



## **Circulation Policy**

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The Santa Cruz Public Libraries (hereinafter the “Library”) aims to provide free and equitable access to information in all of its forms, innovative tools and technologies, and learning opportunities in line with evolving community needs. The Library does not act *in loco parentis*, and respects the responsibility of all parents and legal guardians to guide their own children’s use of the library, its resources, and services.

This policy assists the Library to ensure all community members regardless of age have equitable access to free services and collections.

### **Becoming a Borrower**

California residents may apply for a free library card by visiting a service desk or filling out an online registration form. Anyone age 13 and up may complete an online registration form. Borrowers should bring a photo identification and verification of current address within 30 days of registering online to a branch to complete their registration to receive a library card. The Library defines a valid photo identification as an identity document with a name and photo of the applicant. Any official document that lists the name of the applicant and current address can serve as proof of residency. Any applicants who cannot present a verification of their current address will have their card mailed to their primary address. With the exception of educators and minors with two households, patrons are limited to one Library account. The following describes the requirements for most applicants:

#### Adults

A photo identification and verification of current address are required for all applicants 18 years old or older to receive a library card. Residents decarcerated in Santa Cruz County with a County Corrections Facilities (CCF) library account may visit a service desk to update their account information and receive a card.

#### Youths

Applicants 0-17 years old may apply for a card without providing identification or proof of current address. Minors who can provide identification and proof of address or who apply in the presence of a parent who can provide such proof may have full use of the card at the time of registration. The Library provides parents and/or guardians of applicants between the ages of 0 to 12 a “Letter to Parent” handout in English and Spanish.

### Visitors

Visitors to California may apply for a temporary visitor card by paying a \$10 fee. Visitors may not have more than 10 items checked out.

### Homebound

Any person in the Santa Cruz Public Libraries service area, who is unable to visit one of the library branches or the bookmobile due to physical disability, age-related limitations, or extended illness, may apply for a library card. Items checked out on a homebound borrower card have an extended loan period. Card of a homebound patron can be used by a designee. Applicants should contact a branch for more information.

### **Borrower Rights and Responsibilities**

The Library allows anyone with a library card in good standing to check out any library materials designated as circulating.

Borrowers are expected to:

- Return all materials borrowed in a condition that can be reasonably used by another patron
- Pay all fees incurred, including all charges resulting from lending the card or library materials to another individual
- Report any issues on their accounts like lost library card or materials to staff in a timely manner
- Keep their contact information current by updating their personal information on their online account or by informing library staff

The Library requires borrowers to periodically renew their library card as a way to ensure the borrower's account and contact information is correct and up-to-date. The Library offers reminder and overdue notices as a courtesy. Failure to receive library notices does not mitigate the borrower's responsibilities regarding borrowing and use of materials.

Branch staff address and resolve a majority of reported circulation issues and account disputes. For borrowers reporting items as returned, but still on their account, the Library provides an informational handout that explains how the item will be searched and the process that is followed to resolve the issue.

### **Loan Policies**

Most materials can be checked out for 21 days. Items can be renewed four times for the full borrowing period each time unless there is a request on the item or it is a non-renewable item. All items loaned by Santa Cruz Public Libraries may be returned to any branch of the Santa Cruz Public Libraries regardless of where the items were checked out. If the borrower returns incomplete or damaged items, the borrower agrees to pay fees incurred directly to the library.

Fees will be assessed for lost, incomplete, or damaged item(s). The Library will not charge any overdue fee. Lost item fees are assessed when items are approximately one month overdue. The

replacement fees are based on the price of the item. Replacement fees are automatically removed from the account when an item is returned while it is still in the database, not to exceed 2 years after the replacement cost has been billed to the patron. Any damage fees will be assessed by branch staff.

If a borrower's account has a balance exceeding the Library's fine threshold published on the website, the Library will block the account from checking out additional items. In addition, the Library may turn over delinquent adult accounts (\$50 or more owed over 90 days) to a collection service agency with the additional debt service fee added to their account. The Library does not refer accounts belonging to patrons under 17 years of age or younger to a collection agency.