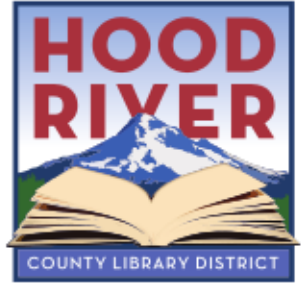


# Library Card Policy



Hood River County Library District cards allow their holders to borrow a wide variety of free information and entertainment materials. They also provide access to the District's licensed electronic resources remotely.

Any resident of Hood River County, resident of a Metropolitan Interlibrary Exchange (MIX) library, or cardholder at an Oregon Library Passport Program (OLPP) library is eligible to receive a free library card from the District. The District also honors current valid library cards from any other library in the Sage Library System. Materials may be checked out from and returned to any Sage library.

## Regular Library Cards

Patrons 18 and older may receive a regular library card by going to any District library and providing name, mailing address, street address, contact information, and date of birth. Patrons who are 16 or 17 can receive cards by providing the same information, as well as the name of their parent/guardian. Patrons 15 or younger must have approval of a parent/guardian accepting responsibility.

The person accepting responsibility for use of the library card (the adult or teen patron or parent/guardian) must provide proof of identification and current residence and mailing address. Acceptable proof of identification and residency include but are not limited to the following:

- Valid government-issued photo ID or voter's registration card
- Valid student photo identification
- Utility bill
- Rent receipt signed by a landlord
- Lease or mortgage agreement
- Imprinted check
- Postmarked piece of mail delivered to the mailing address

For patrons 17 and under, a parent/guardian's card in good standing may be used as proof of residence and mailing address. Staff members are encouraged to use sound but flexible judgment in accepting applications and proof of address, remembering that the District's major aims are to verify that the applicant lives in an area eligible for a free card and have enough information to contact the patron regarding hold pickup, billing, and other notices.

Patrons who come to a library without sufficient identification to get a library card are welcome to use the library facilities, including any materials and equipment, and take any free items on offer.

## ***Privileges and Restrictions***

Library cards are not transferable; each patron must have his/her own card to check out

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materials. To check out, patrons must show the card in person, show it digitally, provide valid photo ID, or verify information on the account. Family members living in the same household may pick up each other's holds. A patron also may allow another individual to pick up his/her holds by giving that individual the card to present at the library. If doing business remotely, they must verify information on the account.

To help optimize availability of the collection to the public, the District limits the total number of items that can be checked out at the same time on a regular card to 50. Because holds and interlibrary loan requests are labor-intensive services, patrons also are limited to nine outstanding holds within the Sage Library System and six outstanding out-of-Sage interlibrary loan requests.

### **Other card types**

Library staff, at the discretion of the Library Director, are authorized to issue specialized types of library cards with different privileges and restrictions from regular cards.

- *Institutional cards*: Institutional cards are issued to organizations or businesses serving Hood River County that wish to use library services for business purposes. Institutional cards may have higher item limits or loan periods. To create an institutional card, a staff member of that organization must provide a valid photo ID as well as a business card in their name showing their association with the organization as well as the organization's contact information. Cards are issued at the discretion of the Library Director or Assistant Director.
- *Metropolitan Interlibrary eXchange (MIX)*: MIX cards are issued to patrons residing within the service area of a participating MIX library. Cards have the same privileges, restrictions, and ID/address requirements as regular cards but can be used in-person only at HRCLD locations.
- *Non-resident cards*: Non-resident cards are issued to individuals who are temporary residents, do not reside within Hood River County, or don't qualify for MIX, OLPP, and other Sage library cards. Cards have the same privileges, restrictions, and ID/address requirements as regular cards but expire at the time the individual expects to leave the area or in one year, whichever comes first. There is a non-refundable fee of \$20 for three months or \$80 per year. That fee is waived for area camp hosts.
- *Oregon Library Passport Program (OLPP) cards*: OLPP cards are issued to patrons who have a valid library card from a participating OLPP library. OLPP cards have the same privileges, restrictions, and ID/address requirements as regular cards but do not have remote access to the District's licensed electronic resources and expire one year from the issue date.
- *Provisional cards*: Provisional cards are issued to individuals with unstable living situations, such as those experiencing homelessness or those living in domestic violence shelters. To receive a Provisional card, individuals must present a government-issued photo ID (it does not have to be valid) and give a contact phone number. Cards are limited to two items checked out at once, one hold on HRCLD items only, are good only at HRCLD locations, and expire in three months but may be renewed.

## **Loan Periods**

All circulating materials, except movies, check out for three weeks. Movies check out for one week. Patrons may renew materials by contacting any District or Sage library. An item may not be renewed if another person is waiting for it, it has already been renewed twice, or the patron has been billed for the item.

## **Fines and Fees**

Materials that are kept beyond their due dates will incur overdue fines. There is a three-day grace period on all items during which fines will not be charged. Fines are \$0.10/day, \$3 per item maximum.

The District also collects fees for the following:

- Lost or irreparably damaged items: Retail cost of item + \$5 processing fee. Patrons may bring in a good identical copy of an item to have the retail cost waived. They will still be charged the processing fee.
- Damaged items, if repairable: \$10 or the cost of the repair, whichever is higher.
- Destroyed media case: Audiobooks, \$10; everything else, \$5
- Lost media piece (e.g. disc from an audiobook or DVD series), if individually replaceable: \$10 or the replacement cost, whichever is higher.
- Damaged media cover art: \$5 or the replacement cost, whichever is higher.
- Damaged barcode or spine label: \$1.
- Out-of-Sage interlibrary loans: \$3 plus any fees charged by lending library
- Non-resident cards: \$20 for 3 months or \$80/year
- Replacement card - \$1

Fees paid for lost materials may be refunded, less the processing fee, if they are returned in good condition within six months of having paid the fee.

## **Overdues and Billing**

Patrons will be notified about overdue materials by email only. Otherwise, it is the patron's responsibility to monitor their record for overdue items. If a patron fails to return overdue materials within four weeks of the due date, the material will be considered lost and the patron will be billed for the item.

The District will not check out materials to any patron with outstanding fines or fees exceeding \$15 at any library or combination of libraries in the Sage Library System. Borrowing privileges will be restored when outstanding fees are brought under \$15.

Exceptions to any provisions of this policy are at the discretion of the Library Director or designee.

Adopted by the Board of Directors, July 12, 2011  
Last revised, March 21 2017