

Sonoma County Library Library Cards and Borrowing Policy – Temporary Changes due to the COVID-19 Situation

The Library remains committed to providing free and convenient access to the Library's collections as well as protecting the materials within those collections for use by its patrons. To satisfy these goals under the service changes necessitated by COVID-19, the Library has developed the following temporary situational criteria for borrowing privileges and materials use:

EASY BORROWING VIA CURBSIDE PICKUP

- **Borrowers can place more physical item requests at a time.**

General Library Cards, Educator Cards, Student OneCards and eCards allow cardholders to submit up to 50 Item Requests at a time.

- **Items remain on the hold shelf for longer.**

A physical item subject to an Item Request will be held for a patron for 10 calendar days before being returned to the shelf or held for the next patron in the request queue.

- **Most borrowers can use 100+ items at a time.**

General Library Cards, Educator Cards and eCards allow cardholders to borrow up to 100 physical items at a time. (More than 100 items may be listed as "checked out" on a cardholder's account if items are still in returns quarantine when the cardholder has new items to borrow. If overdue items are still in returns quarantine when the cardholder has new items to borrow or renew, staff may check out or renew eligible items even if the cardholder's account shows 10 or more physical items that are more than 14 days overdue.)

EASY LIBRARY CARD ACCESS

- **Card and/or PIN (password) information can be provided by phone/email.**

If a cardholder does not know their card number and/or PIN (password), but can provide sufficient information to confirm their identity (full name, contact information, and birthdate), staff may provide this information by phone or email.

If an existing account cannot be located from the information provided, the patron may create a new eCard.

- **eCards have the same privileges as a physical library card.***

Application for an eCard must be completed on the Library's website or over the phone, by providing patron name and contact information. The contact information must include a valid address in Sonoma, Lake or Mendocino County where the cardholder lives, stays, works, or visits.

eCards can be used to borrow electronic information (such as ebooks, streaming and downloadable content) as well as physical items, including LINK+ materials.

eCards do not expire.

** The Discover and Go program (reduced-cost museum and cultural destination passes) is not available with an eCard due to specific legal agreements with participating attractions.*

SUPPORT FOR STUDENTS AND EDUCATORS

- **Educator Card and Student OneCard accounts can be used with streaming media**, including books and films available via Kanopy and hoopla.

COMMUNITY SAFETY

- **Library returns are quarantined between borrowers for safety.**

Because of the quarantine, returned items may not be "checked in" for up to a week or more.

The Library does not charge fines for overdue materials.

EQUITABLE ACCESS TO CHROMEKITS AND SONOMAFI HOTSPOTS

- ChromeKits and SonomaFi hotspots can be borrowed for 14 days.
- ChromeKits and SonomaFi hotspots cannot be renewed.
- If a ChromeKit or SonomaFi hotspot is damaged, the patron must return the item to the library and pay a replacement fee.

Please see also the [Library Cards and Borrowing Policy](#), effective 7/1/19, for additional information.