

Chandler Public Library Circulation Policies

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 or the Gila River Indian Community in Pinal 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

County Residents

When applying for a full-access Chandler Public Library card, applicants must show proof that they live, work, or attend school in Chandler or reside in Maricopa County or the Gila River Indian Community in Pinal County. ECard users must provide addresses that are within the library's designated service area.

All applicants must be present when applying for a full-access library card.

Adults must provide picture identification that has their name and current local address in order to obtain a full-access card. 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. Digital documents are acceptable as valid identification.

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 be present and have their application information provided by a parent or guardian who has appropriate identification.

Non-County Residents

Non Maricopa County residents who work or go to school in Chandler may obtain a library card (full-access or eCard) 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. Digital documents are acceptable as valid identification.

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

Visitor Passes

eCards

Customers who do not want to check out physical materials, but want access to other library resources (computers, databases, ebooks, room reservations, etc. . .) may request an eCard . Eligible customers can obtain an eCard through our online registration form. To upgrade to a full-access card, customers must come in to one of the Chandler Public Libraries and follow the standard eligibility requirements.

Computer Access Only Cards

Adults who do not want to check out library materials, but want access to other library resources (computers, databases, room reservations, etc.) may request a computer access only card. This card can be used at all Chandler Public Library locations; identification 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.

Library card renewals

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

All eCards expire one year after creation. They must be renewed annually.

eCards are purged after two years of inactivity from the expiration date.

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, almost due items, overdue materials, and other library account communication as needed. Notices are available via e-mail and/or TXT messages. The notification method is chosen by the library card applicant at the time the Chandler Public Library card is issued. It is the responsibility of the library card holder to notify the Chandler Public Library of any change in contact information and notification preference.

Note: It is the library card holder's responsibility to ensure Chandler Public Library e-mail and TXT notices are allowed through any filter rules in place on the e-mail and/or TXT accounts provided by the library card holder for notification purposes. Failure to receive e-mail and/or TXT notifications does not absolve the library card holder from any fines or fees accrued on their Chandler Public Library account.

Borrowing from the Library

New cardholders may check out a maximum of five items per their first check out. 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 a checkout period of 3 weeks except:

- DVDs - 1 week checkout period
- Inter Library Loan (ILL) materials – checkout determined by ILL Coordinator
- Equipment for in-house use – 2 hour checkout period

All items may be renewed 4 times except:

- If a hold has been placed on the item
- If the item has already been renewed 4 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 10 holds at a time.

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.

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	
	Magazines	\$.20	
	CDs	\$.20	
	DVD's	\$1.00	
	ILL Materials	\$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.			
Paid-for lost items may be returned up to thirty (30) days after payment for a full refund of the replacement cost. There is no refund for items returned more than thirty (30) days after payment. The \$5.00 processing fee is non-refundable.			

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
	Any other damages will be assessed in consultation with the circulation supervisor and/or branch manager	

Replacement Fees	Materials	Fee
	Non audio/video materials	Cost of replacement + \$5.00 processing fee.
	Equipment (laptops, tools and other devices)	Cost of replacement + \$5.00 processing fee.
	Audio/video materials	Cost of replacement + \$5.00 processing fee
Patron purchased replacement copies of lost items will not be accepted.		

Service Fees	Type	Fee
	Returned Check Fee	\$25.00 for all returned checks
	Guest Pass Fee	\$2.00 per day
	Collection Agency Fee	\$15.00 for all accounts sent to a collection agency
	Non Maricopa County Residents	\$40.00 per year
	Lost/Replacement Library Cards	\$2.00 each
	Inter Library Loan (ILL) Fee	\$6.00 each
	Copies	\$.20 per page
	Printing (black and white)	\$.20 per page
	Printing (color)	\$1.00 per page

Confidentiality of Records

Chandler Public Library complies with the privacy of user records according to ASRS 41-151.22.

ASRS 41-151.22. Privacy of user records; violation; classification; definition

A. Except as provided in subsection B of this section, a library or library system supported by public monies shall not allow disclosure of any record or other information, including e-books, that 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.

D. For the purposes of this section, "e-book" means a book composed in or converted to digital format for display on a computer screen or handheld device.