



## Materials Circulation Policy

One of the goals of the Watsonville Public Library is to provide library materials for customer use upon request. Policies and procedures governing the circulation of materials have been implemented by the library to foster fair and equitable access to materials and to reasonably ensure their return for future use.

Library staff strive to maintain a consistent and efficient materials circulation process through teamwork. While there will be exceptions to any rule or procedure, library customers will appreciate that consistent application of rules, policies and procedures ensures fair and equitable access to library materials and resources for all users. Staff will remain mindful that the ultimate goal is to place materials and resources into the hands of customers for their use.

All circulation transactions with customers will be handled with an open, friendly, respectful, helpful and professional manner. Staff must adhere to the principals of confidentiality regarding library customer records and circulation transactions, both generally and specifically as required by California law.

### Process for Applying for a Library Card

California residents are eligible to apply for a library card:

- Must present valid photo identification and proof of mailing address
- Will receive a library card with full access to check out materials and e-resources

Residents of Group Homes and Shelters:

- Must present valid photo identification and proof of mailing address
  - Are eligible to check out 1 (one) item at a time
  - The following materials are excluded for checkout: WiFi hotspots, park passes, hiking backpacks, and InterLibrary Loan items (materials borrowed from other library institutions)
- If a resident does not provide a mailing address or lists "General Delivery" as their address, they will be categorized as having an **Internet Only Account**.
  - May use library computers and e-resources
  - Are not permitted to check out physical materials

### Borrowing Privileges and Obligations

- A library card or valid photo ID must be presented to borrow materials
- All materials are loaned for 3 (three) weeks
- Cardholders must:
  - Notify the library if their address or phone number changes
  - Notify the library immediately if their card is lost or stolen
  - Notify staff of any damage to materials when checking out or as soon as the damage is noticed (Staff will make a notation for the record).

### Borrowing Limits (Full-Access Library Cards)

Cardholders may borrow up to 30 items, including:

- ONE Hotspot
- TWO Language audio sets

- SIX DVD's
- SIX Audiobooks (CD or Playaway)
- SIX Music CDs
- SIX Periodicals

*\*For checkout purposes only, multi-unit sets count as one*

## Renewals

Materials may be renewed up to two times, if they are not on hold for another patron. Renewals may be done:

- In person
- By telephone (during regular library business hours)
- Online via the Library Account feature of the library's catalog

As a courtesy, items will automatically renew once on the due date if eligible. To qualify for courtesy renewal, the patron's account must be in good standing:

- Library card is not expired
- No fees over \$10
- No damaged or billed items

Library card holders are responsible for all materials checked out on their card, and all charges resulting from lost or damaged materials.

## Holds/Requests

Library materials may be placed on hold at no charge. Holds/requests may be placed via the library's online catalog or by requesting assistance from library staff.

Customers may also request materials that the library does not currently own through the library's website.

## Interlibrary Loans

In the event the library does not own a requested item, staff may submit an interlibrary loan (ILL) request to another library on behalf of the customer. When the requested materials arrive at the Watsonville Public Library, the customer will be notified and may pick them up at the Customer Service Desk. All returns and fee payments for interlibrary loan materials must be handled at the Customer Service desk. A customer may have up to five active interlibrary loan requests at any one time.

*(This includes both items currently requested and those already checked out.)*

## Fees

The following fees are assessed if items are missing, lost or damaged:

- Hotspots: \$10 will be charged if returned in the outside bookdrop.
- Lost or damaged DVD case: \$5.00 per case.
- Missing/damaged book CDs will be charged \$11.99 each.
- Lost or damaged Hotspot will be charged \$85.00 each.
- Lost items are billed according to the replacement cost posted in the library's records. This charge is reimbursable if the item is presented with a receipt within 3 months and item is in good condition.
- A \$5.00 non-refundable fee is charged for each lost item.
- Collection agency fee: \$12 non-refundable fee will be charged to each customer account for items not returned in a timely manner.

Fees can be paid in person via cash, check or money order or online via the library's website at <https://www.watsonville.gov/1759/Pay-Fines-Online>. A minimum amount of \$5.00 is needed to pay online.

**Approved by the Library Commission September 17, 2018, April 2021, August 18, 2022**

**Approved by City Council Resolution dated September 27, 2022**

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