



DENTON PUBLIC LIBRARY

CIRCULATION SERVICES POLICY

Approved by Library Board, February 3, 2005
Library Board approved revision, August 9, 2021

Purpose, Mission and Vision

The Circulation Services Policy of the Denton Public Library is designed to provide fair and equitable access to library materials and services while protecting the community's investment in its collections.

The Denton Public Library is guided by its Mission and Vision Statements:

- ***Mission Statement:***

Denton Public Library strengthens community, transforms lives, and inspires imagination.

- ***Vision Statement:***

Denton Public Library will be a welcoming and inclusive center of the community, advancing literacy and education, providing accessible and relevant resources and technology to expand knowledge, and developing innovative services and engaging activities to encourage discovery.

The library supports the individual's right to have access to ideas and information representing all points of view. The Library Board has adopted the American Library Association's statements regarding the following: ***Library Bill of Rights, Freedom to Read, Freedom to View, and Access to Electronic Information, Services and Networks.***

It is the policy of the Denton Public Library not to forbid or impede the circulation of items from the library collection to any of its cardholders in good standing.

Types of Library Cards

- **Residents of the City of Denton**

- **Adult Denton Resident**

- Adult applicants, age 18 and over, are eligible for a free full-service library card if they provide proof that they reside within the city limits of the City of Denton and verify their identity.
- Adult college students who reside in dorms in the city limits of the City of Denton also qualify.

- **eCard**

- An adult applicant who is eligible for a free full-service library card can apply for an eCard online through the Denton Public Library website.

- The applicant will be issued a library card that allows them to access the Denton Public Library databases and borrow online resources. The card does not allow the customer to check out physical materials.
- The library card is mailed to the customer and expires in sixty days. It cannot be renewed.
- When the customer brings proof of residence and identity verification to a library branch, the eCard will be upgraded to a full-service library card.

~~○ **Homebound Services**~~

- ~~▪ An applicant eligible for an Adult Denton Resident card will qualify for Homebound Services if they have an approved application on file with the Denton Public Library.~~
- ~~▪ The application requires certification from a physician, nurse or social worker confirming the applicant is unable to physically come to the library.~~
- ~~▪ The Homebound Services card allows the borrower to check out two items, place five holds and access to online resources.~~
- ~~▪ Homebound service cards are renewable with recertification.~~

○ **Temporary Resident**

- An adult applicant is eligible for a Temporary Resident card if they reside within a shelter, hotel or temporary housing facility in the city limits of the City of Denton.
- The applicant needs to provide a statement from a shelter that says the individual currently resides there. The applicant may also provide a bill from a hotel or an Our Daily Bread identification card.
- This card allows the borrower to check out three items and place three holds.

○ **TexShare – Resident**

- The TexShare card allows any borrower that holds a full-access library card to borrow material directly from other participating Texas libraries.
- A TexShare card will be issued upon request to any Denton Public Library customer whose library account is in good standing.
- The Denton library customer will be responsible for all materials they borrow from other libraries as well as any fines or fees assessed by the lending library.
- Borrowers may be blocked from borrowing materials at the Denton Public Library until fines and fees are cleared at a lending library.

○ **Youth Denton Resident**

- Youth applicants, age 17 or under, are eligible for a free full-service library card if they reside within the city limits of the City of Denton.
- They are required to have a parent or legal guardian sign the library card application to show acceptance of responsibility for materials checked out on the card.

- The applicant may use the accompanying parent’s personal identification to prove residency and verification of identity.
 - The parent or legal guardian who applies for the card cannot have a Denton Public Library Card in collection status.
 - The juvenile must be in attendance with the parent or guardian in order to issue the card.
 - **Non-Residents**
 - **Business/Institution**
 - Businesses and institutions (schools, daycares, churches, etc...) will be eligible for one free full-service library card if they are located within the city limits and pay ad valorem taxes to the City of Denton.
 - A financially responsible party with signatory authority for the business or institution must sign the application and must provide proof of their position.
 - The individual who signs the application is designated as the cardholder and is responsible for the return of materials and any charges incurred.
 - An out of city business or institution may acquire a business card and is subject to the same requirements as stated above and will be required to pay the annual nonresident fee.
 - **City Employee/Friends of the Library Executive Board Member**
 - All City of Denton employees and Friends of the Library Executive Board members are eligible for a free full-service library card including those who do not reside in the city limits of the City of Denton.
 - The applicant must provide a current City of Denton employee ID, proof of employment or proof of appointment to the Friends of the Library Executive Board.
 - This privilege does not extend to family members.
 - ~~Corinth~~
 - ~~See Interlocal Agreement with Corinth for requirements for a full-service card.~~
 - **Evacuee**
 - An Evacuee card may be issued to a victim of a natural disaster who has been evacuated to the City of Denton.
 - The Library Director will inform the library staff when there is an incident that triggers these cards being issued and what will be required to provide them to applicants.
 - The Evacuee card allows the borrower to check out ~~five~~three items, place ~~five~~three holds and access to online resources.
 - **Interlocal Agreements**
 - ~~The City of Denton Denton Public Library~~ may enter into agreements with area communities to provide ~~Denton Public Library~~Library cards to

residents. The terms of these agreements may vary, but will result in a net gain to Denton of the full amount of the nonresident fee.

- **Nonresident Full Access Card – Annual Fee**
 - A full-service library card is available to non-residents of the City of Denton for a ~~fifty dollar (\$50.00)~~ nonrefundable annual fee. The applicant may also pay ~~twenty-five dollars (\$25.00)~~ half of the annual fee for a six-month card.
 - The annual fee may be amended and changed by the Denton City Council as is deemed necessary.
- **Property Owners**
 - Property owners will be eligible for a free full-service library card if their property is located within the city limits and pays ad valorem taxes to the City of Denton.
- **Technology**
 - An adult applicant is eligible for a free Technology card in order to use the public computers located at the Denton Public Library.
 - The applicant will be requested to provide identification but it is not required.
- **TexShare – Non-Resident**
 - When presented with a TexShare card issued by another library, the Denton Public Library will issue a TexShare Library card and the customer will be allowed to checkout ~~one~~ three items and place ~~one~~ three items on hold.
- **Youth Courtesy**
 - A youth applicant who cannot provide proof of residency or lives outside the city limits of the City of Denton is eligible for a Youth Courtesy Card.
 - The applicant is required to have a parent or legal guardian sign the library card application to show acceptance of responsibility for materials checked out on the card.
 - The juvenile must be in attendance with the parent or guardian in order to receive the card.
 - The card allows the borrower to check out three items, place three holds and access online resources.
- **Other**
 - **Books2Go Denton ISD Student**
 - Denton ISD students who do not have a full-service library account, may opt-in to get a Books2Go account during the Denton ISD online school registration process.
 - Books2Go accounts may only be created with account registration data provided by Denton ISD from the school online registration process.

Denton Public Library is not responsible for account data not provided by Denton ISD.

- The parent or guardian who completes the Denton ISD online school registration and opts-in to get the applicant a Books2Go account will submit an account activation form with the Denton Public Library. Accounts are activated within 48 hours after the activation form is received and Denton ISD account data is verified.
- By opting in during the school registration process, the parent or guardian accepts responsibility for materials checked out on the card and any charges incurred.
- The account allows the borrower to check out three items, place three holds, use library computers, and access most online resources.
- The applicant's Denton ISD student ID number and student ID card act as the Denton Public Library account number and Denton Public Library card.
- Books2Go accounts expire at the start of the next school year registration period. Applicants must opt in during the new school registration process to renew their accounts.
- Books2Go accounts with outstanding charges or lost items may not be renewed until the account is in good standing, with no charges, lost items, or overdue items.

Library Card Application Accommodations

The library offers an alternative application process to customers who need to apply for a library card and who are unable to visit the library due to illness, disability, or age and physically unable to visit the library. The library card may be issued through e-mail, phone, or online by a supervisor.

Renewal of Library Cards

- Unless otherwise noted, all library cards expire ~~once a year~~every three years.
- Borrowers will be requested to provide identity verification at the time of card renewals.
- Borrowers with expired cards will not be able to check out any items, request items be put on hold or renew checked out items. They will also not be able to access the library's online resources.

Lost and Replacement Library Cards

- Replacements for lost library cards are available for ~~two dollar (\$2.00)~~a fee, payable at the time of the request. Refer to the Denton Public Library Schedule of Fees for charge amounts.
- Damaged cards are replaced at no charge.
- Identity verification is needed to receive the replacement card.

- Library customers are responsible for notifying the library of a lost or stolen card so that a block may be put on their account in order to keep additional items from being checked out.
- Library customers are responsible for materials checked out on lost or stolen cards that have not been reported.

Access to Library Materials by Juveniles

- The library staff cannot and do not act *in loco parentis*.
- It is the policy of the Denton Public Library that parents or guardians, not library staff, are responsible for monitoring and approving the selection of materials made by their children.
- The parent or guardian authorizes the juvenile's uses of the card, and accepts the responsibility for the selection of materials borrowed and for the return of the materials and any charges incurred.
- Parents or guardians who wish their children not to have access to certain materials or services should so advise their children. The library cannot be responsible for enforcing such restrictions.
- Due to both the parent's and child's name being on the patron account, both have access to borrowing information.

Checking Out Materials

- ~~A library customer must present their library card or photo identification in order to check out materials~~ Photo identification or account verification may be requested.
- Customers with any outstanding overdue items, any collection fees, or any fees will not be allowed to check out additional materials.
- All circulating materials may be borrowed by cardholders for three weeks (21 days).
- The receipt received at checkout serves as the official notice of the due date for an item or items.
- ~~In order to check out the hold item, the customer must present the library card or photo I.D. on which the hold request was made.~~

~~Denton Public Library is partnering with Denton ISD to create the Books2Go pilot program for the 2020/2021 school year. Parents and legal guardians can register their Denton ISD student for a Denton Public Library account when they register for the 2020/2021 school year. Parents may opt in to the program as part of the Denton ISD SNAP registration process. This account is only for students who do not already have a Denton Public Library account.~~

~~The Books2Go account provides the same services as the Denton Public Library Youth Courtesy Card.~~

~~Students can:~~

- ~~Check out up to three items at a time (including books, movies, Discovery Kits, mobile wi-fi hotspots, and more);~~

- ~~Place up to three item holds at a time~~
- ~~Use the library public computers~~
- ~~Download ebooks and digital audiobooks~~
- ~~Access most of Denton Public Library online resources including:

 - ~~Brainfuse, which offers daily live tutoring for students 3rd grade to college~~
 - ~~Ebsco Explora, which offers research resources for homework and reports~~
 - ~~Pronunciator, a language learning tool that provides lessons in 80 languages~~~~

~~In addition, Books2Go accounts use the student’s existing Denton ISD I.D. number as the student’s account. Students only have to bring or remember their student ID to use Denton Public Library resources. Parents or legal guardians who register a student for a Books2Go account do not have to submit an application to the Denton Public Library. Opting in to the Books2Go account as part of the Denton ISD Snap registration is the Denton Public Library account application.~~

Hold

- Customers may place up to twenty-five (25) hold requests on circulating items.
- Items are held for seven (7) days.
- If the item is not picked up within the time allotted, the hold is canceled, and the item is returned to circulation or fills the next hold in the queue.
- In order to check out the hold item, the customer must present the library card or photo I.D. on which the hold request was made.
- Customers with any outstanding overdue items, any collection fees, or any fees will not be allowed to place items on hold.

Renewal of Materials

- Materials eligible for renewal will be automatically renewed by the library’s automation system.
- Library materials may be renewed when the library is open through the Online Public Access Catalog, by staff at the Circulation/Accounts Desk or by calling the library and directly talking with a staff member.
- Library materials also may also be renewed remotely at any time via the online catalog by the customer accessing their account, e-mailing the library or by calling the library and leaving a voice mail message.
- There is a limit of 10 renewals per item.
- Items with holds will not be renewed.
- Materials will not be automatically renewed on accounts with any outstanding overdue items, any collection fees, or any fees.

Type of Library Card	Check Out Limits	Hold Limits	Library Card Renewal	Access to Online Resources	<u>Access to Technology Kits</u>
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Full Service	75 Items ^{*1}	25 Items	1 Year	YES	<u>YES</u> ²
Homebound	2 Items	5 Items	3 Months ^{**3}	YES	<u>NO</u>
eCard	0 Items	0 Items	60 Days ^{***4}	YES	<u>NO</u>
Evacuee	5 Items	5 Items	3 Months ^{**3}	YES	<u>NO</u>
Technology	0 Items	0 Items	1 Year	NO	<u>NO</u>
Temporary Resident	3 Items ¹	3 Items	3 Months ^{**3}	YES	<u>NO</u>
TexShare	1 Item	1 Item	1 Year	NO	<u>NO</u>
Youth Courtesy	3 Items ¹	3 Items	1 Year	YES	<u>NO</u>
DISD Books2Go	3 items ¹	3 items	DISD school year	YES	<u>NO</u>

^{*1}Up to two Discovery Kkits may be checked out per account at one time. ²One ~~Hot~~ Spot Technology Kit may be checked out per account at one time ^{**3}Renewal with recertification
^{4***}No renewal

Checking in Materials

- The customer is responsible for returning materials to any branch of the Denton Public Library location. Branch book drops are open 24 hours a day.
- Materials are not considered returned until they have been checked in through the library’s automated system.
- The library’s automated system checks in items at real time.

Claims Returned Materials

- When a customer claims to have returned an item, but it is still listed on their account, the status for that item is changed to Claims Returned.
- The item will stay in this status for 30 days from the due date unless the item is located before that time.
- If the item is not found within the 30-day period the customer is billed the replacement cost.

Overdue Items

- Items kept past the date due are considered overdue.
- Library customers with any overdue materials will be unable to checkout additional materials, place holds, or renew items until outstanding materials have been returned. Access to some online library resources or services may also be unavailable for accounts with outstanding overdue materials.
- Materials checked out and not returned 21 days after the due date are considered “lost.” The customer is billed for the replacement costs of the lost materials. See *Lost Items* below.

Library Fees

- **Billed Notices:**

- As a courtesy, the Denton Public Library attempts to notify the borrower whenever they have overdue materials.
- Not receiving a courtesy, overdue, or billing notice does not exempt the borrower from any fees for materials that are lost or damaged.
- The borrower is responsible for informing the library of any changes to the phone number or e-mail address where their notifications are being sent.
- The library submits accounts with unpaid charges to a collection agency. The collection agency will contact borrowers on behalf of the library.
- The Library adds a collection fee to a borrower's account when the account is submitted to a collection agency.

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Notices Schedule

5 days before item is due	Courtesy notice sent to preference (e-mail and text only)
7 days overdue	Courtesy notice sent to e-mail/phone/text
14 days overdue	Courtesy notice with notice of future billing sent to e-mail/phone/text
21 days overdue	Final bill sent by mail
81 days overdue (60 days after bill is sent)	Account information is sent to collection agency

- **Lost Items**

- Materials checked out and not returned twenty-one (21) days after the due date are considered lost.
- The customer is billed for the replacement costs of the materials.
- If a customer loses an item, they are responsible for the replacement cost for that item which is the list price of the item at the time it was added to the collection.
- The customer may not replace or substitute the lost item with another personally purchased item.

- Hot Spot service may be suspended if hot spot items are in billed status.
- In the event a lost item that has been paid for is found and is returned to the library, the customer will receive a refund.
- If the customer has lost a DVD or CD but still has the case, the customer is responsible for the entire amount of the item. The price of the case will not be subtracted from the replacement cost.

- **Non-Print Items Returned Incomplete**

- If a customer returns an item that is lacking one or more of its components the customer is responsible for returning the missing component(s).
- The item will not be removed from the customer's account until the missing component(s) is/are returned.
- In the event the customer does not return the missing component(s) the item will be considered 'lost' and the customer will be charged the corresponding fees.

- **Damaged Items**

- Items damaged beyond normal wear and tear are the responsibility of the customer.
- The customer is responsible for returning items in the same condition as when they were checked out.
- Fees for damaged materials will be the list price of the item at the time it was added to the collection.
- The customer may not replace or substitute the damaged item with another personally purchased item.

- If the customer has permanently damaged a DVD or CD but still has the case, the customer is responsible for the entire amount of the item. The price of the case will not be subtracted from the replacement cost.
- **Interlibrary Loan – Overdue, Lost or Damaged Items**
 - The library customer is responsible for all materials borrowed from another library at the customer’s request.
 - The library honors any restrictions and/or check out periods the lending library may place on the material.
 - The library customer will pay any charges assessed by the lending library for lost or damaged items as well as any overdue fines assessed by the lending library.

Fees for Lost or Damaged Items

Lost Audiobook Complete Case	\$12.50
Lost DVD or CD Complete Case	\$6.00
Damaged DVD or CD Case	\$1.50
Damaged Audiobook Case	\$8.00
Lost or Damaged Audiobook CD	\$10.00 (per CD)
Lost or Damaged Barcode	\$1.00
Lost or Damaged Audiobook/CD/DVD Insert	\$3.00
Lost or Damaged Discovery Kit Container	\$10.00
Lost or Damaged ILL Strap	\$2.50
Lost or Damaged RFID Tag	\$0.50

Price Key for Lost or Damaged Discovery Kit Items

Black Dot	\$0
Green Dot	\$5.00
Blue Dot	\$10.00
Orange Dot	\$20.00
Red Dot	\$40.00
Purple Dot	\$60.00
Navy Blue Dot	\$80.00
Maroon Dot	\$100.00

- Schedule of Fees
 - Refer to the Denton Public Library Schedule of Fees for charge amounts
- **Waive Requests for Fees**
 - Denton Public Library will not negotiate or waive fees except when they are assessed in error.
 - According to the Texas Constitution, municipalities may not give away anything they are entitled to possess, such as established fees. When a fee has been created by local government, the fee cannot be erased.
 - Fees may be appealed in the face of extreme personal hardship, such as hospitalization, incarceration, natural disaster, theft, or the like.

- Customers affected in this way must bring in proof of the hardship and appeal the charge.

DEFINITIONS

Ad valorem taxes: Property taxes levied on real estate in the City of Denton

Adult: Customer age 18 and older.

Applicant: A customer who has completed a Library card registration form but has not yet received a Library card.

Borrower: A customer with an active Library card who is eligible to borrow materials.

Full-Service Library Card: Provides access to all online resources and the ability to check out up to 75 items.

Good Standing: Customer has no outstanding charges on an active account.

Hold: A request that a certain item be held for a borrower when it becomes available.

Identity Verification: Picture identification in person or ability to confirm address or driver's license/state ID information over the phone or by e-mail.

In loco parentis: The legal doctrine under which an individual assumes parental rights, duties, and obligations.

Juvenile: Customer age 17 and under

Materials: Items maintained as part of the Denton Public Library's collection for use by customers including, but not limited to, books, periodicals, and audio and video recordings in print and digital formats.

Non-Resident: Borrower who lives outside the city limits outside the City of Denton.

Overdue: A loaned item kept beyond the date assigned by the Denton Public Library for its return.

Renewal: A reissue of Library materials for an additional loan period to the same borrower.

Real Time: The actual time during which a process or event occurs

Resident: Borrower who provides a residential address in the City of Denton.

Youth: Customer age 17 and under

ORDINANCE NO. 21-859

AN ORDINANCE OF THE CITY OF DENTON ADOPTING A SCHEDULE OF FEES FOR THE DENTON PUBLIC LIBRARY; SUPERSEDING ALL PRIOR ORDINANCES ESTABLISHING FEES IN CONFLICT WITH SUCH SCHEDULE; PROVIDING FOR SEVERABILITY; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City Council wishes to establish a Schedule of Fees associated with the Denton Public Library, specifically for lost or damaged library books and materials, library cards, utilization of collection agencies, printing and copying, and retail or for the sale of supplies to library patrons; and

WHEREAS, all fees to be assessed under this Ordinance, as set forth in Exhibit A attached hereto, have been comprehensively reviewed, are fair and reasonable, and do not exceed a reasonable cost to the City to provide library services to the public; and

WHEREAS, at the May 13, 2021 meeting of the Library Board, the Board recommended that the City approve the Schedule of Fees attached hereto by a vote of 5 to 0; and

WHEREAS, after said review and recommendation, the City Council deems it in the best interest of the City to establish the Schedule of Fees associated with the Denton Public Library as set forth in Exhibit A; NOW, THEREFORE,

THE COUNCIL OF THE CITY OF DENTON HEREBY ORDAINS:

SECTION 1. The findings and recitations contained in the preamble of this Ordinance are incorporated herein by reference and found to be true.

SECTION 2. The Schedule of Fees, as set forth in Exhibit A attached hereto and incorporated herein as though set forth in full, is hereby adopted.

SECTION 3. The provisions of this ordinance are severable, and the invalidity of any phrase or part of this Ordinance shall not affect the validity or effectiveness of the remainder of this Ordinance.

SECTION 4. Ordinance 19-2236, which was adopted by City Council to establish fees to be charged for overdue books and materials for the Denton Public Library, and any other ordinances that may be in conflict with this Ordinance, are hereby superseded and repealed.

SECTION 5. This Ordinance shall become effective immediately upon its passage and approval.

The motion to approve this Ordinance was made by Alison Maguire and seconded by Brian Beck; this Ordinance was passed and approved by the following vote [7 - 0]:

	Aye	Nay	Abstain	Absent
Mayor Gerard Hudspeth:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vicki Byrd, District 1:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brian Beck, District 2:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jesse Davis, District 3:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alison Maguire, District 4:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deb Armentor, At Large Place 5:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paul Meltzer, At Large Place 6:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PASSED AND APPROVED this the 18th day of May, 2021.



 GERARD HUDSPETH, MAYOR

ATTEST:
 ROSA RIOS, CITY SECRETARY

BY: 



APPROVED AS TO LEGAL FORM:
 AARON LEAL, CITY ATTORNEY

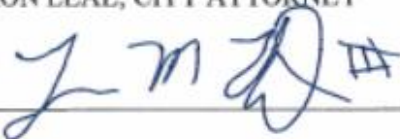
BY: 

EXHIBIT A

Denton Public Library 2021-2022 Schedule of Fees Effective May 18, 2021

Lost or Damaged Item Fees *Loss or damage to library materials*

Lost DVD or Music CD case (complete)	\$6.00
Lost Audiobook Case (complete)	\$12.50
Damaged DVD or Music case	\$1.50
Damaged Audiobook case	\$8.00
Damaged or missing barcode	\$1.00
Lost or damaged RFID tag	\$0.50
Lost or damaged CD/DVD/Audiobook cover/insert	\$3.00
Lost or damaged audiobook CD	\$10.00 per CD
Lost or damaged Discovery Kit container	\$10.00
Lost or damaged ILL Strap	\$2.50
Lost or ruined Discovery Kit components	\$5.00, \$10.00, \$20.00, \$40.00, \$60.00, \$80.00, or \$100.00 per item as indicated in each Discovery Kit
Lost or ruined materials	Cost for item as noted in the item record

Library Cards and Account Fees *Fees for replacement cards and non-resident accounts*

Replacement card	\$2.00
Non-resident card	\$50/year or \$25/6 months

Collection Agency Fees *Fees for collection agency contacting patron regarding outstanding charges*

Accrued charges between \$10.00 and \$24.99	\$2.95
Accrued charges \$25 and over	\$8.95

Printing and Copying Costs *Fees for printing and copying*

Black & White Printing	\$0.10/page
Color Printing	\$0.25/page
Black & White Copies	\$0.10/page
3D Printing	\$0.75/10 grams

Makerspace Material Costs *Fees for makerspace material supplies*

Laminating	\$0.50/linear foot
Miscellaneous Materials	
Extra Small	\$1.00
Small	\$2.50
Medium	\$5.00
Large	\$10.00
Extra Large	\$15.00

XX Large \$20.00

Retail* *Sale of supplies to the public*

USB drive \$5.00

Earbuds \$1.00

**Sales taxes apply to retail sale items.*