

TexShare Card Program Application and Lending Policy

Wells Branch Community Library

15001 Wells Port Drive
Austin, TX 78728-4306

Phone: (512) 989-3188

Fax: (512) 989-3533

Email: director@wblibrary.org

www.wblibrary.org

Restrictions/Limitations

Renewals: Any title with a "reserve" from another borrower may not be renewed. Otherwise, books and audio materials may be renewed twice. Other materials may not be renewed.

Quantity Limits:

Thirty (30) each regular account: books and/or total items

Five (5) each account: DVDs, audio-books, periodicals

One (1) each adult account: Specialty items including program kits, Library of Things, EReaders, Wonderbooks, Launchpads, Wonderbooks, and games

One (1) each household: Mobile Hotspots and Experience Passes

Any borrower or other library card-holder from a borrower's household (i.e. same family or address) identified as having either overdue library materials or unpaid bills for lost or damaged materials or unpaid fines greater than \$5.00 may not check out any other materials until all accounts from that household are cleared.

Eligibility

Applications for TexShare cards may be obtained at and returned completed to the library Information Desk.

Applicants for new or renewal TexShare cards must:

1. Present their current adult Wells Branch Community Library card.
2. Have maintained the card for **at least 6 (six) months**;
3. Have physical circulation activity on the card **in three of the previous six months**
4. Have no outstanding fines or problems with their personal account or any other accounts from their household.

TexShare cards expire 6 months from the date issued. Renewal cards expire 12 months from the date issued.

Applicants for cards must present a valid ID bearing applicants' current name and address. ID may be a Texas driver's license or an official piece of mail such as a utility bill plus a government photo ID.

Hours of Operation

Monday-Thursday: 10am-8pm

Friday-Saturday: 10am-6pm

Sunday: 1pm- 6pm

The library is closed on the following holidays and, on occasion, linked days: New Year's Day, MLK Day, President's Day, Easter, Memorial Day, Juneteenth, July 4th, Labor Day, Indigenous People's Day, Veteran's Day, Thanksgiving Day plus the day after Thanksgiving Day, Christmas Eve, Christmas Day, and the day after Christmas Day. The library also closes for inventory and may close for special projects or circumstances.

Renewals

Eligible materials may be renewed in person at the library, by telephone, or through online account access.

Returns

All materials may be returned inside the library. Regular items (books, audiobooks, and DVDs) can be returned at the outside book return or mailed to the library, but all other items must be returned to an employee inside. Items returned after regular hours will not be checked-in until the following day.

Returns by U.S. Mail or UPS/Express Mail

Mail to: Wells Branch Community Library
 15001 Wells Port Drive
 Austin, Texas 78728-4306

Overdue Reminders

Overdue reminders are sent at 2 (two) days, 9 (nine) days, and 30 (thirty) days.

Recalls

A borrower may be notified by telephone, email, or letter that an item has been recalled. No circulation conditions change upon recall.

Non-circulating Items

Reference and other designated media do not circulate.

Loan Policies

Standard loan policies apply equally to all regular account holders.

Fines and Fees

Overdue fines accrue at the rate of \$1.00 per day for videos/DVDs, games, specialty items and kits. Hotspots and Experience Passes are \$5.00 per day. Regular print and audio materials do not accrue late fees.

Any borrower identified as having either overdue materials or unpaid bills for lost or damaged materials or unpaid fines greater than \$5.00 may not check out any other materials until that borrower's account is cleared. All other accounts at that household may also be blocked from library use until such issues are resolved.

Borrowers must reimburse the library the current, library approved vendor list price of any lost or irreparably damaged Wells Branch Community Library media plus a \$5.00 processing fee per item. Borrowers may not independently purchase a replacement item for lost or damaged library property.

Borrowers must reimburse an ILL lending library in the amount specified by that lending library for damaged or lost ILL media.

Lost Items

Library materials are considered lost when overdue and unreturned after notification.

Billing Information

Payment may be made in person at the library or may be mailed to the library. Payment may be in cash, check, or money order when paying in person or by check or money order when paying by mail. Payment can be made by credit or debit card through our automated system, but will incur a service charge.

Additional information on circulation policies and procedures

Printed circulation information will be provided upon request. This information is also available at the library's web site.