

Pittsburg Public Library  
**Patron Services Policies**

Adopted by the Board of Trustees, November 2013  
Revised March 2016, April 14,2021

### **Pittsburg Public Library Cards**

In order to borrow materials from the Pittsburg Public Library, library users (patrons) must register for a Pittsburg Public Library card. Cards are issued free of charge to all Kansas residents with proof of identification and current address.

#### **Applying for a Library Card** (applications available in English or Spanish)

- Patrons must provide photo ID with current address (driver's license preferred). If photo ID does not show current address, any printed material that show current address is acceptable, (printed checks, utility bill, etc.) along with photo ID.
- Patrons must sign the library card application indicating they are willing to accept responsibility for library materials checked out.
- Patrons are encouraged to present the card in order to check out materials. This ensures no one else is using the card or number, provides accuracy, and speeds the check-out process. Patrons without their cards will be asked to provide verification.
- Patrons will be issued, upon request, a confidential PIN (Personal Identification Number) with their library card. This PIN allows patrons to access their library account online and use digital resources.

### **Temporary Library Cards**

An applicant who cannot prove current address may be issued a temporary library card and may check out up to two items. This limit will remain in place until valid proof of current address is provided. Limit one temporary card per family/address.

### **Library Cards for Children and Young Adults**

Children ages 14 and under, must have a parent or legal guardian sign the application and provide proof of identification. Teens, ages 15-17 years old, may use their own identification to obtain a card. Parents/legal guardians are responsible for materials checked out on their child's card.

## **Out-of-State Residents**

The Pittsburg Public Library is funded by the citizens of Kansas. Therefore, library cards are issued at no charge to Kansas residents. An individual who owns property in Kansas but does not live here may show a property tax bill in order to be considered a resident.

Applicants who live outside of Kansas may obtain a card if they have proper identification and pay an annual fee of \$25 per card issued. Anyone using the card must live at the same address as applicant. Out of state residents who apply online will not be issued PIN numbers until fee is paid.

## **Pittsburg State University Students**

PSU student ID is considered proof of address and is treated as if cardholder is a Kansas resident. Cards issued to PSU students residing out of state will expire annually. Proof of current student ID may be resubmitted and out of state fee waived.

## **Walking Books Card**

Walking Books is an outreach service for homebound patrons. Library cards for Walking Books patrons are located at the Patron Services desk and all material is checked out for a four-week period.

Patrons who are interested in Walking Books or Outreach services should consult the Patron Services desk for more information. See also Outreach Policy.

## **Service to Teachers & Organizations**

### **Teachers**

An additional teacher card is available to teachers at:

- Crawford County schools
- Preschools in Pittsburg
- Daycare centers in Pittsburg
- Private or Home schools in Pittsburg

Teacher loans are intended to supply materials for student use in the classroom and allow a teacher to keep professional use materials separate from personal use. Teacher cards are kept at the Patron Services desk. All other borrowing privileges, including loan periods and renewals are the same. To obtain a teacher card and yearly renewal:

- Teachers need to show a current school ID at the Patron Services desk
- Current documentation that they are employed by at one of the above listed institutions

## **Organizations**

An organization card is available to organizations and businesses:

- Located within Pittsburg
- Whose owner or administrator accepts financial responsibility for all items borrowed on the account including fees associated with items returned with damage, and items never returned

Organization loans are intended to supply materials for organization use where it is more appropriate for an organization to assume responsibility for items rather than an individual. Organizational cards are kept at the Patron Services desk. All borrowing privileges, including loan period and renewals are the same. To obtain an organization card and yearly renewal:

- Owner or administrator must present a signed letter on official letterhead indicating that the organization accepts financial responsibility.
- Present a photo ID and complete application with contact information.
- List and update as necessary staff members authorized to use the account.

## **Lost or Stolen Cards**

If a library card is lost or stolen, the patron should inform the library immediately so that the card can be blocked to prevent its misuse. Lost cards are replaced at no cost.

Patrons are responsible for all materials checked out on their library card if the card is lost or stolen and not reported.

If a card has been reported lost or stolen, the patron must show a valid form of identification before cards are replaced and materials can be checked out again.

## **Damaged Cards**

If a card is damaged due to heavy usage, the library will verify the patron's personal information and issue a new card at no cost.

## **Renewal of Library Cards**

Patrons will occasionally be asked to verify their address and other personal information. Library cards that have been inactive for five years will be purged annually.

## **Loans, Renewals, and Reserves**

Physical library materials, including books, audio books, visual materials, Books to Go kits, Binge Boxes, and magazines are checked out for two weeks and may be renewed twice if there are no reserves on the item(s).

### **Standard Checkout limits**

- 50 books per card
- 10 total DVDs/movies per card, only two (2) of which may be multi-disc DVDs or two (2) Binge Boxes
- 5 video games per card
- Books/materials borrowed from other libraries in our consortium circulate like PPL materials, unless the lending library requests limits
- Interlibrary Loan materials are checked out under the guidelines of the lending library
- Reference material does not check out.

Patrons may place holds in person, by phone, or through the online catalog. When the item becomes available, the patron will be notified and the item held at the Patron Services Desk for five operating days.

Material may be renewed in person, by telephone, or electronically. Eligible items will be automatically renewed one time as a courtesy to the patron, and a second time by request.

Library staff will adjust the date due to accommodate special circumstances, up to an additional two weeks. Materials with reserves are not eligible for renewals or extended checkout.

Digital materials loan periods vary by platform.

Outreach materials and WI-FI Hot Spots are covered under separate policies.

### **Overdue Items**

The Pittsburg Public Library does not charge fines on overdue items. (Mobile Hot Spots are under a separate policy). However, patrons of the library are expected to return all items undamaged and on time, so that they will be available for other patrons.

Fines may apply on interlibrary loans items (materials on loan from other libraries) depending on the lending library's policy.

Materials that have not been reserved by another patron may be renewed twice (up to four weeks) at patron request. Total check out period may be six-weeks.

Although there is no charge for items returned late, library cardholders are responsible for returning or renewing items to prevent their library card from being blocked.

Materials are considered late one day after they are due to the library. Non-receipt of a notice does not negate the patron's responsibility for returning library materials.

**Late Notice Schedule: Patrons may be notified by email, text, phone, or mail**

1 DAY LATE	First overdue notice
8 DAYS LATE	Second overdue notice
15 DAYS LATE	Third overdue notice
22 DAYS LATE	Fourth overdue notice
29 DAYS LATE	Fifth notice (Billing Notice) (Your card will be blocked if charges are over \$10)
39 DAYS LATE	Sent to Collection Agency for bills exceeding \$100

**If an item is not returned 29 days past its due date, the library considers it lost and the patron is charged the cost of replacement. The patron's account is blocked until the matter is resolved.**

**The patron may resolve the issue by returning the item in good condition, paying for the item, or by arranging a payment plan to pay for the item.**

**Collection Agency**

At 39 days overdue, unresolved accounts with charges of \$100 or more will be sent to a Collection Agency. An additional \$10 processing fee will be assessed. Patrons following a payment plan will not be sent to collections.

Every attempt will be made to work with individual patrons in reaching a mutually satisfactory resolution to any problems arising from lost or damaged material.

**Lost and Damaged Items**

Lost and damaged items will be charged to the patron at the lowest price available for exact, new items. If no price is available, there will be a default charge based on item type.

Replacements with an exact, new copy of a lost library item may be accepted, provided it meets library standards, e.g. if the damaged item is a hard cover then the replacement must be the same.

When patrons claim they have returned or never checked out material that the library system shows they have checked out, that material will be marked "claims returned" and no charges assessed. A patron may claim the return of items only once. Thereafter, items will be considered lost. "Claims returned" will remain in the patron's record and will alert staff in cases of future misuse of library material.

### **Pest Infestation**

Any time staff recognizes signs of pest infestation in any library item, immediate steps will be taken to quarantine exposed materials and protect the rest of the collection and facility. Items returned by patrons with evidence of insects that are known to be damaging to library materials or that can result in pest infestation may be billed following normal procedures for damaged items. Depending on the severity of the situation, the library reserves rights to suspend borrowing privileges until a patron can produce a letter or a receipt from a licensed pest control company documenting treatment or inspection for bed bugs or other pests at his or her place of residence.

### **Refunds**

Patrons who locate material that they have paid for may return the item and will receive a refund for the cost of the item if it is returned within six months of the payment.

### **Confidentiality of Patron Records**

Patron registration and circulation records are exempt from the Kansas Open Records Law (K.S.A. 45-221 (23)). All patron account information will be used only for legitimate library purposes. Disclosure will be limited to the individual account holder and in the case of minors under the age of fifteen, the parent/legal guardian. Any other release of information will be limited to those situations required by law.

Parents/guardians of teenagers between the ages of 15 and 17 may be given information about overdue materials only, upon presentation of the youth's library card barcode number, printed overdue notice, or personal identification that confirms that the adult is the youth's parent/guardians.

### **Interlibrary Loan Requests**

Library patrons with accounts in good standing may request that the library attempt to locate a specific item that is not available in the Pittsburg Public Library's collection. The Pittsburg Public Library does not charge a fee for this service; however, the lending library may impose a fee.

A patron may request an item in person, by phone, or through the library website. The library does not request newly published items or video games. Newer items will be considered for purchase, but not guaranteed.

Each patron is limited to four requests at one time on their card. Items must be checked out on the account of the person making the request (exceptions made to immediate family members. Items usually check out for two weeks, or as determined by the lending library.

Renewal requests for Interlibrary Loan materials are at the sole discretion of the lending library and cannot be guaranteed. Failure to return items on time may result in suspension of ILL services.

Patrons are responsible for lost or damaged items. The patron will be charged the replacement cost of the item(s) as determined by the lending library.