

# **CARLSBAD PUBLIC LIBRARY**

## **CIRCULATION POLICY**

### **Mission Statement**

**The mission of the Carlsbad Public Library is to meet the evolving educational, cultural, and recreational needs of the public by providing modern library resources and services. The library strives to acquire materials, plan programs, and provide services that reflect an understanding and consideration of the community served, with concern given for all ages, backgrounds, interests, abilities, and levels of education.**

### **Library Cards**

Library cards are issued without charge to area residents. Applicants must fill out the library card application and provide identification, proof of address, and an additional local contact name and phone number.

To obtain a library card for a child under 18, the child's parent or guardian must first be a library cardholder in good standing. The parent or guardian may then add the minor child to his or her library related group, accepting responsibility for all materials checked out on the child's card. A parent or guardian may decide to discontinue a minor child's library privileges, and the child's card will be made inactive.

Temporary library cards will be issued to patrons who are visiting the area for a 3- to 6-month period, but borrowing privileges may be restricted.

Digital Access cards will be issued without charge to patrons who are nonresidents of the Carlsbad area. Applicants must fill out the library card application and provide proof of identification, a permanent mailing address, and contact information. Digital Access card holders may access the library's Internet computers, wireless Internet, digital materials, databases, and other online services only, no physical library or Interlibrary Loan materials may be checked out.

Lost cards will be replaced at patron request: replacements will cost \$5.00 each. Patrons should report changes of name, address, or phone number, and may be asked to confirm or update information on their record periodically. All patron data will be updated on an annual basis. No one shall be restricted from receiving a library card due to race, color, religion, gender, or national origin.

### **Circulation**

Patrons wishing to check materials out of the library must present identification such as a current library card or photo identification card. Patrons must be in good standing to borrow any circulating materials. Patrons who have overdue, lost, missing, or unpaid claims-returned materials on their record or patrons who owe more than \$5.00 in charges may not check materials out of the library. Patrons may not borrow materials using a family member's card.

Parents and their minor children with library cards will be linked into a Related Group for borrowing and fine limits. Borrowing privileges for the group may be restricted should any member not remain in good standing.

### **Borrowing Limits**

The number of items a patron may borrow is limited by the following guidelines:



Library Director.

### **Overdue, Damaged, Claims Returned, and Lost Items**

Library staff will make at least three (3) attempts by mail or phone to contact patrons when items are overdue. Returned overdue notices will automatically result in loss of borrowing privileges. Items overdue by 30 days will be assumed lost and the patron's record will be charged accordingly.

When an item has been damaged severely enough to require replacement or lost entirely, the responsible patron will be charged the replacement cost of the item plus a \$5.00 processing fee to cover the cost of preparing the replacement item for circulation.

Items which patrons claim have been returned will be held in provisional status for a period of 30 days. During that period no fines will accrue and the patron will remain in good standing. If the item has not been located after 30 days, it will be charged to the patron's account as a lost item.

If lost, overdue, damaged, or claims returned material fees in excess of \$5.00 accrue on a patron library account, all library cards associated with the related group will have their library privileges suspended until the matter is satisfactorily resolved and all members of the group are in good standing. Payment arrangements may be made on a case by case basis, at the discretion of the Library Director.

### **Theft and Criminal Damage**

Theft of and willful damage to library materials is strictly prohibited in accordance with the provisions of the Carlsbad Public Library Ordinance, No. 1033, Section 26-4 of the Carlsbad City Code of Ordinances. Any person found guilty of violating this ordinance will be prosecuted.

### **Patron Responsibilities**

Patron responsibilities are fully outlined on the library card application. Patrons are responsible for all charges incurred on their library card, or on their minor child's card, including charges for overdue, lost, or damaged materials. Patrons who demonstrate poor borrowing behavior or a lack of regard for library materials may be referred to the Library Director or the Library Board for further action, including restrictions or forfeiture of borrowing privileges.

Lost or stolen cards should be promptly reported to the library. The library staff will cancel lost or stolen cards immediately upon such notification, but patrons will be held responsible for items checked out on their card until then.

### **Confidentiality of Patron Records**

Patron personal information and circulation records are confidential in nature and will be restricted to library staff only. Patron information will not be released to anyone except as provided in the New Mexico Library Privacy Act, Article 9, Section 18-9 et. seq. NMSA 1978, or as it may be amended from time to time. Library staff may discuss bills and overdue items on a minor's card with the responsible parent or guardian as needed, in accordance with the American Library Association's privacy policy.

Policy revised and approved by the Carlsbad Public Library Board of Trustees 05/21/08.

Policy effective date 11/15/10. Policy updated 12/22/09, 08/10/10, 11/17/10, 1/11/12, 10/8/13, 2/19/14.