

Circulation

A. Library Card Registration

The Patrick Heath Public Library provides residents of Kendall County with library cards at no charge. Individuals living outside the county service area can pay a fee to check out library resources or apply for a TexShare library card through their local county library.

A library card entitles the cardholder to borrow any circulating materials. Additionally, a library card provides remote access to online resources available from the Patrick Heath Public Library, as well as resources from other libraries.

All borrowers of resources must have a valid card to borrow library materials. Cards are not transferable.

Cardholders must complete the application process in person or online to register for a new library card. The following statement is printed on the cardholder's card:

I am responsible for:

- *Presenting this card when checking out materials*
- *All materials borrowed with this card*
- *Choice of materials borrowed with this card*
- *Notification of loss of card or change of address*
- *Prompt payment of charges incurred on this card*

This card is not transferable.

Proof of permanent street address must be presented at the time of application for card types listed below. A current Texas-issued driver's license or photo ID is all that is required for adults. If the driver's license is not current or from out of state, the following examples are also accepted as proof of residence: voter registration card, tax statement, current lease agreement, utility bill, bank statement, or proof of vehicle insurance. This list is not all inclusive.

The following types of cards are available from the Patrick Heath Public Library:

Resident card

Residents and property owners who pay taxes on real property within Kendall County are eligible for a free card (see Chapter 10 in City of Boerne Code of Ordinances). Non-residents who are library volunteers or employees of the City of Boerne are also eligible for a resident card. Families of non-resident volunteers and City employees are not eligible for resident cards. With proof of teacher status (ID card, letter from principal, etc.) and photo ID, any person who teaches in Kendall County or in the Boerne Independent School District is also

eligible for a resident card. Non-resident school support staff are not eligible for resident cards. Payment of Boerne Independent School District (BISD) taxes is not a consideration for eligibility for a resident card.

Minors (age 16 and under) must have an adult sponsor. The adult sponsor must be 17 years of age or older. If the sponsor has a library account, it must be in good standing. Sponsors are financially responsible for items checked out on the minor's library card. When the minor turns 17, an adult account can be established under his/her responsibility.

Non-resident card

Households outside the county service area may receive borrowing privileges for an annual fee determined by City Council.

TexShare card

The TexShare Card Program is a reciprocal borrowing program designed to allow the registered users of participating institutions to directly borrow materials from the libraries of other participating institutions in Texas. The Patrick Heath Public Library participates in this statewide program. People interested in using the TexShare program must receive a white, paper TexShare card from their home library to check out materials at the Patrick Heath Public Library. Borrowing restrictions do apply. TexShare cardholders are eligible for very limited access to physical and online resources and are not eligible for Interlibrary Loan services.

Student card

Any student aged 11-16 in Kendall County or in the Boerne Independent School District (BISD) is eligible for a student card if they do not have an adult sponsor present to apply for a minor card. Proof of enrollment in an area school is required. A student card provides remote access to online resources, digital materials, and two physical materials. An adult sponsor, with proof of residence or a current library card, is required to upgrade a student card to a minor card. A student cardholder is not eligible for interlibrary loan services.

Digital access card

Individuals outside the county service area or those who do not wish to purchase a card may receive a digital access card, which grants them access to our public computers and remote access to some online resources. This type of card does not allow individuals to borrow any physical or digital items. A digital access card can be upgraded to a paid card at any time.

Renewal of Existing Cards

All cards may be renewed using the same eligibility criteria for acquiring a new card. To renew a library card, the cardholder's account must be in good standing. Cards can be renewed in person or by email. Non-resident card fees must be paid upon the card's expiration to retain borrowing privileges.

All resident and digital access library cards expire after three years, non-resident and student cards expire after one year, and TexShare cards issued to cardholders of other libraries expire on the same date listed on their white TexShare card. Upon renewing TexShare cards, cardholders must present a renewed white paper, TexShare card issued by their home library.

B. Lost or forgotten cards

If a library card is lost, the cardholder should notify the library as soon as possible. A new card can be issued for a fee determined by City Council.

Although all cardholders, adult and minor, should bring their library cards with them if they intend to check out items, photo identification can be used for adults checking out materials without their card. Minors need only verify name and other personally identifiable information. Library cards or electronic barcodes are required to use the self-checkout machines located throughout the library.

C. Loan periods

1. Two (2) weeks for books, both digital and physical.
2. Two (2) weeks for non-current issues of periodicals. Current issues of periodicals do not circulate. Newspapers do not circulate.
3. Two (2) weeks for compact discs, DVDs, and Playaways. Select materials may be checked out for four (4) weeks.
4. One (1) week for mobile devices.
5. One (1) week for musical instruments.
6. Most items may be renewed twice if there is not a waiting list for the title, and if there are no problems on a patron's account. So that another cardholder may have a chance to find the item by browsing, materials will not be renewed consecutively more than two times. Items must be returned to the shelf for 24 hours before being checked out again to the same cardholder or another member of the same household. Additional renewals beyond the original two can be granted at the discretion of the library director or designee.
7. Most digital items can be renewed; some restrictions may apply.
8. Generally, genealogy books do not circulate. Upon request, some materials may be checked out overnight with the approval of a librarian.
9. Interlibrary loan materials are due on the date determined by interlibrary loan staff.
10. Teachers may select only one (1) copy of a title and no more than five (5) items on any subject. Other limits may be temporarily set due to short supply.
11. Items are automatically renewed if no problems exist.

Occasionally the library director may establish a different loan period for special collections, materials that are temporarily in great demand, such as for student projects, or materials added to the collection that are in a new format.

The number of items a cardholder can borrow at one time:

- 25 books or magazines
- 5 CDs
- 3 Playaways (adults)
- 1 Playaway (children)
- 1 Wonderbook (children)
- 10 DVDs
- 1 video game
- 5 readalongs
- 8 Overdrive digital items
- 8 CloudLibrary digital items.
- 1 musical instrument
- 1 story time kit to go
- 1 WACOM pen tablet
- 1 mobile hotspot
- 1 Texas Bluebonnet Award book from the current year.

TexShare cardholders may check out four items per card and may renew once.

With very few exceptions, DVDs and CDs do not carry public performance rights. Most items are for home use only and may not be duplicated in any form.

D. Reserves

Reserves for library materials may be placed by cardholders either in person, by telephone, email, or online. Only five (5) items at a time can be reserved by an individual. Cardholders will be notified by email, text, or telephone when the materials are available. There is no charge to the cardholder for placing a reserve.

All reserved items must be picked up or downloaded within three (3) business days of notification of availability. Cardholders having outstanding fines and/or overdue items are subject to removal from reserve lists.

E. Fines and Charges

Materials are overdue at 12:01 a.m. following the due date. The fines for overdue materials are:

- 25 cents per day
 - books
 - magazines
 - CDs
 - Playaways

- DVDs
- video games
- readalongs
- interlibrary loan materials
- hotspots
- tablets

Digital items expire automatically and cannot become overdue, so no fines are accrued.

F. Procedures for Overdue Materials:

- Cardholders may sign up to receive a reminder email or text message three (3) days before their materials are due. NOTE: This is a courtesy only, and the library is not liable for missed notifications.
- One (1) to three (3) days overdue: A phone call, text or email is sent reminding the cardholder that they have overdue materials.
- At least seven (7) days overdue: A reminder email will be sent.
- At least thirty (30) days overdue: A bill will be sent by email indicating the cost of replacement of the material and service charge for processing, cataloging and postage (the “Bill”).
- If, after the Bill is sent, items are not returned and charges remain unpaid twenty-one (21) days after the date of the Bill, the account may be turned over to a collection agency or municipal court.

Cardholders shall be denied borrowing privileges until overdue materials are returned or paid for if lost and/or damaged.

Maximum Fine per Item

- All items carry a maximum fine of \$5.00 each, including materials borrowed from other libraries.

Sponsors are financially responsible for items checked out on all cards they sponsor.

G. Lost and Damaged Materials

If materials are damaged and judged by the library as being unsuitable for the collection, or materials are lost, the cardholder must pay the replacement cost, plus a service fee for processing, cataloging and/or postage.

If an item is damaged and can still be used, the cardholder will be charged a fee to repair the material.

Cardholders shall be denied borrowing privileges until lost or damaged materials have been paid for or returned. If an item is returned after 90 days, a

replacement fee may be charged for the item if it has already been replaced in the collection.

Exception: There will be no charge for items lost due to natural disaster if the cardholder's insurance does not cover the claim and the cardholder notifies the library within 30 days of the loss with proper documentation. The service fee will also be removed.

Exception: There will be no charge for items lost due to theft if the cardholder brings in a police report within 30 days of the theft and the cardholder's insurance does not cover the claim. The service fee will also be removed.

Replacements and Refunds

The library does not accept a replacement copy of an item, whether lost or damaged, in lieu of money. The decision whether to replace or purchase a different item is determined by the library.

The library will renew a lost item for an additional fourteen (14) days to allow a patron more time to locate the item; however, if an item is lost and paid for the library will not issue a refund for payment.

H. Claims Returned Items

If cardholder and library cannot locate an item that the cardholder claims has been returned, and the item has been renewed the maximum number of times allowed, the cardholder may complete a Claims Returned form. The status of the item will be changed to Missing, and a note will be placed on the cardholder's account indicating the date the Claims Returned form was filed.

If the item shows up either on the library's shelves or the cardholder locates it, the item will be checked in and the Claims Returned status will be removed.

Any cardholder who has completed more than one Claims Returned form within a 6-month period will have their borrowing privileges suspended until at least one (1) of the items has been paid for or found.

I. Loss of Borrowing Privileges Occurs if:

- The cardholder's account balance and/or the balance of accounts cardholder sponsors exceeds \$5.00.
- Materials are lost or damaged (when paid for or returned, borrowing privileges are restored).
- More than one item is listed as Claims Returned within a 6-month period.

J. Confidentiality

Records of this Library that identify, or serve to identify, a person who requests, obtains, or uses Library materials or services are confidential and are exempted from required disclosure under the Texas Public Information Act, Local Government Code Chapter 552. Certain exceptions apply.

Exceptions:

Such records may be disclosed if:

- a) The library determines that disclosure is reasonably necessary to the operation of the library and the records are not confidential under other state or federal law.
- b) The records are released to the person, or the person's authorized representative, to whom the information relates.
- c) The records are required under a valid court order, subpoena, or as provided for under the provisions of the Texas Public Information Act.

For more information, see the library's Confidentiality of Library Records policy.

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