



Pine Plains Free Library

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Library Card and Lending Policy

Borrowers

All borrowers (“patrons”) must register and have a valid local or system card to borrow library materials. There is no charge to obtain a library card. This card may be used at any one of the member libraries in the Mid-Hudson Library System. A complete list of Mid-Hudson Library System Member Libraries is available online (www.midhudson.org/libraries).

All patrons, adults and children, are expected to have their library cards with them if they intend to check out items. If a patron does not have their card, a driver’s license or photo ID may be presented at the time of check-out to establish proof of identity.

Library Card Registration and Eligibility

Registration

Patrons must fill out an application form to register for a new library card. Forms are available at the Circulation Desk during the Library’s hours of operation. Alternatively, an online-registration form is available on the library website (www.pineplainslibrary.org).

By signing this application, the patrons are attesting that they will be responsible for all library materials signed out on their card and will adhere to Library policies which are posted online at the Pine Plains Free Library website (www.pineplainslibrary.org).

Adults

Applicants over the age of 18 are required to have identification at the time of issuance, with a current residential address that is within the Mid-Hudson Library System area – Dutchess, Columbia, Greene, Putnam, Ulster counties. Identification with only a post office box number or with a motel address may not be sufficient.

The following are considered acceptable proofs of identification:

- a valid New York State driver's license or identification card issued by the New York State Motor Vehicle Division with current residential address;
- a valid temporary driver's license with current residential address;
- imprinted checks with current residential address;
- canceled mail postmarked within the last week;
- telephone, utility, rent, or tax bills.

Children/Teens

Applicants under 18 years of age need to have a parent or guardian present at the time of issuance to give consent and sign the application form before a new card can be issued. Please note that children may access and/or borrow any resource in the library with a valid library card and have the ability to request materials from other libraries within the Mid-Hudson Library System.

Online eCard Registration

Patrons are allowed to register for a Library card online on the Pine Plains Free Library website. This allows for limited-time access to the Library's online resources. The patron is expected to come by the Library with the required identification outlined above within 30 days or the card will expire. Once at the Library, the patron will fill out the general card application and will receive their card.

Library Card Renewal

All Library cards expire after three years. In order to renew a library card for another three years, patrons must produce their card in-person, verify their information with the use of an ID, and clear any and all outstanding fines and bills. A new card is not issued upon renewal unless the original card has been lost or destroyed.

A one-time, three-month extension of the card's expiration date may be done for patrons who don't have the required identification, or who request an extension over the phone for online resources. During this three-month extension, the patron is expected to bring in identification in order to renew their card. If the three-month extension expires and the patron has not provided proper identification, the card will expire until the patron produces their card and identification in-person.

A parental signature is not required for children to renew their card.

Lost or Stolen Library Cards

In the case of a lost card, the patron should look for at least two weeks before requesting a replacement. Please report a stolen card as soon as possible so the original can be cancelled and a new card can be issued. There is no fee for the first lost replacement card, but subsequent replacement cards will be assessed a \$2.00 fee. There is no charge for damaged cards so long as the original card is returned to the Library.

Loan Periods and Renewals

The majority of items within the Library's collection may be borrowed for 21 days. If the due date falls on a holiday or day when the Library is closed, then the loan period will be adjusted until the next operational day. Loan periods and renewals for the various library materials are detailed below:

- A 21-day loan period for books, books on CD, music CDs, videogames (PS, Wii, Xbox, etc.) children's kits, and play-a-ways
- A 7-day loan period is given for New DVD titles (which will be noted on the case). Regular DVDs have a 21-day loan period.
- Certain reference material, technology, newspapers, and local history do not circulate outside of the Library and will be indicated with "For Library Use".
- Loan periods for interlibrary loans (ILL) are due as indicated by the owning library.
- Materials may be renewed up to two (2) times for the loan period so long as there is not an existing hold for the item. Renewals can be requested online, in-person, and via telephone.
- Auto-Renewal is a feature offered by the Mid-Hudson Library System in which eligible items checked-out by patrons in good standing will be auto-renewed using Courtesy Notices for the loan period two days before the item is due. Items that are not eligible for auto-renewal will be due on the original due date.
 - Eligible items are items that are renewable, have not met the renewal limit (2), and do not have an existing hold.
 - Patrons in good standing are patrons whose cards have not expired and owe less than \$10 in fines.
- Renewals for ILL (Interlibrary loans) must be requested in-person or by phone and will have to be approved by the owning library. The owning library will decide if the renewal is allowed and for how long

Materials borrowed from other MHLS (Mid-Hudson Library System) member libraries through materials sharing (holds/reserves) at the Pine Plains Free Library follow the above circulation rules. Holds may be placed by patrons in-person, over the phone, email, or via the Library's online catalog. Patrons will be notified by telephone or email when the materials are available. There is no charge to the patron for placing a hold.

Patrons should be aware that if they use their Pine Plains Free Library to check-out materials at another Mid-Hudson Library System Member Library, the loan rules for that library apply and may be different from the above.

Returning Items

Items can be returned at the Library circulation desk during hours of operations or at the 24/7 drop-box located to the left of the entrance to the Library. Items may also be returned to any library in the Mid-Hudson Library System in-person or at designated drop-box locations.

Anything returned to the Pine Plains Free Library after the library closes will not be checked-in until the next day.

Fines and Charges

Overdue Fines

As of January 1, 2022, the Pine Plains Free Library will no longer be charging overdue fines for any library materials.

Lost or Damaged Items

Lost and damaged items, including items with missing parts, are assessed at their current, full replacement costs. This cost is calculated from the cost of the item and the materials required to process the item (barcodes, book wraps, cases, etc.). The Library does not accept replacement materials for items charged.

If a patron offers to replace a lost, damaged, or missing item with a replacement copy for an item that belongs to another MHLS library, staff must contact the owning library to see if they will accept a replacement copy. It should not be assumed that this is acceptable.

Patrons will be notified as soon as possible by phone or email if an item is missing or damaged. Interactions regarding lost, damaged, or missing items will be documented by staff in the ILS (integrated library system).

Unreturned Items

If an item remains overdue and unreturned for 4 weeks, the full replacement cost will be billed to the patron's account. It is the patron's responsibility to keep track of due dates, but the Library may attempt to contact the patron by email or phone for overdue and billed items.

If the patron is able to find the overdue or billed item prior to the Library buying a replacement, the replacement cost will be removed from the patron's account fully. In the event the item is

found by the patron *after* the Library has replaced the item, no refund or waive of charges will be provided and the original items will be considered the patron's property.

Claims Returned

If a user feels that they returned a Library item and if that item is not on the shelf, then the user may claim the item returned with no penalty. This is used as a last resort. Library staff may renew the item in order to give additional time to look for the missing items if there is no hold on the item.

The Library is not able to place a "claims returned" on any item that the Library does not own, regardless if the item is picked up here. Staff should conduct a search and shelf-check of the Library to ensure the item was not shelved mistakenly. It is the responsibility of the patron to contact the owning agency regarding the missing material, but the Library may serve as a conduit to the contact.

There is a limit of three "claims returned" per user, after which library privileges will be suspended. This can only be removed from the patron's record by either locating and returning the materials or paying the replacement costs.

Confidentiality

Pursuant to New York State Civil Practices Law and Rules Article 45 §4509, all Library records that identify types of materials used by or personal information about individuals are confidential in nature. Under no circumstances shall Library staff or volunteer provide information of any kind about an individual Library user.

No Library records shall be made available to the public, press, or governmental agency, except by such process, order, or subpoena authorized by federal, state, or local law, or upon the written consent of the Library user.

Only the Library Director is authorized to accept the court order or subpoena.

Loss of Library Privileges

Patrons may be suspended from using the Library if found in violation of the Patron Code of Conduct Policy, posted publically on the Pine Plains Free Library website (www.pineplainslibrary.org). Additional suspending of privileges will occur if one or more of the following conditions exist:

- a patron owes more than \$10.00 in fines or replacement costs of materials from any MHLS library;
- a patron has more than three claims returned;

- another library requests the suspension.

It is the patron's responsibility to keep their email address, phone number, and address current. Staff may ask for an update at the desk if there was a problem in contacting them.

Library privileges will be restored when accounts have been cleared and/or updated.

ADOPTED: March 25, 2013

REVISED: November 16, 2021 EFFECTIVE: January 1, 2022