



Library Services • 585 Franklin Street • Mountain View, California 94041-1998  
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## **CITY OF MOUNTAIN VIEW LIBRARY CARD AND BORROWING POLICY**

### POLICY:

The City of Mountain View Public Library provides materials and information sources for customers to borrow and use for their information needs, for personal enjoyment or for lifelong learning.

The Library issues free Library cards to anyone residing in California. Temporary Library cards are issued to anyone who resides permanently outside California.

Library cardholders agree to obey the rules and regulations of the Mountain View Public Library and to abide by the borrower's agreement.

Library card and borrowing regulations may change from time to time.

### BORROWER'S AGREEMENT:

The Library cardholder may borrow circulating Library materials, use the Library's Internet/word processing computer stations, access subscription databases, and download audio books and e-books.

A Library card is issued to an individual, and this card should only be used by the person to whom it has been issued.

The individual to whom the card is issued is responsible for the following:

- Returning Library materials by due date and in good condition.
- Payment of fines and fees.
- All charges/activity associated with cardholder's account until card is reported lost or stolen.
- Immediately reporting a lost or stolen card.
- Notifying Library of changes in name, address, phone number or e-mail address.

Parents or guardians of cardholders under the age of 18 are responsible for the above.

### CONFIDENTIALITY:

It is the policy of the City of Mountain View Public Library to ensure the privacy of its users and to consider Library registration and circulation records to be confidential in nature. The

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Library will provide circulation information (printed or verbal) to the concerned Library cardholder only.

In the event of overdue items, circulation information regarding these items only will be made available to the financially responsible person; for example, the parent or guardian of a Library cardholder.

Please see the Library's web site for more information about Library confidentiality.

#### LIBRARY CARD AND BORROWING REGULATIONS:

##### Getting a Library Card

Library cards are free to all California residents. To obtain a Library card, current picture identification with current address is required. If the picture identification does not have a current address, a second piece of identification with current address is required. All applicants must be able to write their first and last name.

If current address verification is not immediately available but picture ID is available, a limited card can be issued with a checkout limit of two items. Link+ items cannot be checked out with a limited card. Once address verification is provided, the two-item limit will be removed.

For adults, Library card applications are available on-line, at the Library and on the Mobile Library. Registration is completed at the Welcome Desk or on the Mobile Library. For those under the age of 18, on-line registration is not available. Paper applications may be completed in the Library or on the Mobile Library.

Temporary cards are issued to customers who reside permanently outside California. The card is valid only for the period of time that the cardholder stays locally. To obtain the card, current picture identification with current permanent address is required, as well as verification of a local address.

For children age 12 and under, a parent or a legal guardian needs to sign the Library card application and provide current picture identification and proof of current address.

For young adults between the ages of 13 and 17, a parent's or legal guardian's signature is not required to apply for a Library card. Applicants need to provide the name of a parent or legal guardian on the card application. Current picture identification and proof of current address is required. If such documents are not available, the parent or legal guardian needs to present his or her current picture identification and proof of current address at the time of application. A parent notification letter is sent to all parents when a young adult obtains a Library card.

##### Using a Library Card

Customers need to present their Library card when borrowing materials. If a Library card is lost or stolen, notify the Library immediately. Picture identification is required to replace a lost or stolen Library card. There is a \$2.00 charge for a replacement card.

Customers are responsible for their Library account and may find out about overdue materials and outstanding fines by checking on-line or inquiring at the Customer Service

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Desk. Borrowing privileges and Library computer usage may be restricted if fines and fees are not paid as required.

## Loan Periods, Limits and Fines for Mountain View Library Materials

| <b>MATERIAL</b>                   | <b>LOAN PERIOD</b> | <b>LIMIT</b> | <b>FINE</b>    |
|-----------------------------------|--------------------|--------------|----------------|
| Audio Cassettes                   | 4 weeks            | 15 per card  | \$0.25 per day |
| Books                             | 4 weeks            | No limit     | \$0.25 per day |
| CD-ROMs                           | 4 weeks            | No limit     | \$0.25 per day |
| Compact Discs                     | 4 weeks            | 15 per card  | \$0.25 per day |
| DVDs                              | 1 week             | 15 per card  | \$0.25 per day |
| Friends of the Library Collection | 1 week             | No limit     | \$0.25 per day |
| Periodicals                       | 1 week             | 15 per card  | \$0.25 per day |
| Videocassettes                    | 1 week             | 15 per card  | \$0.25 per day |
| Console games                     | 1 week             | 2 per card   | \$0.25 per day |

Customers can pay their fines and any other fees with their Visa or MasterCard, as well as by check or cash.

## Renewals

All circulating materials, except periodicals, videocassettes, DVDs and Friends of the Library Collection books, can be renewed twice if there is no hold on the item for another customer. DVDs, videocassettes, periodicals and console games can be renewed once if there is no hold on the item. The Friends of the Library Collection items can always be renewed once since no hold is available.

If Library materials are overdue at the time of renewal, a fine will be added for each overdue item.

Materials may be renewed on-line by going to the Library web site and selecting Renew Items. **On-line renewals occurring after midnight on the due date will be treated as overdue.**

To renew materials by phone, call the 24-hour automated renewal line at (650) 940-1015. **This automated line cannot renew items that are overdue.** For staff-assisted telephone renewals, please call the Library at (650) 903-6885 during business hours: Monday through Thursday (10:00 a.m. to 9:00 p.m.), Friday and Saturday (10:00 a.m. to 6:00 p.m.).

## Returns

The Library provides three automated return stations. Customers can return Library materials at these returns and obtain a receipt if desired. The return inside the Library is available during the Library's open hours. The walk-up return is located at the front of the Library on Franklin Street and is available 24 hours. The drive-up return is located in the Library underground parking garage and is available during the garage open hours. When the walk-up and drive-up returns are not available, the manual book drop at the front of the Library may be used.

Library staff will attempt to locate materials that a customer believes were returned but are still showing as checked out to him or her. There are no borrowing restrictions during the time of the search for materials. If the item is not found in one month, the Library considers the item to be lost and bills the customer for it.

#### Lost or Damaged Materials

If the item is lost or damaged, the borrower will be charged for the replacement cost of the item plus a \$10.00 nonrefundable processing fee. There is a six-month limit for returning a lost item that has been paid for and requesting a refund. **Customer replacements for lost or damaged items are not accepted.**

If any part of an item is missing upon return, the full replacement cost of the item plus the nonrefundable processing fee may be charged.

#### Holds

The Library allows customers to request materials that are checked out or on order and place a hold on such materials. Holds are not available on the Friends of Library Collection. There is no charge for placing holds. A maximum of 15 current holds are allowed for each cardholder.

Holds may be placed on-line, in the Library Catalog or by calling (650) 903-6336. Holds may be placed as long as borrowing privileges are not restricted.

When a hold item is available for pickup, the customer is notified via e-mail, phone or mail. This item must be picked up by the date specified, or the reserve is cancelled. The Library card of the customer who placed the hold is required to check out the item.

Customers can call the Library to hold materials that show available in the Catalog when holds cannot be placed on-line. These items need to be picked up within the date specified at the Customer Service Desk or Children's Desk. A current Library card is required for checkout.

#### LINK+

Library users may borrow books from one of the participating LINK+ libraries when they are not available at Mountain View Public Library. More information about the LINK+ program is available on the Library's web site. There is no charge for this service.

The borrowing policies are governed by the LINK+ consortium. The loan period for LINK+ books is three weeks, with one renewal for two additional weeks if the lending library agrees to do so. The request for renewal is allowed two days before the due date. Overdue fines are \$1.00 per day, per item, and the replacement cost for a lost or damaged LINK+ item is \$115.00.

#### Interlibrary Loan

Materials can be borrowed from other libraries through Interlibrary Loan. There is a processing fee of \$25.00 for this service, and there may be an additional fee assessed by the lending library. More information about this service is available on the Library's web site.

Library Web Site

For additional information about the Library, please go to the Library's web site at:  
*[http://www.mountainview.gov/city\\_hall/library/default.asp](http://www.mountainview.gov/city_hall/library/default.asp)*.

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