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. Interlibrary Loan (ILL): Physical books requested from libraries OUTSIDE the Maricopa County Library District if they are not in the MCLD collection and cannot be purchased.
10. 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 for Borrowers

a. Residents – Any individual showing proof of residence, property ownership or rental of business space in Maricopa County or the Town of Queen Creek is immediately eligible to apply for and use a borrower’s card. Visitors who are in Maricopa County for less than a month do not qualify as residents 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-Residents – Non-Residents may choose to purchase a library card with full borrowing privileges. (See Non-Resident Fee – Item G1; Non-Resident Applicants/Item E3.) Non-Residents may also purchase a Curiosity Card for computer use only that is renewable monthly for a nominal fee. (See Curiosity Cards/Item G2; Non-Resident Applicants/Item E3b.)

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.

   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 non-resident child.

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, property ownership or rental of business space are required in the designated fields.

b. MCLD Student Card:

Students in grades 6-12, who are Maricopa County residents, may be issued an MCLD Student 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 registration information is the same.

The card allows unlimited computer access but limits materials borrowing to five items at a time. **No videos may be checked out on this card.** The card must be renewed annually and is not eligible for online renewal.

An MCLD Student card can be changed to a standard Juvenile card if a parent or guardian comes to the library with photo ID and accepts financial responsibility for the account. The student does not need to be present.

c. MCLD Juvenile Restricted Use Card:

Children living in group homes in Maricopa County may be issued an MCLD Juvenile Restricted Use card if accompanied by a group home adult representative. The accompanying adult must show proof of group home residency* for the minor. 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.

The card allows unlimited computer access but limits materials borrowing to three
items at a time. No holds/reserves may be placed on this account. Materials must be returned in good condition before additional items can be borrowed. Replacement cost(s) and replacement fee(s) may be charged for item(s) returned damaged. Items not returned will be declared lost and the account will be charged for the replacement cost of the item(s) along with a processing fee(s). Any charges on the account will result in a loss of borrowing privileges and computer access.

The card must be renewed every 90 days at the library. This card type is not eligible for online renewal.

*Acceptable forms of proof of group home residency include: identification of the group home and verbal confirmation from the representative that the child(ren) reside in the home.

3. Non-resident Applicants:

Non-residents may purchase a library card with full borrowing privileges or a Curiosity card for computer access only. Applicants are required to provide a valid photo ID to purchase either card.

a. Full borrowing privilege cards are purchased for 6 or 12 months of access.

b. Curiosity cards expire every 30 days but can be renewed by purchasing additional months of access.

c. Non-resident 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. Applicant agrees, by signing the back of the 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 password will automatically be assigned when a library card is issued. Customers may change their password by logging in to their account online at www.mcldad.org. The 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 from home.

7. Library Card Renewal:

All library cards, except for the MCLD Juvenile Restricted Use card and Student cards, are renewed every year in person or by using our online renewal request form. MCLD Juvenile Restricted Use cards are renewed every 90 days and are not eligible for online renewal. MCLD Student cards are renewed every year and are not eligible for online renewal.
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 Student card with a current, valid student ID if a parent or guardian is not present. Student cards may be renewed using a current, valid student ID. 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
   a. All circulating material is loaned as follows:
   
   New adult books 14 days  
   Interlibrary loan 14 days  
   TV shows 14 days  
   DVDs & Blu-rays 7 days  
   Express items 7 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 must show a picture identification card to check out materials.

2. Loan Limits
   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.

3. Reserves
   Customers may place requests for MCLD titles checked out so that the next available
copy is provided to them. A maximum of 20 items may be reserved at any one time.

4. 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.

5. 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. 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 library materials must pay the cost of replacement plus a $5.00 Processing 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 item(s). If the item(s) is found and returned within 30 days of being paid for, the customer can request a refund of the replacement costs paid. Processing fees are non-refundable. MCLD does not accept replacement items from outside sources in exchange for replacement fees.

c. Borrowing Privileges:

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

Any fees on a Juvenile Restricted Use card will result in a loss of computer use and borrowing privileges.

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.

6. Interlibrary Loan

MCLD will request physical books, published more than one year ago, from other libraries and institutions on behalf of our customers if we don’t own the item or are unable to purchase it. 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 check out.

G. FEES SCHEDULE

1. Non-resident Card fee: $50.00/year; $25.00/6 months

2. Curiosity Card fee (for computer use only): $5.00/month

3. Library Card Replacement fee: $2.00

4. Material Replacement fee: Cost of item lost or damaged

5. Material Processing fee: $5.00 per item that is lost or damaged

6. Collection fee: $15.00

7. Nonsufficient Funds Check fee: $25.00 plus bank fees

8. ILL fee(s): $6.00 shipping fee/item received from non-local library; lending institution borrowing fee