

6.23 Library Card Terms and Conditions

Pend Oreille County residents and visitors may use Pend Oreille County Library District (POCLD) libraries for purposes that align with the mission of the POCLD.

A POCLD resident library card is required to use all POCLD library services, including the checkout of circulating items and the use of patron computers, library online databases, and eBook and audio book services. POCLD cardholders in good standing may also borrow items from libraries within the Cooperative Information Network (CIN) consortium.

Each eligible resident is entitled to one POCLD library card (see Section 6.6 Eligibility of Patrons). The Library will merge or delete the records of any user found to have multiple active cards.

Library patrons must present an active POCLD library card at the library circulation desk to checkout items from any POCLD library or to use POCLD patron computers. Library employees are able to lookup patron records if a cardholder forgets his or her library card. Library staff may ask a cardholder for his or her picture ID as a means to verify identification. For security reasons and confidentiality of patron record (see Section 6.2 Confidentiality of Library Records and Patron Files) and to hasten the library checkout process, patrons are urged to present their POCLD library card when using POCLD library services. Patrons must also enter their library card number online to use POCLD databases and eBook and audio book services since these subscriptions are only available to POCLD residents.

A patron may only use his or her own library card. Exceptions: (1) Patrons may checkout items for their minor child with that child's library card. (2) Patrons may checkout items for another cardholder with that person's permission *and* that person's library card. Permission may be granted via telephone call, written notice, or in person at the circulation desk. Once permission is granted, that information becomes part of the patron record until permission is withdrawn by the patron via telephone call, written notice, or in person at the circulation desk.

A POCLD cardholder is responsible for all items charged to his or her account. All POCLD and CIN items borrowed must be returned on or before the due date. Lost/damaged item fees are assessed to a cardholder according to the POCLD Library Fines and Fees policy (see Section 6.23.4). The CIN libraries offer universal returns – circulating items may be returned to any CIN library. Likewise, pickup of holds and payment of overdue fines may take place at any CIN library. However, a POCLD cardholder that owes a lost/damaged item fee to a CIN library outside of Washington

must pay the lost item fee directly to that CIN library.

6.23.1 Library Card Application Process

Any person residing in Pend Oreille County is eligible to receive free of charge a POCLD library card. Application for a POCLD library card must be made in person at any POCLD library. By completing and signing a POCLD Patron Card Registration form, the cardholder agrees to adhere to these Library Card Terms and Conditions, the Patron Code of Conduct (see Section 6.14), and the Requirements for Computer Use and Internet Safety Policy and Disclaimer (see Section 6.18 Requirements for Computer Use).

Photo identification must be presented along with proof of residency to receive a library card free of charge. A current Washington State issued driver's license, learner's permit, or identification card that shows a Pend Oreille County address may be presented as a single proof of identification and residency. If the address on the ID card does not show a Pend Oreille County address, the applicant must also present a current utility bill, county property tax statement, a statement received via US mail, or other similar form of identity to show Pend Oreille County residency. The name and address provided to verify residency must match the information entered on the library card application. A secondary address, such as a post office box, may be added to the patron record for mailing purposes but does not replace the primary proof-of-residency information. If an applicant cannot present a Washington State issued ID card, then the adult applicant must show two pieces of identification: one photo ID, such as a passport or school photo ID, and a current utility bill, county property tax statement, a statement received via US mail, or other similar form of identity showing Pend Oreille County residency.

Minor children under the age of 18 years may apply for a library card with a parent or guardian's permission. The address on the child's application must be the same as that of the parent or guardian.

6.23.11 Electronic Resources Cards

Electronic Resource Cards (ERCs) are available to Pend Oreille County residents ages 8 and up. These cards provide access to all electronic databases and materials available to standard library card holders but do not allow the check-out of any physical items. Parental permission is not required for minors to get an ERC. Standard library cards can be converted to an ERC at the patron's request so long as the account is in good standing and no items are checked out.

6.23.12 Homebound Patrons

Patrons who live in the 99009 zip code or have physical or medical challenges that restrict the ability to travel to the library may be placed in Homebound status. Items placed on request by homebound patrons are mailed weekly from the District Office to the patron's home and return postage is included. This service is limited to books and audiobooks only.

6.23.2 Expiration and Renewal of Library Card

All POCLD library cards have a two-year expiration date. Cardholder expiration dates are visible in the My Account section of the POCLD webpage. Library cards may be renewed in person at any POCLD library circulation desk or over the phone. Library staff may ask for proof of eligibility as explained in Section 6.23.1 when renewing an expired library card.

6.23.3 Lost Library Cards

A POCLD cardholder accepts responsibility for all items charged on his or her library card until it is reported as lost. It is to a cardholder's benefit to report a lost library card immediately. Lost cards may be reported by phone or in person at any POCLD library.

A library card replacement fee of \$2.00 must be paid at the time a new library card is issued. Library staff may ask for proof of eligibility as explained in Section 6.23.1 when issuing a replacement library card.

6.23.4 Library Fees

A POCLD cardholder is responsible for all items checked out to his or her library card.

As of January 1, 2020, POCLD does not charge daily overdue fines.

For lost or damaged items, the library charges the cardholder a replacement fee for the cost of replacing the item. A library staff member will use his or her discretion to assess whether an item is damaged to the point where it must be removed from the collection and replaced with a new copy. The item cost is set at the time the item is entered into the library catalog and is most often the price that the library paid to purchase the item. In some cases, a patron may replace a lost or damaged item with a new, identical copy. Library staff will determine if the item is eligible for replacement on a case by case basis.

Items are automatically set to Lost when they are 30 days overdue.

CIN member fees apply for lost items from libraries outside Pend Oreille County.

A cardholder will be blocked from checking out items until lost item or damage fees are brought below \$3.00 and until all overdue items are returned or renewed.

Items are removed from the catalog after six months in lost status. Items considered to be lost which have been removed from the catalog are no longer eligible for return and patron is responsible for costs associated with the item. Should a patron return an item after it is removed from the catalog, the library reserves the right to add it back to the collection if the patron does not want the item after paying for it.

6.23.5 Library Fine and Fee Schedule

Damages

Replace Mylar Cover	\$2.00
Replace Barcode	\$1.00
Replace Spine Label	\$1.00
Repair of Torn Pages	\$1.00 per page
Damaged Beyond Repair	Replacement Cost

Lost Items

Individual Audiobook Disk	\$15.00 each
Audiovisual Cases	\$5.00 each
Books	Replacement Cost
DVDs	Replacement Cost
Books on CD/Music CDs	Replacement Cost
Library Card	\$2.00

Fees

Prints or Copies, B&W	\$.10 per page, per side
Prints or Copies, Color	\$.25 per page, per side
Microfilm Prints	\$.10 per page
Fax, Send or Receive	\$.50 for first page, \$.10 each subsequent
Non-Resident Library Card	\$50 per year
Interlibrary Loan (outside CIN)	4 free per month
Returned Check	\$40 per occurrence
Computer Guest Pass	\$1 per session

6.23.6 Collection Accounts

All POCLD accounts with balances \$50 or greater for 9 months will be referred to a collection agency.

Cardholders with large balances who make arrangements for monthly payments within the 9 month window will not be referred to the collection agency. Upon the event of a missed payment, the monthly arrangement will be considered void and the account will be turned over to collections.

6.23.7 Administrative Reduction or Discharge of Assessed Fines & Fees

The Library District may reduce assessed fines or fees if such charges meet certain criteria. Examples of these reductions include, but are not limited to:

1. Fines and Fees Waiver or Discharge

The Library Director and Branch Managers are tasked with determining the circumstances under which a fine or fee may be waived or discharged. Some circumstances may include, but are not limited to, financial hardship, library error, and special amnesty programs deemed appropriate by the Library Director and Board of Trustees. Procedures will be established that set guidelines for making such determinations.

2. Purge of Uncollectible Amounts

The District may purge or write-off fines and fees at the point in which all reasonable collection efforts have been exhausted. These efforts may be based on the date or dollar value of the assessed fines and/or fees.

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