

# Library Card Policy

## Policy Statement

Phoenix Public Library Cards are available to Maricopa County residents at no cost. Phoenix Public Library cardholders can use their library card to:

- check out and place holds on the Library's print, media, and digital materials
- access subscription databases and other eResources
- use the public access computers located in all 17 Phoenix Public Library locations
- request materials from other libraries through Interlibrary Loan

A Library Card Account is not required to attend Phoenix Public Library programs or to access physical materials as part of a visit to a Phoenix Public Library location during open hours.

## Scope

The Library Card Policy is applicable to all users within any and all Phoenix Public Library locations, buildings and website.

## Regulations

### *Getting a Phoenix Public Library Card Account*

#### In-person

To obtain a Phoenix Public Library Card Account, a valid photo ID with a current Arizona address is required. If the photo identification does not include a current address, another document may be used, such as:

- a utility bill (dated within the last 30 days)
- a piece of mail addressed to the cardholder (postmarked within the last 30 days)
- an imprinted check or deposit slip
- a current voter registration card

There is no fee to get a card for Phoenix and other Maricopa County residents. Library Card Accounts for Phoenix residents must be renewed every three years. Library Card Accounts for Maricopa County residents outside of Phoenix must be renewed every year.

New cardholders who cannot provide proof of current address will be issued a card with restrictions, allowing check out of a maximum of three (3) items from the Library's Book and Media collection, but will have full access to computers and online materials. Once new cardholders provide a current proof of address, the restriction may be removed.

Those under the age of 12 must have their guardian's approval in order to be issued a Library Card Account. Guardians must meet ID requirements listed above.

Applicants between the ages of 12 and 17 do not need a guardian's permission and may use current school photo ID to be issued a Library Card Account. If the school ID does not include a photo, or the applicant has no ID, the card will be issued with restrictions, allowing check out of a maximum of three (3) items from the Library's Book and Media collection, but will have full access to computers and online materials during that initial visit. The card will be mailed to the applicant's address, and full borrowing privileges will begin upon receipt.

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## Online

The Library's eCard program enables Maricopa County residents to be issued a Phoenix Public Library Card Account online. Upon successful completion of the eCard application, account holders will have access to all phoenixpubliclibrary.org online resources. An eCard account holder may show current photo ID at any Phoenix Public Library location to receive their card with full library privileges.

The eCard technology cannot verify eligibility in all cases. An eligible Maricopa County resident who is unable to successfully complete the eCard registration process may visit any Phoenix Public Library and show photo ID to be issued a Library Card Account.

## Group Home Residents

Group Home residents without current photo ID may apply for a Library Card Account with a three (3) item limit after being a resident for at least 30 days, but can have immediate access to computers. A Group Home staff member must provide a copy of the Resident's intake sheet or "Notice of Provider" with resident's name and birth date at the time of application to verify identity. The same verification process can be used to get a replacement Library Card.

## Teachers and Homeschool

Teachers and Homeschool Teachers in Maricopa County are eligible to receive a Teacher Library Card Account (in addition to a personal Library Card Account with full borrowing privileges) with a checkout limit of 40 Books and/or Media items in order to provide materials to students. Teacher Library Card Accounts are not eligible for use to check out Interlibrary Loan items. Teacher Library Card Accounts require a current faculty ID or a copy of a notarized Affidavit of Intent to Homeschool; and personal Library Card Accounts must be in good standing. Teacher cards will expire annually on June 30<sup>th</sup>. Teachers must reapply for a teacher Library Card Account every applicable school year.

## Businesses

A business may apply for Phoenix Public Library account and may have up to five (5) cards associated with the Library Card Account. Library Card Accounts are free of charge for businesses located within the Phoenix city limits. Businesses within Maricopa County are eligible for a Library Card Account with an annual \$40 charge per issued card. Business Library Card Accounts will expire one year from the date of issue. All fees must be cleared before a card can be renewed. Requests for Business Card accounts and account renewals must be made on business letterhead, signed by the business owner or other responsible party.

## Arizona Residents Outside of Maricopa County

All persons who live in Arizona outside of Maricopa County applying for borrowing privileges at Phoenix Public Library must pay a \$40 yearly fee. Payment is due at the time the Library Card Account is issued. Accounts will expire one year from the date of issue. All fees must be cleared before a card can be renewed.

## Visitors

Visitors to the Phoenix metro area may apply for short-term Library privileges by showing photo ID and proof that the hotel or other short-term residence is within Maricopa County.

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## *Phoenix Public Library Cardholder Rights and Responsibilities*

### Physical Books and Media Items – Checkout Limits and Holds

A cardholder may have up to 35 Books and/or Media items checked out at any one time, with the exception of Teacher and Homeschool cardholders who may have up to 40 items. Within this maximum, cardholders are limited to:

- 10 DVDs
- 10 MP3s
- 10 audio recordings
- 10 videocassettes
- 1 Act One Culture Pass

Most Books and Media items are available to be checked out for three weeks, and are eligible to be renewed up to six times provided that no one else has placed a hold request for those items. Items in the Best Picks, Best ePicks, and Periodicals collections are not eligible to be renewed.

Cardholders can view their total items out, see due dates, and place up to 6 hold requests for items through [My Account](#) on phoenixpubliclibrary.org.

The Phoenix Public Library will notify the cardholder when the hold is available for pick-up at the selected location. Held items must be checked out by the date listed or the item will be made available to the next requester. Holds may only be checked out to the Library Card Account used to place the hold unless the cardholder has chosen to associate their account with that of another cardholder.

### Library Card Account Associations

In order to create an association, both cardholders age 12 and over must agree to the association and present their library cards to staff. Either of the associated parties may break the association at any time without the other person being present. An association may be made between existing Library Card Accounts of a legal guardian and their children under the age of 12 without the child being present.

### eMaterials

Phoenix Public Library provides access to a wide range of digital materials from a variety of sources. Access methods, checkout limits, hold options, and loan periods vary according to resource. Visit [Phoenix Public Library's eLibrary page](#) for a current listing of all eMaterial options. eMaterial checkouts are not included in the 35-item limit for Books and Media and most will not be visible through [My Account](#).

### Interlibrary Loan

A cardholder with full privileges may have a maximum of 6 (6) Interlibrary loan (ILL) items requested or checked out at any time. Interlibrary loans are not included in the 35-item limit for Books and Media, will not be visible through [My Account](#), and are not eligible to be renewed. Only personal Library Card Account holders may borrow ILL materials.

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## Fees and Account Blocks

Phoenix Public Library assesses overdue fees and issues bills for non-returned items to encourage cardholders to return materials. Overdue fees will be assessed at the rates described below should items not be returned and/or renewed by the due date:

- \$0.10 per item/day for children's materials (other than DVDs)
- \$0.20 per item/day for all other physical materials

Maximum overdue fees are \$5 for Children's Materials and \$10 for all other items. eMaterials cannot become overdue and therefore will not cause cardholders to incur fees.

Cardholders may be notified of overdue materials. Those who agree to be contacted by email or text message may receive a reminder notice three (3) days before an item is due and three days (3) after it has become due. Overdue notices will be sent at 10 and 28 days overdue by the cardholder's preferred communication method. Items will be considered lost 50 days after the due date, at which point the cardholder will be billed for the price of the item in addition to the accumulated overdue fee. Billing price is the amount listed in the library record at the time of purchase or \$25 if no price exists in the Phoenix Public Library record. Account holders may replace a lost or damaged item with a new or like-new copy of the title or edition that is acceptable to the Library.

Cardholders may not check out or renew library items if their account balance is greater than \$25. A cardholder's account will also be blocked for overdue Interlibrary Loan items. The Library may use a Collection Agency to communicate about outstanding account balances. A non-refundable \$15 fee will be added to the account at the time it is sent to a Collection Agency.

## My Account Management and Access

Phoenix Public Library's [My Account](#) feature enables cardholders to place holds and renew their Books and Media items, update their contact preferences, and otherwise manage their Library account. Phoenix Public Library's various eMaterial resources have similar account management features. It is the cardholder's responsibility to keep their online accounts secure by creating strong passwords, changing them at least once a year, and not sharing passwords with anyone, including Library staff.

Library cardholders have the option to track their reading history through [My Account](#). This feature is not enabled by default. Regardless of whether this feature is enabled, library staff do not have access to a cardholder's reading history.

Phoenix Public Library will not provide account access to another cardholder's account (including accounts that are associated). The exception is that legal guardians of children under 12 may have access to their children's accounts.

Cardholders should report any suspicious activity on their account to a staff member immediately. See the [Library's ePrivacy policy](#) to learn more about how the library safeguards personally identifiable information.

## Lost Cards

Report lost or stolen library cards and key tags immediately to library staff. Cardholders are responsible for all items checked out by anyone using their Library Card Account. A replacement card will be issued to the cardholder at no cost with presentation of valid photo ID.