Full Service Boston Public Library (BPL) Cards

Who can get a Full Service Boston Public Library Card?

- Massachusetts residents
- Massachusetts property owners
- People employed in Massachusetts
- Students attending school in Massachusetts
- Residents of temporary housing
- NOTE: Library cards are not transferable. They may be used only by the person to whom they are issued.

Card Designations – by age group

- Adult Card
  - Ages 17 and older
  - Allows user to access “unfiltered” Internet access where available
- YA Card
  - Ages 13 – 16
  - Allows only filtered access to the Internet (wireless and library computers)
- Juvenile Card
  - Ages birth – 12
  - Requires a parent/guardian to sign library card application
  - Allows only filtered access to the Internet (wireless and library computers)

BPL Card Privileges

- Borrow books from all BPL and most Metro Boston Library Network locations
- In-Library use of materials from library research collections
- Access all BPL remote resources (online databases, downloadable audio/video/music)
- Make in house computer reservations using the library’s computer reservation software
- Use wireless connections at all BPL locations
- Borrow discount passes to area museums and attractions
- Request items from other libraries (Interlibrary Loan : ILL)
• Suggest an item to be purchased for the library’s collections and receive notification when that item is ready to be borrowed.

Special Boston Public Library Cards

• eCard
• Courtesy Card
• Consortium Card
• Homebound Card
• Institution Card

Who can get a Boston Public Library eCard?

• Massachusetts residents
• Massachusetts property owners
• People employed in Massachusetts
• Students attending school in Massachusetts
• Must be 13-years-old or older

BPL eCard Privileges

• Access all BPL remote resources (online databases, downloadable audio/video/music)
• Make in house computer reservations using the library’s computer reservation software (filtered access only)
• Use (filtered) wireless connections at all BPL locations
• May be upgraded to a full-service card at any BPL location by showing appropriate identification for address verification purposes

Who can get a BPL Courtesy Card?

• Library users from outside Massachusetts may apply for a courtesy card for the purpose of using Research Library materials or reserving time on library computers.
• Courtesy Cards may also be issued to Massachusetts residents who do not have proper identification. These cards may be upgraded to full-service cards once proof of address is shown.

BPL Courtesy Card Privileges

• In-library use of materials from the BPL Research Collections (Microtext, Closed Stacks/Book Delivery, Rare Books, etc.)
• Make reservations on the library’s computers using computer reservation software
• Access to the library’s wireless network
• NOTE: Does not give the holder remote access to electronic resources or borrowing privileges

Who can get a Boston Library Consortium (BLC) Card?

• Boston Library Consortium Cards are issued to library users when the resources of the Boston Public Library do not satisfy their research needs
• Library users must demonstrate that access to a BLC member library will further their research
• Consortium cards are used to gain access to, and to borrow from, member libraries of the Boston Library Consortium
• Academic and research institutions in the BLC include: Boston College, Boston Public Library, Boston University, Brandeis University, Brown University, MBL/WHOI Library, MIT, Northeastern University, State Library, Tufts University, UConn, UMass Amherst, UMass Boston, UMass Lowell, UMass Worcester, UNH, Wellesley College and Williams College
• Consortium card applications can be picked up at the Central Library Information Desks or General Reference Desk
• NOTE: Access guidelines vary by institution

Who can get a BPL Homebound Card?

• Same as Full Service BPL Card
• For card holders who are generally not able to get to the library and who often send others to pick up their library materials

BPL Homebound Card Privileges

• Same as a Full Service BPL Card
• Allows the card holder to designate individuals with permission to pick up library materials on their behalf.

Who can get a BPL Institution Card?

• An institution such as a school, business, or daycare center
• Must provide a letter (on institutional letterhead) listing the names of parties who may be issued institution cards and affirming that the institution agrees to be ultimately liable for any fines or fees accrued by holders of institution cards.

BPL Institution Card Privileges

• Same as a Full Service BPL Card
Card Registration Requirements and Expiration Information

Identification Required for BPL Full Service Card

A current photo identification card such as a Massachusetts Drivers License/ID, a passport, or other form of ID that includes a current Massachusetts address is all that is needed to register for a Boston Public Library card. Borrowers who do not have a photo ID with their current address may use a combination of the following:

- A current photo ID (with or without current address) such as a Student ID, Work ID, or Out-of-State ID
- A non-photo ID with a signature and current MA address

AND

- a recently postmarked piece of mail showing the borrower’s current MA address
- a recent utility bill, lease, deed, etc. showing the borrower’s current MA address
- Checks imprinted with the borrower’s current MA address
- Other similar items may be accepted at the discretion of the Circulation Supervisor or Branch Librarian.
- NOTE: Residents of transitional housing or homeless shelters may provide a letter from their shelter stating that they are able to receive mail at that location.

Identification Required for Courtesy Cards

- Courtesy Cards may be issued to Massachusetts residents who are temporarily unable to provide the necessary identification to secure a Full Service BPL card. Courtesy Cards will be updated to Full Service Cards when the borrower provides the additional identification needed.
- Courtesy Cards are issued to out-of-state residents who wish to use the library’s research and microtext collections, as well as those who wish to sign up for computer time or use the wireless access.

Full Service Adult BPL Card and eCard Expiration Dates

- Every 2 years – borrower asked to verify/update address and other personal information
- After 3 years of non-use (no materials checked out on card), card is set to “expired” status
• After 5 years of non-use (no materials checked out on card), card is deleted from system
• NOTE – Adult full service BPL cards will remain active as long as borrowers continue to use them.
• NOTE – eCards, when not updated to full service cards, will cease to work after three years when the cards reach the “expired” status. The borrower may either update the card to a full service card at that time, or re-register for a new eCard.

_Juvenile and YA Card Expiration Dates_

• Juvenile cards are set to expire when the cardholder turns 13
• Young Adult cards are set to expire when the cardholder turns 17
• NOTE – at time of expiration, Juvenile cards may be upgraded to YA cards, YA cards may be upgraded to Adult cards

_Library Card Expiration Dates (Courtesy Cards)_

• Courtesy cards are valid for a period of one year.

_Library Card Expiration Dates (Consortia Cards)_

• Consortium cards are valid for one academic year

_Checking out items when library card is not present_
Borrowers who wish to check out items, but how have forgotten their library cards may do so by showing photo identification (state ID, student ID, employee ID, etc.)

_Overdue Fines and other Library Fees_
Fines and fees are for Boston Public Library materials only. Consortia fines and fees may vary.

_Overdue Fines_

<table>
<thead>
<tr>
<th>Type of Borrower</th>
<th>Fine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Borrowers</td>
<td>$0.10/day</td>
</tr>
<tr>
<td>YA Borrowers</td>
<td>$0.05/day</td>
</tr>
<tr>
<td>Juvenile Borrowers</td>
<td>$0.05/day</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of Material</th>
<th>Maximum Fine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Materials</td>
<td>$5.00/item</td>
</tr>
<tr>
<td>YA Materials</td>
<td>$2.50/item</td>
</tr>
<tr>
<td>Juvenile Borrowers</td>
<td>$2.50/item</td>
</tr>
</tbody>
</table>

_Other Library Fees_

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace lost card</td>
<td>$1.00</td>
</tr>
<tr>
<td>Returned check</td>
<td>$15.00</td>
</tr>
</tbody>
</table>
Default Lost Materials Replacement Fees (see chart below)- the library uses the default value unless replacement price of item is indicated in MARC record.

- Adult non-fiction: $35.00
- Adult fiction: $30.00
- Young Adult non-fiction: $30.00
- Young Adult fiction: $30.00
- Children’s non-fiction: $30.00
- Children’s fiction: $30.00
- Children’s Books on CD: $20.00
- Books on Audio Tape: $50.00
- Books on CD: $50.00
- Music Cassettes: $16.00
- Music CDs: $20.00
- Videos: $25.00
- DVDs: $25.00

Fines for MBLN Libraries:

BPL staff may accept all fines for materials that are requested from other libraries with the exception of the Malden Public Library. Any item that is checked-out in person at the Malden Public Library must be resolved at their library. NOTE: This does not include items that are Malden owned but were requested via the “request process” in the catalog.

Materials Loan Periods
Loan periods are for Boston Public Library items only. Consortia loan periods may vary.

21-Day Loan Items:
- Books
- Music CDs/Cassette
- Books on audio-tape/CD

14-Day Loan Items:
- Downloadable Audio Books
- Downloadable Music
- Downloadable Video
- Downloadable eBooks

7-Day Loan Items:
- Videos and DVDs
- Circulating Magazines (at Neighborhood Branches)

Other Items:
• Museum passes – loan periods vary depending on the institution
• Special materials may be subject to shorter loan periods

NOTE: The date to return items borrowed appears on the receipt printed at the time of check-out. Borrower information (including items out and fines) may be viewed by selecting the “my account” feature of the library’s online catalog. The Library barcode and PIN number are required to access account information online.

The Boston Public Library limits the total number of items a borrower may have checked out at any one time to 75. Borrowers are also limited to a maximum of 10 DVDs at any one time.

Renewing Library Items

Materials may be renewed at the Circulation Desk at any BPL location. A library card or photo id is required. Materials do not need to be present to be renewed. The library generally allows 2 renewals for most items, some restrictions apply.

Borrowers may also renew via:

• By phone 617-859-5908, with the automated Telecirc system. Library barcode number and PIN are required for Telecirc access.
• By phone calling any BPL location directly.
• Online using the “My Account” function of the BPL’s online catalog. Library barcode number and PIN number are required to renew books online.

To avoid accruing overdue fines, items should be renewed on or in advance of the due date.

NOTE: If your account has accrued fines/fees of $10.00 or more, if your item is more than 30 days overdue, or if another borrower has placed a hold on the item, you will not be able to renew the item.

Overdue Items

Material is due on the date printed on the receipt handed to the borrower at the time of check-out. If an item is renewed, the borrower should make note of the new due-date.

Overdue notices are sent when the material is overdue by 14 days. The library is not responsible for late or non-delivery of notices. Overdue notices are sent via email unless you have requested an alternate means of notification (mail, telephone).

Items that are overdue more than 30 days change to a status of lost. At this time, the replacement fee for the items is added to the borrower record.
If the item is returned, an overdue fine will be charged instead of the replacement cost.

**Delinquent Cards (reasons for)**

A borrower’s card may have a “block” on it for many reasons. A borrower with a blocked card may not borrow items until the reason for the “block” has been attended to.

- More than 5 overdue/lost/missing books
- Fines in excess of $10.00
- Invalid Address/Address update request pending
- Too many “Claims Returned” items (more than 10)

**Lost Materials**

These guidelines for lost materials apply to Boston Public Library materials only. Fines and fees for lost materials belonging to other libraries may vary.

Borrowers may take care of lost items at any BPL location. The borrower does NOT need to contact the owning location of the item.

A borrower who has lost library materials has two options:

**Bring in a replacement for the item**

- Replacement books and other materials must be the same title/author as the lost item.
- Replacement books and other materials must be in excellent condition, and in their original packaging.
- Replacement books must be the same (or more recent) edition as the lost book.
- Other titles may be accepted as replacements at the discretion of the Circulation Supervisor or Branch Librarian.
- If a borrower provides a replacement book, they will not be issued a “refund” if they later locate the item that was lost and return it to the library.

**Pay the Lost Materials Fee**

- The Lost Materials Fee for an item is based on the average current price for items of that type. (See Fines and Fees section of this document for a list of replacement costs)
- If a borrower keeps their receipt for payment of a lost book, and later finds the item, they may present that receipt for a refund.

**Lost Materials – MBLN items (non-BPL)**
Lost materials belonging to (non-BPL) MBLN Network members may be paid for at any BPL location. Any lost materials fees assessed by MBLN members may be waived for BPL cardholders at BPL locations. The BPL cannot accept replacement items for lost MBLN items. EXCEPTION: Any lost item that was checked out at the Malden Public Library must be resolved with the Malden Library. Malden items checked out to BPL members through the “request process” may be paid for at the BPL.

Claims Returned

If a borrower has an overdue item on their record that they believe was returned to the library, library staff will set that item to “claims returned” status. Claims Returned (CR) reports are run monthly for all locations – staff check the shelf to try to locate the items and restore them to an “in library” status. If an item on the CR list is located on the shelf, it will be checked in, permanently removing it from the borrower’s record.

- BPL items may be set to “Claims Returned” status at any BPL location. The borrower does NOT need to contact the owning location of the item.
- Borrowers who exceed 10 Claims Returned items will be blocked from borrowing new items. The block may be overridden by the circulation supervisor or Branch Librarian when appropriate.
- If a borrower exceeds 10 Claims Returned items:
  - Print out a list of all CR items on the borrower’s record.
  - Conduct a thorough search for the materials. NOTE: If any of the materials are owned by other locations, contact those locations to conduct a shelf-check for the items.
  - If NO items are located, and the borrower’s CR list remains above the 10 item threshold, please refer the borrower to the Circulation Supervisor, the Branch Librarian, or an appropriate manager to determine a solution.

Claims Returned – MBLN items (non-BPL)

Claims Returned items belonging to (non-BPL) MBLN Network members may be set to the CR status at any BPL location. EXCEPTION: Any CR item that was checked out at the Malden Public Library must be resolved with the Malden Library. Malden items checked out to BPL members through the “request process” may be set to the CR status at the BPL.

Reserves

- Most items in the Boston Public Library’s circulating collections may be placed on reserve if they are not immediately available
- Reserves may be placed
  - In person at any BPL location
• By telephone at any BPL location
• Online using the “my account” function in the online catalog (requires library barcode number and PIN)

- Borrowers may have up to 50 items on reserve at any one time
- Reserves are filled in the order in which they are placed. The first person to place a reserve on a title will be the first to receive it when the title becomes available
- Borrowers are notified that reserves are awaiting pick-up. Notices are issued via email unless otherwise specified by the borrower.
- Reserves are held at the pick-up location for 10 days. If the borrower does not pick up the reserve during this time, the item will be placed back into circulation or be sent to the next person on the reserve list.