

Carlsbad Public Library

Circulation Policy

A. Library Cards

1. Library cards are issued without charge to residents of Eddy County. Applicants must fill out the library card application and provide identification, proof of mailing address, and phone number. New card holders will be temporary and limited to a total of 2 checked out items on their account at a time for the first 30 days. Full privileges will be granted at the end of 30 days as long as the card is free of charges and overdue items.
2. To obtain a library card for a child under 18, the child's parent or legal guardian must first be a library cardholder in good standing. The parent or legal guardian may then add the minor child to their library related group, and accept responsibility for all materials checked out on the child's card. A parent or legal guardian may decide to discontinue a minor child's library privileges, all outstanding bills must be paid before the child's card will be deleted.
3. Digital Access cards will be issued without charge to patrons who do not have a mailing address. Applicants must fill out the library card application and provide proof of identification, and contact information. Digital Access card holders may access the library's Internet computers, wireless Internet, digital materials, databases, and other online services only. No physical library or Interlibrary Loan (ILL) materials may be checked out.
4. Lost cards will be replaced at patron request: replacements will cost \$1.00 each. Patrons should report changes of name, address, or phone number promptly, and will be asked to confirm or update information on their record periodically. All patron data will be updated on an annual basis.

B. Circulation

1. Patrons wishing to check materials out of the library must present identification such as a current library card or photo identification card. Patrons must be in good standing to borrow any circulating materials. Patrons who have overdue, lost, missing, or unpaid claims-returned materials on their record or patrons who owe more than \$5.00 in charges may not check materials out of the library. Patrons may not borrow materials using someone else's card.
2. Parents and their minor children with library cards will be linked into a related group for borrowing and fine limits. Borrowing privileges for the group may be restricted should any member not remain in good standing.

C. Borrowing Limits

1. The number of items a patron may borrow is limited by the following guidelines:

- Temporary patron **2 items only**
- Regular patrons in good standing **10 books only**
10 multimedia items only
 - 5 DVDs
 - 5 Audiobooks

D. Loan Periods

1. Library materials check out according to the following borrowing periods:
 - 7-Day items 7 days with 2 renewals
 - Videos and music 7 days with 2 renewals
 - Audiobooks and software 21 days with 2 renewals
 - Regular print materials 21 days with 2 renewals
2. Patrons may reserve new items or place checked out items on hold. Patrons will be notified by phone, text, or email when such items become available. Reserved items will be held for pickup for one week. Holds will remain active for 60 days. After that time, patrons will have the option of obtaining unfilled requests through interlibrary loan.

E. Overdue, Damaged, Claims Returned, and Lost Items

1. Library staff will make at least three (3) attempts by mail, phone, text, or email to contact patrons when items are overdue. Returned overdue notices will automatically result in suspension of borrowing privileges until a current address is provided. Items overdue by 30 days will be assumed lost and the patron's account will be charged accordingly.
2. When an item has been damaged severely enough to require replacement or is lost entirely, the responsible patron will be charged the replacement cost of the item plus a \$5.00 processing fee to cover the cost of preparing the replacement item for circulation. Patrons may provide a duplicate item in the same format in good condition to replace a lost or damaged library item with librarian approval. Once the item is approved the patron will be charged a \$5.00 processing fee to cover the cost of preparing the donated item for circulation. Exception: board books are exempt from damage charges.
3. Items which patrons claim have been returned will remain in claims return status for a period of 30 days. During that period the patron will remain in good standing. If the item has not been located after 30 days, it will be charged to the patron's account as a lost item.
4. If lost, overdue, damaged, or claims returned material fees in excess of \$5.00 accrue on a patron library account, all cardholders associated with the related group will have their library privileges suspended until the matter is satisfactorily resolved and all members of the group are in good standing. Payment arrangements may be made on a case by case basis, at the discretion of the Library Director.

F. Payments

1. Payments for lost or damaged materials must be paid in full. If a lost item is located and returned to the library in good condition within 30 days of payment, a full refund will be issued.

G. Theft and Criminal Damage

1. Theft of or willful damage to library materials is strictly prohibited in accordance with the provisions of the Carlsbad Public Library Ordinance, No. 1033, Section 26-4 of the Carlsbad City Code of Ordinances. Any person who violates this ordinance will be prosecuted.

H. Patron Responsibilities

1. Patron responsibilities are fully outlined on the library card application. Patrons are responsible for all charges incurred on their library card, and on their minor child's card, including charges for lost, or damaged materials. Patrons who violate this policy may be referred to the Library Director or the Library Board for further action, including, limiting or forfeiture of borrowing privileges.
2. Lost or stolen cards should be promptly reported to the library. The library staff will cancel lost or stolen cards immediately upon such notification, but patrons will be held responsible for items checked out on their card until reported lost or stolen.

I. Confidentiality of Patron Records

1. Patron personal information and circulation records are confidential in nature and will be restricted to library staff only. Patron information will not be released to anyone except as provided in the New Mexico Library Privacy Act, NMSA 1978, Section 18-9-1, et seq., as it may be amended from time to time. Library staff may discuss bills and overdue items on a minor's card with the responsible parent or legal guardian as needed, in accordance with the American Library Association's privacy policy.

J. Questions or Exception Requests

1. Questions about this or any library policy may be addressed to the Library Director during regular business hours. Exception requests to library policies may be made to the Library Board of Trustees at any regular scheduled meeting.