

4. LIBRARY SERVICES – LIBRARY CARDS & CIRCULATION POLICIES

4.1. Library Cards

4.1.1. Library cards are free. To obtain a library card, a valid California Driver's License or identification card with current California residential address is required – photocopies not accepted. If the picture identification does not have a current address, additional proof of address is required – photocopies accepted. That additional proof may include:

- Current auto registration
- Proof of current auto insurance
- Utility bill issued within the past 90 days
- Bank statement issued within the past 90 days
- Credit card bill issued within the past 90 days
- Rent receipt issued within the past 90 days
- A current lease issued within the last year

4.1.2. Welcome Cards. Individuals with current non-California government-issued picture identification may combine it with one of the additional proof of residential addresses listed in 1.1.1 to be issued a temporary Welcome Card to check out a maximum of two items at a time. The Welcome Card, which expires in three months, is renewable if the account is in good standing with no charges, fees or lost items outstanding. If charges or fees accrue, the card will be blocked for use until the account is brought to zero. If a Welcome Cardholder whose borrowing privileges are in good standing later provides a valid California Driver's License or identification card, their borrowing privileges can then be upgraded to full borrowing privileges.

4.1.2.1. Patrons with out of state identification who say they want to use public computers for one day only can be printed at staff discretion a guest pass good for one day only.

4.1.3. Computer-use Only Card. Patrons may be issued a Computer-use Only Card without a residence address. This card will expire in three months. Patrons will not be issued a library card allowing borrowing privileges without providing proof of a residential address.

4.1.4. Activating Library Card for Computer Usage. If a patron signs up for a permanent library card and wants to use library-provided computers in the future, they need to bring the permanent card into the library once it is received along with the temporary card to request library staff activate the permanent card. The temporary card will expire in two weeks. A library card is not required for Wi-Fi access.

- 4.1.5. Applicants under 18 years of age are required to have a co-signer (parent or guardian) sign the application thereby accepting responsibility of use of that library card. The co-signer (parent or guardian) is required to provide photo identification of his or her own and have a SBPL card in “good standing,” meaning not blocked because of fines or fees. Children under the age of 16 may borrow materials from the entire collection unless limited by their parents or guardian.
 - 4.1.5.1. Children who are too young to sign for a library card may receive a card with parental-signature only.
- 4.1.6. Applicants may request mail to be received at a Post Office Box, but a permanent physical residential address is also required. General delivery addresses are not permanent physical addresses.
- 4.1.7. All new library cards are mailed. No material may be checked out until the card is received in the mail and presented when checking out.
 - 4.1.7.1. Patrons signing up for library card who want to use Overdrive or any of the library’s electronic resources prior to receiving library card in the mail can request their permanent library card number from library staff. A patron who is issued a temporary blue card so he/she can access library public computers, will not be able to access library electronic resources outside the library with it. If a patron wants to use public computers and then use library electronic resources remotely, staff can give the patron the blue temporary card for the day and ask the patron to return the blue temporary card that same day so staff can provide them the permanent library card number instead.
- 4.1.8. Library cards expire one year from date of issue except for the Welcome card. There is no charge for renewing a library card or for the changing of a name or address. There is a \$1.00 charge for replacing damaged or lost cards.
- 4.1.9. It is the responsibility of the cardholder to report lost or stolen cards. Cardholders are responsible for whatever is checked out on their card.
- 4.1.10. Library cards are blocked and library privileges including borrowing and public computer usage are not available when materials are delinquent (unreturned) or when fines or other charges total \$5.00 or more than on all linked accounts. Family member accounts are linked including the parent as the responsible party for minor children.
- 4.1.11. Only San Bernardino Public Library cards may be used to check out materials.
- 4.1.12. Prestige Patron cards are for contributors of a \$25 annual membership fee to the San Bernardino City Library Foundation. Others who are eligible are Library Board members; Friends of the Library board members; elected officials; city

personnel, individuals granted the card at the library director's discretion, and library staff.

4.1.13. Digital Library Cards. Patrons can sign up online for a Digital Library Card to allow usage of various online databases and residents of the City of San Bernardino and some nearby zip codes can sign up for an Instant Digital Card within Overdrive's Libby app to utilize it. Materials cannot be checked out of the Library or public PCs accessed with either Digital Library Card.

4.2. Circulation Policies

4.2.1. Length of loans. Materials designated for loaning can be checked out for two weeks except DVDs/videocassettes, which have a loan period of three days. Patrons issued Prestige Patron library cards are permitted to check out items except DVDs/videocassettes for four weeks.

4.2.2. Check out limits. All patrons are limited to three books per subject. A patron may check out a maximum of 30 items. A total of five DVDs/videocassettes may be checked out per adult library card and Books on Tape are limited to five as well. A maximum of five Overdrive eBook and/or audiobooks may be checked out. Overdrive content doesn't count towards the maximum limit of 30 physical items.

4.2.3. Renewing materials. As long as there is no reserve/hold, library material may be renewed twice, over the telephone, in person, or via the library's website at <http://www.sbpl.org>. Items borrowed by a Prestige Patron may only be renewed once because of their longer check out time privilege.

4.2.4. Returning materials. The library is not responsible for books or materials left in book drops and has posted signs on the book drops with that information.

4.2.5. Reserving/holding materials

4.2.5.1. Non-reference books and Books on Tape, which are not currently available to borrower, may be reserved/placed on hold for patrons. Patrons will be notified if the requested title has become available for check out.

4.2.5.2. DVDs/videocassettes cannot be placed on reserve/hold. If staff or the public calls and asks for a specific title – staff can check the shelf and if located, hold the item for one-day for the patron.

4.2.6. DVD check-out

4.2.6.1. DVD titles marked as new releases are \$1.00 to check out while older DVDs are \$.50 per title to check out.

4.2.6.2. A library cardholder must be at least 18 years of age to check out DVDs.

4.2.6.3. Library is not responsible for any damage to a patron's equipment from the library's audiovisual materials.

4.2.7. Deposits of \$20 for GED and ASVAB circulating copies

4.2.7.1. If book incurs fees due to being overdue or damaged – the patron returning the book will be given the option to either pay the fees and have the \$20 deposit returned or have the fees deducted from the deposit.

4.2.7.2. If the book is not returned, the \$20 deposit will not be returned, as that amount will be deducted from the last book total cost that includes the price of the book, the maximum \$10 overdue fee and a \$5 replacement cataloging and processing fee.

4.2.8. American Girl dolls

4.2.8.1. Dolls can be checked out for two (2) weeks at a time. They can not be renewed.

4.2.8.2. Patron will be charged an overdue fee of \$1/day.

4.2.8.3. Replacement of doll and items is \$260.

4.2.8.4. Doll can only be checked out to patrons with an Adult or Prestige Library Card. Only one doll can be checked out per Adult or Prestige Library Card and per household.

4.2.8.5. Holds can be placed only in-person via Children's Room staff or by phone at (909) 381-8235.

4.3. Fines & Charges

4.3.1. **Overdue materials.** As a courtesy to the borrower, overdue notices are mailed to patrons for materials which have not been returned when due. An overdue charge is levied for materials returned after the due date. Overdue charges are not assessed for Children's books.

4.3.1.1. As an additional courtesy to borrowers who provide an email address, library staff will send out a "friendly reminder" a day before materials are due reminding the patron to return or renew materials. Patrons can also receive notice of materials they have placed on hold arriving for pick up or being cancelled. The library doesn't use these email addresses for other purposes.

4.3.1.2. A patron’s library checkout privileges shall be suspended if borrowed material is overdue or if fines and/or charges are in excess of \$5.

4.3.1.3. Borrowing privileges shall also be suspended for those adult borrowers who have signed as the responsible party for a minor if any of the linked accounts are suspended. New library cards will not be processed for a minor applicant, if the responsible party signing for them, or any linked account has suspended library privileges.

4.3.1.4. Patrons who owe a minimum of \$50 in fines are referred to the city’s finance department for collection purposes.

4.3.1.5. Overdue fine amounts

Adult - Per Item/Per Day	\$ 0.25
Adult - Per Item Maximum	\$ 10.00
Videocassettes - Per Item/Per Day	\$ 0.50
Videocassettes- Per Item Maximum	\$ 10.00
DVDs - Per Item/Per Day	\$ 0.50
DVDS - Per Item Maximum	\$ 10.00
Books on Disc - Per Item/Per Day	\$ 0.25
Books on Disc - Per Item Maximum	\$ 10.00
Magazines - Per Item/Per Day	\$ 0.25
Magazines - Per Item Maximum	\$ 10.00

4.3.2. Lost/damaged materials

4.3.2.1. Patrons will be charged a replacement charge.

4.3.2.2. The replacement price for an item borrowed through interlibrary loan is established at \$75 or the fee assessed by the loaning library if higher.

4.3.2.3. The patron has the option of replacing the item lost with a duplicate of the same item that was lost in addition to a \$5 processing fee.

4.3.2.4. Fees for lost materials

ITEM	PRICE
Books - All Formats	Price of Title
Audiocassettes	\$ 40.00
Books on Disc	\$ 40.00
DVDs	\$ 40.00
Videos to be Replaced by DVD	\$ 40.00
Magazines	\$ 10.00

Processing Fee	\$ 5 book/DVD/CD \$ 1 magazine
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4.3.2.5. Fees for damaged books. General Policy for damaged but usable - Staff decides charges \$3.00 - \$5.00.

4.3.2.6. Fees for processing items

Missing Barcodes	\$ 1.00
Damaged or Missing Bookcovers	\$ 3.00

4.3.3. Claims returned. If a patron feels certain that they have returned an item but library records show that it has not been returned, the supervisor may agree to:

4.3.3.1. Conduct a 30-day search for a maximum of two items and during the search, the library may allow patrons to check out a maximum of two items. Two items is the maximum for all of a family’s accounts that may be linked with the parent as the responsible party and minors. If a patron or linked family claims more than two items returned – check out of any additional items will be not permitted. After the 30-day search - the item is charged to the patron’s account if not found by the patron or the library.

4.4 Credit Cards. Payments for fines and fees owed to the City of San Bernardino are accepted for transactions with a minimum charge of \$1 at the Feldheim Central Library only