

Boise Public Library
Policy Review
January 2012

Section 4.00 – Use of the Library:

- 4.01 Use of the Library
- 4.02 Circulation
 - 4.02a Library Cards
 - 4.02b Limits on Borrowing Services
- 4.03 Fines and Fees

Staff Recommendations:

Review a typo change for regulation 4.02b Limits on Borrowing Services as illustrated in the attached draft document. This change will bring numbers “10, 5, and 2” expressed consistently as numbers rather than some numbers being spelled out.

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Revised:	03-01-11

USE OF THE LIBRARY

Since the Library is a tax-supported institution, its services and resources are available to those individuals who live or pay taxes within the city limits of Boise or who pay a non-resident fee for services. In addition, "corporate cards" are available to business entities of any kind whose principal offices are located within the city limits. Reciprocal borrowing agreements or service contracts with other libraries may qualify a non-resident of the Library's legal service area for a borrower's card without payment of a direct fee. The Library's "legal service area" is that area within the corporate boundaries of the City of Boise. Services to patrons will not be denied or abridged because of race, color, religion, gender, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other applicable legally protected status.

The Library allows browsers and students from all areas to use materials while in the Library. Reference assistance is provided to browsers whether or not they are Boise residents or purchase a non-resident card.

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CIRCULATION

Staff shall make a library card available to any individual who resides in Boise or who pays property tax within the city limits of Boise, to any business entity whose principal offices are located within the city limits, or, upon payment of a fee equal to the amount of per household residential support as determined by the Board, to any non-resident.

Members of libraries participating in cooperative borrowing agreements with the Library may borrow materials without charge.

Borrowing may be limited as deemed necessary by staff when excessive demand makes it necessary to do so in order to ensure service to the greatest number of patrons.

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LIBRARY CARDS

The Library offers the following cards:

1. Borrower's Card

Borrower's Cards are available without direct payment of a fee to Boise residents, individuals paying ad valorem taxes on real and/or personal property situated within the city limits, employees of Boise City, and Idaho legislators, their families, and their legislative staff. An applicant for a Borrower's Card must present a driver's license, passport, or other official photo identification and proof of current address within the city limits of Boise, proof of employment by the City of Boise, or proof of status as an Idaho legislator, legislative staff member, or spouse or child of an Idaho legislator.

Borrower's Cards will be updated annually upon verification of continued eligibility. A Post Office box will not be accepted as proof of residency. Unmarried minor children (under 18 years of age) residing in Boise shall be issued an individual card, without identification, so long as a parent or legal guardian provides the requisite identification and proof of current address within the city limits.

2. Temporary Card

Individuals who have not established a permanent address in Boise, but who are living within the city limits, may receive a Temporary Card valid for a period of three months. To receive a Temporary Card, an individual must present official photo identification and a letter from an entity designated by the Library as a cooperating service agency agreeing to accept mail for the individual. Should the individual have no such letter, a piece of mail (postmarked within the past ten days) to prove receipt of mail at the designated address may be presented.

Temporary Cards may be renewed upon re-verification of contact provided by a cooperating service agency or presentation of another piece of mail (postmarked within the past ten days) proving receipt of mail at the designated address. The general policy regarding issuance of cards to minor children applies to children of individuals without a permanent address. A patron to whom a Temporary Card is issued may have checked out on the card no more than two items at any one time.

3. Internet-Only Card

Individuals who wish only to obtain free Internet access at the Library may obtain an Internet-Only Card, regardless of the location of their residence. Such card may be issued only upon presentation of photo identification as described above

and will be valid for one year from date of issuance and subject to renewal annually upon presentation of photo identification. This card can only be used for Internet access within the Library.

4. Deposit Card

Temporary residents of Boise may borrow items from the Library by paying a temporary deposit of \$50, of which \$45 is refundable upon the safe return of materials. The number of items to be checked out will not exceed two at any one time.

5. Corporate Card

Business entities of any kind whose principal offices are located within the city limits may obtain a Corporate Card. Any officer of the business entity may apply for the card upon presenting photo identification and a business card, letter on company letterhead, or other documentation showing the applicant's status as an individual authorized to apply for the card on behalf of the business entity. A Corporate Card may be issued only after staff has verified that the applicant has approval to apply for the card on behalf of the business entity. The business entity will be financially responsible for fines and fees incurred through use of the card.

6. Non-Resident Card

An individual who does not meet the requirements for a Borrower's Card may obtain a Non-Resident Card upon the payment of an annual fee of \$69.30. The Non-Resident Card has the same privileges as a Borrower's Card and the annual payment of the non-resident fee by one individual in a household allows all other persons in that household to obtain a Non-Resident Card without the payment of an additional fee.

A full refund shall be given at any time during the year if the fee was charged in error. Refunds of fees for Non-Resident Cards shall otherwise be made on a pro-rata basis for the first nine months after the purchase of a non-resident card; no such refunds shall be given during the last three months of the non-resident year. Refunds of fees for Non-Resident Cards may be made as follows:

- when a business transfer takes the non-resident from the area;
- when Boise City annexes the non-resident's property into the city;
- when the non-resident moves into Boise City; or
- when new contractual arrangements with another library entitle the family to service without payment of non-resident fees.

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LIMITS ON BORROWING SERVICES

A cardholder may have no more than **10** items from any of the following categories checked out at one time:

- Compact discs
- AV Kits
- Holiday CDs, Cassettes, & Audio-Visual Kits

A cardholder may have no more than ~~five~~ **5** items from any of the following categories checked out at one time:

- Feature DVDs
- Non-Fiction DVDs
- TV Series DVDs
- Books on CD
- eAudiobooks
- Video Games
- Computer Software

A cardholder may have no more than ~~two~~ **2** Kidpacks checked out at one time.

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FINES AND FEES

The Director or designee shall charge fines and fees to assure the timely return of materials, fund the replacement of materials that are lost or damaged, and offset costs for document delivery. The Director or designee will also charge for meeting room use.

The Board has established the following fines and fees:

1. Overdue items

Fines on overdue items owned by the Library from the following categories are charged at \$1.00 per day:

- Feature DVDs
- TV Series DVDs
- Video Games
- Kidpacks
- Reference materials

Fines for all other overdue items are charged at \$.25 per item per day.

2. Lost or Damaged Items

If an item is lost or damaged, the patron shall pay the price that appears in the Library's circulation database plus an additional fee for processing of the item. The Library will refund payment, less processing fees, for a lost item subsequently returned within ninety days after payment. Replacement copies will not be accepted in lieu of payment for lost or damaged materials.

3. Card Replacement

The Library will assess a \$1.00 fee to replace a lost card.

4. Document Delivery Fee – Special Collections

The Main Library provides a limited fee-based search service for selected Idaho Information deliverable through facsimile transmission, scanning, email or U.S. mail. Patrons will be invoiced for the charges or may pay the fees by credit card. The charges are as follows:

- \$5.00 for Idaho Statesman obituary and death notices delivered to patrons, limited to four obituaries and/or death notices per request.
- \$5.00 per article from the Idaho clipping files delivered to patrons, limited to four articles per request.
- \$1.00 per page from phone books and Boise city directories for a specific name/business during a specific year delivered to patrons, with a limit of five pages per request.

5. Document Delivery Fee – Other Collections

Patrons may request faxed copies from various other materials held at the Main Library related to reference and research purposes. The Library will fax free of charge up to 15 pages of material to anyone within its toll-free calling area. Any fax consisting of 16 pages or more shall carry a flat charge of \$5.00, payable in advance by credit card. Anyone outside the toll-free calling area shall be charged a flat \$5.00 fee for a fax of reasonable length.

6. Meeting Rooms

Staff will charge fees for the use of meeting rooms as follows:

- William F. Hayes Auditorium (Main Library)
Reservation Fee: \$80.00
Cancellation Fee: \$25.00
- Marion Bingham Conference Room (Main Library)
Reservation Fee: \$25.00
Cancellation Fee: \$7.50
- Community Rooms (Branch libraries)
Reservation Fee: \$50.00
Cancellation Fee: \$15.00

The Library will assess a charge on checks that, for any reason, are not honored by the bank on which they are written, and which are returned unpaid to the Library. Such charge shall be equal to that made by the City of Boise for the same purpose and payment may not be made by personal check.

At the discretion of the Director or designee, the Library may engage the services of a collection agency to collect outstanding fines and fees or to ensure the return of materials. In the event that the Library has need to use the services of a collection agency, a fee of \$10.00 shall be added to the account and shall be paid in addition to any other fees/charges for fines, lost/damaged materials, or other charges which have been made to a patron's account.

The Library may pursue court action against patrons who refuse to return items to the Library.

No materials will be loaned to patrons owing more than \$10.00 in fines or fees, nor to any patron who has unresolved charges on an account referred to a collection agency.

2nd floor Plan 2011-09-08

- Remove 4 rows of stacks.
- Add browsing shelves, creating room like spaces.
- Remove annex.
- Add stacks.

-82 (x 7 = -574 shelves)
 +58 (x 5 = 290 shelves)
 +42 (x 7 = 294 shelves)
 +2 (x 7 = 14 shelves)
 DIFFERENCE: +24 shelves

Seating arrangements may vary.



