

ALICE BAKER MEMORIAL PUBLIC LIBRARY

POLICY: Circulation

Revised by Library Board:

The Library Board's circulation policy is meant to balance these goals:

- Monitor and retrieve materials in a timely way to facilitate access to them by others
- Protect the community's library resources

The Alice Baker Memorial Public Library, as a member of the CAFÉ Consortium, shares a catalog with all CAFÉ member libraries. The CAFÉ Consortium currently includes the twenty-four public libraries in Waukesha and Jefferson counties of Wisconsin. Certain policies and limits are determined by the membership of CAFÉ.

Eligibility and registration for card

Residents and taxpayers of Waukesha and Jefferson counties as well as others in Wisconsin age 5 and over (must be able to write first and last name or have a designated representative) may apply for a free library card. All applicants under the age of 17 must have permission from a parent or guardian.

Proof of address is required for all applicants. Acceptable forms of proof are:

- Valid Wisconsin driver's license showing the current address

Or, one of the following current items bearing the current address, combined *with a photo identification* (which may include a driver's license) from a school or government agency:

- Residential property tax statement
- Current rent receipt or lease agreement
- Utility bill dated within the last 30 days
- Current bank statement dated within the last 30 days
- Canceled mail postmarked within the last 30 days
- Online invoice or bill, such as a utility bill, presented by applicant on a smartphone, tablet, or computer.

All applicants must be physically present at the time of registration.

Library users should present a library card each time materials are borrowed. The library staff may make a one-time exception if a library customer verifies his/her current address by presenting identification. One or more of the following current and valid forms of identification are acceptable, provided they singly or jointly list both the customer's name *and* current address:

- State of Wisconsin driver's license
- Wisconsin State ID
- Student ID from an educational institution

- Other picture ID

Responsibility of cardholders

The person to whom a library card is registered, with the exception of minors, is responsible for all items checked out on the card. They agree to obey all of the rules and regulations of the Alice Baker Memorial Public Library and any other CAFÉ member libraries which they use, and to promptly pay all fines and charges for overdue materials and lost or damaged items. Items checked out on a minor's card are the responsibility of the parent or legal guardian.

Library cardholders agree to report any change of address, telephone number or email address to the library, so that that they may be contacted about items on hold or about overdue materials. A change of address requires proof just like the issue of an original card.

To ensure the accuracy and integrity of the database, library cards expire every 18 months. Registration information will be verified before extending renewal for another 18 months.

A library user account expiration notice is sent by email and goes out 10 days before the card expires. When a card expires, verification of registration information may be done in person with proof of current address or over the phone.

Inactive accounts are deleted from the database three years after expiration. Inactive carrying an amount due for the replacement cost of an item will not be deleted from the system until the amount is paid in full.

Library customers may reapply for a card if a previous card was deleted. A valid photo ID and proof of current residence is required.

If a library card is lost or stolen, it is the cardholder's responsibility to report that to the library. All items checked out prior to the date the card is reported lost or stolen are the responsibility of the customer. Library staff is not responsible for assuring that the person who uses a card for borrowing materials is the cardholder or has permission to use that card; cardholders should treat their library cards as they would credit cards.

Users who check out audiovisual materials assume responsibility for any damage done to personal audiovisual equipment during the use of library materials. The library assumes no responsibility for such damage.

Parental responsibility for minor's use of card

Items checked out on a minor's card are the responsibility of the parent or legal guardian. Parents or guardians agree to obey all of the rules and regulations of the library, to promptly pay all fines and charges associated with their child's library card, and to report any change of address, email address, or telephone number to the library.

The library does not restrict access to any material by age, and leaves the responsibility for children's use of its materials to each child's parent or legal guardian. Parents are strongly encouraged to monitor their own child's reading, viewing and listening, and to be aware of what he or she checks out. Library staff members are pleased to assist parents or guardians learn more about particular books, music or movies so they can make informed decisions about their child's use.

A parent or guardian who wishes to end borrowing privileges for his or her child must notify the library so that the registration record may be removed. Destruction of a library card does not remove a registration record.

State law and library policy govern the information about a minor's library records that may be given to a parent or guardian.

Replacement of library card

The replacement fee for a library card is \$1.00.

Receipts

Library users will be given a receipt upon checkout, as a notice and reminder of when materials are due. The receipt contains the title of items borrowed. Disposition of receipts in a manner that insures privacy of one's borrowing habits is the user's responsibility.

Because due dates vary by item type, users are responsible for checking receipts carefully to note when materials are due. Some library items are not available for checkout and must be used in the library.

Loan periods for individuals:

- 3 weeks: most books and audiobooks
- 1 week: most DVDs, magazines, children's kits, children's toys, video games

A 72-hour grace period is observed for most overdue items belonging to Alice Baker Memorial Public Library. Overdue items returned within the 72 hours have no fine charged. After the grace period has elapsed, fines are calculated from the first day the item was due.

No grace period is extended for the following classification of items:

- Browsing collection
- Non-CAFÉ Interlibrary Loan items

A book return for the return of library materials is located outside the front door of the library. Although audiovisual items, such as, but not limited to, DVDs/Blurays, CDs, and electronic materials may be returned in the outside book return, the preferred method is to return these items along with kits and other oversized items, inside when the library is open.

Materials may be returned to any library that is part of the Bridges Library System.

Renewals of Library Items

Most items may be renewed up to three times if no other customer is waiting on the item. Renewals may be made in person, by telephone or using a computer.

Interlibrary loan materials from outside of the local library system may not be renewed.

Loan Limits (number of items concurrently checked out)

Cardholders may have up to 125 items checked out of the library at one time, although limits are sometimes necessary on particular items within that total, to allow more equitable access to materials by a large number of customers.

Holdings may be placed by library customers in person, over the phone or online. Library customers are notified by phone, email or text when items are available and the item will be held for seven (7) days before being returned to the owning library.

There is no charge to the library customer for placing a hold or for interlibrary loan services.

The library reserves the right to suspend a library customer's holds privilege if items are consistently not picked up.

Fines and Fees

Collected charges and fees for damaged or lost items will be forwarded to the owning library.

Customers with fines of \$20.00 or more will not be allowed to check out any library materials until the fine is under \$20.00.

Fines and charges may be paid at the library with cash or check.

Fines and charges may also be paid using a credit card through the library user's account in the CAFÉ system. A service fee will be charged.

Late Fees

An almost overdue notice goes out 3 days before an item or items are due and is only distributed by email.

Late fees are charged for items that are returned after the due date (and 72-hour grace period if applicable), as a means of encouraging users to return items promptly so others may use the shared resources. The maximum fine for adults and children and adults is \$10.00. The block dollar amount for a library user is \$20.00.

Overdue Notices

Email, phone, text, or paper overdue notices are sent as a courtesy. Failure to receive an overdue notice or to verify due dates (through receipts, online account access, or by phoning the library) does not remove the user's responsibility to return items promptly and pay late fees.

The first overdue notice is sent out at 7 days. The second notice is sent out at 14 days. The third notice is sent out at 28 days. Billing is done at 40 days.

Damaged and lost materials

The library does not accept replacement copies of lost or damaged materials. A replacement cost based on actual price or based on standard replacement price, based on the material type, is charged for Alice Baker Memorial Public Library's damaged and lost materials. No refunds are given if lost materials are found after having been paid for; the materials become the property of the individual who paid for them.

Items obtained for users from other libraries will be assessed the lost/damaged charges of the *owning* library.

Denial of borrowing privileges

Borrowing privileges will be denied when a user:

- has unpaid fines or charges of \$20.00 or more
- has unreturned or damaged items of any value, for which he or she has been billed
- has moved and left no forwarding address
- has patterns of behavior with respect to overdue materials, unpaid fines, multiple claims of missing items having been returned, etc. that lead the Library Director to conclude that denial is necessary in order to protect the community's library resources and taxpayer investment and to facilitate access to materials by others.

Access to materials in, and outside of, the library's collection

Library users may place reserves (holds) on items in the CAFÉ catalog and specify that the library items be shipped to their library or another library. The CAFÉ catalog is available online through the Internet, as well as in the library.

The CAFÉ catalog is not the only source of items not owned by this library. Users who do not find exactly what they are looking for within CAFÉ are encouraged to speak with a librarian, who will be happy to search for materials in other libraries and databases. Please note that due dates, fines, and charges for lost/damaged materials from beyond the CAFÉ catalog are set by the *owning* libraries.

Confidentiality

As specified in *Wisconsin Statutes 43.30*

The Alice Baker Memorial Public Library adheres strictly to all sections of this Statute regarding the protection of the confidentiality of its users. Privacy for library customers is of utmost importance.

Administration and interpretation of policy

Responsibility for the administration and interpretation of this policy rests with the Library Director.

Adopted by Library Board: 6/12/2023