

## **9.00 Policies and Procedures—Circulation**

### *Mission Statement*

The mission of the circulation department is to provide the quick and efficient access of materials to the greatest number of people in a welcoming, interactive environment that respects diversity and ensures privacy of patron information.

## 9.1 Applying for a Library Card

Library cards are available free of charge when an Online Borrower Registration Form is filled out, then verified in person with the required documentation. A parent or legal guardian must verify the account of a juvenile cardholder, 17 years or younger.

To get a library card:

- Fill out and submit the Online Borrower Registration Form
- Upon submission of this form, visit any library location and present your identification to complete the registration process.
- Account verification requires that you present both your government-issued photo ID (U.S., Canada, or Mexico), and proof of your current U.S. mailing address, such as a utility bill, mailed envelope, or rent agreement.
- You must register a PIN and an email address for all new card registrations and card renewals. Borrowing privileges must be renewed annually with a government issued ID. Account parameters, such as address, phone number, and email address, will be updated annually.
- All patron cards must be renewed annually with a government-issued ID and proof of your current mailing address.
- Cards not used for three years will be considered inactive and be purged from the library patron database.
- Children's accounts will be linked to their parent's or responsible adult's patron account. All linked accounts will be blocked if any one account in the linked accounts is not in good standing.

Cardholders whose patron accounts are not in good standing will be blocked from logging into any public computer station using their library card. Either your library card or government-issued photo ID is required for all transactions concerning library books and materials. Your photo will be taken and saved to your account at the time of registration or renewal to protect you from unauthorized use of your library card. Each registered borrower assumes full responsibility for the materials and fines charged to the card.

### Card Fees

Address change and name change: no fee

Replacement card(s): \$1.00

## 9.2 Loan Guidelines

Checkout is limited to 25 items, and there is a maximum of 12 audio/visual items you may have on your card at any one time in any combination of the following, with a limit of three (3) renewals.

|                                 |             |
|---------------------------------|-------------|
| Books (hardbacks or paperbacks) | 25 per card |
| DVDs/Blu-Rays                   | 6 per card  |
| Music CDs, audio books on CD    | 6 per card  |

## 9.3 Fines and Loan Periods

Fines apply as listed below. Overdue notices are sent via email for items 14 days overdue at intervals of 14 days, 28 days, and 42 days. Borrowing privileges will be blocked if fines equal \$1.00 or more, with a maximum fine of \$2.00 per item overdue. Patrons will be billed for items not returned. If an item is not returned in 30 days, the item is considered lost and full replacement cost, is charged to

the patron. The patron will be notified of the full replacement cost. Delinquent accounts may result in legal action.

| Type of Item      | Loan Period | Fine (per item) |
|-------------------|-------------|-----------------|
| Circulating books | 2 weeks     | \$0.10 per day  |
| CDs, audio books  | 2 weeks     | \$0.10 per day  |
| DVD/Blu-Ray       | 1 week      | \$0.50 per day  |

#### **9.4 Payment of Fines**

The Library will accept the following forms of payment for fines accrued:

- Personal checks made out to the “City of McAllen” or “McAllen Public Library” for the exact amount of the fines being paid.
- Credit cards and debit cards.

#### **9.5 Returning Items**

Items checked out from any library location may be returned to any library location. If, for instance, you checked out a book at the Palm View Branch Library, you are free to return it at the Main Library or Lark Branch, whichever location is most convenient for you.

There is a book drop accessible from the exterior of all library locations. Library patrons are strongly encouraged to use the drive-up book drop at the Main Library, located on the north side of the building (Orchid Street). The 24-hour drive-up book drop is programmed to receive and check in library materials when items are inserted one at a time. Children’s items that circulate in oversize bags may not be returned in the 24-hour drive-up book drop. Patrons must return those items inside the building.

#### **9.6 Managing The Library Account**

You have access to your personal library account by clicking “My Account” on MPL's online catalog. Enter your Library ID, which is your 6-digit library card number (starts with a "P"), and your PIN. If you do not know your PIN, visit the circulation desk of any library location, and staff will assign one to you in person. Library staff may not assign a PIN by phone. You may review items currently checked out on your library card, overdue and lost items, and outstanding fines. (Fines will not be posted to your online account until items are returned or renewed.) A subset of the “My Account” functionality is available through the LS2 Mobile Android and iPhone apps.

- Items checked out are automatically renewed, as long as they are not overdue and not on hold for someone else.
- You may review the status of titles you have placed on hold and cancel holds on items you no longer need.

#### **9.7 Renewing Items**

Most items will be renewed automatically or by the following means:

- By accessing your account through the online catalog before the due date.
- By bringing them in person to the library.

- By telephone (during operating hours) with your library card number.
- By accessing your account through the Library's app.

Materials may not be renewed if there are pending holds or reserves. If the item you renew is overdue, a fine will be posted to your record.

### **9.8 Requesting Items**

You may place a hold on an item by logging into your account through the online catalog.

- Select the library location where you want the item sent.
- You will be notified by text or email when the item is available for pick-up.

### **9.9 Confidentiality**

The policy of McAllen Public Library is to preserve the privacy of its patrons' circulation, borrower registration, and usage records, and to treat them with confidentiality. Such records include patron registration data, circulation records, overdue and reserve records, and any data that contains information linking a specific patron to materials or services used. Each patron has individual control over his or her borrower's card. Presentation of the card permits access to information about the borrower's current circulation record. Any employee or volunteer who discloses information in violation of this policy commits an offense and is subject to disciplinary action.