

PUBLIC SERVICE
(3.4) Circulation, Registration, Privacy

REGISTRATION FOR LIBRARY CARDS

In all cases, the library card, and use of it is the responsibility of the individual whose name is on the account. Lost or stolen cards should be reported to the library immediately.

All library cardholders have a PIN which is provided at the time of registration. PINs are necessary for accessing many of the library's electronic resources. If forgotten, staff may remind patrons of their PIN when provided with photo identification and proof of address, their library card, or answer a series of questions about their account. PINs may also be reset via the online catalog.

Adult or Student Juneau Resident Card

Any combination of photo identification and proof of current address within the City and Borough of Juneau must be provided to obtain a resident library card. If photo identification does not include the patron's current address, current address verification typically includes:

- postmarked piece of mail,
- rental agreement, or
- voter registration card.

At this time, the Library does not accept digital documents or digital reproductions of documents as either photo identification or proof of address.

Emancipated minors may obtain an adult card if they provide the above information and a copy of their emancipation decree.

There is no charge for a library card; replacement cards are issued for a nominal fee. The library issues cards to patrons regardless of age.

To obtain a student card for minor children under the age of 18, the parent or guardian must fill out a registration card accepting financial responsibility for activity on their child's account. More than one parent or guardian may sign their child's registration card, be listed on the account, and accept financial responsibility for the account at the discretion of the family.

Only Adult & Student Juneau Resident Cards are eligible for interlibrary loan services outside of the Alaska Library Catalog.

When any question exists about the validity of a mailing address, staff may ask the registrant to fill out a stamped self-addressed postcard. When returned to the library, this postcard shall be considered valid proof of address.

Temporary Juneau Resident Card

Last Updated: 06/21/2019

A Juneau resident who presents picture ID but is unable to present proof of permanent mailing address may receive a temporary registration with limited borrowing privileges (two items) until proof of local mailing address is supplied.

A person between 14 and 18 years of age may present their own valid picture ID to receive a temporary registration without submitting a signed parental responsibility card. Minor children under the custody of the State of Alaska who do not have picture ID should be referred to the Youth Services Librarian.

A temporary card may also be issued to a visitor who plans to reside in Juneau for 28 days or longer.

Temporary cardholders may borrow local (Juneau-owned) items only.

Alaska Resident Card

Residents of the State of Alaska who present a current picture ID and proof of permanent Alaska mailing address may register for an Alaska Resident Card with limited borrowing privileges (five items).

Minor children are eligible for Alaska Resident Cards in the same manner as Student Juneau Resident Cards.

Crew Card

Crew cards are available only to crew of vessels registered with the Cruise Line Agency of Alaska. Other seasonal workers may qualify for Temporary Juneau Resident or Alaska Resident cards. Crew cards cost \$20 and are good for one season. Users are limited to borrowing five items at a time. The \$20 fee is not refundable.

Crew cardholders may borrow local (Juneau-owned) items only.

Alaska Mail Services Card

The library offers library services to Alaska residents who live outside an area serviced by a state funded library. For more information, please contact the library.

CIRCULATION OF LIBRARY MATERIALS

To borrow materials, patrons must be in good standing and present their library card or a valid form of photo identification. A patron may answer questions about their account and receive limited circulation access (2 non-game items).

If a patron chooses to answer questions about their account, all personally identifying information must be provided by the patron. In no circumstances will library staff reveal personally identifying information about a patron's account.

Patron borrowing privileges may be blocked for the following reasons:

- Overdue item(s) that have accrued \$10 or more in fines
- 5 or more items overdue
- Unpaid fines/fees of \$10 or more
- Post Office returned mail
- Lost, stolen, or inactive card

Item Limits

A patron may have 75 items checked out on their card with some popular material types having lower limits. Lower limits also apply to some registration types outlined above.

Loan Periods

The standard checkout period for materials from the general collection is 28 days. Popular material types and interlibrary loans may have shorter loan periods, such as media, which generally circulates for 7 days. Items are not due on days when the library is closed.

Renewals

Patrons may renew an item up to two times if the item is eligible for renewal. An item is eligible for renewal except when another patron has requested the item, if the item was lent with a special lending period, or if the item is owned by another library whose circulation policy does not allow renewals.

Requests

Patrons may request items to be held for them at the library location of their choice. Requests can be made in person, by phone, or by using the online catalog. Requests are filled on a first come, first served basis. Patrons will be notified by email when their request is ready. Items are held for seven days from the date of notification.

Patrons may have their requests suspended to keep their place in the requests queue but specify a later pickup date. This may be done in person or by logging into the “my account” area on the library’s website.

Fines and Fees

Overdue fines and fees for lost or damaged items are charged to the patron’s account and a block will be placed on the account when charges reach \$10 or higher for Adult, Student, Temporary, & Statewide resident cards and any amount for Crew cards. An item is presumed lost if not returned four weeks after its due date; however, lost item fees will be waived if the items are returned. A processing fee is added to lost item charges to account for costs associated with purchasing and processing replacements. The processing fee will be waived if the lost item is returned. The library does not accept replacements for lost items.

The library will turn over significantly past due accounts to the CBJ Collections Office.

PRIVACY

Alaska Statute 40.25.140 confers privacy rights to Alaskans of all ages regarding the confidentiality of their library records and in particular their personally identifying information.

AS 40.25.140 – Confidentiality of Library Records

- a) Except as provided in (b) of this section, the names, addresses, or other personal identifying information of people who have used materials made available to the public by a library shall be kept confidential, except upon court order, and are not subject to inspection under AS 40.25.110 or 40.25.120. This section applies to libraries operated by the state, a municipality, or a public school, including the University of Alaska.*
- b) Records of a public elementary or secondary school library identifying a minor child shall be made available on request to a parent or guardian of that child.*

To conform to this law, library staff will adhere to the following, without exception:

1. Library staff may not provide personally identifying information to patrons, including name, address, phone number, birth date, or any other personally identifying information on a library account to any patron. Per AS 40.25.140, requests for personally identifying information must be made via court order served to the Library Director.
2. Patrons requesting information about items borrowed or fines/fees owed may be given the information by providing their library card or photo ID that matches information listed on their account. Patrons without their library card or photo ID may answer a series of questions about their account to access limited library services and circulation information about their account; however, if patrons are unable to answer these questions, either their library card or photo ID is then necessary to verify identity.
3. Patrons requesting information about items borrowed or fines/fees owed over the phone may be given the information by providing their library card number. Patrons without their library card may answer a series of questions about their account instead. If these questions are not answered successfully, staff are unable to provide the information.
4. Parents and guardians who do not possess their child's library card may be given the titles of items their minor children have borrowed only for the purposes of retrieving overdue materials for which the parent has accepted financial responsibility. The parent/guardian must be listed on the child's account. Any combination of official documents may be provided to confirm photo identification and name of the parent. A minor's address, phone number, and any other personally identifying information on the account are not to be provided to anyone, including a parent or guardian per AS 40.25.150. Parents may be told if their child is registered. If for any reason verification of correct name must be done using personally identifying information, such information must be provided by the parent; staff shall not reveal it.

Implied Consent

If a patron wishes to have another individual manage their materials at the library on their behalf, they may do so if they have implied consent. The library considers implied consent to be given when one of the following is true:

1. The patron has the “other” patron’s library card.
2. The patron has a signed note giving the name of the individual authorized to pick up, renew, or borrow materials.
3. Authorization is given to library staff by phone at the time of pickup/checkout and library staff are able to verify the identity of the caller by matching identifying information on their library account with information provided by the caller.
4. For holds and renewals, the patron knows the title of items to be picked up or renewed.

The library recognizes that implied consent is commonly used by parents and guardians of young children to manage their child’s library card. The library encourages parents and guardians to transition control of a child’s library card to the child when developmentally appropriate.