

GOLD COAST PUBLIC LIBRARY LIBRARY CARD AND BORROWING PRIVILEGES POLICY

Gold Coast Public Library district residents can obtain a library card, free of charge, and enjoy all card holder benefits. Cards may also be issued to temporary residents, business owners, property owners, or persons employed in the library district. Required proof of identification and address verification vary, as do privileges, number of cards issued, and expiration date.

Cards for residents and property owners are valid for three years from the date of application. Cards for business owners and persons employed in the library district and for temporary residents are valid for one year. **Cards must be renewed in person;** proof of identity and residence within the library district must be provided at renewal.

Two forms of proof of identity and residency must be furnished from the following:

Preferred proof of identity and residency must consist of two of the following:

- Valid driver's license with current address in library district
- Valid Non-Driver New York State ID card with current address in library district
- Current property tax bill, showing current address in library district
- Current bank statement, showing current address in library district
- Current utility bill, showing current address in library district
- Current lease, rental agreement, mortgage statement, showing current address in library district
- If the applicant is a live-in employee of a district resident, a letter from the employer, which indicates identify of employee and agreement to accept responsibility for all use made of the card.

Other forms of proof may include:

- Current vehicle registration, showing current address in library district
- University or school identification
- Passport showing current address in library district

Parents or designated guardians of minor children must provide proof for themselves. Minor children become eligible for a Library Card when they reach their 5th birthday, or in the September of the School Year when they enter Kindergarten, whichever occurs first.

Only one card is issued per person, regardless of residency status. Whereas resident family members may each have a card if minimum age is reached, business owners or property owners may have only one card issued in the name of the business or property owner. Non-resident employees may have a card issued in the name of the business if the business owner provides a letter of authorization on company letterhead, and agrees to bear responsibility for all use made of the card.

Library cards are for the sole use of the individual to whom the card has been issued and are not to be loaned to others. Lending a card to a person who is not eligible for library service on his/her own account (due to fines, residency outside the library district, or for any other reason) is a very serious infringement of a patron's agreement with the Library, and may be grounds for loss of privileges.

A lost or stolen card should be reported immediately to the Library. All materials

charged out on a card prior to the loss or theft being reported is the responsibility of the cardholder. The replacement cost for a lost or stolen card is \$ 2.00.

To qualify to borrow library materials, an adult (18 years of age or older) or parent/designated guardian of a minor is required to fill out and sign a library card application form giving the following information: name, address (street address must be supplied in addition to a post office box number) and telephone. The name(s) of parent(s) or designated guardian(s), birth date, school and grade must be supplied for minor children. Email addresses are optional, but must be supplied if patrons wish to sign up for automated services such as Library Elf and Courtesy Reminders.

By signing the library card application, the applicant agrees to the following:

- accepts responsibility for all use made of the library card
- understands card must be presented each time materials are borrowed or computer services are used
- agrees to pay any fines and fees incurred for damaged or lost items borrowed with card
- agrees to report the loss of the card immediately
- agrees to pay the fee for a replacement card
- agrees to notify the library if there is any change in name or address
- agrees to comply with the rules and regulations of the Gold Coast Public Library, as well as the rules and regulations of the member libraries of the Nassau Library System.
- understands borrowing privileges and library card may be suspended or revoked for an infraction of any of the policies, rules and regulations of the Gold Coast Public Library or the member libraries.

Borrowing privileges vary, depending on the category of card issued, as follows:

Card Category	Privileges
Resident and Property Owners	<u>Full privileges</u> include the loan of all materials owned by the Gold Coast Public Library, the use of public access computers, the placement of requests for materials ('Reserves'), inter-library loan (where materials owned by other libraries are obtained on behalf of the patron), the Direct Access privilege (using the Gold Coast Library card at other Nassau County libraries to the extent those libraries allow), the Research Loan Program (in which temporary library cards are issued to specific libraries who are members in the LILRC-sponsored program) and entrance to library programs.
Business Owners, Employed in District, Temporary Residents	<u>Library-Only</u> privileges include the loan of all materials owned by the Gold Coast Public Library, the use of public access computers, the placement of requests for materials ('Reserves'), and entrance to library programs,. The Direct Access privilege does not apply to Library-Only privileges.
Non-Residents who live outside of the service area of the Nassau Library System	You may purchase a full-service non-resident card for a fee. The fee for such a card is calculated by the Nassau Library System and approved annually by the Member Library Directors as per the NLS Resource Sharing Code. Please call the Library's Circulation Desk to inquire about the current fee.

The library's primary purpose is to provide all special library district residents with the best possible collection of books and other library materials. The return of library materials within a specified period of time is encouraged to allow for the greatest possible use of all the library materials.

Receipts are issued when materials are charged out. The receipt identifies the item as well as the date it is due back at the library. This information is also available by checking My Library Account online at www.alisweb.org. It is the responsibility of the patron to return each item on or before the due date.

Certain library materials can be renewed, which are usually older fiction and non-fiction print, large print, and audio book materials. Renewable library materials can be renewed online, from My Library Account at www.alisweb.org, or in person at the Circulation Desk. Materials can only be renewed prior to the due date, not after it. For materials that have been borrowed from other libraries, it is necessary to come into the library in order that a staff member can ascertain if the loaning library will renew the item over the phone.

The library is not responsible for any damaged allegedly caused to playback equipment by music CDs, audio book CDs, DVDs, etc. taken out on borrower cards, regardless of the owning library of the materials. All parts of an item are included before being charged out. If an item is returned which is missing one or more pieces, charges will be added to the patron's library account within 15 days of the return of the item. No fee adjustments or refunds will be offered for materials returned after the 15-day period.

A schedule of loan periods, daily fines and maximum fines will be posted and enforced to induce the timely return of materials, and to defray administrative costs. In instances when the Library's borrowing rules have been violated or ignored, resulting in damage to or loss of library materials, failure to return materials, or unpaid fines on overdue materials, the Library will notify the patron of his/her violation using a pre-determined number of mailed notices and telephone calls. If the patron does not resolve the issues within 60 days of final mailed notification, the matter may be referred to small claims court or to an outside agency for collection.

As a courtesy, the Library may send notices to the borrowing patron when items are overdue by five days to a week. Bill notices are sent out for materials not returned four weeks after the due date.

Patrons are responsible for all items borrowed on their library cards. If items are lost, or returned in damaged condition, a patron will be responsible for the full replacement cost plus a processing charge for each item as follows:

Books	\$1.00
Music CDs / Books on CD / Playaways	\$1.00
DVDs / Blu-ray Disc	\$1.00

For Museum Passes, Android Tablets, Research Loan Program material, see specific use agreement.

The library does not accept replacement items in lieu of payment for materials.

A receipt detailing these charges will be issued, once they are paid. If the item is found within 30 days, and brought back to the Library in good condition along with the receipt, an application for a refund check will be created and mailed within 30 days of return of the item. This check will reflect the cost of the item, minus overdue fines (to the date of return) and processing charges. Refunds will not be granted after 30 days.

Although the library will accept personal checks for the payment of overdue fines or fees for replacement of lost items, the library reserves the right to post any additional charges onto the patron's library card account when insufficient funds are available for the payment of such fines or fees when paid by check.

Claims Returned

I know I returned an item, but it is still on my account. What do I do?

If you returned the item late in the previous day or in the book drop, please allow a few hours after opening time for the return to be processed. If it is still on your account later in the next day, please advise the Library explaining the situation. The Library will accept the word of the patron that up to two items were returned but failed to get checked in properly. The item in question is given a status of "Claims Returned". This allows us to generate a report of such items and search our shelves for the item. If the item is found, you will not be charged overdue fines. In any case, you will not be billed for your first two "Claims Returned" items.

After you have had two "Claims Returned" items, we advise that you not return items in our book drops, but bring them into the library and return them directly to a staff member instead. You may want to ask for a receipt so that there is no question that all of your items were checked in properly.

If you have more than two "Claims Returned" items, you will be billed for the third item and any subsequent "Claims Returned" items.

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