

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.

A. Library Cards

1. Library cards are issued without charge to residents of Eddy County. Applicants must fill out the library card application and provide identification, proof of mailing address, and a local contact name and phone number.
2. 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, and accept 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, all outstanding bills must be paid before the child's card will be made inactive.
3. Temporary library cards will be issued without charge to patrons who are visiting the area for a 3- to 6-month period, but borrowing privileges may be restricted. Applicants must fill out the library card application and provide proof of temporary mailing address and a photo ID.
4. Digital Access cards will be issued without charge to patrons who are non-residents of the Carlsbad area or to local residents who do not have a mailing address. Applicants must fill out the library card application and provide proof of identification, 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.
5. Lost cards will be replaced at patron request: replacements will cost \$5.00 each. Patrons should report changes of name, address, or phone number promptly, and will be asked to confirm or update information on their record periodically. All patron data will be updated on an annual basis. No adult shall be prohibited from receiving a library card or digital access card due to race, color, religion, gender, national origin, economic status, or other discriminatory criteria.

B. Circulation

1. 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 late charges may not check materials out of the library. Patrons may not borrow materials using someone else's card, and are cautioned against loaning their card to others.
2. 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.

C. Borrowing Limits

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

- First checkout by a new patron **2 items only**
No ILL loans
- Temporary patron **4 items only**
 - 3 books on a single subject
 - 3 7-Day booksPermission needed for ILL loans
- Regular patrons in good standing **6 books only**
 - No more than 3 books on a single subject
 - No more than 3 7-Day books**4 multimedia items only**
2 ILL loans
- Maximum 10 items per card
- Maximum 20 items per related group

D. Loan Periods

1. Library materials check out according to the following borrowing periods:
 - 7-Day items 7 days with no renewal
 - Videos and music 7 days with 1 renewal
 - Audiobooks and software 21 days with 1 renewal
 - Regular print materials 21 days with 1 renewal
 - Reference materials 3 days only with librarian approval
 - ILL materials varies according to lending library

2. Extended loans for vacations, for educational purposes, and for patrons with special needs may be arranged upon request. Locally held items may be renewed in person, online, by text, or by phone unless on reserve for another patron. Renewals for ILL items must be requested through the ILL librarian.
3. Patrons may reserve new items or place checked out items on hold. Patrons will be notified by phone, text, email, or postcard when such items become available. Reserved items will be held for pickup for one week. Holds will remain active for 60 days. After that time, patrons will have the option of obtaining unfilled requests through interlibrary loan.
4. Patrons will be notified of the arrival of interlibrary loan materials and are responsible for picking up such materials within seven (7) days unless other arrangements are made. A delay in picking up these items will reduce their loan period which is set by the lending library. Patrons with multiple unclaimed ILL materials may lose ILL borrowing privileges.

E. Fines

1. Materials are considered overdue on the day following their due date if they have not been renewed or returned. Materials accrue overdue fines at the following rates:
 - Books \$.25 per day / \$10.00 per item limit
 - Multimedia materials (audio books, videos, software, music) \$.25 per day / \$10.00 per item limit
 - ILL loan materials \$.25 per day / \$10.00 per item limit
 - Unclaimed ILL materials \$2.00 per item
 - Digital materials No fines accrue as electronic materials are returned automatically
2. Maintenance of the library collection, rather than the collection of fines, is the priority of library staff. Fines may be waived or an amnesty period may be offered to encourage the return of library materials. Minors may read 20 minutes to remove overdue fines from one item, with permission from a librarian, but cannot be used for lost or damaged item fees.

F. Overdue, Damaged, Claims Returned, and Lost Items

1. Library staff will make at least three (3) attempts by mail, phone, text, or email to contact patrons when items are overdue. Returned overdue notices will automatically result in suspension of borrowing privileges until a current address is provided. Items overdue by 30 days will be assumed lost and the patron's record will be charged accordingly. Exception: board books for the use of very young children are exempt from damage charges.
2. When an item has been damaged severely enough to require replacement or is 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. Patrons may provide a duplicate item in the same format in good condition to replace a lost or damaged library item with librarian approval.

3. Items which patrons claim have been returned will remain 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.
4. If lost, overdue, damaged, or claims returned material fees in excess of \$5.00 accrue on a patron library account, all cardholders 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.

G. Payments

1. Partial payments for overdue fines will be accepted. Payments for lost or damaged materials must be paid in full. If a lost item is located and returned to the library in good condition within 30 days of payment, a full refund will be issued.

H. Theft and Criminal Damage

1. 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.

I. Patron Responsibilities

1. Patron responsibilities are fully outlined on the library card application. Patrons are responsible for all charges incurred on their library card, and 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 limiting or forfeiture of borrowing privileges.
2. 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.

J. Confidentiality of Patron Records

1. 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,

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.

K. Questions or Exception Requests

1. Questions about this or any library policy may be addressed to the Library Director during regular business hours. Exception requests to library policies may be made to the Library Board of Trustees at any regular scheduled meeting.