

LIBRARY SERVICES
585 Franklin Street • Mountain View • California • 94041-1998
650-903-6335 • Fax 650-962-0438

CITY OF MOUNTAIN VIEW LIBRARY CARD AND BORROWING POLICY

POLICY:

The Library issues free Library cards to anyone residing in 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 as needed to respond to community needs.

BORROWER'S AGREEMENT:

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

A Library card is issued to an individual, who is responsible for:

- Returning Library materials in good condition by the due date.
- Paying all fines and fees associated with cardholder's account until card is reported lost or stolen.
- Notifying the 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:

Per California Government Code 6267, public library records are considered confidential. See the Library Confidentiality Policy for more information.

LIBRARY CARD AND BORROWING REGULATIONS:

Getting a Library Card

Library cards are free. All applicants must be able to write their first and last name. Exceptions can be made for ADA considerations. To obtain a Library card, valid picture identification with proof of valid address is required. If the picture identification does not have a current address, additional proof of address is required.

If current California address verification is not available, but valid picture ID and phone number 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.

Temporary Library cards are also available to access electronic resources. After registering on the Library website, an access number will be provided that is valid for 30 days. This number can only be used for accessing e-books and databases and placing holds. Prior to the end of the 30-day period, the cardholder must visit the Library in person with valid picture ID and proof of current address to obtain a permanent Library card.

For children age 12 and under, a parent or a legal guardian needs to provide his or her own picture identification and proof of current local address and phone number.

Young adults between the ages of 13 and 17 need to provide the name of a parent or legal guardian and phone number 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 use their Library card, or know their Library card number and PIN, when borrowing materials. Picture identification is required to replace a lost or stolen Library card and to check out LINK+ items. Cards expire every three years. To renew a card, customers need to visit the Library with valid ID and proof of current address.

Customers may find out about overdue materials and outstanding fines on the Library's website or by presenting their Library card at the Customer Service Desk. Borrowing

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

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

MATERIAL	LOAN PERIOD	LIMIT	FINE/FEE	RENEWALS
Books	4 weeks	*	\$0.25 per day	3
CD-ROMs	4 weeks	*	\$0.25 per day	2
Compact Discs	4 weeks	*	\$0.25 per day	2
DVDs	1 week	30 per card total	\$0.25 per day	2
DVD sets	2 weeks		\$0.25 per day	2
Friends of the Library Collection (no holds)	1 week – DVD 2 weeks – books	*	\$0.25 per day	1
Periodicals	4 weeks	*	\$0.25 per day	1
Console Games	4 weeks	3 per card	\$0.25 per day	1
Link+	3 weeks	*	\$1.00 per day \$115 if lost	1
Book club kits	6 weeks	2 per card	\$0.25 per day	1
Holds not picked up	N/A	N/A	\$1.00	N/A

* Note that the total system limit is 100 items.

Library accounts with \$25.00 or more in fines or fees will have borrowing privileges suspended.

Other items may be added to the above list as information formats change.

Customers can pay their fines and any other fees at the Library or on the Library website with their Visa or MasterCard, check, cash, or ApplePay.

Renewals

Renewals are allowed only if there are no holds on an item. If Library materials are overdue at the time of renewal, an overdue fine will still apply.

Materials may be renewed online by going to “My Library Record” on the Library website.

Online renewals occurring after 11:59 p.m. 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.

Returns

To avoid fines, items must be returned on or before their due date. The Library provides three automated return stations which supply receipts. 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.

Lost or Damaged Materials

If an item is lost or damaged, the borrower will be charged for the replacement cost of the item plus a \$10.00 nonrefundable processing fee. Lost items can be returned within six months for a refund of the replacement cost. **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 or place a hold on any item except reference materials, current issues of magazines, and items from the Friends of the Library collection. There is no charge for placing holds. A maximum of 15 current holds, including LINK+, are allowed for each cardholder.

Holds may be placed by using the catalog on the Library website or by calling 650-903-6336.

When a hold item is available for pickup, the customer is notified via e-mail, text message, phone, or mail. The Library card of the customer who placed the hold, or the Library card number and PIN, is required to check out the item.

Interlibrary Loan

Materials may only be borrowed from other libraries via LINK+.

LINK+

Library users may borrow materials from one of the participating LINK+ libraries when they are not available at Mountain View Public Library. 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 three additional weeks if the lending library agrees to do so. The request for renewal is allowed two days before the due date, with the exception of DVDs which cannot be renewed. Overdue fines are \$1.00 per day, per item, and the replacement cost for a lost or damaged LINK+ item is \$115.00.

Library Website

For additional information about the Library, please go to the Library's website at: <http://mountainview.gov/library>.

Adopted by the Library Board of Trustees: June 19, 2006

Revised and Adopted by the Library Board of Trustees: May 21, 2018