

AGENDA
CITY OF WATSONVILLE
BOARD OF LIBRARY TRUSTEES MEETING



Opportunity Through Diversity; Unity Through Cooperation.

Working with our community to create positive impact through service with heart.

Blanca Baltazar – Sabbah, District 1
Diane Muños, District 2
Don Brown, District 3
Providence Medrano Martinez, District 4
Victoria M. Bañales, District 5
Barbara Corrigan, District 6
Joyce Parr, District 7

<https://zoom.us/j/94713890714?pwd=NzM2bzJ4dGxpcGVtcG85YkllOU5zQT09>

Meeting ID: 947 1389 0714

Passcode: 357163

One tap mobile +16699006833,,94713890714#,,,,*357163# US (San Jose)

+12532158782,,94713890714#,,,,*357163# US (Tacoma)

Dial by your location: +1 669 900 6833 US (San Jose)

This meeting is being held in accordance with the Brown Act as currently in effect under the State Emergency Services Act, the Governor’s Emergency Declaration related to COVID-19, the Santa Cruz County Health Officer Extended and Modified Shelter in Place Orders, and the Governor’s Executive Orders N-25-20 and N-29-20, that allows attendance by members of the Board of Library Trustees, City staff, and the public to participate and the Board to conduct the meeting by teleconference, videoconference, or both.

HOW TO VIEW THE MEETING: There is no physical location from which members of the public may observe the meeting. Please view the meeting via the link available at:

<https://www.cityofwatsonville.org/184/Library-Board>

HOW TO PARTICIPATE BEFORE THE MEETING: Members of the public are encouraged to submit written comments by emailing library@cityofwatsonville.org. All comments will be part of the meeting record. Emails received three hours before the meeting may not be uploaded to the Agenda and may not be seen by the Board or staff. They will be added to the agenda the day after the meeting.

HOW TO PARTICIPATE DURING THE MEETING: Members of the public are encouraged to join the meeting through Zoom Webinar from their computer, tablet or smartphone at:

<https://zoom.us/j/94713890714?pwd=NzM2bzJ4dGxpcGVtcG85YkllOU5zQT09>

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For information regarding this agenda, please call the Watsonville Public Library at (831) 768-3400.

Americans with Disabilities Act



If you wish to attend a meeting and you will require assistance in order to attend and/or participate, please call the Watsonville Public Library at least three (3) business days in advance of the meeting to make arrangements. The City of Watsonville TDD number is (831) 763-4075.



**AGENDA
CITY OF WATSONVILLE
BOARD OF LIBRARY TRUSTEES MEETING**

Opportunity Through Diversity; Unity Through Cooperation.

Thursday, February 18, 2021, 6:00 p.m.

Pages

1. OATH OF OFFICE ADMINISTERED BY CITY CLERK TO NEWLY APPOINTED COMMISSION MEMBERS

Trustee Blanca Baltazar-Sabbah
Trustee Diane Muñoz
Trustee Barbara Corrigan
Trustee Don Brown

2. ROLL CALL

3. CONSENT AGENDA

All items appearing on the Consent Agenda are recommended actions which are considered to be routine and will be acted upon as one consensus motion. Any items removed will be considered immediately after the consensus motion. The Chair will allow public input prior to the approval of the Consent Agenda.

3.a. MOTION APPROVING MINUTES OF NOVEMBER 19, 2020

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3.b. ELECTION OF OFFICERS

Chair and Vice-Chair

4. PRESENTATIONS & ORAL COMMUNICATIONS

This time is set aside for members of the general public to address the Board on any item not on the Agenda, which is within the subject matter jurisdiction of the Board. No action or discussion shall be taken on any item presented except that any Member may respond to statements made or questions asked, or may ask questions for clarification. All matters of an administrative nature will be referred to staff. All matters relating to Board will be noted in the minutes and may be scheduled for discussion at a future meeting or referred to staff for clarification and report. Any Member may place matters brought up under Oral Communications on a future agenda.

4.a. ORAL COMMUNICATIONS FROM THE PUBLIC & TRUSTEES

4.b. ORAL COMMUNICATIONS FROM THE LIBRARY DIRECTOR

- a) Reopening of Library Update
- b) Strategic Work Plan Update
- c) Library Budget Update

4.c. COMMENT FORMS

5. UNFINISHED BUSINESS

5.a. POET LAUREATE

- a) Poet Laureate Guideline and Timeline
- b) Trustees Questions & Input
- c) Public Input
- d) Appropriate Action
 - Appoint Chair to Committee
 - Approve the Guideline and Timeline

6. NEW BUSINESS

6.a. MOBILE WIFI HOTSPOT LENDING POLICY

6

- a) Staff Report
- b) Trustees Questions & Input
- c) Public Input
- d) Appropriate Action

6.b. MATERIALS CIRCULATION POLICY

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- a) Staff Report
- b) Trustees Questions & Input
- c) Public Input
- d) Appropriate Action

7. REPORTS

7.a. FRIENDS OF THE LIBRARY

7.b. PROGRAMS

8. ADJOURNMENT

The next Board meeting will be held on Thursday, March 18, 2021

Pursuant to Section 54954.2(a)(1) of the Government Code of the State of California, this agenda was posted at least 72 hours in advance of the scheduled meeting at a public place freely accessible to the public 24 hours a day and on the City of Watsonville website at <https://www.cityofwatsonville.org/184/Library-Board>

Materials related to an item on this Agenda submitted to the Council after distribution of the agenda packet are available for public inspection in the Watsonville Public Library (275 Main Street) during normal business hours.

Such documents are also available on the City of Watsonville website at: <https://www.cityofwatsonville.org/184/Library-Board> subject to staff's ability to post the document before the meeting.



City of Watsonville

Library 2nd Floor
Conference Room
275 Main Street,
Watsonville, CA

Meeting Minutes

Board of Library Trustees

Chair Victoria M. Bañales
Vice Chair Barbara Corrigan

Blanca Baltazar-Sabbah, Trustee
Joyce Parr, Trustee
Providence Medrano Martinez, Trustee
Diane Muñoz, Trustee

Thursday, November 19, 2020
6:00 P.M.

Virtual Meeting

1. ROLL CALL

MEMBERS PRESENT: Bañales, Baltazar-Sabbah, Medrano, and Parr

STAFF MEMBERS PRESENT: Alicia Martinez, Interim Library Director and Luz Martinez, Administrative Analyst.

2. APPROVAL OF MINUTES

2.1 MINUTES OCTOBER 15, 2020 – Trustee Medrano motioned to approve minutes seconded by Trustee Parr motioned passed with four ayes.

3. ORAL COMMUNICATIONS

3.1 ORAL COMMUNICATIONS FROM THE PUBLIC AND TRUSTEES

Trustee Baltazar would like to thank library staff for their flexibility and dedication during these difficult times. She appreciates staff finding creative ways to continue to provide invaluable services to our community.

Trustee Bañales would like there to be a farewell meeting for Trustee's whose term expires.

Trustee Bañales would also like to see the meeting date posted in the Pajarorian.

3.2 ORAL COMMUNICATIONS FROM THE LIBRARY DIRECTOR

The Interim Library Director announced that the library applied for a \$20,000 grant to create literacy kits for all ages; notification will be in December for all awardees.

Through T-Mobile's government lending library program, the library received 25-hotspot devices for free; the library will be responsible for paying the internet service fees. Interim Library Director is working on a lending policy that she will present at the next meeting for approval.

A. COMMENT FORMS

No comment forms at this time.

4. UNFINISHED BUSINESS

4.2 POET LAUREATE

The Interim Library Director will create a google document where trustees can create a guideline for a city poet laureate appointment. In January, the board will discuss and finalize guidelines. See Poets.org for more details.

4.3 STRATEGIC WORK PLAN UPDATE

Goal 2: Technology (*the library will offer internet and computer access as well as learning opportunities relating to diverse technologies*)

- To bridge the digital divide; the library will be offering hotspots in January to check out to patrons who are 18+.

Goal 3: Celebrate the unique diversity and heritage of our community.

- We are collaborating with a local history group spearheaded by Frank Gravier of USCS on streamlining our local history resources in a central location.
- A representative of LGBTQIA, a lending library project contacted the Interim Library Director with a proposal and mission statement to help the community with books and resources. More information will be forthcoming.
- In January, the library will have on display banners in the lobby windows about the Califas Legacy Project: The Ancestral Journey/EI Viaje Ancestral. Led by Museo Eduardo Carrillo which documents four decades of work by five Chicano/a/x artists from the Central Coast region of California: Yermo Aranda, Eduardo Carrillo (1937-1997), Ralph D'Oliveira,

Carmen Leon, and Amalia Mesa-Bains. The project is multifaceted and includes an online resource, a documentary film, a traveling exhibition, and community programs. The artist's book is a spiritual road map, a tool to communicate these artists' deeply rooted understanding and respect for the land and cultures of California.

5. NEW BUSINESS

5.1 PHASED REOPENING PLAN

The Interim Library Director reviewed the Phased Reopening Plan for the library phase by phase. Since Santa Cruz County is currently in the purple tier; Interim Library Director has decided to suspend limited in-person services and resume curbside services. These services are available Monday-Friday from 12p-6pm. Trustees can email Interim Library Director aliciamartinez@cityofwatsonville.org with any questions, concerns or suggestions.

6. REPORTS

6.1 FRIENDS OF THE LIBRARY

The Friends of the library will be invited to attend the January Library Board Meeting and provide a financial report. The librarians are working on their 2021 program funding proposals, which will be presented for approval at the next Friends meeting.

6.2 PROGRAMS

The Interim Library Director informed the board about the upcoming library programs via the online flyer and [website](#).

ADJOURNMENT

7:00 pm



Mobile WiFi Hotspot Lending Policy

Purpose

In fulfilling the Library's mission to provide access to information and educational resources, Watsonville Public Library has established a Mobile WiFi Hotspot Lending program to provide patrons in our community with high-speed internet access. With this program, patrons will be able to take advantage of our Mobile Wi-Fi Hotspot Lending program with a Watsonville Public Library card.

Terms and Conditions

A "hotspot" consists of the mobile wireless hotspot device itself, as well as its SIM card, charger, battery and case. When a patron borrows a mobile hotspot, the patron's use of the equipment is available under the following terms and conditions. These terms and conditions are in addition to the standard Library policies (notably the Library's [Computer and Internet Use Policy](#)) and other terms and conditions described below for which the user is responsible.

In order to borrow a hotspot, patrons must be 18 years of age or older and have a Watsonville Public Library card in good standing (i.e. library card is not blocked due to unpaid fines or lost material). At the time of checkout, the borrowing patron must present his/her library card and/or state-issued ID. Upon checkout, Library staff will confirm, in the presence of the borrowing patron, that all items are present in the hotspot kit. The patron must sign the Library's WiFi Hotspot Device User Agreement before a hotspot can be checked out. Only one hotspot may be borrowed on a patron's account at any one time and is limited to one per household at any given time. The Library reserves the right to refuse service to patrons who abuse equipment or who are repeatedly late in returning electronic devices. The loan period for the hotspot is 21 days with no grace period and up to 2 renewals; except if the item has been requested by another patron.

The Library will accept holds placed on the hotspot. Patrons will be notified by phone only when their hold is ready for pick-up. Patrons will have 48 hours from the time of this notification call to check out the hotspot, after such time it will be released to another patron. This hold period may be extended, at the discretion of the Library, due to Library hours of operation.

The borrowing patron will be responsible for lost or damaged hotspots and accessories (includes theft thereof). Patrons must be mindful of current replacement costs of mobile hotspots and accessories before borrowing, as he or she will be responsible for paying the actual replacement cost of a damaged or lost hotspot device or accessories.

Overdue hotspots will be deactivated at closing on the day the hotspot is due. Overdue fines will accrue at \$1.00 per day up to the maximum replacement cost of the hotspot. If damage to the device is discovered by Library staff, these costs will be added to the patron's account. Any returned device must remain in the library for 24 hours before a patron, or another patron living in the same household, may check it out again. If a hotspot is not returned, the borrower will be charged a \$85 replacement cost and a \$5 processing fee (additional charges will be added if the SIM card, battery, charger and case are missing). If devices are not returned in a timely manner and fees are not paid within 14 days the patron's account **will** be sent to a collection agency.

Patrons are not permitted to return the hotspot to the Library's book drop. Devices returned in the book drop will result in a \$10 fine. Hotspots must be returned directly to a Library staff member at the Customer Service Desk, who will verify that all components of the hotspot are accounted for before checking it in from the borrowing patron's account. The hotspot will not be considered returned until all components of the hotspot are returned.

By borrowing and initiating use of the Library's hotspot, the user agrees to abide by the Library's policies and rules, and agrees to hold the Library and its agents harmless from any and all claims, losses, damages, obligations, or liabilities, directly or indirectly, relating to the use of the Library's hotspot and internet access provided by the Library. Deliberate altering of any files or modifying the configuration of Library-owned equipment is strictly prohibited.

Internet service relies on cell tower technology and coverage. Service outside the continental United States is prohibited; any fees associated with use outside of this area will be the responsibility of the borrower. User experience can vary based on location. The Library is not responsible for personal information shared over the internet or for information or websites accessed. The Library is not responsible for any liability, damages, or expense resulting from the use of the hotspot. The Library is not responsible for providing antivirus or malware software to protect devices using the internet through a library hotspot.

Unlawful use of the internet or use that violates the Library's [*Computer and Internet Use Policy*](#) is prohibited and may result in the loss of privileges. Any use of the device for illegal purposes, unauthorized copying of copyright-protected material in any format, or transmission of threatening, harassing, defamatory or obscene materials is strictly prohibited.

For assistance in the operation of the Library's Hotspot, borrowers may call the Library's Reference Desk at (831) 768-3404 during normal business hours.

Pending review/approval by the Library Board



Watsonville
PUBLIC LIBRARY
Gather, Learn & Celebrate!

Póliza de Préstamos de Dispositivos de Internet Móvil

Propósito

Para cumplir con la misión de la Biblioteca de proporcionar acceso a información y recursos educativos, la Biblioteca Pública Watsonville ha establecido un programa de Préstamo de Dispositivos de Internet Móvil para proporcionar a los usuarios de nuestra comunidad acceso a Internet de alta velocidad. Con este programa, los usuarios podrán aprovechar nuestro programa con una tarjeta de la Biblioteca Pública Watsonville.

Términos y Condiciones

Un "punto de acceso wifi" consiste en el propio dispositivo con acceso inalámbrico móvil, además una tarjeta SIM, cargador, batería y estuche. Cuando un usuario toma prestado un dispositivo de internet móvil, el uso del equipo por parte del usuario está disponible bajo los siguientes términos y condiciones. Estos términos y condiciones son adicionales a las pólizas de la Biblioteca (en particular, la póliza de [Computer and Internet Use Policy](#)) y otros términos y condiciones detallados de los cuales el usuario es responsable.

Para pedir prestado un punto de dispositivo de internet móvil "hotspot", los usuarios deben tener 18 años de edad o mayores y tener una tarjeta de la Biblioteca Pública Watsonville en buen estado (es decir, la tarjeta de la biblioteca no está bloqueada debido a multas no pagadas o material perdido). En el momento de la transacción, el usuario debe presentar su tarjeta de la biblioteca y/o identificación estatal. Al finalizar la transacción, el personal de la biblioteca confirmará, en presencia del usuario, que todos los artículos están presentes en el kit. El usuario debe firmar el Acuerdo de Usuario del Dispositivo de Internet Móvil antes de llevarlo prestado a casa. Se limita un dispositivo de internet móvil por usuario a la vez y está limitado a uno por hogar en un momento dado. La Biblioteca reserva el derecho de rechazar el servicio a los usuarios que abusan del equipo o que se retrasan repetidamente en la devolución de dispositivos electrónicos. El período de préstamo para el dispositivo de internet móvil es de 21 días y se permite hasta 2 renovaciones; excepto si el dispositivo ha sido solicitado por otro usuario.

La Biblioteca aceptará reservaciones para los dispositivos de internet móvil. Los usuarios serán notificados por teléfono sólo cuando su artículo esté listo para ser recogido. Los usuarios tendrán 48 horas a partir del momento de esta llamada de notificación para llevar prestado un dispositivo de internet móvil, después de ese tiempo se le entregará a otro usuario. Este período de espera puede extenderse, a discreción de la Biblioteca, debido al horario de la Biblioteca.

El usuario será responsable de los dispositivos de internet móvil y accesorios perdidos o dañados (incluye el robo de los dispositivos). Los usuarios deben ser conscientes de los costos de reemplazo

actuales de los dispositivos de internet móvil y accesorios antes de pedirlo prestado, ya que él o ella será responsable de pagar el costo real de reemplazo por dispositivos dañados, perdidos y/o los accesorios.

Los dispositivos de internet móvil se desactivarán al cerrarse el día en que vencen. Se cobrará una multa de \$1.00 por día hasta el costo máximo de reemplazo del dispositivo de internet móvil. Si el personal de la Biblioteca descubre daños en el dispositivo, estos costos se agregaran a la cuenta del usuario.

Cualquier dispositivo devuelto debe permanecer en la biblioteca durante 24 horas antes de que un usuario, u otro usuario que vive en el mismo hogar, pueda retirarlo nuevamente. Si no se devuelve un dispositivo de internet móvil, se le cobrará al usuario un costo de reemplazo de \$85 y una tarifa de procesamiento de \$5 (se agregaran cargos adicionales si falta la tarjeta SIM, la batería, el cargador y el estuche). Si los dispositivos no se devuelven a tiempo y las tarifas no se pagan dentro de los 14 días, la cuenta del usuario se enviará a una agencia de cobranza.

Los usuarios no pueden devolver el dispositivo de internet móvil en el depósito de libros de la biblioteca. Los dispositivos devueltos en el depósito de libros resultará en una multa de \$10. Los dispositivos de internet móvil deben devolverse directamente a un miembro del personal de la biblioteca en el Escritorio de Servicio al Cliente, que verificará que todos los componentes del dispositivos de internet móvil están contabilizados antes de registrarlo de la cuenta del usuario. El dispositivo de internet móvil no se considerará devuelto hasta que se devuelvan todos los componentes.

Al tomar prestado e iniciar el uso del dispositivo de internet móvil de la Biblioteca, el usuario se compromete a cumplir con las pólizas y reglas de la Biblioteca, y se compromete a mantener a la Biblioteca y a sus agentes indemne de cualquier reclamación, pérdida, daño, obligación o responsabilidad, directa o indirectamente, relacionada con el uso del dispositivo de internet móvil y el acceso a Internet proporcionado por la Biblioteca. Está estrictamente prohibido alterar deliberadamente cualquier archivo o modificar la configuración del dispositivo de internet móvil.

El servicio de internet se basa en la tecnología y la cobertura de torres celulares. El servicio fuera de los Estados Unidos está prohibido; cualquier cargo asociado con el uso fuera de esta área será responsabilidad del usuario. La experiencia del usuario puede variar según la ubicación. La Biblioteca no es responsable de la información personal compartida a través de internet o de la información o los sitios web a los que se accede. La Biblioteca no se hace responsable de ninguna responsabilidad, daño o gasto resultante del uso del punto de acceso. La Biblioteca no es responsable de proporcionar software antivirus o malware para proteger los dispositivos que utilizan internet a través de un dispositivo de internet móvil de la biblioteca.

El uso ilegal de internet o el uso que viole la Póliza de Uso de Computadora e Internet de la Biblioteca está prohibido y puede resultar en la pérdida de privilegios. Se prohíbe estrictamente cualquier uso del dispositivo para fines ilegales, copia no autorizada de material protegido por derechos de autor en cualquier formato o transmisión de materiales amenazantes, acosadores, difamatorios u obscenos.

Para obtener ayuda en el funcionamiento de un dispositivo de internet móvil, los usuarios pueden llamar a la Biblioteca al (831) 768-3404 durante el horario de apertura.

Name: _____

Due Date: _____

Watsonville Public Library

Mobile WiFi HotSpot Device User Agreement

First and Last Name _____ Date _____

Address _____ Phone _____

In order to borrow a Mobile Wi-Fi Hotspot, you must meet the following guidelines:

- Be at least 18 years old.
- Have a current WPL library card and be in good standing with the library.
- Have your date of birth, driver’s license/ID number recorded.

Your signature indicates your agreement to the following:

- I accept full responsibility for the Wi-Fi Hotspot while it is checked out to me.
- I will not attempt to alter the device in any way.
- I will return the Hotspot in person to a library staff member at the Customer Service desk.
- I will pay a late fee of \$1.00 per day if I do not return the Hotspot by the due date. Hotspots lend for 21days and can be renewed.
- I accept full financial responsibility for the Hotspot and agree to pay all costs associated with damage to or loss of the device and/or the accessories while checked out to me. (Replacement cost is \$90: \$85 for the device and components; \$5.00 for processing fees.)
- I understand the library may use any appropriate means to collect the amount owed by me for fees, damages, or loss.
- If the hotspot is overdue, the Library will shut down the connection, which will make the device unusable.
- If I encounter any problem with the Hotspot, I will return it and all its component parts to the library immediately.
- I have read and agreed to the library’s *Mobile WiFi Hotspot Lending Policy* and *Computer and Internet Use Policy* and agree to use the device in a responsible manner, consistent with the educational and informational purpose for which they are provided and not for any unauthorized, unethical, or illegal purposes.

Any Internet use contrary to the policy outlined above may, at the sole discretion of library staff, result in the loss of the library Mobile WiFi Hotspot and/or Library Internet privileges.

Borrower’s signature _____

For Library Staff Use Only

Library Card # _____ Hotspot # _____ Due _____

CHECK-OUT

Staff: Please check off to indicate that all pieces of equipment are present at time of check-out.

____ Hotspot ____ Charging cable ____ Carrying case ____ Battery ____ SIM card ____ Staff Initials

CHECK-IN

Staff: Please check off to indicate that all pieces of equipment are present at time of check-in.

____ Hotspot ____ Charging cable ____ Carrying case ____ Battery ____ SIM card ____ Staff Initials

Name: _____

Due Date: _____

Biblioteca Pública Watsonville

Acuerdo de Usuario - Préstamo de un Dispositivo de Internet Móvil

Nombre y Apellido _____

Fecha _____

Dirección _____

Telefono _____

Para pedir prestado un dispositivo de internet móvil, debe cumplir con las siguientes pautas:

- Tener al menos 18 años.
- Tener una tarjeta de la biblioteca y la cuenta debe estar en buen estado.
- Registrar su fecha de nacimiento, número de licencia de conducir y/o identificación estatal.

Su firma indica que está de acuerdo con lo siguiente:

- Acepto toda la responsabilidad por el dispositivo de internet móvil mientras esté prestado.
- No intentaré alterar el dispositivo de ninguna manera.
- Devolveré el un dispositivo en persona a un miembro del personal de la biblioteca al Escritorio de Servicio al Cliente.
- Pagaré un cargo de \$1.00 por día si no devuelvo el dispositivo antes de la fecha de vencimiento. Los puntos de acceso se prestan por 21 días y se puede extender el préstamo.
- Acepto la responsabilidad financiera total por el dispositivo y acepté pagar todos los costos asociados con el daño o la pérdida del dispositivo y/o los accesorios mientras esté prestado. (El costo de reemplazo es de \$90: \$85 por el dispositivo y los componentes; \$5.00 por las tarifas de procesamiento).
- Entiendo que la biblioteca puede usar cualquier medio apropiado para cobrar la cantidad adeuda por las multas, daños o pérdidas.
- Si el dispositivo está vencido, la biblioteca cerrará la conexión, lo que inutiliza el dispositivo.
- Si encuentro algún problema con el dispositivo, lo devolveré y todos sus componentes a la biblioteca inmediatamente.
- He leído y acepto la Política de Préstamos un dispositivo de internet móvil y la Póliza de Uso de Computadoras e Internet de la biblioteca y acepto usar el dispositivo de manera responsable, de acuerdo con el propósito educativo e informativo para el que se proporcionan y no con fines no autorizados, no éticos, o fines ilegales.

Cualquier uso de internet contrario a la póliza descrita anteriormente puede, a la sola discreción del personal de la Biblioteca, resultar en la pérdida de los privilegios de internet de la biblioteca y/o el uso de un dispositivo.

Firma _____

For Library Staff Use Only

Library Card # _____ Hotspot # _____ Due _____

CHECK-OUT

Staff: Please check off to indicate that all pieces of equipment are present at time of check-out.

____ Hotspot ____ Charging cable ____ Carrying case ____ Battery ____ SIM card ____ Staff Initials

CHECK-IN

Staff: Please check off to indicate that all pieces of equipment are present at time of check-in.

____ Hotspot ____ Charging cable ____ Carrying case ____ Battery ____ SIM card ____ Staff Initials



Watsonville

PUBLIC LIBRARY

Materials Circulation Policy

One of the goals of the Watsonville Public Library is to provide library materials for customer use as requested. Policies and procedures governing the circulation of materials have been implemented by the library to foster fair and equitable availability of library materials to customers and to reasonably ensure the return of the materials for future use.

The library staff strives for a consistent, efficient materials circulation procedure to implement as a team. While there will be exceptions to any rule or procedure, library customers will appreciate that the consistent application of rules, policies and procedures ensure fair and equitable availability of library materials for all users. Staff will be mindful that the ultimate goal is to get materials into the hands of the customers for their use.

All circulation transactions with customers will be handled with an open, friendly, respectful, helpful and professional manner. Staff must adhere to the principals of confidentiality of library customer records and circulation transactions in general, and specifically as required by California law.

Borrowing Privileges and Obligations

- A library card or picture ID must be presented in order to borrow materials.
- All materials are loaned for 3 weeks.
- Library card holders may borrow up to 30 items, including:
 - ONE Hotspot
 - TWO language cassette sets
 - SIX DVD's
 - SIX audiobooks (cassette/CD)
 - SIX music CDs
 - SIX periodicals
 - SIX Playaways

**For checkout purposes only, multi-unit sets count as one*
- Materials may be renewed up to two times, if they are not on hold for someone else. The renewal may be placed either in person, by telephone (during regular library business hours), or via the Library Account feature of the library's online catalog.

- As a courtesy items checked out on patrons account will automatically renew on the due date the first time they are due (except for items that are on hold for another patron). In order to get the courtesy renewal patron's account needs to be in good standing:
 - Library card not expired
 - No fines over \$10
 - No damaged items
 - No billed items
- Library card holders are responsible for all materials checked out on their card, any overdue fines, and all charges resulting from the loss or damage of library materials checked out to them.
- Library card holders are required to:
 - bring proof of address when applying for a library card.
 - notify the library if their address or phone number changes.
 - notify the library immediately if their card is lost or stolen.
 - notify library staff of damage to materials they are borrowing when checking the item out, or as soon as the damage is noticed. Staff will make a notation for the record.

Holds/Requests

Library materials may be placed on hold at no charge. Holds/requests may be placed via the library's online catalog or by requesting assistance from staff.

Interlibrary Loans In the event that the library does not have material requested by a library customer, staff may place a request for the materials through another library. The interlibrary loan request is placed by the library customer at the Reference Desk. Reference staff and other staff will submit a request to the other library, as needed. When the interlibrary loan materials are delivered to Watsonville Public Library, the library customer will be notified to come check out the requested materials at the Circulation Desk. They will return materials to the Circulation Desk and pay any overdue fines or other fees, as required. A customer may have up to five ILL requests in process at any one time (requested and checked out.)

Overdue Fines and Fees

Staff strives to check in materials returned on the same day except in the case of materials left in the book drops after closing. Items returned after the due date are charged the following:

- All material: 10 cents per day per item to a maximum of \$1.00; except for Hotspots
 - Hotspot: \$1.00 per day to a maximum of \$10 and a charge of \$10 will be assessed if the Hotspot is returned in the bookdrop
- Lost or damaged DVD case: \$4.00 per case.
- Missing/damaged book CDs will be charged \$11.99 each.
- Lost or damaged Hotspot will be charged \$85.00 each.
- Lost items are billed according to the replacement cost posted in the library's records. This charge is reimbursable if the item is presented with a receipt within 3 months and is in good condition.
- A \$5.00 non-refundable fee is charged for each lost item.
- Bills for items not returned in a timely manner may be submitted to a collection agency.

Fines can be paid in person via cash, check or money order or online via the library's website at <https://www.cityofwatsonville.org/1759/Pay-Fines-Online>. A minimum amount of \$5.00 is needed to pay your fines online.