Borrowing Policy

The Altadena Library District does not restrict access to library materials based on age, origin, background, or views. With an Altadena Library account, community members have access to a wide collection of books, audio materials, visual materials, and other resources. All community members are responsible for the care and return of items checked out to their account.

Both residents of California and visitors to the area are eligible to apply for an Altadena Library Card. To obtain an Altadena Library Card, applicants are asked to complete a library card application and to provide photo ID and address verification. Community members without this information are invited to obtain a Digital Card to access our online resources.

Library Card ACCOUNTS

- **Community Card**
  - FOR: California residents
  - All ages (additional adult signature needed for patrons ages 0 through 13)
  - Requirements: Government issued photo identification with current CA address, or other government, school or work issued photo identification along with address verification for CA
    - Acceptable forms of address verification for residence or P.O. box:
      - Current Vehicle Registration
      - Current Utility Bill issued within the last 60 days
      - Mortgage / Lease agreement
      - Paystub
      - United States postmarked mail
  - Expiration: Three years of no usage

- **Curiosity Card**
  - FOR: Non-California residents and/or those without address verification, including minors.
  - Requirements: Official photo identification or verification (work, government, school)
  - Expiration: One year of no usage

- **Teacher Card**
  - FOR: Teachers and Homeschooling Facilitators
  - Requirements: Official school identification or private school affidavit
  - Checkout Duration (books only): 42 days + standard renewal time
  - Expiration: Annual (August 1)
• Digital Card
  o FOR: Everyone
  o Requirements: None – sign up online
  o Limits: Online resources only, including eBooks & eAudiobooks
  o Expiration: One year of no usage; or when replaced with a Community Card or Curiosity Card

### Borrowing Limits for Library Accounts

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Card</td>
<td>yes</td>
<td>10 per format</td>
<td>2</td>
<td>2</td>
<td>50</td>
<td>5*</td>
<td>50</td>
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<td>5</td>
<td>0</td>
<td>5</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

*Community Cardholders who are fine free, have held a library account for at least 21 days, and demonstrate a history of returning items will be automatically upgraded to Good Neighbor status, which allows them to borrow items from the Library of Things collection.

### Holds
The number of holds for each borrower is equal to the borrowing limits for each material type. Holds are available for pickup up to 7 days after notification.
Checkout and Renewal Periods

- Automatic renewal happens two days prior to the due date of the item, provided there is not a hold on the item. Items without holds will be automatically renewed up to two times.

<table>
<thead>
<tr>
<th>Material Type</th>
<th>Loan Period</th>
<th>Renewals Allowed *</th>
<th>Automatic Renewal *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books, Binge Boxes, Magazines, Music, Kits, Audiobooks, WiFi Hot Spots</td>
<td>21 Days</td>
<td>2</td>
<td>Yes</td>
</tr>
<tr>
<td>Visual Material, Video Games</td>
<td>7</td>
<td>2</td>
<td>Yes</td>
</tr>
<tr>
<td>Library of Things</td>
<td>7</td>
<td>2</td>
<td>Yes</td>
</tr>
<tr>
<td>Interlibrary loan</td>
<td>Dependent on lending agency</td>
<td>Dependent on lending agency</td>
<td>No</td>
</tr>
</tbody>
</table>

*Items that have holds are not renewable

Fees

- The library does not charge overdue fines for late materials; however, library patrons will receive notification of overdue items and will be charged for replacement of an item when it is 30 days overdue.
- Patrons may receive a charge on their account if staff deems that an item has been damaged while in the patron’s care. The library cannot accept items brought in by a patron as a replacement for lost or damaged materials.
- Returned checks will be subject to a bank service charge.
- Interlibrary Loan: The lending library may charge fees. Patron will be asked to agree to these fees prior to initiating the Interlibrary Loan.
- Borrowing privileges are suspended when a patron has over $10.00 in fees on their account. Privileges will be reinstated once missing items are returned or the Altadena Library District is compensated for lost or damaged materials.
PROCEDURES

New Library Card Accounts
New patrons can sign up for one of 3 physical card types: Community, Curiosity, or Teacher. Patrons can register online to receive a Digital Card.

**Whenever possible, ask all patrons to complete registration for a digital card using a catalog computer or other device before coming to the desk to convert their card to a physical card. This will negate the need to fill out an application and allow the patron to verify their own information.

COMMUNITY CARD (California Residents)

1. Request current photo identification with patron’s current address. If ID does not show current address, a secondary form of address verification is needed. If patron is not in possession of these secondary verification documents, they may sign up for a Curiosity Card and upgrade their card at a later date when requirements are met. Electronic documents are accepted for address verification.
   a. Acceptable forms of address verification for residence or P.O. box:
      • Current Vehicle Registration
      • Current Utility Bill issued within the last 60 days
      • Mortgage / Lease agreement
      • Paystub
      • United States postmarked mail

2. If the card is for a child under the age of 14, view parent identification and address verification. In the Add Patron window, input parent first and last name into Contact Guarantor.
   a. If creating cards for a family or if the parent/caregiver already has a card, start in the parent’s patron record in Koha and select the “+ add guarantee” button to link the child’s account to the parent or caregiver. If a second parent would like to be linked to the child’s account as a guardian, link to the parent’s account through the child’s account.
For all physical card types, follow the instructions below:

3. *If patron has not already created a digital card online, skip this step and move on to step #4*

If patron has already completed the process of creating a digital card online, review patron’s identification and address verification before bringing up the patron’s account. Check that all needed information has been entered. If something is missing, ask the patron for that information.

   a. Once account is fully updated, change the card type using the “Category” drop down menu in the Library Management window.
   b. Skip steps 4-7 and continue process at step #8

4. Ask the patron to fill out an application. If the account is for someone under 14, have the parent sign the application. An application must be completed for every new library account.

5. On the “patron” page in Koha, click “+New Patron” and select the appropriate patron category, either Patron (18+), Young Adult (14-17 years old), or Juvenile (0-13 years old).

6. Input required information using application, patron ID, and address verification.

7. Review application and double check entered information. Put application in a designated location to have another staff member verify later.

8. Ask patron what library card design they would like and scan the barcode of the selected card in the “library management” window.

9. In the “OPAC/Staff login” window, scan the barcode again for username and enter last 4 numbers of patron’s phone number as password.

10. If the patron would like to receive texts, copy cell phone number to SMS information at the very bottom of Add Patron window. Ask patron what provider they use for their cell phone and select that SMS provider.
      a. Change notices selections to SMS and select “digests only” where available.

11. If all required information is in, click the save button near the top of the window.
12. Hand card and borrowing policy information to patron. Talk through the borrowing parameters with patron.

13. Ask if patron has any questions and give general directions to the various library locations

CURIOSITY CARD

1. Request picture ID from patron. This does not need to be an official government issued identification, it can be any work, school, or other identification with a picture. This card is also available for California residents without current address verification.
   a. If a patron does not have a picture ID, use best judgement when deciding whether to provide them with this card – a digital card or temporary computer pass may meet their needs.
   b. When issuing cards to students through their class or school, ID is not necessary.
   c. Follow steps 3-14 above to complete the process of creating a new patron record and issuing a library card. Make sure that the correct patron type is selected.

TEACHER CARD

1. Request picture ID along with official school identification or private school affidavit.
   a. Follow steps 3-14 above to complete the process of creating a new patron record and issuing a library card. Make sure that the correct patron type is selected.

DIGITAL CARD

1. Patrons create their own Digital Card account online through our catalog.

Changing Account Type
To change to an account type, the patron must provide appropriate identification for obtaining the requested card.

Change patron category to Young Adult or Adult
There will be a staff notification on a patron’s record if they need to be updated to a different category because they have either turned 14 (Juvenile to YA) or 18 (YA to Adult). When this
notification appears, you will be prompted to change the patron’s record to the correct age category.

Renewing Accounts
Patrons must supply the same required identification materials necessary for new accounts when renewing any card type. All borrowers, including children, must be present to renew their account.

Before renewing the account, check with the patron that all information in their record remains the same. If any changes have occurred, update the account information.

Accessing account and checking out without a library card
- In order to access their account and/or checkout without using a physical library card, patrons must provide a picture ID that matches the name of the record or at least two of the following information types that match the record:
  a. Birthdate
  b. Address
  c. Phone number

- Parents and caregivers can always access their children’s account at the desk or self-checkout machines if they have their child’s library card. If they are not in possession of the library card, staff may look up the child’s account if the adult can provide the necessary identification for accessing an account without a card and the adult is named as a guardian on the account. Without having the child present, staff may only provide information about the number of items checked out, the amount of any fines, and the titles and number of overdue items. In order to maintain patron privacy, staff cannot provide the titles of anything currently checked out on a child’s card to their guardian without the presence of either the library card or the child.

Replacement Cards

1. If a patron has lost their library card and would like a replacement, they must first either provide a picture ID or at least two of the following information types that match the record:
   a. Birthdate
   b. Address
   c. Phone number

2. Verify with the patron that all information in the account is still correct. If anything has changed, update account information.
3. All borrowers, including children, must be present in order to receive a replacement card.

**Claims Returned**

Patrons may have up to two active Claims Returned items on their account. If a patron claims that an item checked out on their account has already been previously returned, these steps must be taken:

1. Ask the patron on what day they returned the item and if any other items were returned along with the missing item.
2. Check to see if any accompanying items have been checked in.
3. Check if the item has been re-shelved without being checked in.
4. If the item is not immediately found, let the patron know that you will mark the item “Claims Returned” which will take the item off their account and place it on a list to be searched for in the library.
   a. If the patron has any lost fees on this item, remove those fees from their account.
5. Ask the patron to check their house, car, and any additional surroundings again to make sure that the item has not been misplaced.
6. A patron may have up to two active Claims Returned items on their account. Any additional Claims Returned will be blocked and those items will be deemed lost after 30 days overdue.
   a. When an item marked Claims Returned is found, the status for that item will be removed from both the item and patron record.

**Waiving Fees**

If a Lost (overdue more than 30 days) item is found in good condition and checked in at the library, any fees associated with that item on a patron’s account can be removed by staff. If the fee has already been paid, the library will not reimburse the patron.

Other fees may be removed based on staff discretion. For fees over $50, staff should consult with a librarian or manager before waiving.
When a fee waiver occurs, staff should note in the patron account the amount waived and title of the item. All staff notes should end with the staff member’s initials and current date.