

A. PURPOSE

To ensure that customers of the Maricopa County Library District (MCLD) have maximum use of the resources offered by all MCLD facilities.

B. POLICY

Uniform rules and practices will be used in all MCLD locations when registering customers for library accounts and lending library materials.

C. DEFINITIONS

1. Borrowers: All customers who are eligible to receive a borrowing card.
2. Guardian: Any person providing protective supervision or watching over or safeguarding others; a person who cares for persons or property especially because of the other's infancy, incapacity or disability. This person, regardless of kinship to the card holder, will be held financially responsible for any fees incurred against any library card issued at their request.
3. Secondary Adult: Any person whom the financially responsible adult adds to a juvenile library card account for the purpose of accessing, updating or renewing the account.
4. Loan Periods: The period of time customers may take material home or access digital content.
5. Loan Limits: The number of items that can be checked out on a borrower card at one time.
6. Reserves: Items placed on reserve to hold the next available copy.
7. Renewals: The ability to check out an item for additional time. Items may not be renewed if there are outstanding reserves or if the renewal limit has been reached.
8. Return of Materials: How and where to return items and consequences of damaging or failing to return materials.
9. MAX: A collection-sharing service among participating libraries within Maricopa County.
10. Interlibrary Loan (ILL): Physical books requested from libraries OUTSIDE the Maricopa County Library District that are not in the MCLD or MAX collection and cannot be purchased.

11. Fees Schedule: List of MCLD fees.

D. AUTHORITY/RESPONSIBILITY

The Maricopa County Library District Board of Directors has statutory provision to set fines and fees for MCLD.

E. PROCEDURE

Issuance of Library Cards

- a. County Library Card – Any individual showing proof of residence, property ownership or rental of business space in Maricopa County or the Town of Queen Creek is eligible to apply for full borrowing privileges. Visitors who are in Maricopa County for less than a month do not qualify and are not eligible for full borrowing privileges. Current Maricopa County employees who live outside the county are eligible for a card for personal use. Issuance of a borrower’s card is at the discretion of MCLD.
- b. Non-County Library Card – Anyone who does not qualify for a free library card may choose to purchase a library card with full borrowing privileges. (See Non-County Applicants/Item E3; Non-County Fee – Item G1.)

1. Adult Applicants:

Adult applicants for borrowers’ cards must show photo identification and proof of Maricopa County or Town of Queen Creek residence, property ownership or rental of business space. Online applicants’ identification and residence must be verified by MCLD’s online verification tool.

a. Photo Identification:

Acceptable forms of photo identification include: current driver’s license, AZ Mobile ID App, federal, state or tribal issued Identification Card, military identification, university or school ID, Consular ID, or passport.

b. Proof of Residency:

Acceptable forms of proof of Maricopa County or Town of Queen Creek residence, property ownership or rental of business space include: current driver’s license or

federal, state or tribal issued Identification Card with a current address listed; lease agreement, mortgage statement, utility bill or utility account viewed online, current car registration, voter ID card issued within the past year, property verification via the County Assessor, MCLD Address Verification tool or Town of Queen Creek online residence tool, or a postmarked piece of mail with the applicant's name and current address dated within the last 30 days. A post office box is not acceptable proof of residency.

c. Adult Registration Information:

Registration information entered into Polaris Leap includes: full name, date of birth, residential address, city, state, zip code, telephone number, email address, source of Maricopa County or Town of Queen Creek property ownership, rental of business space or residency proof, source of photo ID and ID number. Current Maricopa County employees who live outside the county may use their County Employee Badge for proof of card eligibility.

2. Youth Applicants:

Children under 18 years of age may be issued a library card with full borrowing privileges if the parent or guardian and child are present during the registration process and provide the required identification. They may authorize or restrict access to DVDs for the child at the time of registration or at any future time. The parent or guardian may not obtain a free library card for a child that does not live in Maricopa County or the Town of Queen Creek. Youth applicants are not eligible to apply for a library card using the online application form.

a. Youth Registration Information:

Registration information entered into Polaris Leap includes: full name, date of birth, residential address, city, state, zip code, telephone number and email address. Parent or guardian's name, source of photo ID, ID number, and proof of Maricopa County or Town of Queen Creek residence, or property ownership are required in the designated fields.

b. MCLD Juvenile Discovery Card:

Children under 18 years of age unable to visit the library with a legal guardian may be issued a Juvenile Discovery Card.

Students in grades 6-12 may be issued a Juvenile Discovery Card if they have a current student ID issued by a Maricopa County school recognized or accredited by the state of

Arizona or can access their student portal account that has their name and photo. The student ID serves as proof of address. All other required information is the same.

Children living in the legal custody of a department of social services in Maricopa County may be issued a Juvenile Discovery Card if accompanied by a group home representative, Court Appointed Special Advocate, or Kinship Designate. If a child is not with a group home representative, library staff can call the home to get verbal verification of the child's residence. Acceptable forms of proof of group home residency are verbal identification of the home and confirmation from a representative that the child(ren) reside in the home. Parent or guardian information is replaced with a group home representative's name who is not required to take financial responsibility for the account. All other required registration information is the same.

This card allows unlimited computer access but limits materials borrowing to five items at a time. Items returned damaged or not returned will incur replacement costs and processing fees. Any charges on the account will result in loss of borrowing privileges. This account type will always have access to library computers. The card must be renewed annually and is not eligible for online renewal.

3. Non-County Applicants:

Non-county applicants may purchase a library card with full borrowing privileges. Applicants are required to provide a valid photo ID to purchase a card. Non-county applicants are not eligible to apply for a library card using the online application form.

- a. Full borrowing privilege cards are purchased for 6 or 12 months of access.
- b. Non-County Registration Information:

Registration information entered into Polaris Leap includes: full name, date of birth, residential address, city, state, zip code, telephone number and email address, source of photo ID and ID number. No residential proof is required.

4. Upon registration, customers are issued a permanent borrower card. Online applicants are issued a library card number via email, which can be entered into a smartphone pass/wallet. All applicants agree, by accepting a library card, to abide by all policies and regulations set forth by MCLD.
5. Library cards remain the property of MCLD and usage may be suspended if MCLD policies are violated.

6. A PIN/password will automatically be assigned when a library card is issued. Customers may change their PIN/password by logging in to their account online at www.mclldaz.org. The PIN/password is used with the library card number to make online requests for materials, check library account information, check-out materials, use library computers and access databases.

7. Library Card Renewal:

All library cards are renewed every year in person or by using our online renewal request form. MCLD Juvenile Discovery Cards and Non-County Library Cards are not eligible for online renewal.

The card can be renewed without showing proof of residency, property ownership or rental of business space if that information has not changed. If a customer has moved, sold their property or stopped renting business space, they can receive a 30-day courtesy renewal and must visit a library to provide proof of residence, property ownership or rental of business space to renew their card for a full year.

A juvenile card can be renewed by a parent/guardian or the secondary adult listed without the child present if the parent/guardian listed on the Patron Registration page is present. An expired, standard Juvenile card can be given a 30-day courtesy renewal or be renewed as a Discovery card with a current, valid student ID if a parent or guardian is not present. Discovery cards may be renewed using a current, valid student ID, or if the youth is accompanied by a guardian designate. The same library card is used and does not have to be physically presented to renew the account.

8. Lost or Stolen Library Cards:

Customers should call MCLD to report all lost or stolen library cards as soon as possible. Any material(s) checked out on an unreported lost card is the responsibility of the card holder. Once the card is reported lost or stolen, staff will block the card.

F. MATERIALS LENDING

1. Loan Periods – Physical Items

a. All circulating material is loaned as follows:

Express items – 7 days

DVDs and Blu-rays – 7 days

TV shows – 14 days

Interlibrary loan – 14 days
All other material – 21 days

- b. If a due date falls on an MCLD holiday or when the library is closed, the loan period will be extended to the next business day.
- c. Customers who have forgotten their library card or smartphone pass/wallet must show a photo identification card to check out materials.

2. Loan Periods – Digital Collections

a. OverDrive/Libby

Ebooks – Choice of 7 or 14 days
Audiobooks – Choice of 7, 14, or 21 days
Magazines – Choice of 7 or 14 days
IndieFlix – Full access for 7 days
Qello – Full access for 7 days
The Great Courses Library Collection – Full access for 7 days
Universal Class – Full access for 30 days

b. Hoopla

Ebooks – 21 days
Audiobooks – 21 days
Music – 7 days
Movies – 2-3 days
TV shows – 2-3 days
Binge Passes – 7 days

c. Kanopy

Movies and TV shows – 3-7 days

3. Loan Limits – Physical Items

Registered borrowers may check out up to 50 items at any one time. Only 5 titles from each Express collection – books or media (DVDs and Blu-rays) – may be checked out at one time.

4. Loan Limits – Digital Collections

a. OverDrive/Libby

Registered borrowers may check out 10 titles at any one time.

b. Hoopla

Registered borrowers may check out 15 titles per calendar month.

c. Kanopy

Registered borrowers receive 30 Kanopy tickets per calendar month. Some titles are ticket-free and may be viewed without using Kanopy tickets.

d. Freegal

Registered borrowers may stream unlimited music and download 5 titles per week.

5. Reserves – Physical Items

Customers may place requests for MCLD titles checked out so that the next available copy is provided to them. A maximum of 30 items may be reserved at any one time.

6. Reserves – Digital Collections

a. OverDrive/Libby

Registered borrowers may request a maximum of 8 titles at any one time.

b. All other digital collections are available with no wait lists.

7. Renewals

Materials may be renewed provided that there is no request for the item and the renewal limit has not been reached. The borrower may renew an item by phone, online or in person. The maximum number of times an item can be renewed is five. There are no renewal limits for digital collections, other than the loan limits listed in Loan Limits – Digital Collections/Item F4.

8. Return of Materials

All materials may be returned to any MCLD Library. All materials may be returned in the book drops or automated book returns provided at the libraries, unless otherwise stated. If

the book drop is full, or the book return is out of order, do not place items in it. MCLD is not responsible for materials left outside of drops or returns.

a. Damaged Materials:

MCLD reviews returned materials and reserves the right to assess damage and determine the need to withdraw damaged materials from circulation. Customers responsible for damaging MCLD library materials must pay the cost of replacement plus a \$5.00 Processing Fee. Customers responsible for damaging MAX materials must pay a \$20 MAX Damaged Item Fee. MCLD does not accept replacement items from outside sources in exchange for replacement fees.

b. Lost Materials:

After 30 days, any item(s) not returned will be declared lost. Customers must pay the cost of replacement plus a \$5.00 Processing Fee for lost MCLD item(s). Customers must pay a \$20 fee for lost MAX item(s). If the item(s) is(are) found and returned within 30 days of being paid for, the customer can request a refund of the replacement costs or MAX fees paid. Processing fees are non-refundable. MCLD does not accept replacement items from outside sources in exchange for replacement fees.

c. Borrowing Privileges:

Customers are responsible for returning borrowed materials in a timely manner according to the assigned due date. It is the responsibility of the cardholder to review their own library account to understand material lending periods and check for any fees or balances owed. Failure to receive an overdue materials notice, replacement cost notice, or other library fee notice, does not absolve the cardholder from the responsibility of fees accrued on the library account.

Accumulated fees of \$10.00 or more will result in loss of borrowing. Five or more overdue items on an account will also block an account from use.

d. Referral to Collection:

Accumulated unpaid fees of \$50.00 or more will be referred for collection. Accounts are submitted to collection on the 61st day after the account reaches \$50 or more. At that time, a non-refundable \$15.00 collection fee is assessed. The collection agency fee can be waived by the Branch Manager only in the very rare case in which the customer was charged in error.

Juvenile accounts will be sent to Collection in the name of the parent or guardian who took financial responsibility for the library account.

e. Nonsufficient Funds Check:

Customers who present an NSF check will be charged a returned check fee of \$25.00 plus any bank charges. These fees will be added to the library account and must be paid before loan privileges will be extended. In addition, customers may lose this payment option privilege and be restricted to using a credit card, cash or cashier's check as payment on the account.

f. Bankruptcy:

Charges for library materials may be discharged in Bankruptcy Court. Library accounts that have been closed due to bankruptcy are eligible for restoration upon full payment of account charges owed with the approval of the Library Director or his/her designee.

9. Interlibrary Loan

MCLD will request physical books, published more than one year ago, from other libraries and institutions on behalf of our customers if the items are not in the MCLD or MAX collections and we are not able to purchase them. There is a \$6.00 shipping fee per book received from a non-local library or local, non-public library. If the loaning library charges MCLD a fee to borrow, that fee must also be paid by the requesting customer. MCLD staff make every effort to borrow requested books from local public libraries and lending institutions that do not charge borrowing fees. All fees must be paid before checkout.

G. FEES SCHEDULE

1. Non-County Card fee: \$50.00/year; \$25.00/6 month
2. Library Card Replacement fee: \$2.00
3. Material Replacement fee: Cost of item lost or damaged
4. Material Processing fee: \$5.00 per item that is lost or damaged
5. MAX Lost Item fee: \$20 per item that is lost
6. MAX Damaged Item fee: \$20 per item that is damaged

7. Collection fee: \$15.00
8. Nonsufficient Funds Check fee: \$25.00 plus bank fees
9. ILL fee(s): \$6.00 shipping fee/item received from non-local library; lending institution borrowing fee