

SPOKANE COUNTY LIBRARY DISTRICT

POLICY: CUSTOMER PRIVILEGES AND RESPONSIBILITIES

APPROVAL DATE: JUNE 19, 1986

REVISION DATE: JANUARY 1, 2023

PREVIOUS POLICY TITLE: Member Privileges and Responsibilities

RELATED POLICIES:

Code of Conduct

Computer, Wireless Network and Internet Use

Fixed Assets

Library Meeting Room Use

STATUTORY REFERENCES:

RCW 27.12.180

27.12.210(1)

27.12.270

27.12.280

Purpose: To establish criteria for becoming a customer and to describe the privileges and responsibilities associated with being a customer.

General Policy: The Spokane County Library District (District) is a public library system serving the diverse needs of area residents of all ages. All libraries are open to the public. Anyone may browse materials, attend library programs, access electronic resources, and otherwise use services while in the library facilities. The level of available library resources and services is generally determined by customer residency, as defined below.

I. Library Card Eligibility

Spokane County Library District is a special-purpose district funded primarily through a property tax authorized by state law and collected only in the unincorporated county and annexed cities and towns. Eligibility to borrow materials and access electronic resources remotely is based on this geographic area and inter-local service agreements with other cities and towns, libraries, and library districts. Customers 17 years of age or younger require parental permission to obtain a library card with full privileges. The following categories of individuals are eligible to register for library cards with provision of current address and proof of identity:

A. District Customer: Persons who reside in the District's service area: Unincorporated Spokane County or an annexed or contracting city or town. In addition to those residing in its service area, the following shall be considered residents eligible for use of all District services without payment of a non-resident customer fee:

a. Persons residing outside the service area yet owning property within it.

b. Active-duty military personnel and their dependents who live on a military installation within Spokane County.

B. Reciprocal Customer: Residents of areas covered by inter-local agreements with other libraries, library districts, cities, and/or towns. Such agreements may exclude specific services such as inter-library loan or other services provided through a vendor license agreement that limits use and/or incur additional cost to the District.

C. Non-Resident Customer: Persons residing outside the District's service area that are not covered by an inter-local service agreement. An eligible non-resident may use services for which a library card is required through payment of an annual fee entitling everyone residing at the same street address (i.e., house, apartment, or other type of living unit) to District Customer library privileges. The annual fee is governed by Spokane County Library District Board of Trustees Resolution No. 99-12.

In addition, District staff may develop and issue special-use library cards that provide a defined set of privileges to specific customer groups in response to service needs and/or strategic priorities.

II. Customer Privileges

Privileges include, but are not limited to, borrowing books, DVDs, and other materials from the District's physical collection, downloading eBooks, audiobooks, and music from the District's digital collection, and remotely accessing electronic resources and online learning tools from outside of the library. Some restrictions apply to Reciprocal Customers as stated above.

III. Customer Responsibilities

Spokane County Library District has the authority to assess certain fines and fees to customer accounts. Accounts owing \$25.00 or more will have borrowing privileges suspended until payment is made.

Categories of Fines and Fees

1. Overdue Fines

The District does not assess daily fines for overdue material.

2. Lost or Damaged Material Fees

Lost or damaged material fees are assessed so that the District can recoup the cost of an item. Accounts with long overdue materials declared lost, or materials determined by District employees to be damaged to the extent that they can no longer be borrowed, will be assessed a replacement fee equal to the retail price of the item.

3. Miscellaneous Charges

- a.) Photocopying & Printing: Public photocopying and printing is available in each library; customers may print up to 80 pages and copy up to 80 pages per week (Sunday through Saturday) free of charge.
- b.) NSF Check Fee: If a personal check is rejected due to Non-Sufficient Funds (NSF), an additional service fee of \$25.00 will be assessed to the account.
- c.) Interlibrary Loan Fee: Lending libraries outside of the District may require a fee for loaning some library materials. Customers requesting interlibrary loan materials will be contacted to determine if they are willing to pay the fee in order to borrow the item.

4. Collection Agency Referral Fee

Accounts owing \$50.00 or more will be referred to a collection agency after 75 days. At the point of referral, a \$15.00 fee will be assessed.

IV.

Administrative Reduction or Discharge of Assessed Fines & Fees

The District may reduce assessed fines and fees, dependent upon certain criteria. Examples of these reductions include, but are not limited to:

A. Fines and Fees Waiver or Cancellation

District employees are tasked with determining under what circumstances a fine or fee may be waived or canceled. Circumstances include, but are not limited to, hardship, library error, and special amnesty programs designed to promote literacy, encourage the use of library resources and services, and support the District's mission. Guidelines for making such determinations are listed in associated procedures.

B. Purge of Uncollectible Amounts

The District may purge or write-off those fines and fees at the point at which all reasonable collection efforts have been exhausted. Such efforts may be based on the date or dollar value of the assessed fines or fees, or a combination therein.

V. Service Fees

Credit or debit cards may be used to pay assessed fines and fees, limited to online payments only. Service charges pertaining to these online transactions will be accepted as a cost of doing business. No commensurate discounts or payment reductions will be extended to those fines and fees paid by cash or check.

VI. Limitations to Use

The use of District facilities and/or services may be limited when excessive demands of groups or individuals may curtail services to the general public.

VII. Denial of Service

Use of District facilities and/or services may be denied for due cause. Due cause includes, but is not limited to, failure to return library materials, failure to pay assessed fines or fees, or violation of the District's Code of Conduct or any other policy.

VIII. Procedures

The Executive Director is responsible for establishing administrative procedures necessary to carry out this policy and will respond to appeals of District staff action and/or decision in the application of this policy and any related procedures. Any appeal of Executive Director' action and/or decision may be made in writing to the Board of Trustees.

The District will make a good faith effort to implement this policy in a fair and consistent manner.