

# Library Account Policy

## Policy Statement

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

## Scope

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

## Regulations

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. Please note that even with a library card, some library materials cannot be checked out, and some cannot be placed on hold. See the online catalog for information about specific items. Borrowing any materials from the Phoenix Public Library constitutes an agreement by the borrower to abide by its rules and regulations, which can be found at: [Policies \(phoenixpubliclibrary.org\)](https://www.phoenixpubliclibrary.org/policies)

- Applicants must present valid Photo Identification to obtain a library card for check out of physical materials/devices. If the ID does not include a current address, a second document may be used to verify address 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
- Applicants who do not present valid Photo Identification may obtain a Public Computer Access Account. This account allows for access to the public computers and no other Library Account services.
- Borrowers are responsible for all materials checked out to their account and any fees or damages incurred. See the full fee schedule on our website.
- Phoenix Public Library accounts are not transferable.
- Those under the age of 13 must have approval from a guardian in order to be issued a Full Access Library Account. Guardians must meet ID requirements listed above. An account will only be issued if the child is present.
- Applicants between the ages of 13 and 17 (Teen Applicants) do not need a guardian's permission to be issued a Library Account. Teen Applicants will be issued a full access account upon presentation of current photo ID (which includes a current school

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ID) & proof of address. A Teen Applicant without photo ID or proof address will have a full access library card mailed to their residence and be allowed limited access that day.

- 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 permission, unless required to do so by law. See the library's privacy policy for more information.
  - [Phoenix Public Library E-Privacy Policy](#)
  - [Phoenix Public Library Privacy of Library Users Policy](#)
- Library card holders must report a lost or stolen card immediately to a staff member in person, to the Call Center (602) 262-4636 or via our website: Ask Us (phoenixpubliclibrary.org).
- Phoenix Public Library does not impose a daily overdue fine for late return of materials although customers are expected to return materials on time. Phoenix Public Library issues bills for replacement fees on unreturned and/or damaged items. For print and physical 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 record. Please see our full fee schedule on our website.
- 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.
- Library Account Holders who have received a suspension of library privileges of 3 months or more due to violations of Phoenix Public Library's [Maintaining a Safe and Appropriate Library Environment](#) policy will also have their Library Account privileges suspended.

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## Borrowing Privileges and Library Access Accounts

Type of Card	# of Physical Items Out *	Physical Holds *	eLibrary	Culture Pass	Device	Public Access Computer	Inter Library Loan	Fee	Registration Length
Full Access	35	15	✓	✓	✓	✓	✓	✗	1 or 3 years
Limited Access	3	3	✓	✓	✗	✓	✗	✗	1 or 3 years
eCard	✗	15	✓	✗	✗	✗	✗	✗	1 year
Group Home	3	3	✓	✓	✗	✓	✗	✗	1 or 3 years
Teacher	50	15	✓	✗	✗	✓	✗	✗	Expires on Sept 6, yearly
AZ/non-Maricopa County Resident	35	15	✓	✓	✓	✓	✓	\$40	1 year
Public Computer Access	✗	✗	✗	✗	✗	✓	✗	✗	1 year

*\*Digital Library checkouts and holds subject to the platform.*