy D32.2 eligibility requirements for Limited Library Card Services should state "in Arizona only", not in the United States.

Discussion:

Updating Circulation Policy D 32.2 would fix typo and correctly state what the eligibility requirement is for Limited Library Card Services.

Conclusion:

Updating Policy D 32.2 will provide clarification of current practice.

Recommendation:

The Library Department recommends the revisions of Policy D 32.2 as presented.

Fiscal Impact:

Board of Supervisor District:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ All

Department: Library Department

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Department Director Signature/Date: Amber Mathewson 8/26/2020

Deputy County Administrator Signature/Date: Jim 8/30/2020

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PIMA COUNTY, ARIZONA

BOARD OF SUPERVISORS POLICY

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Circulation Policy

Purpose:

This policy outlines the conditions for obtaining a library card and the privileges and responsibilities associated with the use of a library card for borrowing materials and accessing services.

Policy:

Types of Library Cards: A library card will be provided free of charge to any person who wishes to borrow library materials, access remote databases or use library computers. Only one library card is allowed per individual. The type of service available will depend upon the applicant's residency and age.

Type of Library Card	Eligibility Requirements	Photo ID* required?	Proof of residence required?	Privileges
Full Service	Primary residence and residential mailing address in Pima County	Yes	Yes	<ul style="list-style-type: none"> • Borrow library materials** • Reserve library materials** • Use interlibrary loan service • Reserve and use public computers • Access remote databases • Download digital resources
Modified	Primary residence and residential mailing address in Arizona, but not Pima County	Yes	Yes	<ul style="list-style-type: none"> • Borrow library materials** • Reserve library materials** • Reserve and use public computers • Access <u>some</u> remote databases • Download digital resources
Limited	Primary residence and residential mailing address in the United States <u>Arizona only</u>	Yes, unless a minor***	No	<ul style="list-style-type: none"> • Borrow library materials** • Reserve library materials** • Reserve and use public computers • Download digital resources
Computer Use	Anyone, regardless of residence	No	No	<ul style="list-style-type: none"> • Reserve and use public computers
Ecard	Primary residence and residential mailing address in pima county only	No	No***	<ul style="list-style-type: none"> • Borrow library materials** • Reserve library materials** • Reserve and use public computers • Access remote databases • Download digital resources

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Type of Library Card	Eligibility Requirements	Photo ID required?	Proof of residence required?	Privileges
Pima County Residential Care Facility	Independent, assisted, group and nursing homes located in Pima County	No	No, a copy of the facilities current license must be provided	<ul style="list-style-type: none"> Residents may borrow library materials without obtaining a personal library card** Residents may reserve library materials without obtaining a personal library card**

* Pursuant to Arizona Revised Statute, Section 41-5001, a consular identification card issued by a foreign government is not valid identification in Arizona. A consular identification card will not be accepted as the required identification for obtaining a library card.

** The number of items that may be borrowed or reserved will vary with the type of library card. Ask your librarian for details.

*** Address is verified by software program using service area defined by library.

Obtaining a Library Card for adults and emancipated minors: A person must apply for a full service Library card in person at any branch of the Pima County Public Library. The person must provide the identification and proof listed in the table above. Only one card is allowed per individual.

Obtaining a Library Card for a minor:

- A parent or guardian may apply in person for a library card for their minor child. The person must provide the identification and proof listed in the table above. The child need not be present at the time of application. The parent or guardian must agree to be financially responsible for any fees assessed on the minor.
- A parent or guardian may apply for the minor card by completing and signing a Library Card Application provided to the minor child's school by the Library. The parent or guardian must agree to be financially responsible for any fees assessed on the minor.
- If the parent of the minor child is an un-emancipated minor (under 18), only a Limited Library Card will be issued to the child, unless an adult over the age of 18 agrees to be financially responsible for any fees assessed.
- Any minor wishing to obtain a Limited Library Card, must apply in person at any branch of the Pima County Public Library or online for an eCard.

Establishing Linked Library Cards:

- Linking library accounts allows users with Library cards (not computer use cards) to pick up other users' holds. They may also access other information from the account, including items checked out, account balances, and personal information including address, email, and telephone number.

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- With the exception of children under 13, all persons that wish to have the benefits of a Linked Library Card must come to a branch library together and present their valid library cards or a photo identification.
- If a child is under 13 years of age, a parent or guardian may appear in person and link to their minor's library account without the child being present.
- A minor may not establish a Linked Library card with anyone except his or her responsible parent or guardian.
- Any member of a Linked Library Card that is over the age of 13 may be removed from the linked service at any time.

Using a Library Card: To borrow materials a customer must have a current library account. Customers will have access to the services listed in the table above. In the event that the customer does not have his or her current library card when seeking library services, the client may present a current driver's license, an Arizona non-operator's license, a military identification card, or other valid photo identification. (A consular identification card issued by a foreign government is not valid photo identification.)

Library Card Holder Responsibilities:

- The customer is responsible for the timely return of all materials borrowed with his or her card.
- The customer is responsible for paying any and all fees associated with his or her library card use.
- The parent or guardian of a minor or vulnerable adult with a Pima County Public Library card is responsible for paying any and all fees associated with the library card and for the return of all materials borrowed.
- The parent or guardian of a minor is responsible for guiding his or her minor's Internet use and selection of library materials.¹

Lost or Stolen Library Cards: In order to avoid fees, the library card holder (or the parent or guardian of a minor) must notify the library immediately if his or her library card is lost or stolen.

- When the library is notified that a card is lost or stolen, the card will be blocked to prevent further use of the card.

¹ Library staff is not responsible for a minor's selection and use of any materials or for policing a child's Internet use or monitoring the content or appropriateness of any materials accessed by the minor via the Internet.

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- If a library card is not reported as lost or stolen, the library card holder (or the parent or guardian of a minor) will be held responsible for replacing any materials borrowed and for paying any fees.
- If the loss or theft is not immediately reported, the library may waive accumulated fees upon proof, such as a police report or insurance claim, of the loss or theft.

Updating Customer Records:

- The library card holder, including a minor who has a “minor library card”, must notify the library of any change in address, phone number or e-mail address.
- To update an ecard to a full service card, the customer must bring picture ID and proof of address to the library.
- The parent or guardian of a minor with a Pima County, Arizona, or Visitor Library Card must notify the library of any change in address, phone number or e-mail address.

Loss of Borrowing Privileges: A library card holder will not be able to borrow materials under any of the following circumstances:

- The customer's borrowing limit of items has been reached.
- The customer's accumulated fees limit has been reached.
- The customer's library privileges have been suspended.

Renewals: Most materials may be renewed unless another customer has reserved the item. High demand items may not be renewed. Except for interlibrary loan materials, customers may renew materials up to four (4) times before they must be returned. Renewals are done automatically by the library system software. Exceptions are interlibrary loan materials and items on which another customer has a hold.

Fees: A customer will be assessed overdue fines according to the Fees Schedule. Overdue fines are assessed on interlibrary loan materials only. The first three days materials are overdue is called the “grace period”. If interlibrary loan materials are returned during the grace period, fees will not be assessed. After the expiration of the grace period, fees will be charged from the original due date.

Fees may be waived under certain extenuating circumstances as described in the Fees Schedule.

If an item is lost or damaged, the customer may either replace the item or pay the replacement fee established by the Library. If the customer chooses to replace the item, the replacement must be in the same format or medium, and in good condition. The Library will decide whether an offered replacement is acceptable.

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Notification from the Library: The library will attempt to notify customers:

- When any reserved material is ready for pick up.
- When materials are renewed or unable to be renewed.
- When borrowed materials are overdue.
- Of the replacement cost of the item(s) that are not returned and of any fees due and owing.²

Collection Agency: When a customer owes at least \$50.00 in fees, and the balance has been outstanding for at least 50 days, the bill will be referred to a collection agency. Upon such referral an additional collection fee of \$10.00 will be assessed to the customer.

If a customer sets up and maintains a payment plan with the library, the collection agency activities will be suspended until payment is complete. However, the \$10.00 collection agency fee will not be waived.

Resource Sharing: Pima County Public Library (“PCPL”) strives to develop a diverse, strong and balanced collection that serves the needs of the community. However, collection development criteria and budget constraints sometimes mean that the materials sought by a customer will not be available from PCPL.

The PCPL Technical Services Department coordinates the **Interlibrary Loan Service**. When a customer seeks materials that are not part of the PCPL collection, the customer may submit an Interlibrary Loan Request.³ The following conditions apply to this service:

- The customer must have a valid Full Service Library Card.
- No more than six (6) Interlibrary Loan items (checked out and on request) are available to a customer at any given time.
- There is no guarantee that the materials will be available from any other library system.

² A customer may review the list of items he or she has borrowed or has on reserve and the outstanding balance of fees on the Library’s website. A parent or legal guardian may request notification of overdue information on his or her child’s library card, if the parent has the child’s card or the parent has photo identification and verifies the minor’s information on file with the library.

³ Audiovisual materials, computer software, or books published within one year of the request date, that are in heavy demand, or that are rare, fragile, or held within PCPL’s reference collection may not be borrowed through the Interlibrary Loan Service.

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- The library system which is willing to loan the materials (the lending library) has discretion to provide an original or a copy of the requested material.
- A customer may request the same item only once in a twelve month period.
- Materials may be checked out for three (3) weeks and may not be renewed. Late returns will be subject to fees.
- The materials must be returned to the customer service desk at the same library location where the materials were checked out.
- All labels on the materials must be kept intact and not removed.

PCPL will always try to obtain the requested materials at no charge to the customer. When no lending library will provide the materials free of charge, the customer will be responsible for the costs:

- PCPL will notify the customer of the estimated maximum charge from the lending library.
- If the customer agrees to be responsible for the estimated maximum charge:
 - The customer will be required to pay the charge in advance, if required by the lending library; or
 - The actual charge (not exceeding the estimated maximum charge) will be added to the customer's library card account when the materials are received.
- Any late fees charged by the lending library will be charged to the customer.

Adoption Date:	August 7, 2007
Revised Date:	March 17, 2009
	June 3, 2009
	July 7, 2009
	August 16, 2010
	October 4, 2011
	December 15, 2015
	July 7, 2020
Effective Date:	July 7, 2020