



CITY OF RIO RANCHO

ADMINISTRATIVE POLICIES AND PROCEDURES

Library Card Policy

Chapter: 1
Article: 14
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Section

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1-14-1 Title

Sections 1-14-1 through 1-14-8 of this article may be cited as the Library Card Policy.

1-14-2 Policy

The Library Card Policy defines: (1) who is eligible for a library card with the City of Rio Rancho Department of Library and Information Services; (2) the rules for how said library card is to be used; and (3) the fines and fees associated with library card use.

1-14-3 Getting a Library Card

- Library card applications can be obtained online or in-person at any Library location.
- Government-issued photo ID and proof of address, if the address on the ID is different than current residence, need to be presented to obtain a library card.
 - Acceptable forms of ID: Driver's License, State ID Card, Passport, Military ID, or Permanent Resident Card.
 - Acceptable proof of address: any ID listed above with current address, utility bill, rental agreement, checks, auto insurance card, car registration, or any mail recently received in the applicant's name, at that address.
- The library provides the following types of library cards:
 - Full Access
 - Provided to adults with a government-issued photo ID and proof of an in-state address and youth 17 years of age and under accompanied by an adult parent or guardian with photo ID and proof of an in-state address.
 - Allows cardholder to check out 100 physical items, place 50 holds, and access to all electronic resources.
 - Easy Access

- Provided to self-declared residents 18 years of age and over who do not have a government-issued ID.
 - Allows cardholder to check out 2 books.
 - It can be converted to a Full Access card when a government-issued ID and proof of address are presented at a library location.
- Youth
 - Provided to self-declared residents 17 years of age and under who can provide name and date of birth.
 - Allows cardholder to check out 2 books from the Children’s Collection only.
 - It can be converted to a Full Access card when accompanied by an adult parent or guardian with photo ID and proof of an in-state address.
- Child
 - Provided to youth 17 years of age and under accompanied by an adult parent or guardian with photo ID and proof of address.
 - Allows cardholder to check out 100 physical items, place 50 holds from the Children’s Collection only.
- Non-Resident
 - Provided to adults with a government-issued photo ID and proof of an out-of-state address and youth 17 years of age and under accompanied by an adult parent or guardian with photo ID and proof of an out-of-state address.
 - Allows cardholder to check out 10 books, DVDs, and CDs, place 10 holds, and access to all electronic resources.
 - It can be converted to a Full Access card when proof of an in-state address is presented at a library location.
- Teacher
 - Provided to adults with a teacher ID, government-issued photo ID, and proof of an in-state address.
 - Allows cardholder to check out 100 physical items and place 50 holds, and access to all electronic resources.
- Home Delivery
 - Provided to adults in conjunction with a Home Delivery application and verified proof of address.
 - Allows cardholder to check out up to 100 physical items and place 50 holds, and access to all electronic resources.

1-14-4 Library Card Usage

- Cardholders are responsible for all items checked out on their card.
- The library does not charge daily late fees.
- The cardholder is responsible if items are lost or returned damaged. Cardholders may be charged for items returned damaged. Cardholders will be charged for items that are not returned at all (See Section 1-14-7 for more information).
- A Cardholder’s borrowing privileges (including borrowing or renewing physical and electronic materials) will be suspended if they have fees totaling \$50 or more or if their

account is in “collections.” Replacement fees, excluding the \$15 debt collection agency fee, are forgiven when overdue materials are returned in good condition.

- Borrowing privileges shall resume when overdue materials are returned in good condition or when a Cardholder’s account is paid in full.
- Fees accrued will not affect a Cardholder’s access to the Library’s wireless internet, public computers (excluding laptops), and materials used while physically in a Library.
- Library cards are not transferable and should not be shared. Do not lend your card to other users.
- Please contact Library staff immediately if your card is lost or stolen so Library staff can freeze your account.
- Rio Rancho library cards can be used at any Rio Rancho library location.

1-14-5 Library Card Renewal

- Library cards expire every three years to ensure contact information is current.
- Cardholders may visit any library location with library card, government-issued photo ID, and proof of address (if current address differs from ID) to renew their card.

1-14-6 Library Card Replacement

- Cardholders may visit any library location with a government-issued photo ID to receive a replacement card.

1-14-7 Overdue and Lost or Damaged Items

- Cardholders are financially responsible for lost and/or damaged materials.
- When damaged items are returned, the damage is evaluated by Library staff and the Cardholder will be charged the price to replace the item.
- If an item is 21 days overdue, Cardholder will receive a bill for the replacement amount of the item and Cardholder account will be temporarily suspended.
- If an item is 42 days overdue, Cardholder may be referred to a debt collection agency. If a Cardholder is referred to a debt collection agency for unpaid past-due fees, Cardholder will be billed an additional \$15.00 in debt collection agency fees.
- If a Cardholder receives a bill for a damaged or lost items, the Cardholder may pay the bill over the phone or at any library location. Payment will remove the Cardholder’s account from suspension.
- Overdue items returned to the Library in good condition will result in the bill being cancelled.
- The Library may accept an exact replacement of a lost item. Library staff will determine whether or not to accept a replacement item. Replacement items must have the same ISBN as the lost item, have the same format or binding, and be in an **unused** condition.

1-14-8 Reinstatement of Borrowing Privileges and Relief Requests

- If a Cardholder has their borrowing privileges revoked for any reason, a Cardholder may request, in writing, to have their borrowing privileges reinstated by the Library Director (a “Relief Request”). The Relief Request will be reviewed by the Library Director, who will have full discretion to reinstate a Cardholder’s borrowing privileges at any time. Relief

Requests may be submitted at any Rio Rancho Library. Reinstatement of borrowing privileges in no way relieves a Cardholder from overdue fees or for debt-collection fees applied to a Cardholder's account and the Cardholder shall be responsible for payment of all fees applied to their account. If a Cardholder's Relief Request is denied by the Library Director, the decision is final. A Cardholder may have their restored borrowing privileges revoked at any time if said Cardholder continues to damage library materials or fails to return library materials in good condition.

- Cardholder may bring in receipt and the item to the circulation desk at any library location for a refund for any paid for lost item returned within 45 days of payment.

APPROVED THIS 9th DAY OF SEPTEMBER, 2024

A handwritten signature in blue ink, appearing to read "Matthew B. Geisel", is written over a horizontal line.

Matthew B. Geisel, City Manager