



LIBRARY SERVICES

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CITY OF MOUNTAIN VIEW LIBRARY CARD AND BORROWING POLICY

POLICY:

This Policy outlines Mountain View Public Library borrower eligibility, privileges, and responsibilities.

GETTING A LIBRARY CARD:

- The Library issues free Library cards to anyone residing in California.
- Cardholders need to use their Library card or know their Library card number and PIN when borrowing materials.
- Photo identification is required to replace a lost or stolen Library card and to check out LINK+ items.

CARDHOLDER RESPONSIBILITIES:

Cardholders accept full responsibility for all materials borrowed on their card and for all associated charges and will report a lost or stolen card or change of address.

Cardholders agree to abide by Library policies and procedures. Parents/guardians are responsible for all materials used, and any lost or damaged charges accrued, through use of Library cards by their minor children.

CONFIDENTIALITY:

Per California Government Code Section 6267, public library records are considered confidential. See the Library Confidentiality Policy for more information.

Library Card and Borrowing Regulations:

Card Type	Current Photo I.D. Required	CA Address Required	Expiration	Check Out Physical Materials	Check out LINK+ Materials	Use Digital Resources	Use Library Computers and Study Rooms
Full Access card	Yes	Yes	None	Yes	Yes	Yes	Yes
Limited card	Yes	No	None	Up to five (5) total items	No	Yes	Yes
eLibrary card (no physical card)	No	Yes	None After 120 days	No	No	Yes	Yes No
Student Connect (available through participating schools)	No	Yes	When student leaves school	No	No	Yes	Yes

- Anyone age 13 and older may apply for a Library card. Children 12 and under may obtain a Library card with a parent or legal guardian present. A parent or guardian needs to provide photo identification.
- [LINK+](#) is a free service which allows Mountain View Public Library customers to borrow available items from participating public and academic libraries in California and Nevada.
- When applying online for a ~~full-access~~ card, a temporary card number and PIN will be sent via email. With the temporary card number, you may [immediately](#) access the Library's digital resources [and place a hold on a library material.](#) ~~and study rooms.~~ To complete your registration for a ~~Full Access~~ card, bring your current photo identification to the Library within ~~30~~[20](#) days.
- Current acceptable identification or photocopy:
 - California Driver License
 - State of California ID

- Matricula Consular ID/ driver’s license from Mexico
- Passport (U.S. or non-U.S.)
- Passport cards
- Photo bank card
- Photo credit card
- Alien registration/ green card
- Driver’s license from any U.S. state/territory
- State ID from any U.S. state/territory
- Canada driver’s license
- Work ID
- School ID (must be current year)
- Military ID

Items and Loan Limits:

Up to 100 physical items per card may be borrowed at any given time.

Material	Loan Period	Maximum Items Borrowed	Renewals
Books, Music CDs, and Audiobooks	4 weeks	100	3
DVDs/Blu-Ray	1 week 2 weeks – sets	30	3 3
Magazines	4 weeks	100	1
Video Games	4 weeks	3	1
LINK+	3 weeks	100	1
Book Club Kits	6 weeks	2	1
Reference Materials	In-Library Use	N/A	N/A

- Up to 25 items per card may be placed on hold at any given time. Up to two Book Club Kits per card may be placed on hold at any given time.
- Items are automatically renewed on the due date unless another customer has placed a hold on the item or the renewal limit has been reached.
- Items are held for seven days from the date the hold notice is sent. LINK+ items are held for 10 days.

Damaged and Lost Items:

The Library does not charge overdue fees; however, when an item has been lost or damaged beyond Library use, the cardholder account will be charged the retail price of the item lost. If any part of an item is missing upon return, the full replacement cost of the item may be charged. Library accounts with \$50 or more in fines will have borrowing privileges suspended. The replacement cost of a LINK+ item is set by the [LINK+](#) consortium.

Refund Policy:

~~If an A lost item already is~~ paid for ~~and but~~ found within six months of payment, ~~the item~~ may be returned for a refund.

Payments of lost LINK+ items are nonrefundable.

Adopted by the Library Board of Trustees: June 19, 2006

Revised: September 16, 2019

Revised: December 9, 2019

Revised: July 20, 2020

Revised: October 18, 2021

[Revised: September 19, 2022](#)