

City of Roseville – Parks Recreation & Libraries Department
Department Policies & Procedures

APPROVED:



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Number: 10.1.4

Effective Date: 02/21/2017

Revised Date: 09/04/2018

Revised Date: 09/08/2022

Subject: Borrowing Policy

Purpose

The City of Roseville Parks, Recreation & Libraries Department has established a policy to define the standard process for borrowing library materials and services usage.

Types of library cards

- A **permanent library card** allows customers to borrow materials AND use online services.
- A **temporary self-registered card** includes usage of online services and is obtained via the online library catalog. Registrants may use online services for up to 30 days, or until they upgrade the card to a **permanent library card**.
- A **public computer card** includes usage of public computers and may be issued without photo identification. No physical items may be borrowed using this type of card. To upgrade a public computer card to a permanent card the customer must bring in photo identification to the front desk of the library.
- A **student card** allows students 17 years or younger to obtain a library card with photo identification. A student card has a two book limit and access to our online services and public computers. To upgrade a student card to a permanent card the student must have a parent/legal guardian/responsible adult sign and accept responsibility for the card.

How to get a Roseville Public Library card

All initial library cards are provided free of charge.

To obtain a permanent library card you must provide photo identification. Acceptable photo identification includes, but is not limited to:

- Driver's License
- State ID
- Military ID
- School ID
- Consular ID
- Permanent Resident or Green Card
- Passport

Once the card has been created, the customer must sign it to confirm that they are responsible for all items borrowed on the card and they are in agreement with policies, fines and fees that the library has set forth.

All permanent cards must be signed by an adult 18 years of age or older. The signing adult becomes responsible for a child's account and agrees to pay all fines and fees incurred until the child turns 18 years old.

The customer is responsible for notifying the library immediately if their card is lost or stolen.

Good Standing

A library account is considered in good standing and can check out materials when the fines and fees on the account are \$24.99 or less. Library cards are required to be renewed every four years.

Borrowing

Any person with a valid Roseville Public Library card may borrow up to 50 items (see borrowing limitations below). Customers may borrow items when:

- A valid Roseville Public Library card is presented, OR
- A valid photo I.D is presented, OR
- The following information is provided: Customer's Name, and Barcode, AND
- All accounts they are responsible for are in good standing.

Library staff reserves the right to request photo identification or a library card to verify the identity of the customer. A library card can be reissued when the customer provides photo identification and pays the replacement fee of \$2.00.

Borrowing Periods

- Most items are loaned for three weeks.
- DVDs are loaned for one week.
- Chromebooks, Hublet tablets and Local History Center items are in-library use only.
- Up to four renewals are allowed for most items, unless requested by another customer.

Borrowing Limitations

- Total: 50 items per card.
- DVDs: 24 per card.
- All other disc media: 24 per card.
- Electronic device: 1 per permanent card.

Username and Password

In addition to a library card number, customers will have a username and password. This enables a customer to access their library accounts, place holds remotely through the library's website, log on to the public computers and borrow Hublets. Staff do not have access to customer's passwords. The password can be reset upon a customer's request. Passwords are reset to the last six digits of the library barcode and customers are encouraged to reset their passwords to a unique combination upon logging in.

- A customer may request a change to their username or password by providing the following information:
 1. Photo identification OR

2. Library card OR
3. Customer name AND barcode AND
4. One of the following
 - a. Driver's license number OR
 - b. Customer birthday

Library card numbers and passwords will not be given out over the phone.

Holds

- A hold may be placed on most library items.
- There is a limit of 15 holds per library card.
- Customers are contacted by email, text or by phone when their hold becomes available.
- Items are held for eight days from the time the hold becomes available.
- Holds are prioritized by date and time placed.
- Hold expiration dates cannot be extended.
- Holds can be suspended online, by phone or in person.
- It is acceptable for another person to pick up a hold for a customer. If they do not have the card that the hold was placed on, they must check the item out on their own card at the front desk.

Special Borrowing Instructions:

- Some special collections must be borrowed and returned at the front desk. These instructions are indicated on these items.
- Hublet tablets are borrowed from and returned to the kiosk. Equipment not returned within the time limits will incur fees up to and including the cost of the equipment loaned.
- Chromebooks are offered for in-library use only, and must be borrowed and returned to the front desk. Chromebooks not returned within the time limits will incur fees up to and including the cost of the equipment loaned.
- Roseville Local History Center items may be checked out for in-library use only. Materials from this collection are requested at the front desk of the Downtown Roseville Library.

Overdue Fines and Fees

- Overdue fines are \$0.25 per day on most items.
- Electronic Devices are not to be removed and will be charged full cost if not returned.
- Maximum fines per item are \$5.00.
- Maximum overdue fines accrue per item, per borrow and per renewal.
- Items more than 45 days overdue will be billed to the cardholders account.
- Accounts with fines of \$25 or more that have not been paid within 60 days are considered delinquent and will be referred to a collection agency.
- A nonrefundable \$10 fee will be added to any accounts referred to a collection agency.
- Fines and fees incurred on a child's card are the responsibility of the parent/legal guardian/responsible adult that signed for the card.

Lost Items

After a period of 45 days overdue the cost of all items will be added to the borrower's account and the items will be considered "lost".

- Replacement items will not be accepted in lieu of the cost of a lost library item.
- The customer is responsible for all fines assessed on the lost item.
- No refunds will be issued.

Damaged Items

Customers who return damaged items that must be withdrawn from the library's collection will be charged the cost of the item plus any overdue fines accrued on the item.

- Items may be discarded at the library's discretion.
- Replacement items will not be accepted in lieu of the cost of a damaged library item.
- No refunds will be issued.

Library Materials Recovery

When library materials are borrowed and become overdue, notices are sent out as a courtesy to remind the customer to return or renew the item(s). The library is not responsible if notices are not received. It is the customer's responsibility to notify the library of any changes to their contact information. If the item(s) are not returned, the customer is charged the full replacement cost of the item(s). The library materials recovery process is initiated when:

- The borrower has materials that are 60 days overdue and owes \$25.00 or more OR
- A borrower's fines and fees total \$25.00 or more and there has been no payment activity on their account for 60 days.
- If an account meets the above criteria they are referred to collection agency for a final collection notice.
- A nonrefundable \$10 fee will be added to any accounts referred to a collection agency.

Customers may continue to use online resources and public computers with their library cards even if the library materials recovery process is initiated.