



Terminology

Auto Renewal: The ability for materials to be preprogrammed to renew to the same patron without action from Library staff or the patron.

Available Hold: A request placed on a Library item currently on the shelf.

Bedford Resident: An individual living within the City of Bedford, Texas.

Blocked Account: An account with fees of \$10.00 or more or an account with delinquent materials. An account will remain blocked until lost/damaged items are paid in full or returned.

BPL: Bedford Public Library

Claims Returned: Items checked out on a patron's account that they believe have been returned, but the Library cannot locate.

Destroyed Material: Material so damaged that it is no longer suitable for patron use or retention.

Minor Damaged Material: Damage such as a torn page, torn or missing jacket, lightly marked pages or a damaged case that does not render the item unusable.

Good Standing: Accounts free of fines or overdue items.

Guarantor: An individual 18 years or older who is named as the responsible party for an account held by a minor. Guarantors will be considered the Primary Account Holder and thus responsible for any fines, fees, materials, or damages to Library property attributed to the minor's account. The Library and its associated authorities do not serve *in loco parentis*.

Hold: A request placed on a Library material.

Interlibrary Loan (ILL): Reciprocal process through which BPL borrows or lends materials for BPL patrons from other participating libraries.

Linked Accounts: An account associated with another Library account(s). Linked accounts usually belong to members of the same family.

LOT: Library of Things – a collection of non-traditional items that are available for Bedford residents to check out.

Minor: An individual under 18 years of age.

Never Borrowed: Items checked out on a patron's account that they believe they did not check out.

Pending Hold: Items requested but not yet fulfilled through the check-in process.



Primary Account Holder: An individual 18 years or older who accepts responsibility for their Library usage and any linked accounts including fines, fees, materials, or damages to Library property. Primary Account Holders are the guarantors for linked minors.

Renew: To check out the same item to the same patron for an additional loan period without first returning the item to the shelves.

Resident or Part-time Resident: An individual living in Texas for **at least** six months out of the year.

Ready Hold: Requested items that have been cleared through the check-in process and can only be checked out with the Library card used to place the hold.

Texas Non-Resident: An individual living in another state **more** than six months out of the year.

TexShare Card: A TexShare card provides patrons with borrowing privileges from more than 500 participating libraries across the state.

Library Cards

- 1.1 Adults may obtain a BPL card with a valid U.S. government issued photo ID and proof of Texas residency. Minors may also be issued a BPL card with an adult guarantor. Part-time residents will be considered Texas residents for Library card purposes and will not be required to pay a user fee.
- 1.2 All applicants must provide their birth date, current residential address, and phone number on the application. A mailing address should be provided if the patron receives mail at an alternate location.
- 1.3 Individuals with an out-of-state ID but proof of a local address will be issued a Library card with a six-month expiration date. After six months, patrons will need to show proof of Texas ID; the expiration date will be updated to a three-year expiration.
- 1.4 Non-residents may obtain a BPL card following the same application procedures as residents. However, non-residents must provide a Texas address and pay an annual user fee. Non-resident Library cards expire one year from the date of issue.
- 1.5 Residents and non-residents may apply for a Computer-Use-Only Library card with a valid US photo ID. This card can be used for computer and study room use only and is valid for three years.
- 1.6 The Library places lending restrictions on first-time use of new cards. New patrons may check out up to three items on their first-time check out. Only one of the items may be a specialty item such as DVD, audiobook, STEM kit, or tablet.
- 1.7 Patrons may have only one BPL account. They may not have different BPL accounts under variant names.
- 1.8 Library cards will have an expiration date of no more than three years from date of issue to ensure that patron account information is up-to-date.
- 1.9 Guarantors must have an account in good standing before applying for a Library card for a minor. The Guarantor will be the Primary Account Holder.



- 1.10 Patrons must comply with Library policy, accept responsibility for all charges on accounts and linked accounts, and notify the Library immediately if their cards are lost or stolen or if any of their contact information changes.
- 1.11 Obtaining a Library card by means of false identification or address, using or attempting to use a Library card without permission of the person to whom it was issued, applying for more than one active BPL card, and/or any other misuse of card or Library property will result in loss of BPL privileges.
- 1.12 Legally-emancipated individuals are considered adults for the purpose of Library usage and therefore can apply for a BPL card as the responsible Primary Account Holder to get full access to Library materials and resources.

General Account & Library Card Provisions

- 2.1 A valid BPL card is required to check out Library materials. Existing patrons who do not have a Library card with them may present a valid picture ID to borrow materials or access Library services.
- 2.2 Library accounts in good standing are eligible to check out circulating items, request interlibrary loans, and utilize Library services. Due to cost and/or high demand, some Library materials and services are only available to Bedford residents.
- 2.3 In compliance with Texas statute and the Library's Confidentiality Policy, the Library will not provide information about a patron's Library record to anyone except the cardholder, Primary Account Holder, or by court order, subpoena, search warrant, US Patriot Act, and the Texas Public Information Act.
- 2.4 Only Library staff or practicum students under the supervision of staff shall access patron accounts. Volunteers may not have access to patron accounts.
- 2.5 Patrons can authorize the sharing of account information related to materials and fees. A note will be added to the account alerting staff that an individual has been authorized.
- 2.6 Patrons calling for account information will be required to verify their identity by confirming personal information (e.g., date of birth or address). In-house requests for information or a replacement card will require photo ID.
- 2.7 Visitors ineligible for a Library card must present photo ID to obtain a guest pass to use computers or study rooms.
- 2.8 Patrons are responsible for all checked-out items on their primary account and linked accounts. It is the patron's responsibility to verify the contents and condition of an item before checking it out.
- 2.9 The Library issues institutional Library cards for businesses, corporations, schools, or universities at the discretion of a supervisor.
- 2.10 In addition to a valid BPL card, borrowers wanting to check out a LOT item will be required to read, understand, and sign the LOT agreement in the presence of Library staff each time they check out an item from the LOT.

TexShare Cards

The Bedford Public Library participates in TexShare which allows adult residents of Bedford the ability to enjoy check-out privileges at other Texas libraries. BPL extends privileges to TexShare visitors presenting a valid TexShare card from other Texas libraries.

- 3.1 TexShare cards are issued by the patron's home Library. The card is proof that BPL vouches for the patron at any Texas library participating in TexShare. The patron must show the TexShare card when applying for a card at a participating Library.



- 3.2 Bedford residents 18 years and over may apply for a TexShare card after they have had an account for one month or more and the account is free of all fines, fees, and delinquent materials.
- 3.3 Lost TexShare cards will be replaced free of charge.
- 3.4 TexShare card users should return borrowed materials to the lending library and, if applicable, pay all fees and fines promptly.
- 3.5 Lost, damaged, or billed items must be handled by the patron at the lending library. BPL reserves the right to restrict accounts with unpaid TexShare fines or fees and will add fines or fees to the Primary Account Holder. If TexShare fines and fees are not paid, BPL will bill the patron for those items, and their TexShare card will be revoked.
- 3.6 TexShare cards are non-transferable and may not be shared. TexShare cards will expire one year from date of issue.
- 3.7 TexShare cardholders from other TexShare Libraries may have restrictions as to the type and number of items they can borrow from BPL.

Material Limits, Loan Periods, and Renewals

- 4.1 Cardholders may have up to 50 items checked out at any given time.
- 4.2 Current material limits, loan periods, and renewals are as follows:

Item	Limit Per Card	Loan Period	Renewals
Audiobooks & Playaways	10	21 days	4
Bluebonnet Books (current year)	2	21 days	0
Book Club Kit	2	42 days	1
Books	50	21 days	4
Chromebooks (laptops)	1 (Bedford Residents 18+ only)	21 days	0
DVDs (Movies & TV Series)	10	7 days	4
DVDs (Non-Fiction)	10	21 days	4
Educational Kit (STEM Kits)	1	21 days	1
Hotspots	1 (Bedford Residents 18+ only)	21 days	1
ILL -- <i>Postage charged</i>	5	21 days	0
Library of Things	5 (Bedford Residents 18+ only)	7 days	0
Public Computers	2 sessions/day	2 sessions/day	N/A
Rokus	1	7 days	1
Study Rooms	1	2 hours/day	0
Tablets	1	21 days	1

- 4.3 Items are due on the date indicated on the Library cardholders’ account, and items must be returned to BPL.
- 4.4 Materials are due during business hours; items returned after hours will be credited as returned on the next Library business day.
- 4.5 BPL places check-out limits on specific types of high demand materials.



- 4.6 A supervisor or supervisor's designee may place temporary restrictions on a patron's account, such as, the number of items loaned and/or the loan period if there is a valid reason or under special circumstances on a case-by-case basis.
- 4.7 Most BPL materials are subject to automatic renewal up to four times if there are no existing holds, fees are less than \$10.00 on the patron's account, and on any linked accounts, and there are no other overdue materials on the patron's account.
- 4.8 Materials do not need to be present to be renewed.
- 4.9 Patrons who renew materials before the due date will be provided with an updated loan period pursuant to the renewal date.

Holds

- 5.1 Patrons may place holds on materials via the online catalog, or with a staff member through phone, email, or in person. Patrons must have a valid BPL card to place a hold on circulating Library materials. Applicants completing the online Library card form may place holds on circulating materials but will not be allowed to check out until a Library card is issued.
- 5.2 Holds are placed in a queue and are handled on a first requested, first received basis. The maximum number of holds a patron may have on their account at one time is 10.
- 5.3 Holds may be placed on available items. If an item is not already checked out, Library staff will pull it from the shelf, and the automated system will notify the patron when it is ready to be picked up.
- 5.4 The Library will only notify patrons of ready holds one time.
- 5.5 Holds ready for pick up will be held for seven days.
- 5.6 A patron may designate another person to pick up their hold items only if the designated person has the patron's Library card. Staff members are not permitted to give holds to another person without the card.

Overdue Materials

- 6.1 BPL does not charge overdue fines.
- 6.2 Overdue notifications will be sent the day after the materials are due. The Library sends out two automated overdue notices before a print notice is generated. If materials have not been returned or the fees have not been paid, a third and final notice is sent. Once a third overdue notification letter is sent, the item cannot be renewed.
- 6.3 Accounts with materials 60 or more days overdue will be billed and may be forwarded to collections for theft of government property:

Texas Penal Code Title 7 Section 31.03. Theft. (a) A person commits an offense if he unlawfully appropriates property with intent to deprive the owner of property.
- 6.4 Materials overdue for 12 months will be deemed lost and removed from the collection. These materials must be paid for in full before Library privileges will be reinstated.
- 6.5 Patrons who return LOT items late will lose borrowing privileges.

Claims Returned/Never Borrowed

For situations in which a patron believes they have returned or never checked out an item(s), the Library offers a Claims Returned or Never Borrowed option which removes the item and any associated fees from the account.



- 7.1 Patrons are granted a total of three Claims Returned or Never Borrowed statuses on their account.
- 7.2 Once Library materials have a Claims Returned or Never Borrowed status, the materials are removed from the account.
- 7.3 If the item(s) are found either by the patron or a staff member within 90 days of the last due date, Claims Returned or Never Borrowed statuses will be restored.
- 7.4 Claims Returned or Never Borrowed statuses may not be applied to the LOT items.

Library Fees

- 8.1 The amount charged for services, lost materials, and other miscellaneous fees may only be established or changed with the approval of City Council.
- 8.2 Patrons whose accounts have overdue materials or \$10.00 or more in outstanding fees will have their Library privileges suspended. Patrons with overdue materials or balances of \$5.00 or more in outstanding fees cannot check out electronic resources.
- 8.3 Library staff may use their discretion to waive fees and reinstate privileges in cases of: death, hospitalization, serious illness of a patron or family member, or other extenuating circumstances.
- 8.4 The Library will accept payments for any account. However, account information will only be given to the Primary Account Holder.

8.5 Fee Schedule

The Library establishes the following fee schedule to cover the cost of processing supplies and labor associated with lost and damaged materials:

LOST MATERIALS

Purchase price of materials or parts of kits. If a part of a kit or a LOT item is lost, the patron must pay for the replacement of that part. If the part cannot be replaced, the patron must pay for the entire kit or the entire LOT item including the container.

DAMAGED MATERIALS

If a part of a kit or a LOT item is damaged, the patron must pay for the replacement of that part. If the part cannot be replaced, the patron must pay for the entire kit or the entire LOT item including the container. LOT items will be charged an additional processing fee.

Book jacket or cover - \$2.00

Media containers - \$2.00

MINOR DAMAGE FEES

(E.g., torn pages or jackets, missing jackets, lightly marked pages, or damaged cases)

Minor damage - \$2.00

LIBRARY CARDS

Texas Non-Resident - \$25.00 per year

MISCELLANEOUS SERVICE FEES

LOT items cleaning fee - \$20.00

LOT processing fee - \$50.00



LOT reprogramming fee - \$20.00
Photocopies (black & white) - \$0.20 per page
Photocopies (color) - \$0.50 per page
Print jobs (black & white) - \$0.20 per page
Print jobs (color) - \$0.50 per page
Fax - \$1.00 per page
Interlibrary loan postage fee - \$2.00

Lost and Damaged Materials

- 9.1 The Library charges fees to cover the cost of lost materials and of repair to damaged materials, up to and including total damages.
- 9.2 Patrons are responsible for lost or damaged Library materials checked out to their account or linked accounts.
- 9.3 Items in our special collections or media items may contain multiple parts. If individual items are lost or damaged, the patron must either pay for that part if available or pay the cost of the entire item including any container.
- 9.4 Patrons who lose or damage an item from the LOT collection will be charged a \$50.00 processing fee in addition to the cost of the item. Patrons who return LOT items requiring cleaning or reprogramming will be charged a \$20.00 fee.
- 9.5 Lost and Paid-For items found within 90 days from the last due date may receive a refund from the City of Bedford's Finance Department. Refunds will be mailed within two to four weeks after processing. Paid-for items found after 90 days from the last due date will not be refunded.
- 9.6 Lost materials will be removed from the collection after one year. The patron must pay for the lost material before their Library privileges will be reinstated.
- 9.7 Library staff will assess lost and damaged charges according to the Fee Schedule in 8.5.
- 9.8 If the Library deems the item to be destroyed, the patron must pay the replacement cost of the item. With the Librarian's approval, patrons may purchase a new and exact copy of the item. Media must still be in sealed shrink wrap.
- 9.9 Destroyed material will be charged if:
- The item shows evidence of water, food, mold/mildew, smoke smell, or infestation
 - The item has been chewed or severely torn
 - Multiple pages are missing or marked
 - The disc is broken or scratched
 - Writing or coloring obscures the text or illustrations
 - There are missing parts that make the item unusable
 - Other damages that render the material unusable
- 9.10 Patrons who pay the full cost of the damaged material may keep the material. If patrons do not want the material, it will be discarded.
- 9.11 Destroyed material that has not been paid for will be held for 90 days and then discarded. Materials that pose a health hazard (e.g., mold or infestation) will be discarded immediately.

Bankruptcy



Revised & approved by Library Advisory Board on 8/8/2021

- 10.1 BPL complies with Chapter 7 and Chapter 13 bankruptcy law requirements for its patrons under bankruptcy protection.
- 10.2 Upon verification, fines and fees will be cleared from accounts of individuals who have been granted bankruptcy status.
- 10.3 By law, the Library cannot send overdue notices demanding payment from patrons who are under bankruptcy protection. However, a notice will be sent requesting the return of any overdue materials. If the patron declares the materials to be lost, fees are waived as stipulated by the law.
- 10.4 Library privileges will be suspended for a period of two years for patrons who have been granted bankruptcy status. Any long-overdue materials not declared lost must be returned before Library privileges will be reinstated.
- 10.5 Minors whose Guarantor has filed for, been denied, or granted bankruptcy will be subject to the same procedures, with the following exception(s):
 - There will be no restriction for continued use or reapplication of minor's Library card.
 - Any new fees or outstanding materials will be the responsibility of the Guarantor after the charges covered by the bankruptcy have been cleared.

