



SAN BENITO COUNTY FREE LIBRARY

470 Fifth Street, Hollister, CA 95023

BORROWING POLICY

Welcome! We are pleased to have you as a new customer. The following information is being provided to acquaint you with the Customer Service policies of the San Benito County Free Library.

CHECKOUT PERIODS AND LIMITS

- **BOOKS:** may be checked out for 3 weeks, except for reference books, which are for Library use only. A total of 30 items, books and media, may be checked out at a time, except for honorbacks (limited to 15).
- **MEDIA (CD/DVD/BLU-RAY/4K/VIDEO GAMES):** A combination of 10 media items may be checked out, which includes movies, audiobooks, music CDs and video games. Checkout period for media items ranges from 7 days to 3 weeks.
- **MAGAZINES:** Most magazines may be checked out for 7 days. The checkout limit is 5 per customer. Reference magazines may only be used in the Library.
- **RENEWALS:** Library materials which check out for 3 weeks may be renewed for an additional 3 weeks as long as hold has not been placed on them by another patron. Library materials can be renewed at the Library self-checks or via the Library website at <http://sbcfl.org/>. Click on **My Account > Log in to Your Account** and follow the prompts using your Library card (barcode) number and PIN number.

Renewals cannot be made over the phone and overdue items cannot be renewed. *The Library maintains a record of unpaid fines; borrowing privileges may be suspended if fines remain unpaid.*

BOOK RETURNS

During regular hours of operation, please return all Library materials to the return slot at the Customer Service desk. When the Library is closed, please return all Library materials to the book/media return bins located outside near the street in front of the Library.

LIBRARY CARDS

- Your first Library card is free and may be obtained by presenting a form of picture identification as well as proof of your current address (current state identification or driver's license, a piece of mail with your name and address, etc). Children under 18 years of age must have a parent or guardian present to obtain a Library card.
- Library self-check stations and many of the Library's online resources will ask for your Library PIN. Your PIN is the last 4 digits of your Library card (barcode) number.



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- Lost or stolen Library cards should be reported to the Library immediately, otherwise you will still be responsible for any items checked out with your account. There is a \$5.00 replacement fee for replacement Library cards. The Library should also be notified of changes of address, phone number, or any other changes to your Library account.
- Patrons 55 years old and older may request Senior Status to be exempt from overdue fines. However, these individuals may not check out additional Library materials until overdue items are returned.

FINES AND FEES

21-Day Materials	\$0.25 per item per day; maximum fine of \$6.00
14-Day Materials	\$0.25 per item per day; maximum fine of \$6.00
7-Day Materials	\$0.25 per item per day; maximum fine of \$6.00
7 & 14-Day Media*	\$1.00 per item per day; maximum fine of \$6.00

*Movies (DVD/Blu-ray/4k), audiobooks, music CDs, and software

OVERDUE NOTICES

Overdue notices will be emailed to the email address on file for your account. *Failure to return Library materials may result in your account being referred to a collection agency.*

LOST/DAMAGED ITEM FEES

Library print & non/print items	Replacement cost + \$5.00 processing fee
Media cases	\$3.00 each
RFID tags	\$1.00 each
Barcodes	\$5.00 each

Refunds on lost items are available with original receipt if returned within 30 days of payment.

HOLDS

Holds are free and can be placed by customers online. You will be notified by phone and email when your hold is ready. Holds are held for a maximum of 5 days. After 5 days, items on hold will be re-shelved.

The San Benito County Free Library maintains a record of unpaid overdue fines. All materials are free if returned by their due date. Please be courteous and return library materials on time so that others may also enjoy them.

Thank you for visiting the San Benito County Free Library. Please do not hesitate to let us know how we can be of better service to you.

Revised 03/26/2020