

Circulation Policy

The purpose of this policy is to explain guidelines and limits on all items available for check-out at the library, as well as expectations for patrons prior to, during, and after borrowing items from the library. Our hope is that this policy will encourage patrons to return materials promptly so that other citizens may have access as well.

A. Registration

All borrowers must be registered and must have a valid local or system patron card to borrow library materials.

Patrons must fill out an application form to register for a library card.

Identification is required at the time of registration. A state issued ID or student ID is preferred; however, any other official ID or recent non-personal piece of mail may be accepted. In the case of alternative ID or mail, a limit on check-out of materials until the patron's address can be confirmed may be observed.

Applicants under 13 years of age must have a parent or guardian give their consent on the application form before a new card can be issued. Children over 13 must include the name of a parent or guardian; however, a parent or guardian's signature is not required. This parental signature is not required for children who are renewing cards.

Library cards are set to expire every year. In order to renew a library card, patrons must verify/update address and phone number and have an account in good standing.

B. Using Other People's Cards for Check Out

Patrons must use their own library card to check out materials.

Exceptions

Parents: Parents may check out items on their children's account without the children being present, except for parents who have fines or overdue items in excess of \$10.00 on their own library account.

Linked Patrons: Staff will allow holds checkouts on an absent patron's card if the person using the card has an account linked with it. (i.e.: A child brings in their card to check out hold materials on a parent's account.) This instance is only allowed for hold items.

Cardholders who send someone else to check out items: Cardholders may send their library card with someone else for the purpose of checking out library materials for the absent cardholder. If the absent cardholder has fines or overdue items in excess of \$10.00 on their card, materials may not be checked out on that account.

C. Lost or Forgotten Cards

A patron with a lost card, should notify the library as soon as possible and request a replacement. Patrons are allowed one free replacement in a twelve-month period, after that each replacement card costs \$1.00.

All patrons are expected to bring their library cards to check out items. In the absence of a library card, staff will accept a valid, government-issued ID that corresponds with the information on file. An individual who repeatedly ignores this expectation may be denied the privilege of checking out materials until they present their card, or purchase a replacement.

D. Loan Periods

Because patrons have access to materials from other libraries on a regular basis, it is possible that other loan periods/limits may exist. All patrons should refer to their online account, or check-out slip to find the correct due date for each item.

1. 14-day loan items are items that are new to the library and may be expected to have a high holds demand.
2. 3 weeks for books, audiobooks, music cds, and videogames.
3. 1 week for videos under 7 hrs. in length, 14 days for videos over 7 hrs. in length.
4. Periodicals may be checked out for one week.
5. Interlibrary loans are due the date indicated by the lending library.

6. Materials may be renewed twice if there is not a waiting list for the title. Any material with holds is nonrenewable.

The director may establish the loan period for special collections, materials which are temporarily in great demand, such as for student projects, or materials added to the collection which are in a new format.

E. New Patrons

When a patron registers for a new card, material check outs will be limited to 2 items and 2 holds for the first 6 weeks. After that time, if the patron account is in good standing, the patron will be allowed regular limits as set forth below.

F. EDITING AND UPDATING PATRON RECORDS

When updating patron accounts, staff will verify all patron data, especially address, municipality, and county. If updating Act 150 location or address, add “updated [date] [library]/[initials]” to the original inputter data in the electronic patron record. Remove any prior “updated” messages.

When a customer turns 18, the account must be reviewed and updated according to new registration standards.

G. Retention of Inactive Records

Records are held within the system for five years after an expiration date.

H. Limits

A patron is limited to 200 items checked out on their record at one time, only 100 holds can be placed per account at a time. These limits may vary depending on the type of patron account (i.e.: Institutional, or Homebound, see those policies for more detail)

Computer use is limited to one per card holder.

I. Holds

Holds can be placed, either by patron or library staff, at any time. There is no charge to the patron for placing a hold or for interlibrary loan services.

The patron will be notified, through their preferred method, when the item is available for pick up. Materials will be held at the library for 8 days from time of notice. If materials are not picked up, the patron's hold will be cancelled and the material will be returned to circulation.

J. Pick-Up Services

Appointments can be made for pick-up of items during normal library hours. These appointments are scheduled in 10-minute increments. Items will be checked out at the patron's request and placed in the planned pick up area (i.e. vestibule or Reading Garden parking lot) prior to the scheduled time. If the appointment is missed, by 20 minutes or more, it is up to the patron to reschedule. If a rescheduled time is not coordinated, items will be checked in from the patron's account and returned to the owning library.

K. Fines and Charges

Overdue notices will be sent out regularly by the library. Once an item is overdue by 45 days, the patron will receive a bill requesting payment for the material. If items are not returned or paid for within 10 days of receipt of this notice the matter may be turned over to the police and processed in accordance with the Augusta City ordinance which reads:

Failure to return library materials is a violation of Augusta City ordinance 12.04(1) (m) and is punishable by a fine of "not less than \$10.00 and no more than \$100.00" plus court costs and penalty assessment and in default of payment thereof, shall be confined in the county jail of Eau Claire County for a period not to exceed 90 days.

A patron having \$10.00 or more in fines will be denied borrowing privileges except for those items that only circulate within the building. Patrons may restore access to Augusta circulating materials if they have arranged a payment plan for any account charges.

Overdue Interlibrary loan materials will accrue fines in accordance with the lending library.

Lost materials that have previously been paid for by the patron can be returned to the library for reimbursement of charges IF the materials are returned in good condition and within 30 days of receipt of payment.

The library does not accept replacement copies of materials.

L. Damaged Materials

If materials are damaged so as to be judged by the owning library as being unsuitable for the collection, library staff will assess damage charges. Notice of these charges will be sent to the borrower.

Once a patron has paid for damaged materials, the patron may be allowed to keep those materials per the owning library's discretion. Replacement of materials with same or like items will be the decision of the owning library.

M. Appeal of library charges

Patrons who feel they have been charged unfairly or incorrectly are asked to contact library staff. A staff member will make a decision on the appeal and notify the patron by phone or in writing. If the patron is not satisfied, an appeal may be made to the library director and ultimately to the Library Board of Trustees if necessary.

N. Confidentiality

Wisconsin State Statute 43.30 and the Augusta Memorial Public Library protect the privacy of library users. Confidentiality extends to information sought or received, and materials consulted, borrowed, or acquired. It also includes database search records, reference interviews, interlibrary loan records, and all other personally identifiable uses of library materials, facilities, or services, except records produced by a Library surveillance device. The Augusta Memorial Public Library abides by state statute.

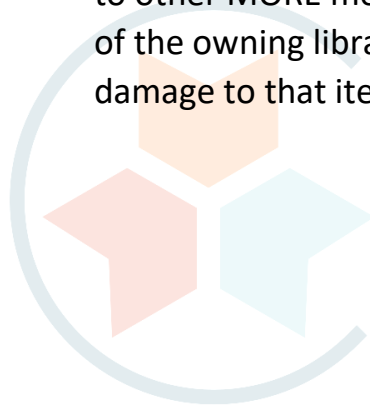
The Augusta Memorial Public Library is an impartial resource providing information on all points of view, available to all persons regardless of age, race, religion, national origin, social or political views, economic status, or

any other characteristic. This role must not be compromised by an erosion of the privacy rights of our library users.

In accordance with Wisconsin law, custodial parents or guardians of children under age 16 may, upon request, review library records pertaining to their children's use of the Library's documents or other materials, resources, or services. Custodial parents and guardians must sign an Augusta Memorial Public Library form certifying that the requester is the custodial parent or guardian of the child whose records have been requested before the Library will provide those records to the parent or guardian.

O. Member of MORE

MORE member libraries are encouraged to circulate all types of materials to other MORE member libraries. Exceptions may be made at the discretion of the owning library only in instances where circulating an item may cause damage to that item or will cause undue burden on owning library staff.



Augusta Memorial
Public Library