

LIBRARY CARDS & CUSTOMER ACCOUNTS

CIR-1

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Policy Statement

All persons wishing to use library materials and resources must have an account with Jensen Memorial Library. Library cards are free and entitle holder to use the library's services and borrow library materials.

Definitions

Good standing: Accounts with no overdue items, less than \$5.00 in fines and fees per person or family group, no lost items, and accurate, up-to-date phone number and address on record.

Family Group: Consists of all persons in a family residing at the same residence. Family groups share responsibility for outstanding fines and fees. Family groups with fines and/or fees totaling \$5 or more will exclude all persons in the group from checking out items or using computers. All address and phone updates will be share amongst the entire group unless specified by adult members of the group.

Guidelines

Anyone residing in Kearney County and adjacent counties may obtain a permanent library card and account. Children under the age of 14 must have a parent or guardian sign their application card.

Regulations

1. To obtain a library card and open a library account, applicants must complete a library application form (*CIR-FORMS Library Card Application*).
2. Along with completed application form, applicants must provide:
 - a. A picture ID.
 - b. Proof of current local address.
 - i. If current address is listed on picture ID, this will serve as sufficient documentation.
 - ii. If current address is not listed on picture ID, an additional form of documentation listing current address must be provided. E.g. date-stamped USPS delivered mail, utility bill, rental agreement, insurance card, etc.
 - c. At least one of the following valid forms of contact: landline or cellular telephone number, or e-mail address.
2. New cardholders will be allowed a total of four (4) items out at a time, including a maximum of two (2) movies, for the first two (2) months. Following this period, cardholders in good standing will be granted full library privileges.
3. Upon being granted full library privileges, cardholders are allowed 10 items checked out at a time, including a maximum of five (5) DVDs and three (3) NEW books.
4. Customers must present library card when checking out materials. Customers not having their card present at time of check out will be given a "one time only" allowance, and a note will be made in their record stating they have been reminded to bring their card and no further check outs will be allowed without having library card present.
5. All cards are up for renewal on a yearly basis. At this time, customers will be asked to

- verify their address, phone number, and e-mail.
6. A current cardholder may be issued a new card at no charge if the current card is in poor condition. The old card must be presented to staff to verify the card's condition.
 7. A lost card may be replaced for \$1.00. Picture ID must be provided to have replacement card issued.
 8. Checkout periods and overdue fines vary depending on the type of item. Fines will be charged for overdue materials and lost fees will be charged for items not returned. Refer to policy *CIR-2 Loan Periods and Loan Limits* for specifics.
 9. Customers with overdue materials are not allowed to check out additional materials or use computers until items are returned or renewed, or applicable fines/fees are paid. In the meantime, they are welcome to use in-house services.
 10. Cardholders are responsible for all activity associated with their account, therefore should contact the library if card is lost or stolen.
 11. All library records concerning customer data, including contact information, check-outs and check-ins, reserves, fine & fee history, reference questions, and in-house use will be kept confidential.
 12. Concerns regarding materials, services, programs, or policies should be referred to the Library Director or the Library Board of Trustees.