

Oakmont Carnegie Library Policy

SECTION IV
POLICY:

Community Relationships
Fraud and Abuse of Library Cards

Series 4000
Policy 4007

The Oakmont Carnegie Library (OCL) encourages all county residents to obtain library cards and use them to check out materials and access public computers. When library users are found to have fraudulently obtained a card/account, otherwise attempted to mislead OCL, or have not complied with our policies, those customers and/or any members of the same household may have their library privileges limited or revoked. We reserve the right to bar these customers from using OCL material, and possibly all household members' accounts, until these issues are resolved to the satisfaction of OCL.

Unacceptable activities include, but are not limited to:

- Knowingly providing false or expired ID
- Providing multiple IDs with variations on names, addresses and other pertinent information
- Refusing to provide adequate ID (photo ID and proof of current address)
- Misrepresenting self as another person
- Using another person's ID to obtain an account
- Using another person's library card to borrow materials or use services
- Attempting to open a new account to avoid responsibility for a previous account
- Attempting to remove library materials in violation of the Library Theft Act
- Inflicting extreme damage to library materials
- Attempting to remove identifying labels on Library materials
- Failing to return materials after multiple notifications, including overdue notices, bills, certified mail, collection agency calls and letters

Linking of records:

If a cardholder is found to be making use of the account belonging to another member of his/her household in relation to any unacceptable activity, OCL will link the accounts of the household members. Linking of records allows staff to be aware of all of the linked accounts.

OCL reserves the right to block all accounts involved or place restrictions on other household members' accounts to eliminate further abuse of library privileges. If a parent and a child both have severely delinquent cards, OCL reserves the right to defer registration of additional family members until the delinquent cards are resolved.

Delinquent accounts: An account that has over \$10.00 in charges.

Severely Delinquent accounts: Over \$50 in late fees and charges. A combination of outstanding late fees, lost items, Claims Returned, or other charges, and/or a previous history of regular waivers of charges indicating a pattern of poor account management and/or attempts of avoid financial responsibility for the materials. It has been referred to a collection agency or any law enforcement entity.

Adopted: 6/8/2010