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# CUSTOMER SERVICE POLICIES & PROCEDURES

#### Section 2 • USE OF MATERIALS

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## **USE OF MATERIALS**

03.02.01 Library Cards Accounts
PCCLD Library candidate of cards are free to applicants who reside, work attend school orer own property within Pueblo County. PCCLD also offers reciprocal borrowing privileges to other Colorado
residents who hold a valid Colorado Libraries Collaborate (CLC) library card. Not to admits of the State C
Colorado as a member of Colorado Libraries Collaborate (CLC).
Library customers are expected to present library cards each time materials are checked out from the library. Customers have individual control over their library card and are responsible for materials checked out on their card and any fees associated with it. Card holders are responsible for immediately reporting to the library when their card is lost or stolen. There may be a fee to replace lost or stolen cards.
Library account holders will need their account information or a picture ID to borrow library materials.
<ul> <li>The return of all materials borrowed on their account.</li> <li>Payment of less for lost or damaged materials.</li> <li>Reporting a lost or stolen card immediately.</li> <li>Updating contact information on their account.</li> <li>Any charges incurred as the result of lending their card, account details, or library materials to another.</li> </ul>
Parents or legal quardians of library account holders are responsible for the items listed above on minor accounts that parents or legal quardians create for minors under the age of 18. There is no age requirement to obtain a library account. Library accounts (or cards) Library cards remain valid
until cancelled at the customer's request or when purged by the library after a period of inactivity.
Registration for a library account for card is to establish work a person's identifulne account holder
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and to acknowledge responsibility for library materials checked out on a card management. Customers are
responsible for keeping this information current. Heavy account holders acknowledge that use of the
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the wife water and the avaluation in these the customers are established

The following are requirements to obtain a library card:

1. Adults must present proof of identity and proof of residence. Acceptable proof shall consist of one-identification piece with a photo that includes the applicant's name and current address (e.g., a Colorado Drivers License) or two pieces of identification containing the applicant's name and current address. The parent or legal guardian of minors must also present the same proof of identity and residence to obtain a library card for children under age 18.

- 2. There is no age requirement to obtain a library card; however, the signature of a parent or legal guardian is required on applications for children under age 18.
- 3. Adults assume responsibility for material checked out to their library cards, and for any materials checked out to their child's card.

Adopted: 06-25-2009

Library cards) may also be necessary for access to online library services.

See Also: 03.02.02 Confidentiality of Library Customer Records

CUSTOMER SERVICE – Use of Materials Library Cards Accounts 03.02.01



## **USE OF MATERIALS**

#### 03.02.02 Confidentiality of Library Customer Records

PCCLD supports and complies with the Colorado Library User Records Privacy ActCT (C.R.S. 1972, 24-90-119) The American Library Association's Policy on Confidentiality of Library Records and the Colorado Association of Library Statement on Intellectual Freedom with respect to the confidentiality of library records. All library records relating to a customer's use of the library and its resources are confidential.

Customer records may be consulted and used by library staff in the course of carrying out library operations, but will not be disclosed to others except upon the request or consent of the library customer, or pursuant to subpoena, court order, or otherwise required by law. Personal information contained in customer records will also not be sold, leased, or otherwise shared with any other organizations or outside parties except in the carrying out of library operations. Examples of carrying out library operations

Additional instances that PCCLD shares customer information include but are not limited teas defined by C.R.S. 2016, 24-90-119:

- Disclosing a customer's record to a third party collection agency when the customer has
   outstanding fees, returned checks, damaged or unreturned library materials.
   With additional materials when an account holder issues a request or provides written consent.
- As required by low inforcement approxiss with a subposition or courf order.
- With a parent or legal guardian who holds authority over the account or is in possession of the
  inhysical card.

PCCLD enforcing approved rules of behavior, protecting its facilities, computer network and
equipment from harm, or preventing the use of library facilities and equipment for illegal
purposes.

PCCLD endorses the recommendations of the American Library Association's Policy on Confidentiality of Library Records and the Colorado Association of Libraries Statement on Intellectual Freedom.

See Also: 03.02.03 Identity Theft

03.02.06 Collection Agency

03.08.01.R1 Resource Decuments: Intellectual Freedom Handbook, Guidelines for Developing a Library Privacy Pelicy Colorado Association of Libraries

Adopted: 06-25-2009

ALA Policy on Confidentiality

**CUSTOMER SERVICE – Use of Materials**Confidentiality of Library Customer Records

03.02.02



## **USE OF MATERIALS**

03.02.03 Identity Theft Personal Identifying Information

PCCLD supports the protection of individual privacy and minimizes the collection of personal identifying information in compliance with Colorado State Law C.R.S. 24-73-101.

PCCLD collects personal identifying information from its customers to provide access to library saviges to including their name, address, telephone number temperatures and date of birth library barroade number from requested, burrowed or placed on hold fee and payment history, as well as

This personal identifying information is protected from distribution or dissemination in accordance with Colorado Revised Statutes, Section 24-72-204(2)(a) (Public Records Act) which allows the custodian of certain records, including in some instances name, address, telephone number and date of birth, to withhold them from public inspection.

PCCLD shall adopt and administer an identity theft program to encourage diligence in preventing identity theft in the conduct of its operations. To detect possible identity theft, PCCLD shall require customers, when necessary, to provide personal identifying information when establishing accounts or modifying accounts.

Suspicious personal identifying information shall include documents which appear to be forged or altered, the failure to provide documentation when requested, or the providing of information which is inconsistent with information previously provided. If suspicious personal identifying information is encountered, PCCLD, if deemed appropriate, shall not open or alter the account and, if deemed appropriate, the person who opened the account shall be notified and/or local law enforcement shall be notified. The PCCLD Executive Director shall be responsible for the continuous development, implementation and oversight of this program. A report shall be provided annually to the PCCLD Board of Trustees on the status of this program and any required enhancements.

nominations of data are defined as Personal Information (FI) by Collinade State Law. Both PII and PI are protected information.

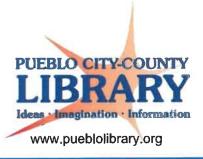
Paper or electronic documentation containing personal identifying information which is not used or no bringer needed shall be destroyed by shredding, emains, or otherwise modifying the personal identifying information in the paper of electronic documents to make the personal identifying information unreadable or indecupling through any means, prior to disposal.

See Also: 03.02.02 Confidentiality of Library Customer Records

CUSTOMER SERVICE – Use of Materials Identity Theft Parsonal Identitying Information

03.02.03

Adopted: 05-28-2009



# **USE OF MATERIALS**

#### 03.02.04 Circulation of Materials

Library materials will be loaned to customers helding had a valid PCCLD library eard would (or card) for the established loan periods. Some specialized materials may have additional checkout requirements in addition to a PCCLD library eard (or card). Materials that are not returned by the due date will be subject to overdue fees, recovery fees, and replacement fees.

Borrowing privileges may be revoked if PCCLD policies and procedures are abused. Abuse includes but is not limited to failure to return materials, failure to pay fees that exceed an amount established by PCCLD, or failure to pay for lost or damaged library materials or property.

PCCLD is not responsible for any damage or loss to borrowers including property damage that is sustained as a result of using, borrowing, or consulting PCCLD library materials.

In the case of minors, and the line age of the land restrictions placed on the selection or use of materials in the collection is the responsibility of the parent or guardian of such minors. Some specialized materials, at the discretion of the Executive Director or his/her designee, may be restricted from use by persons whose age is 17 and younger.

See Also: 03.02.01 Library Cards

**CUSTOMER SERVICE – Use of Materials**Circulation of Materials 03.02.04

Adopted: 06-23-2011 Review by: 12-31-2012



# **USE OF MATERIALS**

PCCLD's mission is the provision of free and open access to information. Fees may be charged for abuse of PCCLD's circulation policy (Policy#-03.02.04) including but not limited to fees for overdue, lost, or damaged library materials. Other services will be fee-based including but not limited to replacement library cards, photocopies, printouts, document delivery, and returned checks.

The PCCLD Board of Trustees delegates to the Executive Director the authority for establishing library fees. Fees will be reviewed on a regular basis and adjusted as necessary. The Executive Director will maintain and post a fee schedule for all library fees, which will be collected by Library staff.

See Also: 03.02.04 Circulation of Materials

03.02.06 Collection Agency

CUSTOMER SERVICE – Use of Materials Library Fees 03.02.05



Adopted: 06-25-2009

#### 03.02.06 Collection Agency

PCCLD provides fair and equal access of library materials to all customers and expects that all items checked out to customers will be returned undamaged in a timely manner. PCCLD utilizes the services of a collection agency to recover unreturned materials or outstanding fees.

Every effort will be made to provide the customer sufficient notice prior to their record submitted to the collection agency. The contact information in the customer's record will be used to provide such notification. If the efforts of the collection agency do not result in the return of materials or payment of outstanding fees, the collection agency is authorized by PCCLD to refer the delinquent account to a credit reporting bureau.

The Executive Director are designed serves as the final arbitrator of disputes that may arise from this process, makes every effort to address the individual circumstances of the customer, and strives to protect and preserve the availability of materials and assets of PCCLD.

Adopted: 06-25-2009

See Also: 03.02.01 Library Cards

03.02.02 Confidentiality of Library Customer Records

03.02.05 Library Fees