

East Troy Lions Public Library Circulation Policy

Original Policy Approved: 12-10-2013
Policy Updated and Reviewed: 10-11-2016
Updated Policy Approved: 11-8-2016

Purpose: The Circulation Policy of the East Troy Public Library exists to facilitate community access to the materials and information in the library's collection, while protecting these same collections.

Policies:

1. Library Card Policy
2. Material Loan Limits and Loan Periods
3. Renewal Policy
4. Fines and Fees
5. Claims Returned Policy
6. Overdue Policy
7. Library Material Holds Policy
8. Confidentiality of Library Records

The East Troy Public Library's circulation policies are intended to be in accordance with the American Library Association's Library Bill of Rights.

1. Library Card Policy

Purpose: The East Troy Public Library issues library cards to facilitate loan of materials and to enable the library to keep a record of which materials are on loan to which patrons.

Obtaining a library card

1. Any resident of the Village of East Troy, Town of Troy, Town of East Troy, or the surrounding areas may obtain an adult library card upon completion of an application card and provision of a valid Wisconsin photo ID. Any person who is employed by the East Troy School District may also receive an adult library card upon completion of an application card, provision of a valid Wisconsin photo ID, and verification of employment.
2. If the applicant's photo ID does not show a current address, the applicant must also show a "proof of address," such as the following:
 - a. Utility bill
 - b. Printed checks
 - c. Property tax statement
 - d. Canceled mail, postmarked within the last two weeks.
 - e. Typed lease that shows the current address

- f. Department of Motor Vehicle-issued change of address cards.
3. To verify employment with the East Troy School District, library staff should ask for a valid School District-issued ID Badge.
 4. Residents of Milwaukee County may obtain a library card upon completion of an application, provision of a valid Wisconsin photo ID, proof of address (if his/her photo ID shows a wrong address), and payment of an annual fee of \$50 as laid out in the reciprocal borrowing agreement between the Lakeshores Library System and Milwaukee County Federated Library System. Persons living in Milwaukee County, but employed by the School District will not have to pay the \$50 fee, as long as they provide proof of employment as laid out above.
 5. Anyone under the age of 18 can receive a juvenile card after completing the application, securing the signature of his/her parent or legal guardian, and asking his/her parent to show a valid Wisconsin photo ID and proof of address (if the parent's photo ID shows a wrong address).
 6. Emancipated minors who have proof of their court ordered emancipation may receive an adult card without parental consent.
 7. Institutions may receive an institutional library card providing the director of the institution is willing to sign a statement committing the institution to being responsible for all books checked out on the institutional card.
 8. Occasionally, a request is made for a library card by someone who, because of some unusual situation, is unable to fulfill the normal requirements for a library card. In those cases, the Library Director will have the authority to decide whether or not to issue a card and if that card should have borrowing privileges that are restricted in some way.

Renewal of Library Cards:

1. All library cards are valid for 18 months. At the end of that period, patrons will be asked to verify their address and phone number.

Use of Library Cards:

1. Patrons are encouraged to use their library card to check out materials, but if patrons do not have their card with them, they may provide a photo ID with an address that matches the address in the library's computerized circulation system. Patrons under the age of 18 who do not have their cards with them may provide their school ID or ask a parent or legal guardian to provide his or her photo ID.

2. A patron's record will be marked delinquent when items are overdue or money is owed. This status will not affect the patron's ability to borrow materials from the library, as long as his/her library account is not blocked.
3. A patron retains full library borrowing privileges as long as his/her library account is not blocked. A library account becomes blocked, and a note will be attached to the record, under the following circumstances:
 - a. When the total amount of unpaid fines and fees exceeds \$10 (ten) dollars, including fines not yet billed on overdue items (estimated fines).
 - b. When the patron has more than four claims returned items on his/her account.
4. Once a patron's library card is blocked, all library privileges for that patron are suspended including borrowing and renewal of items, and Internet privileges.
5. Using another patron's library card to check out material is not permitted, outside of immediate family.
6. If a minor under the age of 18 has a parent or guardian with a blocked card, that minor's card may only be used to check out materials labeled "juvenile," "teen," or "young adult." Also, that card may only be used to check out a limit of five (5) items, and that card may not be used by that parent or guardian for Internet privileges. Staff members will be asked to look at the records of parents and guardians first (to verify if they are blocked or not), before signing a minor up for his or her own library card.
7. The Library Director has the authority to use discretion in making any exceptions to these rules under special circumstances.

Lost, Stolen, or Previously Issued Library Cards:

1. Patrons must report lost or stolen cards in order to avoid being held responsible for materials checked out on their cards.
2. There is a charge of \$2.00 to replace a lost library card.
3. In the event that the card is reported stolen, the director has the option of waiving the replacement fee.
4. If a patron comes to the circulation desk and asks for a replacement for a lost or stolen card, that patron must show identification before the staff person will issue a replacement card.
5. Children under the age of 18 who do not have picture IDs must show a school ID or bring a parent or legal guardian with them in order to get a new card, in addition to paying the \$2.00 replacement fee.

Patron responsibilities:

1. Because the East Troy Public Library verifies the identity of all library card applicants, the individual named on the account is responsible for all fines and fees assessed to that account.
2. Each library patron is responsible for all materials checked out on his or her card and on the cards of any children for whom he/she has signed library card applications regardless of who checked the item out.

East Troy Public Library Employee Borrowing Privileges:

1. East Troy Public Library (ETPL) employees are granted fine-free borrowing privileges.
2. ETPL employees may not renew items (checked out on their accounts) that have holds on them.
3. ETPL employees must wait their turn on hold lists and may not change their priority to be higher on the list.
4. Staff members who leave the employ of the ETPL will have their status changed from fine-exempt to non-fine exempt.

2. Material Loan Limits and Loan Periods

Purpose: Loan periods and loan limits are set in order to provide patrons with fair and reasonable access to the library's limited resources.

Loan Periods

1. Books and magazines, with the following exceptions, are lent for a period of 21 days. The exceptions are:
 - a. New Materials (general bestseller books and other high demand items: 14 days)
 - b. Reference books: at the discretion of the Director
 - c. Magazines: Loaned out for 7 days during the first three months of circulation. After that, the loan period is increased to 21 days.
2. The East Troy Public Library also sets the following loan period limits on non-book items.
 - a. Videos and DVDs: 7 days

- b. Music CDs: 21 days
 - c. Audiobooks: 21 days
 - d. E-readers: 14 days
 - e. Launchpads: 7 days
 - f. Projector: 7 days
 - g. Kindle Fire HD and iPad: Loaned only for in library use, for two hours per day or until the library closes, whichever comes first.
3. If the Director feels that a particular type of material (e.g. holiday books or books on specific subjects or by specific authors) will be very popular for a particular period of time (e.g. Christmas, or when the school assignment topic is being assigned to a large number of students), the Director may temporarily reduce the loan period for that type of item.
 4. Loan periods on 21-day items (older books, music CDs and audiobooks) may be extended at patron request in the event of vacations or other extenuating circumstances. However, the extension may not exceed six additional weeks (for a total of nine weeks).
 5. Loan periods on items with a 14 day or 7 day loan period (newer books, e-readers, the projector, and DVDs) may also be extended at patron request in the event of vacations or extenuating circumstances. However, the extension may not exceed 3 days.
 6. When a due date falls on a holiday for which the library is closed, the loan period will be extended until the next day that the library is open.

3. Renewal Policy

Purpose: The East Troy Public Library allows patrons to renew library materials as a courtesy to patrons who have not completed their use of an item. Limits on renewals exist so that all patrons can have an equal opportunity to use the library's materials.

1. Renewals are granted dependent upon:
 - a. The material type.
 - b. The presence of a request for the material by another person (a hold).
2. Material can be renewed three times, provided that there are no holds on the item.
3. Staff may not discharge a book, then immediately check the book out again to the same patron on the same day when the renewal limit has been reached. Materials must return to the shelf for a minimum of 24 hours before being checked out again to the same patron.
4. Library materials can be renewed in person, by phone, or through the library's on-line catalog on the East Troy Library website.

5. Overdue materials may be renewed, providing that the \$10 limit has not been reached. However, any fines incurred prior to the renewal will be added to the patron's account.
6. Staff may renew items for a fourth time, upon patron request, to allow patrons more time to look for a lost item. However, under no circumstances will staff renew items beyond the fourth time so that a patron can avoid paying for a lost item.
7. Renewal requests for Interlibrary Loan materials can only be granted by going through the official Interlibrary Loan procedures. Patrons must request renewals at least three days before an item is due.

4. Fines and Fees

Purpose: The Library charges fines as an incentive for patrons to return material in a timely manner so that other patrons can have access to the material. Also, the library charges fees to help offset the cost of recovering and replacing lost and damaged library materials.

Regulations:

1. Items not returned by the due date will be charged as follows:
 - a. All items (with the exception of those listed below) will be charged \$.25 per item, per day, up to a maximum fine of \$10.00 per item.
 - b. E-readers and Launchpads will be charged \$1.00 per day, up to a maximum of \$10.00 per item.
2. Borrowing privileges will be suspended when the amount of money owed reaches or exceeds \$10.00 in total fines and fees. Partial payment is accepted.
3. No fines will be charged on the days the library is closed.
4. Staff will inform patrons of money owed each time the patron borrows materials.

Fines and Fees for Lost and Damaged Materials:

1. After two months, the item will be assumed to be lost and will be marked lost on the patron and item records.
2. Replacement charges for items that are either lost or damaged beyond repair will be the retail price of the item, plus any fines that have accrued.
3. The patron may keep any damaged items for which they have paid.
4. For items that are damaged, but are still repairable, the Director will decide if the extent of repair needed warrants a fee to be charged to the patron.

5. Claims Returned Policy.

Purpose: The East Troy Public Library extends the privilege to patrons of claiming that they have returned materials that the circulation system indicates are still checked out to them. The policy acknowledges that staff occasionally err in discharging items from a patron record.

Regulations:

1. If a patron indicates, by phone or in person, that they have returned item(s) but the computerized circulation system indicates are still checked out to them, the staff will search the shelves for the item. This may include contacting other libraries.
2. If the staff member finds the item(s) in question, the items will be discharged from the patron's record and any fines that have accrued for that item will be erased.
3. If the staff member does not find the item(s) in question on the shelf, he/she will renew the item once. If the item is still not found after the renewal runs out, the staff member will mark the item claims returned on the patron record. The Library will then allow for three additional months for the patron and Library to look for the item, during which times fines will continue to accrue up to the \$10 limit. If the item is not found after this three month period, the patron will be billed for the item and fines.
4. Patrons may have up to four claims returned items on their record and still maintain borrowing privileges. Upon claiming the fifth claims returned item, the patron will lose his or her borrowing privileges until at least one of the five claims returned items is either found or paid for.
5. Claims returned items will only be removed from a patron's record if the item is located by the patron at home or by the staff at the library and subsequently discharged.

6. Overdue/Lost Item Policy

Purpose: The East Troy Public Library calls patrons and sends overdue notices to patrons as a courtesy to remind them of materials kept past the due date.

Regulations:

1. At 1 day overdue: staff will search the shelves and call patrons with four or more overdue items.
2. At 3 days overdue: staff will search the shelves, call the patron, and record the transaction on the overdue list.

3. At 1 week overdue: staff will search the shelves, call the patron, and record the transaction on the overdue list.
4. At 2 weeks overdue: staff will search the shelves, call the patron, and record the transaction on overdue list.
5. At 3 weeks overdue: staff will search the shelves, call the patron, and record the transaction on overdue list.
6. At 4 weeks overdue: staff will search the shelves, mail an overdue notice, and record the transaction on overdue list. Patron is also automatically blocked by SIRSI and computer use is restricted. *(Staff will continue to search shelves, call patrons, and record transactions every week)*
7. At 2 months overdue: Item is marked lost and patron is billed for the cost of the item. Another overdue notice is sent that mentions all costs and possible police involvement. Efforts should be made to make 10 contacts with the patrons before sending to the police.
8. At 3 months overdue: Two separate people will search shelves and a certified letter is sent (again mentioning all costs and possible police involvement). If the certified letter is returned signed, the Library will wait one more week before the Director will determine if the situation warrants being turned over to the police department. If the certified letter is returned to the Library unsigned, the Director will make that determination without waiting the additional week. In making that determination, the Director will consider age, value, and popularity of item, as well as any extenuating circumstances, and make decisions on a case-by-case basis. However, in order to be as consistent and as fair as possible, the following general rule will be followed as much as possible -- patrons with total item cost charges exceeding \$50 may be referred to the police department and patrons with total item cost charges under \$50 will not be referred.
9. When a patron asks us to mark an item lost, an invoice will be sent to the patron. If the invoice is not paid for after 30 days, the library will follow the steps outlined in point #8 above (search shelves, send a certified letter, determine whether or not the situation warrants being turned over to the police department).
10. Once the decision is made not to turn over a patron to the police department, the patron will be dropped from the overdue process and no further action will be taken. However, the charges will remain on his or her patron record.
11. When a lost item is paid for: Staff will (1) check that a bill was created for each item, (2) collect money to cover the item, accrued fines, and certified letter fee, (3) give the patron a receipt, and (4) print out a copy of the item record from the cataloging module to give to the Director (who will decide whether or not to replace the item).

12. If a patron either returns or pays for a lost item and the process had progressed enough that the police department had become involved, the Library will make sure to inform the police department that the patron has taken care of the item.

7. Library Material Hold Policy

Purpose: The East Troy Public Library accepts holds for library materials in order to provide access for high demand materials and materials located at other libraries in the SHARE consortium.

Definitions:

A hold is a request, placed by a patron or a staff member (on the patron's behalf) for an item to be held in their name for future pickup.

A patron in good standing is defined as an individual whose record shows no lost material, fines in excess of \$10.00 (both already billed and estimated), or more than four claims returned items.

Regulations:

1. All library patrons in good standing may place holds on library materials, with the exception of tablets and e-readers, our newest magazines (the current month), and reference material.
2. There is no charge for placing a hold on library materials.
3. Patrons with blocked records may not place holds on materials.
4. Patrons may place holds in person, by telephone, or via the online catalog on the library's website.
5. The online catalog will use the East Troy Library as the default hold pickup location, but the patron may designate a different library in the system if they wish.
6. Holds will be held for the patron for seven days after the notification date.
7. A patron can designate another individual to pick up their holds by notifying the library.

8. Confidentiality of Library Records

Purpose: The Library wants customers to feel comfortable checking out whatever items they want and need, knowing that their record will stay confidential.

Regulations

1. All library circulation records are confidential under Wisconsin Statute 43.30, except those of children under age 16. If a custodial parent or guardian of youth under age 16 requests the child's records, he or she may be asked to provide proof that they are the custodial parent and have not been denied periods of physical placement under s.767.24(4). Examples of such proof include possession of the child's library card number, a valid library card or other government issued photo ID showing the same address as the child, or any other set of documents that demonstrate to the library staff's satisfaction that the requestor is the custodial parent or guardian of the child whose records have been requested. Requestors who are denied access may appeal the decision to the Library Director or Library Board.

Revised Policy approved by the Library Board on 12/10/2013