



Chandler Public Library Library Cardholder Policy

This policy outlines Chandler Public Library borrower eligibility, requirements, privileges, and responsibilities.

Getting a Library Card

Full Access Card:

Chandler Public Library cards with full borrowing privileges are free for the following:

- All Maricopa County residents *providing photo identification and proof of residency*
- Anyone employed within the city of Chandler *providing photo identification and verification of employment*
- Anyone attending school within the city of Chandler *providing photo identification and verification of enrollment*
- Residents of the Gila River Indian Community in Pinal County *providing photo identification and proof of residency*

People who do not qualify under any of the above may have full borrowing privileges for an annual \$40 fee.

Examples of acceptable photo identification:

- Driver's license/State issued ID
- Tribal ID
- School ID
- Military ID
- Passports

Examples of acceptable verification of residential address:

- Current driver's license
- Voter registration card
- Current paystubs (print or digital)
- Postmarked mail
- Utility bills (print or digital)
- Lease agreement (print or digital)
- Bank statements (print or digital)

Examples of acceptable verification of employer address or school enrollment:

- Current print or electronic paystub, which includes applicant's name and employer address within the city of Chandler
- Current paper or electronic school records, including enrollment verification form, course registration, report card, or transcript.

Please note:

Photo identification and proof of current address of a parent or legal guardian must be presented for cards issued to children age 12 and under. Young adults between 13 and 17 years of age who cannot provide acceptable proof may obtain a card by having a parent or legal guardian present acceptable documentation.

Chandler resident adult library cards expire 5 years after creation.

Chandler resident child and youth library cards expire respectively on the patron's 13th and 18th birthdays, or after a two-year period of inactivity.

All other cards expire one year after creation.

Cardholders may visit, call, or email Chandler Public Library to renew their expired cards.

eCards:

Chandler Public Library eCards provide access to digital library resources such as ebooks, online databases, and in-person computer use. eCards are available through our online registration form and can be upgraded to a full borrowing privileges card by visiting one of the Chandler Public Libraries and providing the acceptable documentation.

Computer Access Only Cards:

Chandler Public Library Computer Access Only Cards provide access to public internet computers at all Chandler Public Library locations. This membership type does not grant access to any other library services or the check-out of library materials (physical or digital). Identification is required to be eligible.

Cardholder Responsibility

Cardholders accept full responsibility for all items borrowed on their card and for all associated charges and agree to report a change of address or a lost or stolen card. The library must have a record of your card having been reported lost, or it is not considered lost. It is to the cardholder's benefit to report the loss or theft of a library card immediately. There is no charge to replace a stolen card.

Cardholders agree to abide by all library policies and procedures. Parents/Guardians are responsible for all items borrowed and any charges accrued through use of library cards by their minor children, including lost or damaged materials.

Library card accounts with fees totaling \$10.00 or more will be blocked and restricted from borrowing any items and reserving rooms until the balance on the account is paid in full.

Accounts with long outstanding fees may be sent to a materials recovery service.

There is a \$2.00 charge for all library cards that are lost or damaged beyond use. Picture identification must be presented to replace a library card.

Notifications:

All hold requests, due date reminders, overdue materials and other library notifications will be sent by email or text. In the event notifications are not received, cardholders are still responsible for returning their borrowed items on or before their due date.

Special Note to the Parents and Guardians of Youth Cardholders

The Chandler Public Library makes a wide variety of information available to the public, including children and teenagers. Because of that, diverse perspectives on sensitive topics may be represented in our collections, and some parents may consider certain topics or titles offensive to them or inappropriate for their children. In determining the suitability of materials for children, parents and guardians are responsible for guiding their child's library engagement, with Chandler Public Library and its staff not serving in that role. If there are concerns, caregivers should discuss rules regarding library use with their children.

A parent or legal guardian may request suspension of computer access or checkout privileges for their dependent minor child by visiting the library with their child to meet with a librarian. Only requests for a full suspension of computer access and checkout privileges can be considered.

Borrowing Items & Loan Limits

Cardholders may check out a total of 100 physical items.

All items check out for 21 days except for the following:

- DVDs, which checkout for seven days
- Interlibrary Loan (ILL) materials (checkout period determined by ILL Coordinator)
- Equipment used in the library, which checkout for two hours
- Specific materials may also have checkout periods set by library staff to ensure maximum use and availability of those items

All items are automatically renewed up to four times except for the following:

- Items that have had a hold placed on them
- ILL items (ILL materials may not be renewed)
- Specific materials may also have renewal rules set by library staff to ensure maximum use and availability of those items

Manual renewals may also be done in person, by phone, library website, or mobile app.

Cardholders are encouraged to return all borrowed materials on or before the due date. Most library materials can be returned to any Chandler Public Library location, both inside the library and outside via the book drop.

Holds

A library user may have up to 25 hold requests at any one time, and can then pick up at any Chandler Public Library location. Holds may be placed in person, by phone, via the library website, or mobile app. Specific materials may also have hold rules set by library staff to ensure maximum use and availability of those items.

Patrons will be notified when their item(s) on hold becomes available. Items are held for patrons for seven days.

Overdue, Damaged, and Lost Items

Chandler Public Library does not charge fines for overdue material.

Once items are no longer eligible for automatic renewals, library materials returned 14 days after the due date or longer will subject the cardholder account to a replacement charge of the retail item price plus a \$5.00 non-refundable processing fee.

If an item has been lost or damaged beyond library use, the cardholder account will be charged the retail price of the item plus a \$5.00 non-refundable processing fee. Patron purchased replacement copies of lost items will not be accepted.

Fees for damaged items that are still useable:

Barcode/Spine Label/RFID Tag Removed	\$1
Plastic Jacket Removed	\$5
DVD Case Lost or Damaged	\$5
Audiobook Case	\$10
Audiobook Sleeve	\$1

Any other damages will be assessed in consultation with the circulation supervisor and/or branch manager.

Refunds:

Lost fees may be refunded up to thirty days after payment for a full refund with the return of the item in usable condition. The \$5.00 processing fee is non-refundable. Items returned more than thirty days after payment are not eligible for a refund.

Service Fees

Returned Check Fee	\$25
Material Recovery Service Fee	\$15
Non Maricopa County Residents	\$40 annually
Replacement Library Cards	\$2
Interlibrary Loan (ILL) Fee	\$6/ retrieved item
Copies and Printing (Black & White)	\$.25
Copies & Printing (Color)	\$.25
3D Printer Filament	\$.10 per gram (at staff discretion)

Confidentiality of Records

Chandler Public Library complies with the privacy of user records according to ASRS 41-151.22.

ASRS 41-151.22. Privacy of user records; violation; classification; definition

A. Except as provided in subsection B of this section, a library or library system supported by public monies shall not allow disclosure of any record or other information, including e-books, that identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the library.

B. Records may be disclosed:

1. If necessary for the reasonable operation of the library.
2. On written consent of the user.
3. On receipt of a court order.
4. If required by law.

C. Any person who knowingly discloses any record or other information in violation of this section is guilty of a class 3 misdemeanor.

D. For the purposes of this section, "e-book" means a book composed in or converted to digital format for display on a computer screen or handheld device.