

# Library Account Policy

## Policy Statement

Phoenix Public Library strives to provide equitable and barrier-free access to information and library services and offers Phoenix Public Library Accounts to the general public. A Phoenix Public Library Account is available to Maricopa County residents at no cost. Residents outside of Maricopa County are eligible to apply for borrowing privileges to include an annual \$40 fee. Phoenix Public Library account holders with full privileges can use their Library Account to:

- Check out and place holds on the Library's print, media, and digital materials
- Access subscription databases and resources available through Phoenix Public Library's eLibrary
- Check out Library Laptops and Wi-Fi hotspots
- Use the public access computers located in all 17 Phoenix Public Library locations
- Request materials from other libraries through Interlibrary Loan

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

## Regulations

### *Getting a Phoenix Public Library Account*

#### In-person

To obtain a Library 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 account holder (postmarked within the last 30 days)
- An imprinted check or deposit slip
- A current voter registration card
- 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.

# Library Account Policy

Phoenix and other Maricopa County residents may apply for a free Library Account.

- Library Accounts for Phoenix residents must be renewed every three years.
- Library Accounts for Maricopa County residents outside of Phoenix must be renewed every year.
- eCards, group home resident, and teacher/educator Library Accounts must be renewed every year.

New Library Account Holders who cannot provide proof of current address will be issued a Library Account 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 in-library computers and online materials. Once new Account holders provide a current proof of address, the restriction will be removed.

Those under the age of 13 must have approval from a guardian in order to be issued a Library Account. Guardians must meet ID requirements listed above.

Applicants between the ages of 13 and 17 ("Teen Applicants")<sup>i</sup> do not need a guardian's permission to be issued a Library Account. Teen Applicants will be issued an account upon presentation of current photo ID, which can include a school ID. Teen Applicants without photo ID will have a library card mailed to their residences. These accounts will have a one-time, three item check-out limit from the Library's book and media collection. Upon returning with the library card, the account holder will have full account privileges.

Phoenix Public Library respects the privacy of Library Account Holders and will not release or update library account information for account holders over the age of 13 without the account holder's prior permission, unless required to do so by law.

## eCard

eCards are used for immediate remote access to electronic services through the library website.

The Library's eCard program enables Maricopa County residents to be issued a Library 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 a Library Account 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 Account.

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## Group Home Residents

Group home residents without current photo ID may apply for a Library Account with a three (3) item limit (which includes Library Laptops and Wi-Fi Hotspots) 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/Educators

Teacher/Educator library accounts are to support local education group needs.

Teachers and Educators in Maricopa County are eligible to receive a Teacher/Educator Library Account (in addition to a personal Library Account with full borrowing privileges) with a check-out limit of 50 Books and/or Media items, and no more than one (1) Library Laptop and no more than one (1) Library Wi-Fi Hotspot, in order to provide materials to students.

Teacher/Educator Library Accounts require a current faculty ID or a copy of a notarized Affidavit of Intent to Homeschool; and personal Library Accounts must be in good standing. Teacher/Educator card accounts will expire annually on September 6<sup>th</sup>. Teachers/Educators must renew the account in person every applicable school year. Teacher/Educator Library Accounts are not eligible for use to check out Interlibrary Loan items or specialty/promotional items such as Act One Culture Passes.

## Residents Outside of Maricopa County

All persons who live 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 Account is issued. Accounts will expire one year from the date of issue. All fees must be cleared before a Library Account 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. Short-term privileges for visitors to the Phoenix metro area does not include access to checking out Library Laptops and Wi-Fi Hotspots.

# Library Account Policy

## ***Phoenix Public Library Account Rights and Responsibilities***

### Physical Books and Media Items – Check-out Limits and Holds

If the Library Account holder does not have their library card or accepted identification, they may provide three pieces of account information to check-out or to access public computers. A personal library account holder may have up to 35 books and/or media items and/or library technology (such as library laptop and/or library Wi-Fi hotspot) checked out at any one time. Teacher/educator card Account Holders may have up to 50 physical items. Within this maximum, personal Account holders are limited to:

- No more than 15 items per media format (such as DVD, audio books etc.) at one time.
- No more than 1 Library Laptop at one time.
- No more than 1 Wi-Fi Hotspot at one time.
- 1 Act One Culture Pass per family, 2 per month; first come, first serve.
- 1 Special Act One Special Performance Pass per family and event; first come, first serve.
- 3 Seed Library packets at one time.
- No more than five (5) Children’s Read Along Collection items at one time.

Most books and media items are available to be checked out for three weeks, and are eligible to be renewed up to six (6) times. Library Laptops, Library Wi-Fi Hotspots, items with a hold request and/or are part of a special collection, and Periodicals are not eligible for renewal.

Library Account Holders can view their total items out, see due dates, and place up to fifteen (15) hold requests through [My account](#) on phoenixpubliclibrary.org. \*Laptops as part of both Phoenix Public Library and College Depot lending programs are not eligible to be placed on hold.

Phoenix Public Library will notify the Library Account holder 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 Account used to place the hold unless the account holder has chosen to associate their account with that of another account holder.

### Technology Items – Check-out Limits and Holds

Borrowers must have a valid Phoenix Public Library account, and either a current government issued photo identification or proof of their current address must be presented at time of checkout. The Phoenix Public Library account holder must be in good standing, including current address and contact information, fees not exceeding \$25, and not in collections. The Library account holder must be 18 years of age or older to checkout a hotspot on their card. Customers borrowing a library laptop and/or Wi-Fi hotspot are held to:

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- The Phoenix Public Library account holder must read, understand, and sign the “Laptop Lending Program Requirements, Agreement and Waiver” and/or the “Wi-Fi Hotspot Lending Program Requirements, Agreement and Waiver” at the time of each laptop and/or hotspot check out.
- Laptops cannot be reserved/held.
- Laptops and Wi-Fi hotspots cannot be renewed and may only be checked out for three (3) weeks at a time.
- \*Laptops and Wi-Fi Hotspots that are offered through College Depot at Phoenix Public Library Longterm Lending Program may be checked out for a period up to four (4) months.
- For Wi-Fi Hotspots, a maximum of five (5) devices can connect to the hotspot at one time.
- Laptop(s), Wi-Fi hotspot(s), and applicable charging cord(s) must be returned to the location of original check out, directly to a library employee only during library hours of operation.

## Library Account Associations

Library Account associations are used only to facilitate others checking out holds. In order to create an association, both Account holders age 13 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 Accounts of a legal guardian and their children under the age of 13 without the child being present.

## eLibrary

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

## Interlibrary Loan

Interlibrary loan allows customers to access print material not owned by Phoenix Public Library.

A Library Account holder with full privileges may have a maximum of six (6) Interlibrary loan (ILL) items requested or checked out at any time. Account Holders with a three-item restriction cannot use ILL. 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 Account Holders may borrow ILL materials.

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## Fees and Account Blocks

Phoenix Public Library does not impose a daily overdue fine for the late return of materials. Customers are expected to return borrowed materials on time and Phoenix Public Library issues bills for replacement fees on non-returned and/or damaged items. eLibrary items cannot become overdue.

For library print and physical digital material, the Replacement Fee 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.

For library laptops, the borrower is responsible for costs associated with damage, loss, or non-return of the laptop and charging cord. The borrower will be billed for the replacement fee of the laptop and/or charging cord. Accounts billed for a laptop that have not been returned may be submitted for collections and the account charged an additional \$15.00 non-negotiable collection fee. Laptop: \$550 Laptop Cord: \$40

For library Wi-Fi hotspots, the borrower is responsible for costs associated with damage, loss, or non-return of the hotspot and charging cord. The borrower will be billed for the replacement fee of the hotspot or charging cord. Accounts billed for a hotspot that have not been returned may be submitted for collections and the account charged an additional \$15.00 non-negotiable collection fee. Hotspot : \$90 Hotspot Charger: \$20

Library Account Holders may be notified of overdue materials. Those who agree to be contacted by email or text message may receive:

3 days before item is due	Courtesy Notice
3 days late	First overdue notice
10 days late	Second overdue notice
28 days late	Third overdue notice
36 days Late *laptops and Wi-Fi hotspots	If the laptop and/or Wi-Fi hotspot is not returned on the 36th day of being overdue, the customer will be charged for the device and any peripherals. For laptops not returned on the 36 <sup>th</sup> day of being overdue, a police report may be filed to initiate laptop recovery.
51 days late	Bill issued for item Replacement Fee

# Library Account Policy

Library Account Holders may not check out or renew library items if the account balance is greater than \$25. Accounts will also be blocked for overdue Interlibrary Loan items. Phoenix Public Library may use a collection agency to communicate outstanding account balances. In the event an overdue account is sent to a Collection Agency, a non-refundable \$15 fee will be added to the account.

## My account Management and Access

Phoenix Public Library's [My account](#) feature enables account holders to place holds and renew their print and digital media items, update their contact preferences, and otherwise manage their Library account. Phoenix Public Library's various eLibrary resources have similar account management features. Library Account Holders are responsible for keeping online accounts secure by creating strong passwords, changing them at least once a year, and not sharing passwords with anyone, including Library staff.

Library Account Holders have the option to track their reading history through [My account](#). This feature is not enabled by default.

Phoenix Public Library will not provide account access to another account holder's account (including accounts that are associated). The exception is that legal guardians of children under 13 may have access to their children's accounts.

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

## Lost Cards

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