



Last updated 10/1/2021

PUBLIC SERVICE

(3.3) Checkouts

Account Access

To borrow materials, patrons must be in good standing and present their library card or a valid form of photo identification. For a patron who is not in possession of their library card or a photo identification, they may answer questions about their account in order to be granted access.

If a patron chooses to answer questions about their account, all personally identifying information must be provided by the patron. In no circumstances will library staff reveal personally identifying information about a patron’s account.

Patron borrowing privileges may be blocked for the following reasons:

- 5 or more items overdue
- Fees of \$10 or more
- Post Office returned mail
- Lost, stolen, or inactive card

Item Limits

A patron may have 75 items checked out on their card with some popular material types having lower limits. Lower limits also apply to some registration types outlined in the Library Card Policy (3.2).

Item Type	Checkout Period	Number Allowed Per Card
DVDs, CDs and Videos	7 days	10
Video Games and Board Games	14 days	2

eBooks and eAudio Books

The Juneau Public Libraries offer electronic print books (e-books) and downloadable audio books from several vendors. Many of the titles can be found in the Library’s online catalog. Links to all of the e-book services are found on the Library’s web page.

- All of these services may be used outside of the library after logging in with a library barcode
- All patron types, including Temporary Card and those with blocks on their cards, are eligible to use electronic materials
- Not all downloadable audio books are compatible with all media players. This is due to contract restrictions of the vendors and is out of the Library’s control.

Loan Periods

The standard checkout period for materials from the general collection is 28 days. Popular material types and interlibrary loans may have shorter loan periods, such as media, which generally circulate for 7 days, or books with multiple holds, which circulate for 14 days. Items are not due on days when the library is closed.

Laptop Checkout

Laptops are available at all branches for in-library use by patrons in good standing. The purpose of laptop checkout is to offer computer access to people at times when the library's networked machines are used heavily by visitors to the library.

- User must sign sheet showing time checked out and agreed-upon return time.
- User must leave a valid, government-issued picture ID at the circulation desk while the laptop is in use.
- Laptops must be returned prior to closing and must stay inside the Library.
- If the laptop is damaged due to user neglect or carelessness (drops, spills, etc.), the user will be charged actual cost of repairs. If damage cannot be repaired, a replacement cost of \$500 will be charged.

Renewals

Patrons may renew an item up to two times if an item is eligible for renewal. An item is eligible for renewal except when another patron has requested the item, if the item was lent with a special lending period, or if the item is owned by another library whose circulation policy does not allow renewals. The Library may also auto-renew items that have been renewed less than two times and have not been requested by another patron.

Requests

Patrons may request items to be held for them at the library location of their choice. Requests can be made in person, by phone, or by using the online catalog. Requests are filled on a first come, first served basis. Patrons will be notified when their request is ready. Items are held for seven days from the date of notification. Patrons may have their requests suspended to keep their place in the requests queue but specify a later pickup date. This may be done in person or by logging into the "my account" area on the library's website.

Requests are limited to 10 items per patron. New materials from Alaska libraries outside of Juneau are not available for request.

Fines and Fees

An item is presumed lost if not returned four weeks after its due date; however, lost item fees will be waived if the items are returned. Fees for lost or damaged items are charged to the patron's account and a block will be placed on the account when charges reach \$10 or higher for Resident, Temporary, & Alaska Resident cards and any amount for Crew cards. The library does not accept replacements for lost items.

Juneau Public Libraries do not charge overdue fines on their materials. Materials from other Alaska libraries, however, may be subject to fines imposed by the owning library.

The library will turn over significantly past due accounts with charges over \$100 to the CBJ Collections Office.