

Tempe Public Library Borrower Privileges Policy

*Approved by the Tempe Public Library Advisory Board
February 2017*

I. GETTING A LIBRARY CARD

Tempe Public Library cards are free for the following library users:

- All Maricopa County residents
With photo identification and proof of residency
- Anyone employed within the city of Tempe
With photo identification and verification of employment
- Anyone attending school within the city of Tempe
With photo identification and verification of enrollment
- Owners of Tempe businesses who reside outside Maricopa County
With photo identification and verification of business ownership

Please note:

- All applicants under age 16 require a parent or guardian present to obtain a card.
- Borrowing privileges are available to non-residents of Maricopa County for an annual fee of \$40.
- All cards are renewed annually with identification and proof of address.

Examples of verification include, but are not limited to, the following:

Photo Identification	
Accepted	NOT accepted
Driver's license	Credit cards
State issued ID	Bank cards
Phoenix Municipal ID	Check cashing cards
Tribal ID	Costco/Sams card
Green Card (Permanent Resident) ID	
School ID	
Military ID	
Passports / Matricula consular	

Verification of Residential Address	
Accepted	NOT accepted
Current Driver's license	Store receipts
Insurance Cards	Resumes
Voter Registration Cards	Other library cards
Current paystubs	Business cards
Current mail/utility bills (postmarked within the last 30 days)	Personal or handwritten documents
Lease agreement	PO Box addresses
Bank statements	
Check book	

Verification of Employer Address or School Enrollment
Accepted
Current print or electronic paystub, which includes: <ul style="list-style-type: none"> • Applicants name • Employer address within the city of Tempe
Current paper or electronic school records, including: <ul style="list-style-type: none"> • Enrollment Verification form • Course Registration • Report Card or Transcript

See the following chart for Account Holder Privilege categories:

Card Type	Computer & Internet Access	eBooks & Online Resources	Borrowing Privileges
Tempe Residents	✓	✓	✓
Maricopa County Residents	✓	✓	✓
Non-Maricopa County Residents (\$40 annual fee)	✓	✓	✓
Computer Use Only	✓	✓	—

II. CARD HOLDER RESPONSIBILITY

Cardholders accept full responsibility for all materials borrowed on their card and for all associated charges and will report a lost or stolen card or change of address.

Cardholders agree to abide by library policies and procedures. Parents/Guardians are responsible for all materials used, and any charges accrued, through use of library cards by their minor children.

A library user may have privileges temporarily suspended when the library has reason to believe a user has provided falsified or inaccurate information.

Bed Bugs:

The cardholder assumes responsibility for inspecting and keeping library items free from bed bug infestations. For more information about how to protect yourself from infestations please visit the EPA [bed bug identification page](#), the Arizona Department of Economic Security’s [Bed Bug Fact Sheet](#), or the National Pest Management Association’s [Bed Bugs 101 video](#).

III. ITEMS & LOAN LIMITS

Cardholders may check out a total of 30 items. Materials may be renewed up to three times unless a hold request exists.

Item	Maximum items out	Lending Period
Books	Up to 30	21 days
Audiobooks	Up to 10	21 days
Magazines	Up to 10	21 days
DVDs	Up to 10	7 days
Music CDs	Up to 10	7 days
Bestseller Express	Up to 2	7 days
Interlibrary Loan Materials	Varies	Varies

All items must be returned to the Tempe Public Library, either inside the Library or through the outside drive-up book drop.

Library users may place a hold on items which are currently checked out, and on items which are on order. When an item on hold becomes available the user will be notified that the item is being held for them at the Library until a specified date. A library user may have up to 20 outstanding hold requests at any one time. Bestseller Express, Culture Passes and non-circulating items may not be reserved.

IV. NOTIFICATIONS

All hold requests and due date reminder notifications will be sent by email, text, or automated call. It is the cardholders’ responsibility to be sure the Library has the preferred contact information.

V. FEES AND FINES

Daily overdue fines are \$0.25 per item per day, up to a maximum of \$5.00 per item.

To ensure that no one library user accrues an excessively high fine, library users will have their borrowing privileges suspended when they have an item that is overdue by 21days or when their fines exceed \$10.00.

Library accounts which have one or more items 45 days overdue and a balance due of \$25.00 or more may be referred to a collection agency for further attempts to recover the materials or any balance owed. Accounts may be referred to collections approximately

four weeks after the replacement bill is sent. When an account is submitted to the collection agency, a non-refundable collection fee of \$20.00 is added to the account. Cardholders whose account is submitted to a collection agency must respond within 120 days or their accounts may be reported to a credit reporting agency. Any library user who has been referred to the collection agency will be denied further borrowing privileges until all delinquent materials are returned and/or all fines and fees are paid in full.

VI. DAMAGED AND LOST ITEMS

When an item has been lost or damaged beyond library use, the cardholder account will be charged the retail price of the item lost.

Refund Policy:

When refunds are issued:

If a cardholder is able to locate an item after they have paid for it; a refund will be issued. Refunds are available up to six months from the date of payment.

How to receive your refund:

Cardholders must return items, with the original receipt for the payment, directly to the Cashier window to receive a refund. Items being returned for refunds must be in good condition. Refunds are only issued to the library card holder (or guardian of a minor card holder), who must have the current library card or valid photo ID to receive a refund.

All refunds for cash or check payments will be issued by check and mailed directly to the cardholder from the City of Tempe's Accounting department. All refunds for the credit/debit payments will be issued directly back onto the original credit/debit card.

VII. CONFIDENTIALITY OF USER RECORDS

Pursuant to Arizona law (ARS §41-1354), the Tempe Public Library shall not disclose any record or information that identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the Library. Records may be disclosed only under the following circumstances:

- A. If necessary for the reasonable operation of the Library, as determined by a member of the Library Management team.
- B. On the written consent of the library user.
- C. On receipt of a court order.
- D. If required by law.

Any person who knowingly violates this section is guilty of a class 3 misdemeanor.