

# SOLDOTNA PUBLIC LIBRARY CIRCULATION POLICY

## **Purpose**

This policy provides written guidelines for borrower registration and circulation procedures.

## ***REGISTRATION FOR LIBRARY ACCOUNTS***

### ***Permanent Cards***

Before borrowing materials from the Library, patrons must obtain a Library card. Any Alaskan resident\* who does not already hold a library card at another Public Library in the Alaska Library Catalog (ALC) system may obtain a free Library card by:

- Filling out and signing a Library Card Application online or in person (Parents/Legal Guardians of minors typically must sign up in person at the Service Desk. Exceptions may be made for class visits, subject to prior approval by Library Administration),
- Providing a Current Phone Number or Email Address
- Providing Valid Photo Identification\*\* for themselves or their Parent/Legal Guardian to Service Desk staff, AND
- Providing Valid Proof of Address\*\*\* for themselves or their Parent/Legal Guardian to Service Desk staff.

By signing the Library Card Application, patrons or their Parents/Legal Guardians accept responsibility for all materials borrowed, including returning materials on time, as well as paying overdue fines and replacement and/or damage fees for lost and/or damaged items. Patrons with cards in good standing at other ALC libraries may elect to replace their current card with a Soldotna Public Library card.

### ***Temporary Cards***

If Alaskan residents\* are unable to provide Valid Proof of Address,\*\*\* but are able to provide Valid Photo Identification and a phone number or email address, they may obtain a Temporary Card under the following stipulations:

- Temporary Cards expire after 3 weeks, at which time patrons must either renew their Temporary borrowing privilege or provide documentation to change their card status to Permanent status in order to continue borrowing materials. To renew a Temporary Card, patrons may contact the library in person, by phone, or by email. Valid Photo Identification and Valid Proof of Address must both be provided to change a Temporary Card status to Permanent.
- Temporary Card holders may borrow up to 3 items from the Alaska Library Catalog collection at a time.

## **Visitor Cards**

Visitors who are not residents\* of Alaska may apply for and purchase a Visitor Card using the same steps detailed above. The following stipulations apply to Visitor Cards:

- Visitors must pay a \$25 nonrefundable fee in order to obtain a Library card.
- Visitor Cards expire 180 days (6 months) after the date of issue.
- Visitors may check out up to 5 items at a time from the ALC.
- Visitors must provide a means for Library Staff to contact them in a timely manner such as a current email or a current local or cellular phone number.

## **Online Only Accounts**

Patrons may register online for an Online Only Account which will allow them to borrow electronic items for 21 days. Patrons with an Online Only Account may receive a Permanent Card by visiting the library and finishing the registration process as detailed above.

### **\*Determination of Residency**

A person is considered a resident of Alaska if the person:

1. is physically present in the state with the intent to remain in the state indefinitely and to make a home in the state;
2. is not claiming residency in another state, territory, or country

(Modified from Alaska Statute 16.05.415)

### **\*\*Acceptable Photo Identification**

Valid Photo Identification must include the current legal name of the applicant. The following are acceptable forms of Photo Identification:

1. Passport.
2. Valid Alaska Driver's License or Alaska Learner's permit.
3. Valid Out-of-State Driver's License.
4. State of Alaska personal identification card.
5. Military Identification Card.
6. School issued student ID.
7. Alien Registration Card.
8. Employer Picture ID.
9. Other government-issued photo ID (including photo ID's issued by other countries).

### **\*\*\*Proof of Address**

Valid Proof of Address must include the current name of the applicant or the Parent/Legal Guardian of the applicant as well as their current Alaskan Mailing Address. The following are acceptable Proof of Address:

1. Valid Alaska Driver's License or Alaska Learner's permit.
2. Valid Out-of-State Driver's License.
3. Current mail.
4. Checkbook.
5. Lease Agreement or rent receipt (dated within the last 30 days).
6. Current vehicle registration.
7. Current voter registration.
8. Bills, pay stubs, etc., printed or on an electronic device (e.g., smart phone, tablet).

### **Expired, Inactivated or Deleted Cards**

- Permanent cards expire after 3 years.
- Patrons with expired cards must visit the Library service desk and provide their library card or Photo ID\*\* to renew their Permanent borrowing privileges. If their Mailing Address has changed, they must change their Mailing Address by providing valid Proof of Address.\*\*\* If this documentation is unavailable, patrons may choose to change their card to a Temporary Card (see above).
- Expired cards that have not been used for 1 year become Inactive. Patrons remain responsible for any outstanding fines and fees that were previously incurred.
- Patrons with Inactive cards may be required to complete a new registration form prior to borrowing materials.
- Online Only Accounts expire and are deleted after 21 days.

### **Voluntary Account Inactivation**

A patron may choose to inactivate their account or the account(s) of minors under their care due to moving or for other personal reasons. Inactivated accounts may be reactivated later by following the steps outlined above.

## **A. CIRCULATION OF LIBRARY MATERIALS**

### **Borrowing Privileges**

- To check out items, patrons must provide a valid Library card number or photo ID.
- Patrons must be registered and in good standing to check out and renew materials.
- Patrons are responsible for all items checked out on their card.
- Lending Library cards and checked-out materials to others is not recommended.

## **Item Limits**

### **Permanent Cards (Alaska State Residents)**

- 25 items from the Soldotna and Alaska Library Collections.
- 7 downloaded items from the Alaska Digital Library.

### **Temporary Cards (Alaska State Residents)**

- 3 items from the collection.
- 7 downloadable items from the Alaska Digital Library.

### **Visitor Cards (Nonresidents)**

- 5 items from the collection.
- 7 downloadable items from the Alaska Digital Library.

### **Online Only Accounts (Alaska State Residents)**

- 7 downloadable items from the Alaska Digital Library.

## **Loan Periods**

- All regular items in the Soldotna Library's physical collection have a 21 day (3 week) loan period. Items borrowed from other ALC libraries and kits or electronic devices may have different loan periods. Although the Soldotna Public Library does not charge fines for overdue materials owned by our library, borrowed items should be renewed or returned by the end of the loan period. Other ALC libraries may still charge fines for overdue items.
- Items loaned from the Alaska Digital Library may be loaned from 7 to 21 days.

## **Renewals**

Items may be renewed through a patron's online Library account, by phone, or in person according to the following renewal limits for Soldotna Library items:

- Books and Audio Books may be renewed up to 5 times.
- Music CDs, Videos, Magazines, Games/Puzzles, and Kits may be renewed once.
- Electronic devices may not be renewed.

Overdue fines for materials borrowed from other ALC libraries will automatically be assessed if renewal occurs after the due date has passed. Items on hold for other patrons and Interlibrary Loan items may not be renewed. A patron's account must be in good standing to renew items.

## **Holds**

Patrons may place up to 10 items on hold at once. Requests can be made through a patron's online Library account, by phone, or in person. Requests are filled on a first come, first served basis. Materials will be held for 7 days from the date of notification. A patron's account must be in good standing to place items on hold. Available holds must be checked out using the same card on which they were placed.

## **Interlibrary Loan (ILL)**

A physical book not found in the Alaska Library Catalog may be requested through the Interlibrary Loan service. The following guidelines apply:

1. Patrons must be registered and in good standing to request an ILL. We only request ILLs for Permanent Soldotna Public Library cardholders.
2. Patrons may not borrow magazines or audiovisual materials (such as DVD, CDs, and microfilm) through ILL.
3. Patrons may fill out an ILL request form online or at the Library Service Desk. Up to 4 ILL's may be requested and/or borrowed simultaneously.
4. There is no fee charged for ILL items, however, patrons are responsible for overdue fines and replacement and/or damage fees from the lending library.
5. Availability and timeliness of delivery of the item depends upon the lending Library and cannot be accurately predicted.
6. Checkout times are dependent upon the lending Library and items are not eligible for renewal.
7. The Library will not process ILL requests for books that:
  - a. The Library has previously borrowed several times for the same patron,
  - b. The Library has unsuccessfully tried to borrow twice within the last 12 months,
  - c. Are published within the last 12 months,
  - d. Cannot be verified.

The Soldotna Public Library also loans out books to libraries participating in the Interlibrary Loan program. We do not loan out magazines, audiovisual materials, or books published in the current or last year through ILL. Please see 02.06 Inter-library Loan Policy for more information.

## **B. LOST, STOLEN AND DAMAGED MATERIALS**

### **Responsibility**

It is the responsibility of the cardholder or their Parent/Legal Guardian to pay overdue fines for other ALC libraries and replacement and/or damage fees for all lost and/or damaged items. The Library may accept substitute items with prior approval, and at the discretion of the Librarian or Assistant Librarian.

### **Process for Soldotna Items**

1. The cardholder will be charged the retail price of the item, plus a \$5 processing fee, OR
2. The patron will be charged a default replacement cost if retail price is not available. Default costs are estimated from current market prices and are subject to change.
3. There are no refunds issued for recovered items (i.e. items returned after the replacement fee has been paid).

## **C. LOSS OF BORROWING PRIVILEGES**

### **Borrowing Privileges**

The Library reserves the right to suspend patron borrowing privileges. Patrons with suspended cards may not check out, renew or place holds on any Library materials until the issue is resolved. Suspension may occur for the following reasons:

### ***Overdue Materials and/or Unpaid Fines***

The Library will suspend borrowing privileges of Soldotna patrons when items have been 30 days overdue or when patrons owe \$15 or more in fines or fees. Patron cards will be reactivated when materials have been renewed and/or returned, and the account falls below the current threshold.

### ***Returned Mail***

If library correspondence is undeliverable, patrons must verify their address by bringing in one piece of recently postmarked mail (no older than 30 days) before having their borrowing privileges reinstated.

Patrons are responsible for updating their contact information. Patrons may update their phone number(s) and email address by phone or in person. Patrons may change their Mailing Address by providing valid Proof of Address\*\*\* to the Library Service Desk.

### ***Non-Compliance with Library Policy***

Failure to comply with Library policy may result in suspension of privileges and expulsion from the Library. See Public Code of Conduct Policy for further details.

### ***Lost, Stolen, Inactive, or Deleted Cards***

Patrons with lost, stolen, or inactive cards are encouraged to contact the Library to update their record, reactivate their account and/or receive a new card for a nominal fee. Patrons are responsible for reporting a lost or stolen card immediately.

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