

General Policy Statements

Library cards are required to check materials out of the library or access online resources.

A library card must be presented when checking out materials according to Mid-Hudson Library System Resource Sharing rules. Once a card has been issued, a library card holder may present a current driver's license or photo ID with current address in lieu of a library card.

Library card numbers are required in order for staff to access patrons' accounts over the phone.

Some services in MHLS are library-specific and not available to patrons of all member libraries.

Eligibility Requirements

- Any individual who resides in the Red Hook Central School District, with the exception of the Village of Tivoli which has its own library, is eligible to receive a Red Hook Public Library (RHPL) card free of charge.
- RHPL can issue cards to other residents within the Mid-Hudson Library System. Patrons' home libraries will be assigned according to their home address.
- People who live in the MHLS service area, but do not have local libraries, may also receive RHPL cards.
- Those that live outside the MHLS area may receive non-resident RHPL cards at the discretion of the director or their designee.

Use of the library card is non-transferrable and each individual may have only one card number. The library will merge or delete the records of any user found to have multiple active cards. Cardholders are responsible for all materials borrowed on their card, all use of the card and all charges accrued.

Library Card Registration

When applying for a library card an applicant must show proof of residence.

- Adults need valid government-issued photo identification with current address, such as a driver's license. Alternatively, a photo ID along with a piece of mail addressed to the applicant and received at the current address will suffice.
- College students may submit a school ID along with a photo ID with permanent address from their home state.
- Teens may submit high school photo ID (see Teen Access Card Policy below.)
- Post office boxes are sufficient as mailing addresses but proof of residence must still be presented, such as a lease or rent receipt.
- Minors 12 and under must have their application completed and signed by a parent or guardian, who provides the above identification for them.

These same types of identification are required when changing a borrower's address, replacing a lost card, or renewing a lost card.

Card holders are required to report a change in name or address promptly.

Return Policy and Library Charges

All materials borrowed must be returned on or before the close of business on the due date. MHLS offers universal returns – most circulating material can be returned to any MHLS library. Most pickups of holds and payments of fines and fees may take place at any designated MHLS member library.

The following rules apply:

- Fines are charged for items returned after the close of business on their due date and accrue each day the library is open.
- Fines vary according to individual library rules and MHLS resource sharing rules.
- Fines accrued on RHPL items may only be waived in rare circumstances at the discretion of the director or designee.
- RHPL may not waive fines on items owned by other libraries.
- Accounts are locked if fines exceed the maximum amount agreed upon by MHLS. Patrons will not be able to check out or renew items until the amount due is reduced to below the maximum.
- Items not returned are billed according to their cost to the library. Replacement items are not accepted.
- If a card is reported lost, it will be deactivated but the patron remains responsible for items previously borrowed.
- Parents/guardians of children under 13 with library cards are responsible for materials borrowed on those cards.
- Bank charges incurred by the library due to returned checks will be charged to the applicable cardholder's account.

Renewing or Validating Your Library Card

- All library cards expire and must be renewed every 3 years.
- Expired cards must be renewed before they can be used to borrow materials or search the online databases, or access ebooks and downloadable audiobooks.
- If a patron still has their card at the date of its expiration and wishes to renew it, there is no need to apply for a new card and there is no fee. The inactive card must be presented along with current contact information for quick renewal.
- Library cards can be renewed or updated by phone when the patron supplies the library card number and all requested information.

Linking Your Record

Applicants for a library card are given the option to "link" their record to another cardholder for the purpose of collecting items held by the linked card.

Linking cards does not give access to view, borrow or request items on the linked account except at the discretion of the director or designee.

Special Card Services

Library Cards for Minors under age 13

- Minors must be present to receive their library cards.
- A parent/guardian may verbally verify his/her child's age or grade level in the absence of identification.
- Minors have access to the same library materials and services as adult borrowers.
- A minor's application form must be signed by a parent or guardian. When completed, valid identification/address verification must be presented by the parent or guardian on behalf of the child.
- Parents/guardians are responsible for the lost or damaged materials borrowed by their children under 13.
- Parents/guardians of minors under 13 may be given information about items due, overdue, and fines/fees owed.

Teen Access Card Policy

Young adults between 13 and 17 years old and living within the Red Hook School District are eligible to obtain an independent TEEN Access Card with the following privileges at RHPL:

- Borrow up to 3 items at a time
- Place holds on items
- Use public computers
- Use all online resources

Neighboring MHLS member libraries make their own decision as to whether they will honor the TEEN Access Card.

Young adults will be eligible to obtain an RHPL library card by using one of the following forms of ID:

- A school photo ID card
- A learner's permit or DL
- Working papers
- Other forms of ID or the honor system with approval of the Director or Assistant Director

As teen cards have a limit on quantity of checked out items, there are no fines for overdue RHPL items. However items not returned will be billed as per adult cards, and as RHPL cannot delete fines from other MHLS libraries, and items from other libraries will still accrue overdue fines. Accounts that owe over \$10, due to unreturned items, are frozen per Mid-Hudson rules until the items are returned or bills are paid.

Organizational Borrowers

- In cases where patrons are living in a group home or are brought to the library by daycare facility staff and wish to obtain an individual library card, a staff member of that facility must sign the patron's card application and agree to be financially responsible for items checked out.
- Organizations such as schools or daycares may obtain a shared library card for use by several of their staff members or residents/clients. In order to receive an organizational library card, a brief letter of request on organizational letterhead must be submitted along with the completed

registration card. The letter must expressly state that the organization will be responsible for all items borrowed, fines incurred and replacement charges.

- Only one card will be issued per organization.
- If the organization has a change of address or phone number, or the card is lost, the library must be notified immediately.

Online Patron Registration

Patrons may apply for a library card online through our library website, redhooklibrary.org.

Upon filling out the form on our website, they will receive immediate access to all online resources including Overdrive materials and databases.

Online cards need to be verified according to Mid-Hudson Library System Resource Sharing rules or they will expire after 30 days. ID and proof of residence (as indicated above) can be either scanned and emailed, or brought into the library. At that time a permanent library card will be issued and either held in the library or mailed to the patron. Once the permanent card is obtained, the patron will have full access to physical materials as well as online resources.

Homebound Delivery Service

The Homebound Delivery Service program is for individuals who would like to utilize library materials, but are unable to leave their homes due to a temporary or permanent disability. Library cards for these patrons are created following the completion of the Homebound Services Agreement.