

## About Your Library Card

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- Library Card Account Holders are financially responsible for the items checked out and use of the library card.
- Parents/Guardians are financially responsible for the items checked out and use of the juvenile library card.
- Library card applications may be completed in person at any Suffolk Public Library location, including Library2Go, and online.
- All library cards will be renewed every two years with confirmation of contact information.
- Expired library accounts that have not been renewed after 3 years may be deleted.
- Please alert library staff of any changes to your account information. Changes may be submitted [online](#), via phone, or in person.
- Library card restrictions may be restricted at the discretion of the Director of Libraries or designee.

## Applying For A Library Card

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### Adult Cards (18+)

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#### Items Required

- Photo Identification (examples below)
- Completed application
- Photograph taken by staff for library records

### Juvenile Cards (Under 18)

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#### Items Required

- Child must be present in order to apply for a library card
- Photo Identification of Parent/Guardian (examples below)
- Completed application
- Photograph of Parent/Guardian taken by staff for library records

### Teen Cards (13-17)

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#### Items Required

- Photo Identification
- Completed application
- Photograph taken by staff for library records

#### About this card

- Limited to 6 items
- Teens are financially responsible for their teen card

### Examples of Accepted Forms of Photo ID (copies or originals accepted)

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- Government issued photo ID
- School ID
- Passport
- Military ID
- Warehouse membership card

### Lost Or Stolen Library Cards

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- Notify the library immediately at 757-514-7323

## Group/Organization Card

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Any group or organization may apply for a group library card. Examples include businesses, senior communities, child development centers, rec centers, and schools. The main contact on the account is responsible for the items checked out and use of the library card. The main contact on the account may designate additional authorized users.

- Approval by the Community Learning, Community Engagement, or ECDC Coordinator
- Completed application
- Photograph of main contact may be taken by staff for library records
- All existing circulation policies apply

## Check Outs

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Item	# Of Items	# Of Days	Renewals
Print, Audiobooks and Kits (cake pans, knitting kits, etc.)	Unlimited	21	Unlimited
Lendable Technology (WiFi2Go Hotspots, Laptops, etc.)		21	Unlimited
Digital Collections (eBooks, eAudiobooks, digital magazines, etc.)	Varies	Varies	Varies

- REFERENCE items may not be taken from the library.
- Current issues of periodicals may not be checked out until next issue is available.
- NO RENEWALS:
- For items on hold.
- For accounts that have been billed/charged.

## Returns (Check Ins)

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- Items may be returned to any Suffolk Public Library location.
- Notification of items requested is available.
- Maximum of 3 Claims Returned/Claims Never Had total. Any additional items must be resolved.
- Requests for items may be placed:
  - a. Online from [www.suffolkpubliclibrary.com](http://www.suffolkpubliclibrary.com)
  - b. By visiting any Suffolk Public Library location
  - c. By calling any Suffolk Public Library location (757-514-7323)
  - d. Notification of requests is available by e-mail or text message.
  - e. Items on request will be available for 7 business days.

## Fines & Fees

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- Suffolk Public Library does not charge daily overdue fines.
- Fees may apply for lost or damaged items.
- All payments are final. No refunds will be given. A receipt will be issued for all payments.
- Delinquent accounts must be completely resolved before account access will be restored.
- Items will be considered lost and the account billed for the replacement cost of the item 30 days after the due date. An additional 30 days will be granted to resolve the account and return the items without being required to pay the replacement costs.
- The account will be submitted to legal collections if the fees on an individual account total more than \$20 and have not been resolved 60 days after the item due date..

## Notification Schedule

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### Email/Text Notifications (only available if selected)

- 3 days before due date
- 7 days after due date

### Mail Notifications (sent to everyone)

- 14 days after due date  
Must be resolved 30 days after date of notification.

### Mailed Bills (sent to everyone)

- 30 days after due date

Items will be considered lost and the account billed for the replacement cost of the item. An additional 30 days will be granted to resolve the account and return the items without being required to pay the replacement costs.

- 60 days after due date  
If the account has not been resolved it will be submitted to legal collections. The library will not accept items back at this point, and accounts will need to be settled at the City Treasurer's office.

# InterLibrary Loan (ILL)

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## About ILL

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The ILL program allows Suffolk Public Library users to borrow items from other libraries around the world.

- Library accounts must be free of charges to participate.
- Items may take two to three weeks to become available.
- ILL privileges may be revoked due to violations of the policy.
- ILL request may be completed in person or [online](#).
- Items less than one year old and reference special collection items may not be requested.
- Checkout period is set by the loaning library and may not match the Suffolk Public Library lending period.

## Requesting

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- Due to loaning library restrictions:
- Items may be limited to a certain check out period and may not match the Suffolk Public Library lending period.
- Items may be available for use in the library only.
- Fees may apply and will be communicated to the requesting individual before any charges are accrued.
- Requests are limited to items published over 12 months prior to the request.
- Special item requests may be considered on a case by case basis.
- Unsuccessful requests will be communicated to the requesting person.

## Checkout & Check Ins

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- Items will contain a label with the due date and policies to indicate the item is not a Suffolk Public Library item.
- Notify the library immediately at 757-514-7323 if there are any issues with the item.
- Items must be returned by the due date indicated on the item.
- Users are responsible for charges resulting from lost or damaged items.
- Renewals must be requested three days before the item is due. Renewals are at the discretion of the loaning library and may not be approved. Renewals will only be processed by the ILL Librarian.