

HUDSON AREA LIBRARY

Lending Rules and Policy

Mid-Hudson Library System

The Hudson Area Library is a member library of the Mid-Hudson Library System (MHLS), a cooperative public library system, chartered by the New York State Board of Regents in 1959, and serving Columbia, Dutchess, Greene, Putnam, and Ulster counties. We have reciprocal borrowing privileges with the 65 other libraries in the MHLS. Cards issued at any library in the MHLS are honored at the Hudson Area Library, and vice versa.

Library Cards

All residents in the MHLS service area are eligible for a library card. All borrowers (“patrons”) must register and have a valid local or system card to borrow library materials. There is no charge to obtain a library card and the card may be used at any of the member libraries in the MHLS.

Physical Cards

Individuals wishing to borrow materials from the library must fill out a library card registration form and produce photo identification and proof of current physical and mailing address. Registration forms are available at the library service desks in English and Spanish. If the photo identification does not have the current address, other proof of address may be used for confirmation (e.g. utility bill, lease, or other official item with the current address). By signing the registration form the applicant affirms that they will be responsible for all items borrowed on the card.

Children and young adults under 18 years of age must be accompanied by a parent or legal guardian who can sign the registration form and provide photo identification and address verification. By signing the registration form, the parent or guardian agrees to be responsible for all items borrowed on the card.

Library cards must be reactivated every three years. Contact the library or fill out the online-renewal form to make any updates to your patron record and reactivate your card.

The patron must immediately report a lost or stolen library card. Cardholders are responsible for all materials checked out on their card until reported lost or stolen. Lost, stolen, or damaged cards may be replaced once per year with no charge. Thereafter, to replace a lost, stolen, or damaged library card, a \$1.00 fee will be charged. Photo identification is required for card replacement.

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All patrons are expected to have their library cards with them if they intend to check out items. If a patron does not have their card, photo identification may be presented at the time of check-out to establish proof of identity.

Virtual Library Cards

Residents of Hudson, Greenport, or Stockport who do not have a physical library card, can register online for a virtual library card, which they can use to access all of our digital resources. Virtual library cards must be verified within 30 days of online registration. To extend the virtual card past the first 30 days, the patron will need to bring in or send proof of ID and current address to the library. Staff will update the patron record, extend the expiration date for three years, and issue a physical card (if requested).

Patrons may only have one library card - either a physical library card or a virtual library card. A physical library card allows access to both tangible and digital resources. In order to borrow physical materials from the library, a patron with a virtual library card will need to bring in or send proof of ID and current address to the library, so that staff may issue a physical card to the patron.

Temporary Cards

Individuals who are temporarily residing in Hudson, Greenport, or Stockport (e.g. summer residents, seasonal employees, etc) and whose permanent residences are not within the MHLS, may be issued a temporary library card if they will reside in the Hudson Area Library service area for more than two months (or at the discretion of the Director). The temporary card is identical in appearance to the traditional library card with three important distinctions:

- The patron must provide proof of both their temporary and permanent address.
- The card will have an expiration date of one week beyond the expiration of their temporary residency status.
- Temporary cards will have a limit of five checkouts at a time.

Organizational Cards

Organizations, agencies, or businesses located in the Hudson, Greenport, or Stockport area may apply for a card to take our materials on behalf of their staff or clients. Only one card will be issued to any organization, agency, or business.

In order to receive an organizational card, a brief letter of request must be submitted on organizational letterhead along with a completed registration form. The authorized person who signs the registration

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form must show identification and their name will be added to the record alongside the name of the organization. The letter must expressly state that the organization will be responsible for all items borrowed on the card, up to and including replacement charges.

Organizational cards are valid for one year, after which a re-application process must be completed. If the card is lost, or the organization has a change of address or phone number, the library must be notified immediately.

All regulations of the Hudson Area Library apply to the organizational borrower's card.

Borrowing

Loan Periods

Books, most DVDs, audiobooks, music CDs, and select miscellaneous items circulate for three weeks.

Magazines and new DVDs circulate for one week.

Loan periods for e-books, e-audiobooks, and other e-resources vary depending on the platform (e.g. Overdrive/Libby, Kanopy, Hoopla) and, in some cases, individual settings within.

Most museum passes circulate for one day and can be printed from home; physical passes must be picked up from and returned to the Hudson Area Library. Museum passes are available only to Columbia County residents.

Equipment and tools circulate for one day or longer depending on item type and availability.

The director may establish a different loan period for special collections, materials that are temporarily in great demand, or materials that are in a new format.

There is no limit on the number of items a patron may borrow at one time, except that cardholders can only check out 10 Hudson DVDs at a time and may only place up to 50 holds at a time.

Note: some libraries set different loan periods for their materials. Patrons should always refer to their checkout receipt or online patron records for confirmation of due dates when borrowing materials that were brought in from other libraries.

Renewals

All materials that do not have a waiting list for them, except museum passes and some equipment, may be renewed once. For patrons in good standing (owe less than \$10 in fees), items that are eligible for

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renewal will be automatically renewed two days before the due date and a courtesy notice will be sent if email notifications are set up. Items may also be renewed in person, by email, by telephone, or online. Items that have been requested by other patrons may not be renewed.

Returning Items

Items can be returned 24/7 in the library's exterior library return, at any time during open hours in the internal library return, or to library staff at the library service desks. Items may also be returned to other public libraries in the Mid-Hudson Library System, in person or at designated drop boxes. Items should be returned by their due dates to allow others the ability to borrow them. The library no longer charges daily late fees. However, items not returned 28 days or more past their due date will be marked as lost and the patron will be billed for replacement.

Replacement Items

Patrons may be required to pay for replacement charges for items that are lost, damaged, or marked as billed for more than one month.

Lost and damaged items, including items with missing parts, are assessed at their current, full replacement costs. This cost is calculated from the cost of the item and the materials required to process the item (barcodes, book wraps, cases, etc). The library does not accept replacement materials for items charged. Patrons will be notified as soon as possible by phone or email if an item is missing or damaged. Interactions regarding lost, damaged, or missing items will be documented by staff in Sierra.

Borrowing privileges are suspended when replacement fees are \$10 or greater. Borrowing privileges will be reinstated when replacement charges are less than \$10.

If the patron is able to locate and return a lost and billed item *prior* to the library's buying a replacement, the replacement cost will be removed from the patron's account fully. In the event the item is found by the patron *after* the library has replaced the item, no refund or waive of charges will be provided and the original items will be considered the patron's property.

Claims Returned

If a user is certain that they returned a library item and if that item is not located on the shelf, then the user may claim the item returned with no penalty. This is used as a last resort. Library staff may renew the item in order to give the patron additional time to look for the missing items if there is no hold on the item. The library is only able to place a "claims returned" on items that are owned by the library, regardless of where the item was borrowed or believed to have been returned. It is the responsibility of the patron to contact the owning agency regarding missing materials, but the library may serve as a conduit to the contact. There is a limit of three "claims returned" per user, after which library privileges

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will be suspended. This can only be removed from the patron's record by either locating and returning the materials or paying the replacement costs.

System Holds and Interlibrary Loan

Patrons can request materials to be brought in for checkout from any library in the MHLS. Hold requests can be made through the online catalog, in person at the library service desks, by phone (518-828-1792 x100), or by emailing holds@hudsonarealibrary.org. Items brought in to fill holds, will be held at the main desk for 7 business days before being returned to the owning library.

If a desired item is not available for circulation in the MHLS, an interlibrary loan request may be made. Not all items are eligible for interlibrary loan (e.g. if an item is available to place on hold through MHLS, popular fiction, most AV materials, some lower cost items). The library cannot pay any fees associated with borrowing materials from other libraries on behalf of library patrons. Out-of-system interlibrary loan requests can be made in person, by phone (518-828-1792 x103), or by emailing reference@hudsonarealibrary.org.

Confidentiality

Pursuant to New York State Civil Practices Law and Rules Article 45 § 4509, all library records which contain names or other personally identifying details, including types of materials borrowed, are confidential in nature. Under no circumstance shall library staff nor volunteers provide information of any kind about an individual library user.

No library records shall be made available to the public, press, or governmental agency, except by such process, order, or subpoena authorized by federal, state, or local law, or upon the written consent of the library user. Only the Library Director is authorized to accept the court order or subpoena.

Loss of Library Privileges

Patrons may be suspended from using the library if found in violation of the Patron Code of Conduct, posted publicly on the Hudson Area Library website.

Suspension of borrowing privileges will occur if one or more of the following conditions exist:

- a patron owes more than \$10 in library charges to any library in the MHLS;
- a patron has more than three claims returned;
- another library requests the suspension.

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It is the patron's responsibility to keep their current address, email address, and phone number up to date. Staff may ask for an update at the desk if there was a problem contacting them.

Library borrowing privileges will be restored when accounts have been cleared and/or updated.