

# 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<br>(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"> <li>• Applicants name</li> <li>• Employer address within the city of Tempe</li> </ul>                               |
| Current paper or electronic school records, including: <ul style="list-style-type: none"> <li>• Enrollment Verification form</li> <li>• Course Registration</li> <li>• Report Card or Transcript</li> </ul> |

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.

| <b>Item</b>                        | <b>Maximum items out</b> | <b>Lending Period</b> |
|------------------------------------|--------------------------|-----------------------|
| <b>Books</b>                       | Up to 30                 | 21 days               |
| <b>Audiobooks</b>                  | Up to 10                 | 21 days               |
| <b>Magazines</b>                   | Up to 10                 | 21 days               |
| <b>DVDs</b>                        | Up to 10                 | 7 days                |
| <b>Music CDs</b>                   | Up to 10                 | 7 days                |
| <b>Bestseller Express</b>          | Up to 2                  | 7 days                |
| <b>Interlibrary Loan Materials</b> | 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 21 days 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.