

St. Helens Public Library Circulation Policy

How to sign up for a library card

To sign up for any library card at the St. Helens Public Library (SHPL) requires proof of identity and proof of address. A valid state driver's license, driver's permit, or identification card with your current address may be used as both proof of identity and proof of address (this includes temporary IDs and IDs with address change stickers). Patrons aged 15 or older must be present with their ID and proof of address to sign up for a library card.

All cards must be acquired and renewed by showing proof of identity and address.

Proof of identity (one of the following)

- a. Any U.S. state driver's license or permit
- b. Any state identification card
- c. US Passport
- d. US Military ID (with photo)
- e. Green card
- f. Tribal ID (with photo)
- g. Oregon concealed handgun license

Proof of address (one of the following)

1. Must match the name on your proof of ID.
2. Digital forms of proof of address may be accepted on a case-by-case basis.
3. May be
 - a. Any state driver's license or permit with current residential address
 - b. Any state identification card with current residential address
 - c. Rental agreement
 - d. County tax statement
 - e. Utility bill
 - f. Voter registration card
 - g. Pay stub
 - h. Bank statement
 - i. Insurance statement or card
 - j. Vehicle title or registration card
 - k. Postmarked first class mail
 - l. Letter from temporary housing organization (limited-three cards only)

Card Types

Resident card

1. Resident cards offer patrons full borrowing privileges at no cost.
2. Resident status within city limits is determined by local tax codes (codes 0201, 0202, 0291, and 0294). To sign up for a resident card requires proof of identity and address (see “How to sign up for a library card ...,” page 1).
 - a. Check outs may include:
 - i. Up to 50 items in the library’s collection total, which may include
 - ii. Up to 10 DVDs or Blu-rays.
 - iii. Up to three Library of Things including cultural passes.
 - b. No more than 50 items total may be checked out on an account at any time.
3. Resident cards have full access to digital services (i.e., Library2Go, Freegal, Educate Station, etc.).
4. Residents may also sign up children and teens under 15 for a *juvenile resident card*. Juvenile resident cards must be associated with the adult who will act as a responsible party. Juvenile resident cards may be made by the responsible party at any time. Juvenile resident cards may not check out Library of Things items, including cultural passes, however, checkout allowances for juvenile resident cards are otherwise the same as resident cards.
5. Resident cards and juvenile resident cards must be renewed after their two-year active period ends by providing proof of identity and address (see “How to sign up for a library card ...,” page 1).
6. To create additional library cards attached to the primary account, all rules regarding proof of address and identity apply. The primary cardholder must be present to make additional cards and will be considered the responsible party for all associated cards or accounts.

Non-resident card

1. Those who live outside city limits of St. Helens as determined by local tax codes (codes 0201, 0202, 0291, and 0294) may sign up for a non-resident card with proof of identity and address (see “How to sign up for a library card ...,” page 1).
2. Non-resident card fees are \$10 for a quarterly (three-month) card and \$35 for a yearly (12-month) card. Non-resident fees are assessed per household and multiple cards in the same household may be created at no extra cost. The first card created will be considered the primary account to which other accounts are attached.
3. Non-resident cards offer the same checkout privileges and limits as resident cards:
 - b. Check outs may include:
 - i. Up to 50 items in the library’s collection total, which may include
 - ii. Up to 10 DVDs or Blu-rays.
 - iii. Up to three Library of Things including cultural passes.
 - c. No more than 50 items total may be checked out on an account No more than 50 items total may be checked out on an account at any time.

4. Non-resident cards have full access to digital services (i.e., Library2Go, Freegal, Educate Station, etc.).
5. Non-residents may also sign up children and teens under 15 for *juvenile non-resident cards*. Juvenile non-resident cards must be associated with the adult who will act as a responsible party. Juvenile non-resident cards may be made by the responsible party at any time. Juvenile non-resident cards may not check out Library of Things items, including cultural passes; however, checkout allowances for non-resident juvenile cards are otherwise the same as non-resident cards.
6. Non-resident cards must be renewed after their active period ends by providing proof of identity and address, as well as paying the appropriate fee (\$10 for a quarterly card, \$35 for a yearly card).
7. To create additional library cards attached to the primary account, all rules regarding proof of address and identity apply. The primary cardholder must be present to make additional cards and will be considered the responsible party to all associated cards or accounts.

Standard passport card

1. Passport cards are free, reciprocal library cards available through the Oregon Library Passport Program. Only people with an active library card at a participating library (their home library) may sign up for a passport card. A list of participating libraries is available at <https://www.olaweb.org/passport-directory>.
 - a. Checkouts may include:
 - i. Up to 10 items (Books, DVDs, Blu-rays, audiobooks, etc.)
 - ii. Passport cards do not have access to Library of Things items including cultural passes.
2. Items must be checked out and returned to their originating library.
3. To sign up for a passport card requires proof of identity and address, and your active home library card (see “How to sign up for a library card ...,” page 1).
4. Passport cardholders may sign up juveniles under age 15 for *juvenile passport cards*. Juvenile passport cards must be associated with an adult who will act as the responsible party. Juvenile passport cards may be made by the responsible party at any time.
5. Juvenile passport cards may not check out Library of Things items, including cultural passes; however, checkout allowances for juvenile passport cards are otherwise the same as passport cards.
6. Both passport cards and juvenile passport cards must be renewed after one year from the date they are created by showing their active home library card and proof of address and identity (see “How to sign up for a library card ...,” page 1).

Scappoose passport card

1. Scappoose passport cards are free, reciprocal library cards available to cardholders of the Scappoose Public Library through the Oregon Library Passport program. Scappoose passport cards may only be made by active members of the Scappoose Public Library.
 - a. Checkouts may include:
 - i. Up to 10 items (Books, DVDs, Blu-rays, audiobooks, etc.).
 - ii. Scappoose passport cards do not have access to Library of Things items including cultural passes.
2. Items must be checked out and returned to their originating library.
3. To sign up for a Scappoose passport card requires proof of identity and address, and your active Scappoose library card (see “How to sign up for a library card ...,” page 1).
4. Scappoose passport cardholders may sign up children and teens under 15 for *juvenile Scappoose passport cards*.
 - a. Juvenile Scappoose passport cards must be associated with an adult who will act as the responsible party.
 - b. Juvenile Scappoose passport cards may be made by the responsible party at any time.
 - c. Limits for juvenile Scappoose passport cards are the same as adult Scappoose passport cards.
5. Both Scappoose passport cards and juvenile Scappoose passport cards must be renewed after one year from the date they are created by showing an active Scappoose library card and proof of address and identity (see “How to sign up for a library card ...,” page 1).

Limited-three card

1. Limited-three cards are free cards that may be available to patrons who are living in temporary housing.
 - a. Checkouts may include:
 - i. Up to three items (books, DVDs, audiobooks, etc.) at a time.
 - b. Limited-three cards do not have access to Library of Things items, including cultural passes.
2. To sign up for a limited-three card requires proof of identity (see “How to sign up for a library card ...,” page 1) and address. Proof of address must be provided in written form by the organization sponsoring the patron (i.e., on organization letterhead or other official correspondence).
3. Limited-three cards must be renewed after one year from the date they are created by providing proof of address and identity.
4. Limited-three cards may be converted to another type of card (i.e., resident, non-resident, passport, business, or Scappoose passport) by providing proof of permanent residence and identity.

St. Helens business card

1. A licensed business in St. Helens may for a St. Helens business card. Business licenses must be current to qualify for a St. Helens business card. Please contact the library director for more details.
 - a. Checkouts may include
 - i. Up to 50 items in the library's collection total, which may include
 - ii. Up to 10 DVDs or Blu-rays.
 - iii. Up to three Library of Things including cultural passes.
 - b. No more than 50 items total may be checked out on an account at any time.
2. St. Helens business cards are active until the business license has expired and must be renewed after that point by providing an updated business license.
3. To sign up for a St. Helens business card requires business owner's proof of identity and physical address (see "How to sign up for a library card ...," page 1) as well as an original copy of the current business license.
4. St. Helens business license card holders must provide a letter listing the people who will be using the library card.

Digital-only card

1. Digital-only cards are free and provide full access to all the library's digital resources accessible from outside the library.
2. There are no identity or proof of resident requirements for a digital-only card.
3. No physical items may be checked out using a digital-only card.
4. Digital-only cards may be converted to another type (resident, non-resident, passport, Scappoose passport, St. Helens business or limited-three) by meeting that card type requirements.
5. Digital-only cards must be renewed every four years.

Library Use

Cardholder rights and responsibilities

1. The cardholder is responsible for returning all items checked out on time and in good condition.
2. The cardholder agrees to pay for any lost or damaged items.
3. Possession of a library card is considered permission to use that library card.
4. Privacy policy. Those whose names do not match the information listed on the account may not discuss what items are checked out on the account, discuss fees on the account, or make changes to account information. If you would like to allow these privileges to someone other than the cardholder, they must be made by an *authorized user* by presenting their proof of identity while the cardholder is present. For more information, see the “Confidentiality Policy” document, available on the library website.
5. Cardholders are expected to notify the library of a lost or stolen card or they will be held liable for any items checked out.
6. Proof of identity (see “How to sign up for a library card ...,” page 1) may be used as an alternative to a library card.
7. Cardholders must keep personal and contact information (i.e., address, phone number, e-mail, name changes etc.) up to date on their account.
8. A library account may be deleted after five years of non-use. Provided there are no blocks on the account, a new card may be issued by meeting the requirements of the card type.

Checkout periods

1. The standard check-out period is 21 days for all items in the library collection except Library of Things including cultural passes, new items, items on hold for another patron, DVDs and Blu-rays.
2. Cultural passes generally have a three-day checkout period except when noted on their case.

Renewing items

1. Items may be renewed for an additional 21 days up to three times.
2. Items may not be renewed in the following cases:
 - a. If another patron has a hold on an item.
 - b. The item is marked “new.”
 - c. The item is from the Library of Things including cultural passes, collection.
 - d. The account has already reached the three-renewal limit on the item.
 - e. The account meets any of the conditions listed below in “Checkout restrictions.”

Checkout restrictions

1. Cardholders may not check out any items and their account may be blocked if fees on that account exceed \$10 or are older than six months.
2. Cardholders may not check out items if their account is expired until it has been renewed.

3. Lost or damaged items on an account will result in a blocked account until they have been returned or paid for.
4. Additional items may not be checked out if the total checkouts exceed the total limit for the card type. DVD/Blu-ray limits will not prevent cardholders from checking out additional items within their total item limit.
5. All accounts may be subject to a “relationship block” if any account with the same responsible party meets any of the previous restrictions.

Placing holds

1. Patrons may place as many items on hold as their card allows. Holds may include items currently checked out to another borrower or items currently available in the library.
2. Patrons will be contacted by phone, by e-mail, or the USPS when their holds are available for pick up.
3. Patrons have up to seven days to retrieve their hold, except for cultural passes which may be held for three days.
4. After the hold period the item will be taken out of hold status and returned to circulation.

Purchase requests

1. Patrons may submit a purchase request form for items that are not available at the library.
2. The request will be processed based on the library’s criteria (i.e., availability, pricing, publication date, relevance to the collection, etc.) and may be added at that time.
3. A purchase request is not a guarantee that an item will be added to the library’s collection.
4. If an item is added, the person who submitted the request form will have the first hold on that item.
5. For more information, see the “Collection Policy” document, available on the library website.

Interlibrary loans

1. Patrons may make interlibrary loan (ILL) requests on items that are not available in our collection but are available at other libraries. An ILL request is not a guarantee that the item will be made available.
2. Patrons may have up to two ILL items at one time on their account.
3. Due dates for ILL items will be based on due dates set by the lending library.
4. There is a prepaid postage fee of \$3 for all ILL items. If the items are not available through ILL, the \$3 postage fee refunded in full.
5. ILL items may not be renewed, and the patron will be charged for any fees or fines assessed by the originating institution (i.e., late, lost or damaged items).
6. Patrons may lose ILL privileges if items are not returned by their due date or are returned in poor condition.

Fees

Damaged items

1. Damaged items are items that have been returned in a condition that prohibits them from being further circulated in the library's collection. Examples may include extensive water damage, moldy, mildewed, have been in contact with hazardous materials, or have been otherwise physically damaged beyond repair.
 - a. When possible, library staff may repair items returned with minor damage.
2. The replacement cost of damaged items is based on the list price of that item.
3. Patrons may keep damaged items they have paid for.
4. Damaged items will prevent a patron from checking out further items until it has been paid for.
5. We cannot accept replacement copies for damaged items.
6. See *Appendix A* for an example letter notifying the cardholder of a damaged item.

Lost items

1. Overdue items will result in three notices by USPS mail or e-mail before they are considered lost. The timeline is:
 - a. 1st notice: one week after the item is considered overdue.
 - b. 2nd notice: two weeks after the item is considered overdue.
 - c. Final notice: three weeks after the item is considered overdue.
 - i. At this time the item is considered lost, and the cardholder may not check out or renew items until the item is returned or paid for.
 - ii. The final notice will always be sent by mail.
2. Items may be self-declared lost when the patron is certain the item is irretrievable and is ready to pay for the item at that time.
3. Lost items must be either returned in good condition or paid for in order to reinstate borrowing privileges.
4. Once an item is paid for, the cost of a lost item may be refunded if the item is returned in good condition within 90 days of replacement payment.
5. See *Appendix B* for an example of an overdue notice letter.
 - a. There will also be an itemized list of the overdue items, as well as an indication of 1st/2nd/final notice.
 - b. Final notices will have a red "final notice" stamp at the top.

Collections

1. Items that have not been returned within six weeks of their due date may be sent to collections.
 - a. The item is considered lost three weeks after the item is overdue.
 - b. Patrons may be sent to collections for library materials. A collections warning will be sent out at four weeks overdue, notifying the patron that they have 14 days to return or pay for outstanding materials.
 - c. Collections records will be expunged after seven years. The patron record will be closed, and no fees collected for those items. The patron may apply for a new card. Some restrictions may be imposed on a case-by-case basis.
 - d. See *Appendix C* for an example of a letter reminding the patron about outstanding materials or fees which may be sent to collections.

List of fees

1. See *Appendix D* for the list of fees.

Appendix A

Example Letter: Damaged items

Dear [Patron],

Library materials that had been checked out on your card # **24018000XXXXXX** were recently returned to the library in damaged condition.

The item(s) listed below were returned to the library on **XX/XX/XXXX**. Due to damages to the materials, the library must assess a replacement cost for each item. Please note that there may be additional overdue fees which may have been charged to your account. If you have items out, they may not be renewed until this matter is resolved.

The item(s) in question are:

[Item(s) listed along with the replacement cost(s)]

Please come to the library to make arrangements to pay these charges at your earliest convenience. If you are unable to pay the entire amount, please call 503-397-4544 and make arrangements for a payment plan.

Please understand that our intention is to maintain our library's collection by replacing lost or damaged materials. We will hold the items for viewing for 30 days. After that, they will be disposed of and no longer available for your inspection.

If you have questions, please contact me.

Sincerely,

[Staff member]

Appendix B

Example Letter: Overdue items

Dear [Patron],

The purpose of this letter is to remind you that you have outstanding materials from the St. Helens Public Library checked out on card number **24018000XXXXXX**. You have items overdue. If this is not your final notice, you may renew your items online at www.sthelensoregon.gov/library or by telephone 503-397-4544.

[Item(s) listed along with the replacement cost(s)]

If you have any questions, please do not hesitate to contact the St. Helens Public Library at 503-397-4544.

Respectfully,
St. Helens Public Library

Appendix C

Example Letter: Items that may result in an account going to collections

Dear [Patron],

The purpose of this letter is to remind you that you have outstanding materials from the St. Helens Public Library checked out on card number **24018000XXXXXX**. These items are now in "Lost" status. Please return the following items in good condition to the St. Helens Public Library or pay the replacement fees within 14 days to avoid this account balance being turned over to a collections agency.

[Item(s) listed along with the replacement cost(s)]

If you have any questions, please do not hesitate to contact the St. Helens Public Library at 503-397-4544.

Respectfully,
St. Helens Public Library

Appendix D

Fees

1. Quarterly non-resident card: **\$10**
2. Annual non-resident card: **\$35**
3. Lost library card replacement: **\$2**
4. Interlibrary loan postage fee: **\$3.00**
5. Cultural pass replacement: **\$30**
6. Lost and damaged items: **List price**
7. Lost or damaged CD, DVD and Blu-ray cases: **\$5**
8. Lost or damaged CD, DVD and Blu-ray inserts: **\$7**
9. Barcode label replacement: **\$2**