

East Troy Lions Public Library Circulation Policy

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Purpose: The Circulation Policy of the East Troy Lions Public Library (ETPL) 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 Lions 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 Lions 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 showing the current address
 - f. Division of Motor Vehicle-issued change-of-address card

3. To verify employment with the East Troy School District, the 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 an incorrect address), and payment of an annual fee of \$50.00 (fifty) dollars as laid out in the reciprocal borrowing agreement between the Lakeshores Library System and the Milwaukee County Federated Library System. Persons living in Milwaukee County but employed by the East Troy School District will not have to pay the \$50.00 (fifty) dollars fee, as long as they provide proof of employment as laid out in point #3 above.
5. Anyone under the age of 18 (eighteen) 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 but must follow the procedures set forth in point #1 above.
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 items 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

All library cards are valid for (2) two years. At the end of that period, patrons will be asked to verify their contact information.

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 (eighteen) who do not have their cards with them may provide their school ID or ask a parent or legal guardian to provide his/her photo ID.
2. Patrons records 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. Patrons retain 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 \$10.00 (ten) dollars, including fines not yet billed on overdue items (estimated fines).
- b. When 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 (and even then permission is required from the patron).

6. If a minor under the age of 18 (eighteen) 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 (5) five items and that card may not be used by the 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/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 (two) dollars 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 issues 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 (two) dollars replacement fee.

Patron Responsibilities

1. Because the East Troy Lions 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/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 Lions Public Library Employee Borrowing Privileges

1. East Troy Lions 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) twenty-one 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 Library Director.
 - c. Magazines: loaned out for (7) seven days during first (3) three months of circulation. After that, the loan period is increased to (21) twenty-one days.
2. The East Troy Lions Public Library also sets the following loan period limits on non-book items.
 - a. DVDs (single disc): 7 days, TV series DVDs (multiple discs): 14 days (Only 6 (six) East Troy Lions Public Library DVDs may be checked out per library card.)
 - b. Music CDs: 21 days
 - c. Audio books: 21 days
 - d. E-readers: 14 days
 - e. Launch pads: 7 days
 - f. Projector: 7 days
 - g. Backpacks: 21 days

3. If the Library 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 Library Director may temporarily reduce the loan period for that type of item.
4. Loan periods on (21)-day items (older books, music CDs, and audio books) may be extended at the patron's request in the event of vacation or other extenuating circumstances. However, the extension may not exceed (3) three additional weeks (for a total of (6) six 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's request in the event of vacation or extenuating circumstances. However, the extension may not exceed (7) seven 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. If the Library is closed due to weather issues, the loan period will be extended until the next day that the Library is open.

3. Renewal Policy

Purpose: The East Troy Lions 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 patron (a hold).
2. Material can be renewed (3) 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) twenty-four 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 Lions Public Library website.
5. Overdue materials may be renewed, providing that the \$10.00 (ten) dollars 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 4th (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 4th (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 (3) three days before an item is due.

4. Fines and Fees

Purpose: The East Troy Lions Public Library charges fines as an incentive for patrons to return material in a timely manner so that other patrons will 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 in point b.) will be charged \$0.25 (twenty-five cents) per item, per day, up to a maximum fine of \$10.00 (ten) dollars per item.
 - b. E-readers, ~~and~~ Launch pads, and Backpacks will be charged \$1.00 (one) dollar per item, per day, up to a maximum fine of \$10.00 (ten) dollars per item.
2. Borrowing privileges will be suspended when the amount of money owed reaches or exceeds \$10.00 (ten) dollars in total fines and fees. Partial payment is accepted. Payments of \$5.00 (five) dollars or more may be made by credit card.
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 (3) three months, the item will be assumed 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 once paid for.
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 Lions 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 errs 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 items 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 and have the patron sign the "Acknowledgement of Claims Returned". The Library will then allow for three additional months for the patron and Library to look for the item, during which time fines will continue to accrue up to the \$10.00 (ten) dollars limit. If the item is not found after this three-month (3-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, patron will lose his/her borrowing privileges until at least one of the five claims returned items is 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, etc.) or by the staff (at the Library) and subsequently discharged.

6. Overdue/Lost Item Policy

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

1. At (1-5) (one to five) days overdue (depending on number of checkouts): Staff will search the shelves for item(s) and call patron regarding overdue item(s). If patrons are unable to be reached by phone, an email or letter will be sent.
2. At (6) (six) weeks overdue: Staff will again search the shelves for the lost items. If not found, a standard overdue notice (listing titles of overdue items) will be sent.
3. At (3) (three) months overdue: ~~the~~ Staff will search the shelves one final time; if the items are not found, a certified final letter may be sent to the patron (mentioning all costs and possible police involvement). The items will be marked lost and the patron will be billed for the cost of the items and charged the \$10.00 (ten) dollars maximum overdue fee for each item.

If the Library Director deems the value of the items(s) does not make it cost effective to send a certified letter, patron will simply be billed for lost material and fines and no certified letter will be sent.

4. When a lost item is paid for: Staff will:
 - a) Check that a bill was created for each item.
 - b) Collect money to cover the item, accrued fines, and the certified letter fee.
 - c) Give the patron a receipt.
 - d) Add the item to the DVD/Book Order spreadsheet.
(Director will decide whether or not to replace the item.)
5. If a patron returns or pays for a lost item and the process had been referred to the Police Department, the Library will make sure to inform the Police Department that the patron has taken care of the items.
6. Any circumstances that are out of the ordinary will be reported to the Library Board by the Library Director.

7. Library Material Hold Policy

Purpose: The East Troy Lions 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:

1. *A hold is defined as 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.*
2. *A patron in good standing is defined as an individual whose record shows no lost material, fines in excess of \$10.00 (ten) dollars (both already billed and estimated), or more than (4) 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 (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 Library materials.
4. Patrons may place holds in person, by telephone, or via the on-line catalog on the Library's website.
5. The on-line catalog will use the East Troy Lions Public 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 (7) seven days after the notification date.

7. A patron can designate another individual to pick up their holds by notifying the Library; a staff member will add a note to the patron's record stating the person's name and that approval has been given for him/her to pick up items.

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

All Library circulation records are confidential under Wisconsin Statute 43.30, except those of children under age 16 (sixteen). If a custodial parent or guardian of child under age 16 (sixteen) requests the child's records, he/she may be asked to prove 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 document that demonstrates 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.