

## **Borrower's Policy**

### ***Checking Out:***

In order to check out materials from the Southwick Public Library, the borrower must:

1. Adults (18+)- Present their library card or other issued identification.
2. Young Adults (ages 13-17)- Present their library card, school ID or other identification.
3. Juvenile (under 12)- Must present their library card. If the child does not have their card, the items may be checked out under the accompanying parent/guardian's card.

If a patron does not have an already existing card, please sign the patron up for a card following the relevant procedure detailed in the Public Service Policies.

### ***Renewing Cards:***

Patrons must have their library card or identification with them to renew their card. The library asks that patrons come in person to the library to renew their card. If this is not possible for the patron, staff will renew the card over the phone in the event that the patron can confirm their library card number, address, and telephone number. Library staff will ask the patron to provide the information to confirm that it is correct.

### ***Telephone Requests:***

The library asks that patrons visit the library in person if they have forgotten their library card number in order to get a replacement card. Library staff is not eligible to provide library card numbers over the phone.

### ***Temporary Cards:***

The library has returned to normal operating hours after the pandemic and will no longer be issuing temporary cards to patrons.

Information on patron cards is private and confidential. Library staff will not provide the information on any patron card to anyone other than the cardholder themselves or the cardholder's parent/guardian (in the event the cardholder is a juvenile).

Approved by the Board of Trustees October 12, 2021