

## Circulation

### A. Library Card Registration

The Patrick Heath Public Library serves the residents of Kendall County at no charge. Individuals living outside the county service area are required to pay a fee to check out library resources.

A library card entitles the cardholder to borrow any circulating materials. Additionally, a library card provides remote access to online resources available from the Patrick Heath Public Library, as well as resources from other libraries through Interlibrary Loan. TexShare cardholders are eligible for very limited access to online resources and are not eligible for Interlibrary Loan services.

All borrowers must be registered and must have a valid patron card to borrow library materials. Cards are not transferable.

Patrons must complete the electronic application process to register for a new library card. The following statement is printed on the patron's card:

*I am responsible for:*

- *Presenting this card when checking out materials*
- *All materials borrowed with this card*
- *Choice of materials borrowed with this card*
- *Notification of loss of card or change of address*
- *Prompt payment of charges incurred on this card*

*This card is not transferable.*

Proof of permanent street address must be presented at the time of application. A photo ID is required for adults. The following documents are accepted as proof of residence: a current driver's license, voter's registration card, tax statement, current lease agreement, utility bill with street address, any major credit card statement, or proof of vehicle insurance with street address. Electronic proof of residence is also acceptable.

The following types of cards are available from the Patrick Heath Public Library:

#### **Resident card**

Residents and property owners in Kendall County are eligible for a free card. Photo identification and proof of residency or property ownership are required. Non-residents who are library volunteers or employees of the City of Boerne are also eligible for a resident card. Families of non-resident volunteers and City employees are not eligible for resident cards. With proof of teacher status (ID card, business card, letter from principal, etc.) and photo ID, any person who teaches in Kendall County or in the Boerne Independent School District is also

eligible for a resident card. Payment of BISD taxes is not a consideration for eligibility for a free card.

**Non-resident card**

Households outside the county service area may receive borrowing privileges for an annual fee determined by City Council. Photo identification and address verification are required.

**Temporary card**

Individuals outside the county service area may receive a temporary card, which is valid for three months, for a fee determined by City Council. Photo identification and address verification are required.

**TexShare card program**

The TexShare Card Program is a reciprocal borrowing program designed to allow the registered users of participating institutions to directly borrow materials from the libraries of other participating institutions in Texas. The Patrick Heath Public Library participates in this statewide program. People interested in using the TexShare program must receive a white paper TexShare card from their home library in order to check out materials at the Patrick Heath Public Library. Borrowing restrictions do apply.

**Minor (age 16 and under) card**

Minors must have an adult sponsor. The adult sponsor must be 17 years of age and older. If the sponsor has a library account it must be in good standing. Photo identification and address verification are required of the sponsor. Sponsors are financially responsible for items checked out on the minor's library card. When the minor turns 17, an adult account is established under his/her responsibility.

**Renewal of Existing Cards**

All cards may be renewed using the same eligibility criteria for acquiring a new card. In order to renew a library card, the patron's account must be in good standing. Cards must be renewed in person. Non-resident and temporary card fees must be paid upon the card's expiration to retain borrowing privileges.

All resident library cards expire after three years, non-resident cards expire after one year, and TexShare cards issued to patrons of other libraries expire on the same date listed on their white TexShare card. Upon renewing TexShare cards, patrons must present a renewed white paper TexShare card issued by their home library.

**B. Lost or forgotten cards**

If a patron loses his/her library card, he should notify the library as soon as possible. A new card can be issued for a fee determined by City Council.

Although all patrons, adult and minor, should bring their library cards with them if they intend to check out items, photo identification can be used for adults checking out materials without their card. Library cards or electronic barcodes are required to use the three self-checkout machines located throughout the library.

### **C. Loan periods**

1. Two (2) weeks for books, both digital and physical.
2. Two weeks for non-current issues of periodicals. Newspapers do not circulate.
3. Two (2) weeks for compact discs, DVDs, and Playaways. Select materials may be checked out for four (4) weeks.
4. Items may be renewed twice, except for digital resources, if there is not a waiting list for the title. So that other patrons may have a chance to find the item by browsing, materials will typically not be renewed consecutively more than two times. Items must be returned to the shelf for 24 hours before being checked out again to the same patron or another member of the same household. Additional renewals beyond the original two can be granted at the discretion of the library director or designee.
5. Generally, genealogy and reference books do not circulate. Upon request, some reference materials may be checked out overnight with the approval of a librarian. The library retains a small print reference collection at the upstairs information desk.
6. Current issues of periodicals do not circulate.
7. Interlibrary loan materials are due by the date indicated by the interlibrary loan staff.
8. Teachers are to select only one (1) copy of a title and no more than five (5) items on any subject. Other limits may be temporarily set due to short supply.

The library director may establish the loan period for special collections, materials that are temporarily in great demand, such as for student projects, or materials added to the collection that are in a new format.

The number of items a patron can borrow at one time is 25 books or magazines, 5 CDs, 3 Playaways and 10 DVDs with a limit of two DVD sets of 3 or more discs. There is a limit of one Bluebonnet book from the current year per card.

TexShare cardholders may check out four items per card and may not renew.

DVDs and CDs do not carry public performance rights. Those items are for home use only and may not be duplicated in any form.

## **D. Reserves**

Reserves for library materials may be placed by patrons either in person, by telephone, by email or online. Only five items at a time can be reserved by an individual. Patrons will be notified by email, text, or telephone when the materials are available. There is no charge to the patron for placing a reserve.

Patrons can also reserve items on the library's free digital items delivery system(s).

All reserved items must be picked up or downloaded within three business days of notification of availability. Patrons having outstanding fines and/or overdue items are subject to removal from reserve lists.

## **E. Fines and Charges**

Materials are overdue at 12:01 a.m. following the date due. The fines for overdue materials are:

- 25 cents a day for books and interlibrary loan materials
- \$1.00 a day for DVDs, compact discs and Playaways
- Digital items expire automatically and cannot become overdue, so no fines are accrued.
- \$10.00 a day for NABI 2s

## **F. Procedures for Overdue Materials:**

- Patrons may sign up to receive a reminder email or text message three days before their materials are due. This is a courtesy only, and the library is not liable for missed notifications. One to three days overdue: A phone call, text or email is sent reminding the patron that they have overdue materials.
- At least 7 days overdue: A reminder postcard will be mailed.
- At least 30 days overdue: A bill will be sent indicating the cost of replacement of the material and service charge for processing, cataloging and postage (the "Bill").
- If, after the Bill is sent, items are not returned and charges remain unpaid 21 days after the date of the Bill, the account may be turned over to a collection agency.

Patrons shall be denied borrowing privileges until overdue materials are returned or paid for if lost and/or damaged.

### **Maximum Fine per Item**

- All items carry a maximum fine of \$5.00 each, including materials borrowed from other libraries.

Sponsors are financially responsible for items checked out on their minor child's library card.

### **G. Lost and Damaged Materials**

If materials are damaged so as to be judged by the library as being unsuitable for the collection, the patron must pay the replacement cost, plus a service fee for processing, cataloging and/or postage.

Patrons shall be denied borrowing privileges until lost or damaged materials have been paid for or returned.

**Exception:** There will be no charge for items lost due to natural disaster if the cardholder's insurance does not cover the claim and the cardholder notifies the library within 30 days of the loss with proper documentation. The service fee will also be removed.

**Exception:** There will be no charge for items lost due to theft if the cardholder brings in a police report within 30 days of the theft and the cardholder's insurance does not cover the claim. The service fee will also be removed.

### **Replacements and Refunds**

The library does not accept a replacement copy of an item, whether lost or damaged, in lieu of money. The decision whether to replace or purchase a different item is determined by the library.

The library will refund payment for a lost item if the customer brings in the item and the receipt within thirty (30) days of the payment less accrued late fees for each item.

### **H. Loss of Borrowing Privileges Occur if:**

- The patron's account balance and/or the balance of accounts patron sponsors exceeds \$5.00.
- Materials are lost or damaged (when paid for or returned, borrowing privileges are restored).
- More than one item is listed as "Claimed Returned" within a 6-month period.

## **I. Claims Returned Items**

If patron and library cannot locate an item that the patron claims has been returned, and the item has been renewed the maximum number of times allowed, the patron may complete a Claims Returned form. The status of the item will be changed to Missing, and a note will be placed on the patron's account indicating the date the Claims Returned form was filed.

If the item shows up either on our shelves or the patron locates it, the item will be checked in and the Claimed Returned status will be removed.

Any patron who has more than one item listed as "Claimed Returned" within a 6-month period will have their borrowing privileges suspended until at least one of the items has been paid for or found.

## **K. Confidentiality**

Records of this Library that identify, or serve to identify, a person who requests, obtains, or uses Library materials or services are confidential and are exempted from required disclosure under the Texas Public Information Act, Local Government Code Chapter 552. Certain exceptions apply.

Exceptions:

Such records may be disclosed if:

- a) The library determines that disclosure is reasonably necessary to the operation of the library and the records are not confidential under other state or federal law.
- b) The records are released to the person, or the person's authorized representative, to whom the information relates.
- c) The records are required under a valid court order, subpoena, or as provided for under the provisions of the Texas Public Information Act.

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