

A full-access Gloversville Public Library card is available to those age 18 or older (and those age 13-17 with a parent or guardian as responsible party), residing in our service area, who can produce an identification card with their photo, name, and address. In addition, another item with the same name and current address (such as a utility bill, checkbook, or automobile insurance card) must also be presented. Those using a PO box still need proof of a street address.

A limited-access Gloversville Public Library card, called a "Core Card," is available to all ages, without the documentation listed above. Core Card holders may switch to full-service cards at any time, with the documentation listed above.

To obtain a full-access juvenile card (required for ages Birth-12; available for ages 13-17), a parent or guardian is required to come into the Library with the above identification.

To obtain a limited-access juvenile Core Card (required for ages Birth-12; available for ages 13-17), no parental or guardian consent is required, nor is the above documentation required. Any caregiver may register children Birth-5 for a limited-access card. Youth ages 5+ may register for a limited-access Core Card themselves. Juvenile Core Card holders may switch to full-service cards at any time, with the documentation listed above supplied by a parent or guardian.

Parents and guardians are responsible for the materials their children and teens access and/or check out.

Library cards are not transferable. Only the person issued the card may use it. By obtaining a card, the individual agrees to follow the rules and policies established by the Gloversville Public Library and to be responsible for all materials borrowed on their or their child's card.

Corporate cards for businesses, educational institutions, and non-profits are available. See the Library Director for details.

There is no charge for a library card when an account is first opened. Replacements for lost, stolen, or damaged cards will cost \$1 for adult accounts and 50 cents for juvenile accounts.

Borrowing Limits

Patrons with adult full-access cards have no item limits for adult, young adult, and/or juvenile materials from our main print collections and our eMagazine collection. However, these cards are limited to a maximum of five (5) "New and Popular" and/or "Lucky Day" items, as well as up to five (5) DVDs of any type. Should a DVD be designated "Lucky Day," it shall be counted as a DVD and will not be counted towards the "Lucky Day" limit. Adult cards are also limited to four (4) eBooks/eAudiobooks, as well as one (1) item from the "Library of Things."

Patrons with adult limited-access cards may borrow a maximum of three (3) items from our adult, young adult, and/or juvenile main print collections, and unlimited items from our eMagazine collection. Additionally, these cardholders may borrow up to four (4) eBooks/eAudiobooks. These cardholders may not borrow physical media or items from any of the Library's special collections ("New and Popular," "Lucky Day," "Library of Things," etc.). Limited-access adult cards cannot be used to reserve items from other libraries.

Patrons with full-access juvenile cards may borrow a maximum of 25 juvenile, young adult, and/or adult items from our main print collections and unlimited items from our eMagazine collection. In addition, these cards are limited to a maximum of five (5) "New and Popular" and/or "Lucky Day" items, as well as up to five (5) DVDs of any type. Additionally, these cardholders may also borrow up to four (4) eBooks/eAudiobooks. It is the responsibility of parents/guardians/caregivers to oversee their child's selections. Juvenile accounts may not borrow any items from the "Library of Things" or other select special collections.

Patrons with limited-access juvenile cards may borrow a maximum of three (3) items from our adult, young adult, and/or juvenile main print collections and unlimited items from our eMagazine collection. Additionally, these cardholders may also borrow up to four (4) eBooks/eAudiobooks. These cardholders may not borrow physical media or items from any of the Library's special collections ("New and Popular," "Lucky Day," "Library of Things," etc.). Limited-access juvenile cards cannot be used to reserve items from other libraries.

Loan Periods

- 28 days: Adult non-fiction, older adult fiction, juvenile and teen books, large print items, music CDs and audio books
- 14 days: New adult fiction and magazines
- 7 days: DVDs, museum passes, and other special collections

Loan periods for eBooks and eAudiobooks can be set by the patron for 7 or 14 days. eMagazines do not have a limit.

Items may be renewed through patron accounts online, by email, or telephone.

Overdue Notices and Bills

Patrons can choose their preferred method of notification: phone call, email, or text.

When an item is one (1) day overdue, patrons with email or text notification will receive a reminder. When an item is one (1) week overdue, patrons will receive either a reminder phone call or a second reminder email/text. When an item is two (2) weeks overdue, patrons will receive either a second reminder phone call or a third reminder email/text. When an item is three (3) weeks overdue, the patron will receive a bill for the replacement cost of the item. After six (6) weeks overdue, accounts may be referred to a collection agency for the purpose of additional collection procedures. A non-refundable processing fee of \$10 will be added to all accounts in collection.

Replacement Fees for Lost and Damaged Items

Any item borrowed from the Library and not renewed or returned by its due date is considered overdue. Although the library does not charge a fee for overdue materials, any item that is overdue 21 days or more will be considered lost and the borrower will automatically be charged a replacement cost for that item, and the borrower's account will be suspended until the replacement cost is paid.

It is a patron's responsibility to return items in the **same condition** they were in when borrowed. Any item that is returned damaged or with missing pieces, and deemed by the Library Director to be unfit for further circulation, will be charged a replacement cost for that item, and the borrower's account will be suspended until the replacement cost is paid.

The amount of the replacement cost is the price listed by the circulation system for that item.

If a lost Gloversville Public Library owned item is returned in good condition and the replacement fee was not paid, the fee will be waived. If a lost Gloversville Public Library owned item is returned in good condition within 180 days of being labeled lost, and the replacement fee was paid, the patron will be refunded the replacement fee.

Replacement items, in lieu of paying the replacement cost, will not be accepted.

Items borrowed from other libraries will have fees assessed by the library that owns the item.

CONFIDENTIALITY

All library records relating to an individual patron's use of the library and its resources are confidential. These records may be consulted and used by library staff in the course of carrying out library operations and will not be disclosed to others unless pursuant to a subpoena or court order, or where otherwise permitted by law. This policy applies to all resources regardless of format or means of delivery as well as to all services offered by the Library.

When the Library Director receives any law-enforcement request for patron information the Library Director will consult with the Mohawk Valley Library System, Joint Automation and the Library's attorney. The Director will also keep the Board of Trustees informed. Under no circumstances will library staff release the name of a patron who has an item checked out, or other identifiable information of library users.

Confidentiality of library records is governed by New York CPLR 4509 (see Appendix A).

Adopted January 17, 2006 by the Board of Trustees of the Gloversville Public Library

Revised December 2006

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NY CLS CPLR § 4509 (2001) § 4509. Library records

Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio-visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.