Schertz Public Library
Circulation Policy

Full-Service Library Cards

The Library provides full-service library cards free of charge to all Texas residents. Full-service cards are valid for two years. At renewal, cardholders must present an acceptable form of identification to verify their current residential address. Cardholders are responsible for notifying the Library of any changes to their name, address, or contact information.

Full-service cards provide borrowing privileges for the Library's physical collections, as well as access to digital collections, online resources, and in-house computers.

Identification Requirements for Adults (Age 18 and Older)

Applicants must apply in-person and present photo identification that includes a current residential address.

Acceptable photo identification includes any ID or badge with a photograph and the person's name. Preferred forms of photo identification include:

- a valid Texas driver's license
- a temporary Texas driver's license
- a Texas learner's permit
- a Texas Department of Public Safety ID

Military IDs and out-of-state photo IDs may be presented if the applicant provides proof of current Texas residence. In these cases, or when a Texas photo ID does not reflect the applicant's current residential address, applicants must provide an additional document showing their name and current address. Documents used to prove current residential address must be dated within the last 30 days.

Acceptable forms of proof of residence include:

- printed personal checks
- voter registration cards
- housing or leasing agreements
- property tax statements
- insurance cards
- account statements
- utility bills

Applicants Under Age 18

Applicants under 18 must be accompanied by a parent, legal guardian, or responsible adult who presents the required identification and co-signs the agreement. A responsible adult is defined as a person willing to accept responsibility for the child's use of library materials.

Student Digital Access Cards

Schertz Public Library offers a Student Digital Access Card to all students attending high school in our legal service areas. Student Digital Access Cards allow high school students to access library computers and online resources. To obtain this card without a parent or guardian, students must be entering grade 9 or above, and present in-person, with their current school ID.

Student Digital Access Cards are valid for two years and can be upgraded to a full-service library card. Photo ID and proof of residence must be presented in-person at the Library to complete the upgrade. For Student Digital Access Card holders under the age of eighteen (18), a parent, legal guardian or responsible adult with the required identification must be present with the applicant for co-signature to upgrade the card. A responsible adult is defined as a person willing to accept responsibility for the child's use of library materials.

The Library does not judge appropriateness or restrict minors from checking out any available item. Parents or legal guardians are solely responsible for deciding which library resources are appropriate for their children.

Non-Resident Library Cards

Out-of-state visitors who are temporarily residing in Texas may apply for a full-service library card. All identification requirements listed under *Full-Service Library Cards* in the Circulation Policy must be met. The charge for non-resident library cards is reviewed and adopted annually through the budgeting process and can be found on the City's fee schedule. Non-resident cards expire annually.

TexShare Cards

The TexShare Card Program is a reciprocal borrowing program sponsored by the Texas State Library and Archives Commission. Participating libraries may issue their patrons a TexShare card, which may be used to borrow materials directly from any other participating TexShare Library.

To receive a TexShare card, patrons must:

- Have a current Schertz Public Library full-service library card for at least 3 months.
- Be age 16 or older.
- Have a clear borrowing record with no outstanding fees or disputed items.

TexShare cards will expire on the same date as the patron's Schertz Public Library card. It can be renewed if the patron continues to maintain a clear borrowing record with both the Schertz Public Library and other participating TexShare libraries.

TexShare cardholders who owe fines or fees to other TexShare libraries will be blocked from borrowing materials from the Schertz Public Library until all charges are cleared at the other library.

Because Schertz Public Library issues cards to all Texas residents, anyone who presents a valid TexShare card from another participating library will receive a full-service Schertz Public Library card provided all eligibility requirements listed above are met.

Forgotten, Lost or Stolen Cards

A valid Schertz Public Library card must be presented to access a library account or conduct library business. If a patron does not have their card, the alternate form of identification listed on the account may be used to verify their identity.

Lost or stolen library cards should be reported to the Library as soon as possible. Cardholders are responsible for all materials borrowed and any associated charges incurred until the loss or theft is reported.

Replacement cards are available with valid identification and a non-refundable $1.00 fee. The fee is waived if the lost card has expired before the replacement is requested. If the original card is later found, it should be destroyed or returned to the Library for disposal.

Borrowing Privileges

Cardholders are responsible for the safe return of all materials checked out on their library card, regardless of who used the card to borrow them.

Cardholders may have up to 25 library items checked out on their library card at one time. Eligible materials are automatically renewed when possible and may also be renewed in-person, online, or through the Library's regular communication channels. A library card or alternate identification is required for all renewals.

Patrons with more than $25.00 in fees on their account or any associated account are not eligible to renew items.

Borrowed materials must be returned or renewed by their due dates. Items that remain overdue for 30 days will be billed in accordance with the Library's billing procedures.

Loan Limits, Periods and Renewals

The following loan periods and borrowing limits are intended to provide patrons with sufficient time to use library materials while ensuring timely access for others. The Library reserves the right to modify these loan periods and limits as needed to manage high demand or other special circumstances.

Material Type	Checkout Period	Checkout Item Limit	Renewals Allowed
Board Games	3 weeks	5 / account	2
Books, DVDs, Magazines	3 weeks	25 / account	2
Experience Kits	3 weeks	2 / account	2
Interlibrary Loans	3 weeks	7 / account	Varies / lending library
Mobile Hotspots*	2 weeks	1 / household	2
New Release DVDs	1 week	25 / account	2
Read-Along Books	3 weeks	10 / account	2
Video Games	1 week	1 / account	2
Vinyl Records	3 weeks	2 / account	2

* Mobile Hotspots may only be checked out on adult accounts.

The renewal period is the same as the original loan period. Most items may be renewed up to two times unless they are Interlibrary Loan materials, have been placed on hold for another patron, or are already overdue. The Library's circulation system automatically renews eligible items three days before the due date. Accounts with any blocks, including blocks on associated accounts, are not eligible for automatic item renewal.

Overdue, Damaged and Lost Items

Overdue Items

Library materials are loaned with the expectation that they will be returned in the same condition by the established due date. Due dates are available on printed receipts, through online accounts, and via email or text notifications when available.

The Library does not charge daily overdue fines; however, items not returned within 14 days of the due date will be declared lost. A courtesy overdue reminder text or email will be sent to the patron approximately one week following the due date.

Interlibrary Loan materials are subject to the same overdue and lost item policies as Library-owned materials and may also incur additional fees imposed by the lending library.

Damaged Materials

Materials returned damaged or missing essential parts may be billed at the full replacement cost listed in the catalog record or, if unavailable, the publisher's retail price. A non-refundable processing fee also applies.

The Library determines whether an item is considered damaged beyond repair. Replacement copies are not accepted in lieu of payment. Damaged materials become the property of the borrower once paid.

Minor damage (including missing RFID tags or unusable packaging) may also result in replacement or processing fees as listed in the City fee schedule, which is reviewed annually.

Lost Materials

Borrowers are responsible for all materials checked out on their account or associated accounts. The Library will assess replacement costs and applicable fees when items are not returned.

Items not returned are treated as lost and billed accordingly. A billing statement will be sent approximately 30 days after the due date, detailing costs and explaining the responsibilities and legal actions available to the Library if the items are not returned to the Library or paid for. A borrower may have no more than five (5) items in a claims status at any time. Additional items may be billed at the Library's discretion.

If a lost item that has been paid for is returned within sixty (60) days of payment, the replacement cost will be refunded upon presentation of the original receipt and verification that the item is in usable condition. Processing fees are non-refundable. No refunds are issued after sixty (60) days.

A complaint may be filed with Schertz Municipal Court approximately 30 days after issuance of a billing statement. Failure to return library materials or pay assessed charges may result in prosecution under Sections I and IV of Ordinance 90-M-3 of the City of Schertz Code of Ordinances. Enforcement action is at the discretion of Library staff and the applicable legal authorities.

If legal action is pursued, the patron is responsible for all associated court costs. The Library may also refer delinquent accounts to a collection agency, and any costs incurred in recovery may be charged to the patron.

Reference Materials

Reference materials do not circulate but may be used in the Library. A coin-operated copier is available for making copies. Patrons must abide by all copyright laws when making photocopies.

Reserving Materials

Cardholders may reserve physical items in the collection by placing hold requests. Hold requests can be submitted through the cardholder's online account or by contacting the Library. Each cardholder is allowed up to 20 hold requests on their account.

When a requested item becomes available, the first cardholder in the queue is notified by their preferred contact method. The item is then placed on the hold shelf for 7 days from the date of notification. Items not picked up within that period are returned to the collection or passed to the next person in the queue.

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