

PAULINE HAASS PUBLIC LIBRARY

POLICY: Circulation

Adopted by Library Board: April 19, 2017

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

- Put as few restrictions as possible on the flow of information and materials.
- Monitor and retrieve materials in a timely way to facilitate access to them by others.
- Protect the community's library resources.

The Pauline Haass Public Library, as a member of the CAFÉ consortium, shares a catalog with all CAFE 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 jointly by the membership of CAFE.

Eligibility and registration for card

Residents and taxpayers of Waukesha and Jefferson counties, as well as some other Wisconsin counties age 5 and over may apply for a free library card. All applicants under age 18 must have permission of a parent or legal 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 card* (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 30 last days
- Telephone book listing with current address
- Online invoice or bill, such as a utility bill, presented by applicant on a smartphone, tablet, or computer

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 Pauline Haass 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 card holders agree to report any change of address, telephone number or email address to the library, so that they may be contacted about items on hold and about overdue materials. A change of address requires proof just as does the issue of an original card.

Library cards have expiration dates. When a card expires, proof of current address will be required to renew it.

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 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 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 in finding out more about particular books, music, or movies so that 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 can be removed. Destruction of a library card does not remove a registration record.

State law and the library's *Confidentiality of Library Records* 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. Because a child may be missing his or her library card due to a parent's decision to restrict its use, permission from a parent or guardian will be obtained before the library issues a replacement card to a child under the age of 18.

Receipts

Library users will be given a receipt upon checkout, as a notice and reminder of when materials are due. The receipt contains the titles of items borrowed. Disposition of receipts in a manner that insures privacy of one's borrowing habits is the user's responsibility. Library users who complete their transactions through the self-check machine(s) are given the option of generating a receipt.

Loan periods for individuals:

3 weeks: most books and audiobooks

2 weeks: most new items

1 week: most videos/DVDs, CD-ROMs, magazines, pamphlets, adult music CDs

"Lucky Day" materials have special loan periods, and are marked as such.

Because due dates vary by item type, users are responsible for checking receipts carefully to note when materials are due. On occasion the loan period of certain materials may be changed temporarily; receipts will always reflect the correct due date. Some library items are not available for checkout and must be used in the building.

Loans to schools

In order to provide maximum access to public library books for Waukesha County schools and their students, a library card may be issued to one teacher, school library aide, or school librarian per school, with the principal's permission. Each "school card" will be restricted to 350 concurrently checked-out items. Each school is responsible for damage, replacement, and lost fees associated with items checked out on these cards. Schools that wish to restrict the number of concurrent items to fewer than 350 may do so by requesting in writing on letterhead, with the principal's signature, a specific lower amount. A block will then be placed on that card indicating the limit.

Renewals

Most items may be renewed up to three times if no other customers are waiting for the items. Renewals may be made in person at the checkout desk, catalog terminals or self-check unit, by telephone, or using the Internet.

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 item types within that total, to allow more equitable access to materials by a large number of customers.

Late fees

Late fees are charged for items that are returned after their due date, as a means of encouraging users to return items promptly so that others can use these shared resources. There is no late fee-free "grace period." Late fees for videocassettes, DVDs, software, "Lucky Day" materials and interlibrary loan materials from outside our library system, and Wii games, are \$1.00 per day. Fees for other items, except children's books, are 20 cents per day unless specifically noted otherwise. There are no late fees for children's books, in order to eliminate a known barrier to library use by some children and to encourage family literacy. All juvenile materials other than books do carry late fees if overdue. Users with children's books that are more than three weeks overdue may have their borrowing privileges suspended until materials are returned.

Overdue notices

Email, phone, and text overdue notices are sent as a courtesy. Customers may also sign up for email or text reminders of upcoming due dates. Failure to receive a reminder or 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.

Damaged and lost materials

The library generally does not accept replacement copies of lost or damaged materials. A standard replacement price, based on the material type, is charged for Pauline Haass 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.

Damage to, or loss of, special items such as book covers, bags, manuals and binders will be assessed charges based on actual costs including staff time. See the Packaging Replacement Cost schedule (Appendix A) included in this document for specific charges. If the damage or loss renders the material inappropriate for library circulation and library staff cannot repair the item satisfactorily, the charge will be the same as if the item were lost.

Standard replacement fees

Damaged or lost library materials will be charged according to the Standard Replacement Costs schedule (Appendix C).

Denial of borrowing privileges

Borrowing privileges will be denied when a user:

- has unpaid fines or charges of \$10.00 or more (beginning July 1, 2015)
- 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

Users may place reserves/holds on items in the CAFÉ catalog and specify that the items be delivered to this 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.

Appendices

- A. Packaging Replacement Costs
- B. Materials Recovery Program
- C. Standard Replacement Costs

Administration and interpretation of policy

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

Other related Pauline Haass Public Library policies:

- Confidentiality of Library Records
- Collection Development
- Public Internet Access
- Theft of Library Materials

Adopted by Library Board: December 15, 2004

Reviewed and revised: July 20, 2005

Reviewed and revised, with addition of Appendix A: April 18, 2007

Revisions made via motions at July 16, 2008 Library Board meeting are incorporated in this document

Reviewed and revised: March 17, 2010

Reviewed and revised: April 22, 2015

Reviewed and revised: October 21, 2015

Reviewed and revised: April 20, 2016

Reviewed and revised, with revision of Appendix B: September 22, 2016

Reviewed and revised, with revision of Appendix B: April 19, 2017

Appendix A to Circulation Policy: PACKAGING REPLACEMENT COSTS Revised: April 22, 2015

ITEM	COST
DVD cases – single	\$3.00
DVD cases – double	\$3.00
3 capacity	\$3.00
4 capacity	\$4.00
5 capacity	\$4.50
6 capacity	\$5.00
8 capacity	\$6.50
10 capacity	\$7.00
Color copy of cover DVD	\$3.00
Music CD cases - single	\$2.50
Music CD cases – double	\$3.00
Color copy of cover CD	\$3.00
CD book albums 1-10	\$7.00
CD book albums 11-19	\$8.50
CD book albums 20+	\$12.50
Color copy of cover <small>audio bk</small>	\$3.00
Lost insert (map, CD booklet)	\$3.00
Security strip (DVD/CD)	\$2.00
Barcode replacement	\$1.00
Book cover plastic	\$2.00
Wii cases – single	2.50
Wii cases – double	\$3.00
Wii booklet photocopy	Minimum \$3.00

ITEM	COST
Library labels (i.e. round label used on CD, DVD, audio books)	Minimum \$0.50
Barcoded ILL cards	\$1.00
A/V cleaning*	Minimum \$1.00
Book mending*	Minimum \$2.50
Playaway case	\$3.00
Playaway foam insert	\$5.00
Playaway battery cover	\$2.00
Miscellaneous parts (powercord, ear phones, etc.)	Current retail price.

*Note: Minimum book mending formula: 10 minutes to repair + 5 minutes to check item and check it in

Time formula:

5 minutes - \$10.00 per hour X 10% = \$1.00
 10 minutes - \$10.00 per hour X 15% = \$1.50
 15 minutes - \$10.00 per hour X 25% = \$2.50
 20 minutes - \$10.00 per hour X 30% = \$3.00

Appendix B to Circulation Policy: MATERIALS RECOVERY PROGRAM

The Pauline Haass Public Library has established a materials recovery program to encourage library patrons to return books and other materials on time.

What happens when items are overdue:

7 DAYS PAST DUE The library sends you an email, text or automated phone overdue notice. *Customers are responsible for providing a current email address or phone number to receive such notices. No printed overdue notices are sent via US Mail.*

14 DAYS PAST DUE The library sends you an email, text or automated phone overdue notice. *Customers are responsible for providing a current email address or phone number to receive such notices. No printed overdue notices are sent via US Mail.*

21 DAYS PAST DUE The library sends you a final email, text or automated phone overdue notice. *Customers are responsible for providing a current email address or phone number to receive such notices. No printed overdue notices are sent via US Mail.*

Overdue notices and due date reminders are sent as a courtesy. Failure to receive an email notice, text or automated phone message does not remove your responsibility to return items promptly and pay fines.

42 DAYS PAST DUE

Items are sent to the lost status and the patron's account is billed with the replacement cost* of the items. A bill is sent to you via US Mail, notifying you of the suspension of your borrowing privileges. *Customers are responsible for providing a current mailing address to receive such notices.*

52 DAYS PAST DUE

Accounts will be sent to Unique Management Services, a collection agency specializing in library accounts. A service charge of \$20.00 will be added to your account. Unique Management Services will contact you to request the return of the overdue materials and payment of all outstanding charges.

For more information on the Materials Recovery Program, contact the library at 262-246-5180.

*replacement costs are outlined in the Standard Replacement Costs attachment (Appendix C)

STANDARD REPLACEMENT COSTS (Appendix C)

Processing charges ARE included. In cases where the item's actual price exceeds the standard replacement cost listed below, the current retail price may be charged.

Approved by Library Board 4/22/15

Collection Description	Standard Replacement Price
Activity Kit	\$20.00
Battle Book	\$15.00
BluRay	\$25.00
Book	\$25.00
Browsing	\$25.00
Browsing AV	\$25.00
CD Book	\$30.00
CD-ROM	\$35.00
Children's Board Book	\$7.00
Children's Book	\$15.00
Children's Browsing Collection	\$25.00
Children's CDBook	\$30.00
Children's CD-ROM	\$35.00
Children's Compact Disc	\$15.00
Children's Digital Audio Book	\$60.00
Children's DVD	\$20.00
Children's Holiday Materials	\$15.00
Children's Kit	\$20.00
Children's Magazine	\$5.00
Children's Paperback	\$8.00
Children's Reference Book	\$50.00
Children's Video	\$15.00
Circulating Reference	\$50.00
Compact Disc	\$15.00
Current Issue of Magazine	\$5.00
Digital Audio Book	\$60.00
DVD	\$25.00
Equipment	\$50.00
Holiday	\$25.00
Inter-Library Loan Item	\$50.00
Laptop	\$1,000.00
Magazine	\$5.00
New Book	\$25.00
New Fiction	\$25.00
Non-Fiction DVD	\$25.00
Pamphlet	\$0.50
Paperback	\$10.00
Playaway	\$60.00
Professional Material	\$50.00

Reference Book	\$50.00
Video Games	\$25.00

In cases where the item's actual price exceeds the standard replacement cost listed above, the current retail price may be charged.

Price list last updated March 2015