

Purpose:

To outline 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 at the Safford City – Graham County Library (“Library”).

Policy:

A library card is provided free of charge to any individual who wishes to borrow materials, access remote databases, or use library computers. Only one library card per individual is allowed.

A. Applying for a library card:

To apply for a library card, applicants eighteen (18) and older must show a valid photo identification with a proof of current residence. Only residents of Graham and Greenlee Counties, as well as residents of the city of Wilcox are eligible.

Minors under the age of eighteen (18) must have a parent or legal guardian apply for a library card. The parent or legal guardian must provide a valid photo identification with a proof of current residence satisfying the residency requirements noted above. A parent or guardian may also apply for a library card for a minor by completing and signing a Library Card Application provided by the Library or through a school. The parent or guardian must agree to be financially responsible for any fees or fines assessed to the minor.

If the child is an unemancipated minor under eighteen (18), only a Limited Library Card described below will be issued, unless an adult over the age of eighteen (18) agrees to be financially responsible for any fees or fines assessed.

Guest Passes for computer use for out of town visitors can be obtained by presenting an acceptable form of identification, as listed below.

1. Acceptable forms of Identification

- Valid Driver’s License or federal, state or tribal issued Identification Card
- Valid Passport
- Valid resident alien card
- A Consular ID is **NOT** an acceptable form of Identification per [A.R.S. 41-5001](#)

2. Proof of Residency

- Lease agreement
- Mortgage Statement

- Utility bill
- Current car registration
- Postmarked piece of mail with name and address

3. Types of Library Cards

- Full Use Card: Check out materials with public computer access and request Interlibrary Loans.
- Limited Use Card: Limit of two items checked out at one time with no renewals and have public computer access. Cannot request Interlibrary Loans. For seasonal residents and those without a proof of current residency.
- Teacher Card: For educators to use for their classroom.

4. Linked Library Cards/Accounts

Customers will have their accounts linked together to assist in the timely returning of materials. Parents and/or guardians of minors under the age of eighteen (18) will have their library card linked to minors they are responsible for. Those that live within the same household will have the library cards linked together.

5. Library Card Renewal

Library cards expire and must be renewed every year. Customers, or the parent or guardian of a minor, must verify current address, phone number and other pertinent data at the time of renewal. Cards may be renewed in person or by telephone. An expired account may be held in the system for up to three (3) years, and if not renewed, the account will be removed.

6. Library Card Replacement

If a customer has lost their library card, it can be replaced for a nonrefundable \$2.00 fee. Customers must present a valid photo identification to receive a new card. For a minor under the age of eighteen (18), a parent or legal guardian must be present and present a valid photo identification. If the original card is later found it must be destroyed or returned to the Library for disposal. The original card will no longer be valid.

If the card is defective or stolen, the Library will replace it at no charge to the customer.

B. Card Holder Responsibilities

1. Applicant agrees, by accepting a library card, to abide by all policies and regulations set forth by the Library.

2. To check-out materials a customer must have a current library account. In the event the customer does not have their current library card when attempting to utilize services, the customer may present a valid form of identification.
3. The library card holder is responsible for the timely return of all materials borrowed with their card.
4. The library card holder and/or parent or legal guardian for a minor is responsible for paying fines and fees associated with library card use.
5. Parents or legal guardians of a minor are responsible for guiding a minor's Internet use and selection of library materials.
6. A password is automatically assigned when a library card is issued. It is the library card holder's responsibility to not disclose their password to others.
7. If a library card holder allows others to check-out materials on their card, those items are still the responsibility of the card owner, or the parent or guardian of a minor who allows others to check-out materials on their card.
8. Library cards are the property of the Library and usage may be suspended if Library policies are violated.
9. If the library card is lost or stolen it is the customer's responsibility, or the parent or guardian of a minor, to notify the Library. Any items checked out or fines and fees accrued will be the responsibility of the customer, or the parent or guardian of a minor, if not reported.
10. The library card holder, or the parent or guardian of a minor, must notify the Library of a change in address or phone number.

C. Temporary Housing

Those living in temporary or transitional housing are not eligible to receive a library card. This includes, but is not limited to, halfway houses, group homes, and/or shelters.

Material Lending

1. Loan Limits

Customers (other than those holding a Limited Use Card) do not have a limit on the total amount of items available for checkout, except as set forth below. Loan limits for specific format types are as follows:

- DVDs: Five (5) items with only one (1) being a TV Series
- Audiobooks: Five (5) items
- Magazines: Five (5) items
- Equipment: One (1) item
- Interlibrary Loans: One (1) item
- eMaterials: Three (3) items
- CD's: Five (5) items

2. Loan Periods

All Library materials can be borrowed for a maximum of three (3) weeks.

If a due date falls on a Library holiday or when it is closed, the loan period will be extended to the next business day.

3. Renewals

Most materials can be renewed if there is not a request for the item and the renewal limit has not been reached. Interlibrary Loan materials, DVDs, and Equipment may not be renewed. All other materials may be renewed up to two (2) times. Customers may renew materials in person, by phone or online.

4. Holds

Customers with a Full Use Card may place requests for titles checked out, so the next available copy is provided to them. Hold requests can be placed in person, by phone, or online.

When the item is returned, the customer requesting the hold will be notified by email, text message or phone. Most items are held for seven (7) days from the notification date. Interlibrary Loans are held for fourteen (14) days. eMaterials are held for forty-eight (48) hours. A maximum of five (5) hold requests are allowed at one time for physical materials with a limit of three (3) for eMaterials. Customers are responsible for notifying the Library if they no longer need a requested item and want it removed from the waiting list.

5. Reference Materials

Reference materials are considered a browsing collection and may not be checked out. Customers can request the use of these materials inside the Library.

6. Interlibrary Loans

Interlibrary Loans allows customers to borrow materials that are not in the Library's collection free of charge. Customers must have a Full Use Card to request an Interlibrary Loan. The following conditions apply to this service:

- Only one item can be requested at a time in person or by phone.
- Customers will be notified by phone when their item is ready for pickup or if their request cannot be filled.

- Titles owned by the Library, textbooks, software, multiple copies of the same title, rare or fragile items or complete periodicals cannot be requested.
- Materials may be checked out for three (3) weeks with no renewals. Late returns are subject to fees and fines.
- All labels on the materials must not be removed.
- A \$5.00 no pickup fee will be charged to customers.
- If the material is not returned, the customer will be responsible for the replacement cost of the item.

7. Equipment

The library allows other types of equipment, such as Wi-Fi Hot Spots, to be checked out by the public. Customers are required to sign a separate user agreement before checking out these items. A new agreement must be signed yearly.

D. Return of Materials

All checked out materials must be returned to the Library. All materials, with the exception of DVDs, audiobooks, and Equipment, may be returned to the customer service desk or the outside book drop. DVDs, audiobooks, and Equipment must be returned to the customer service desk. The Library is not responsible for items left outside of the book drop.

1. Claims Returned

If a customer believes an item has been returned and it cannot be located in the Library, staff can place the item in “Claims Returned” status and remove it from the customer’s account. A customer is allowed one “Claims Returned” item within a twelve (12) month period. Customers are responsible for the cost of any additional materials that cannot be located after the first “Claim Returned” item for that twelve (12) month period.

2. Damaged Materials

Library staff reviews returned materials and reserves the right to assess damage and determine the need to withdraw damaged materials from circulation. Customers that have last checked out the returned material will be charged a replacement cost for damage. Customers can pay the charges in full or bring in a new replacement copy of the material. Audiobook, DVD, or Equipment replacement materials must be in the original sealed container.

3. Lost Materials

After thirty (30) days any materials not returned will be declared lost. Customers are responsible for the cost of the materials. If items are returned, the cost of the materials is taken off the customer account, providing the materials are in good condition.

4. Overdue Notices

The library sends out overdue notices to customers to make them aware of materials that have not been returned. Contact methods include email and a mailing sent to the address on the customer account.

5. Billing Notices

Billing notices are mailed to customers using the address on their account. Notices are sent to customers who are thirty (30) days late returning items. If notices are returned due to an incorrect address, Library staff will use other contact information on file to notify the customer of the billing notice.

6. Collection Agency

After materials have not been returned for forty-five (45) days, any replacement costs for materials that equals at least \$40.00 are referred to a collection agency. Additionally, any customer that has damaged material charges that equals at least \$40.00 will be referred to a collection agency. Upon such referral an additional nonrefundable collection fee of \$10.00 will be assessed to the customer account.

Until the collection fee has been paid the customer account and all linked accounts will be restricted from check out of materials and computer use.

E. Fines and Fees

Any fines or fees on a customer account will result in the loss of borrowing privileges and computer use until the balance is paid in full. All linked accounts to the customer will also be unable to check out materials or use the computer until the account balance is paid in full.

1. Overdue Materials

The Library does not charge late fees for most overdue or late materials. Overdue fines are as follows:

- Equipment: \$1.00 per day
- Interlibrary Loan Materials: \$1.00 per day
- Non-Pick up of Interlibrary Loans: \$5.00
- Failure to bring back materials that are on hold for another customer by the specified due date: \$5.00

2. Damaged Materials

The following charges will be assessed for materials returned damaged:

- DVD Case: \$3.00
- Audiobook Case: \$5.00
- CD Case: \$2.00
- Mylar Jacket: \$2.00
- Barcode: \$1.00
- Spine Label: \$1.00
- Interlibrary Loan Cover: \$5.00
- RFID (Radio Frequency Identification Data) tag: \$1.00
- Stingray: \$2.00

3. Other Fees

- Copies: \$0.20 per page
- Printing: \$0.20 per page
- Replacement Card: \$2.00

4. Payment of Fines and Fees

The Library will accept cash, checks or debit/credit cards as payment. Fines or Fees must be a minimum of \$5.00 to be paid by debit/credit cards.

5. Refunds

The Library does not issue refunds for paid lost or damaged materials.