

Your Library Card

Your library card is your key to the resources and services of all Chandler Public Library locations. In addition to borrowing library materials, your card will let you reserve a computer, download digital media, search hundreds of electronic databases, and more.

General Policy Statements

Any person who lives, works, or attends school in the City of Chandler or who is a resident of Maricopa County is eligible to receive a Chandler Public Library card free of charge.

All materials borrowed must be returned on or before the due date. Most circulating materials can be returned to any Chandler Public Library location. Likewise, pickup of holds and payment of fines and fees may take place at any Library location.

Cardholders are responsible for all materials borrowed on their card, all use of the card and all charges made against it, until the card is reported lost to the Library. Parents/guardians are responsible for the overdue, lost or damaged materials borrowed by their dependent minor child.

Eligibility Requirements

When applying for a Chandler Public Library card, an applicant must show proof that he/she lives, works, or attends school in Chandler or resides in Maricopa County.

Adults must provide picture identification that has his/her name and current local address. If the identification does not have the current address, another form showing the current local address may be used. Acceptable forms include valid Arizona State IDs, checks, voters registration cards, postmarked mail, hunting or fishing license or any other official document which includes the applicant's name and current local address.

Young Adults (ages 13-17) can show the same ID as adults. Alternatively, young adults may present one of the following, provided name and address are included in the documentation: current school photo ID or current report or program card. If the young adult does not have acceptable identification he/she may obtain a card by having a parent or legal guardian complete the application and present the requested information above.

Children (ages 0-12) must have their application completed and signed by a parent or guardian who has presented the requested information above.

Non Chandler Residents living within Maricopa County and all residents of the Gila River Indian Community who live in Pinal County may also obtain a library card, free of charge, following the same criteria as above.

Non Maricopa County residents who work or go to school in Chandler may obtain a library card free of charge by showing the appropriate identification as listed above along with proof that they do work or go to school in Chandler. Appropriate proof includes school or business ID, school schedule, or pay stub.

Non Maricopa County residents who do not work or go to school in Chandler may obtain a library card for the fee of \$40.00 per year per card and the requested information as listed above.

Visitor Passes

Visitors from out-of-state are welcome to use the Library's resources on-site, many of which do not require the issuance of a library card. If computer access is requested, a librarian can issue a guest pass to use the computer.

Computer Access Only Cards

Individuals who cannot provide the necessary information to obtain a full-access library card may receive a computer only card valid for one year. This card can be used at all Chandler Public Library locations for computer access only. No materials can be checked out using this card. An address must still be provided.

Special Notes regarding Youth Borrowers

The Chandler Public Library makes a broad selection of library materials and information available for everyone, including children and teenagers. We have special areas for children and teens with materials that appeal to various ages and subjects. While our collection has thousands of items families want, like and need; it also may have materials that some parents may find offensive to them or inappropriate for their children. Decisions about what materials are suitable for your children are left to you as parents and guardians – the people who know them best. It is the right and responsibility of parents to guide their own family's library use while allowing other parents to do the same. Parents should discuss rules regarding library use with their children.

A parent or legal guardian may request suspension of computer access or checkout privileges for their dependent minor child. To do so, it is necessary for the parent or legal guardian to visit the library with their child to meet with a reference librarian. Only requests for full suspension of computer access and checkout privileges can be considered.

Lost and Replacement Library Cards

When you register for a Chandler Public Library card, you accept responsibility for all items on the card, all use made of the card and all charges made against it until your card is reported lost. The Library must have a record of your card having been reported lost, or it is not considered lost. Therefore it is to the customer's benefit to report the loss or theft of a library card immediately.

There is a \$2.00 charge for library cards that are lost or damaged beyond use. There is no charge to replace a stolen card. Picture identification must be presented to replace a library card.

Staff can look up a customer's library card number twice with proper identification. After that, a replacement card will need to be purchased and the previous account will be closed.

Library card renewals

Library cards for adult customers (Chandler residents) remain valid until there is a two-year period of inactivity.

Library cards for young adult customers (Chandler residents) expire during the year the young adult turns 18 years of age or until there is a two-year period of inactivity.

Library cards for children (Chandler residents) expire the year the child turns 13 years of age or until there is a two-year period of inactivity.

Nonresident library cards must be renewed on an annual basis.

Library Notices

The Chandler Public Library provides a notification service for held items and overdue materials. Notices are available via print, telephone or e-mail and the method by which you receive them is chosen at the time you apply for a card. It is the responsibility of the borrower to notify the Library if any of their contact information changes.

Note: In the case of borrowers who receive their notices by e-mail, it is their responsibility to make sure that e-mails sent from the library be allowed through any filters they may have in place on their Inbox. Failure to receive a notice does not absolve the borrower from any fines or fees attached to their patron record.

Borrowing from the Library

In general, there is no restriction on the number of items that may be checked out at a given time. However, library staff may set limits on specific types of items, such as those in high demand, in order to ensure maximum use and availability of those materials.

All items have of checkout period of 3 weeks except:

- Feature films -1 week checkout period
- Popular Picks – 1 week checkout period
- Inter Library Loan (ILL) materials – checkout determined by ILL Coordinator

All items may be renewed 2 times except:

- If a hold has been placed on the item
- If the item has already been renewed 2 times
- It is an ILL item (ILL materials may not be renewed)
- Other items determined by library staff

Renewals may be done in person, by phone, or online.

A hold may be placed on materials currently checked out. Holds may be placed in person, by phone, or via the library's web catalog. A cardholder is limited to a maximum of 5 holds at a time. A \$1.00 fee is charged for holds that are not picked up within 5 days.

If materials are returned past their due date, overdue fines must be paid. You may continue to check out items if you have less than \$10.00 in fines. Accounts which have accrued or been billed fines or fees up to a total of \$9.99 will have their status listed as delinquent.

Accounts which have accrued or been billed fines or fees totaling \$10.00 or more will have their status listed as blocked and will not be able to borrow any items until they clear the account or bring the total fines and fees below \$10.00.

Accounts with materials overdue for 45 days or longer and with a total replacement cost for the overdue materials greater than \$25.00, may be submitted to a materials recovery service. Accounts not paid in full after materials recovery service is complete may be submitted to credit reporting agencies. No accounts for minors will be submitted to credit reporting agencies.

Library Fines and Fee Schedule

Overdue Fines	Materials	Daily	Maximum
	Books	\$.20	\$10.00 or ½ the replacement cost of the item, whichever is less
	Audio books	\$.20	
	Nonfiction videos	\$.20	
	Nonfiction DVDs	\$.20	
	Magazines	\$.20	
	CDs	\$.20	
	Pamphlets	\$.20	
	Feature Films	\$1.00	
	ILL Materials	\$1.00	
	Popular Picks	\$1.00	
	CD-ROMs	\$1.00	
	Discovery Packs	\$1.00	
Checkout and return restrictions may be set for specific types of materials. A fee may be assessed if an item is not returned according to restrictions.			
Refunds, minus any overdue charges, are given for lost items returned within 6 months of payment.			
Lost/Damage Fees	Materials	Fee	
<i>For items that are still useable</i>	Marked page	\$.50 per page	
	Torn page (mendable)	\$.50 per page	
	Picture/page removed	\$1.00 per picture/page	
	Barcode removed	\$1.00	
	Plastic jacket removed	\$2.00	
	Audio/video/cd case lost or damaged	\$2.00	
	Water damage (mendable)	\$2.00	
	Lost Media bag	\$4.00	
Any other damages will be assessed in consultation with the technical services supervisor			
Replacement Fees	Materials	Fee	
	Non audio/video materials	Cost of replacement + \$5.00 processing fee	
		Acceptable replacement item + \$5.00 processing fee	
	Audio/video materials	Cost of replacement + \$5.00 processing fee	
		Publishers offering a replacement-disc program - \$10.00 per replacement disc (non-refundable)	
Overdue charges are waived for paid lost or totally damaged materials.			
Service Fees	Type	Fee	
	Returned Check Fee	\$25.00 for all returned checks	
	Collection Agency Fee	\$15.00 for all accounts sent to a collection agency	
	Holds not picked up	\$1.00 per item, unless customer requests the hold to be removed within 5 days of hold notification	
	Copies	\$.20 per page	
	Printing (black and white)	\$.20 per page	

	Printing (color)	\$1.00 per page
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Confidentiality of Records

Chandler Public Library complies with the privacy of user records according to ASRS 41-1354.

ASRS 41-1354. Privacy of user records; exceptions; violation; classification

A. Except as provided in subsection B, a library or library system supported by public monies shall not allow disclosure of any record or other information which identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the library.

B. Records may be disclosed:

1. If necessary for the reasonable operation of the library.
2. On written consent of the user.
3. On receipt of a court order.
4. If required by law.

C. Any person who knowingly discloses any record or other information in violation of this section is guilty of a class 3 misdemeanor.