

## **NEW GLARUS PUBLIC LIBRARY CIRCULATION POLICY**

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### **I. Purpose**

- A.** One of the primary purposes of the public library is to connect people with the information they need. In keeping with this purpose, the New Glarus Public Library strives to maintain the most liberal lending policy possible without allowing some borrowers to abuse their borrowing rights to the detriment of others.
- B.** New Glarus Public Library is a member of the South Central Library System (SCLS) and the Library Interchange Network (LINK). Some provisions of this policy are formulated to comply with requirements of these memberships. The LINK Circulation Manual contains specific staff procedures. Participation in SCLS and LINK affords liberal benefits to New Glarus area borrowers, who have access to the facilities, collections and services of 53 public libraries.
- C.** This policy applies to the general public, library staff, board members, Friends of the New Glarus Public Library, and library volunteers.
- D.** This policy is designed to insure that all library users have equitable access to the services and materials of the New Glarus Public Library regardless of race, color, gender, nation of origin, age, religion, or disability.

### **II. Eligible Card Holders**

- A.** The library issues cards to individuals and organizations. General cards are issued for a four (4) year period. Special cards may be issued for shorter periods. New Glarus library cards are good at all of the public libraries and bookmobiles in the South Central Library System. New Glarus cards may also be used at public libraries with reciprocal borrowing agreements with the South Central Library System. Some restrictions may be placed on borrowers by participating libraries.
- B.** Any resident of the Village of New Glarus area is eligible to receive a free New Glarus Public Library card. All adult applicants must present acceptable name identification at the time of application for a first card, or for a lost card replacement. Such identification includes their driver's license or WI photo ID card, checkbook, official mail postmarked within thirty (30) days, or ID listed in LINK registration guidelines. Applicants with name only identification will have their cards mailed to the address given for verification purposes. A library card application is appended to this policy.
- C.** New Glarus Public Library accepts applications for library cards for residents living anywhere within the boundaries of SCLS. Application requirements of the home library apply. Applications will be forwarded to the home library.

- D. New Glarus Public Library will affix its barcode to an existing non-LINK SCLS library card, provided the borrower completes a LINK registration form in accordance with LINK registration guidelines.
- E. Registered library users are responsible for informing the library of any name, address or status changes.
- F. Renewals of library cards are possible so long as patrons remain eligible. Patrons who have had their LINKcat record purged will have to reapply.
- G. Only one card will be issued to each individual.
- H. Cards will not be issued to individuals having overdue materials or fines and fees due in excess of New Glarus' suspension limit (\$20.00) at any other library until those matters are resolved.
- I. Cards may be issued to children at any age. Parents or legal guardians of children under 18 years of age must have a personal library card in LINKcat that is in good standing (i.e., fines and fees under \$20.00) before they can apply for a card for their child. Applicants under 18 years of age must have a parent or legal guardian sign the library card application in the presence of staff in the library. Exceptions to this policy will be made only at the discretion of the Library Director. Parents or guardians applying for cards for their child(ren) must have each child present to be issued cards. Children residing in multiple households will be issued a card for only one residence, as stated by the parent or guardian.
- J. Village of New Glarus community organizations, village departments, and local businesses may be issued organizational borrowers' cards for use by authorized individuals when the organization needs to borrow library materials for organizational purposes. The head of the organization must sign the application form and supply acceptable identification for the organization and a list of authorized individuals. The organization, village department, or business assumes responsibility for any library materials checked out on the card. All rights and responsibilities held by individual card holders will be assumed by organizational card holders. Organizations outside the Village of New Glarus area should apply directly to their home libraries. It is the responsibility of the head of the borrowing organization to inform the library of staff changes.
- K. Teacher cards: Educators of students 4-K through 12<sup>th</sup> grade may be issued teacher cards to be used to borrow library materials for their students. Teacher cards have the same privileges and responsibilities that an individual's library card has, with the exception that they will not be charged overdue fines and they may check out up to 200 items at a time. Teacher cards are valid for one year and may be renewed.
- L. Homebound: A New Glarus resident who, because of temporary or permanent physical disability or illness, finds it difficult or impossible to visit the library in person is eligible for homebound delivery service.
- M. Temporary residents: Any individual residing in the service area of the New Glarus Public Library on a temporary or part-year basis may be issued a library card upon providing local address verification. A suitable expiration date (from one month to one year) will be determined. Permanent address identification must be presented and the information entered into the patron record.
- N. Borrowers residing outside of SCLS may have their home library cards barcoded for use in SCLS, providing they meet LINK registration guidelines.

### **III. Rules on Borrowing**

- A. In order for all users to receive efficient and accurate service, a borrower should present their library card each time they check out or renew materials. Exceptions may be made at the discretion of the library staff if a borrower can provide photo identification, a library notice, or a phone number that staff can verify against the patron record.

- B.** Any borrower with materials, fines, or fees due in excess of the library's suspension limit (\$20.00) may not check items out or place holds until the matter is resolved.
- C.** Any borrower with materials, fines, or fees due in excess of the Unresolved Charges limit set by LINK (\$50.00) will have an Administrative Stop put on his or her LINK record. The Administrative Stop forbids any activity on the patron's card until the unresolved charges are paid down.
- D.** Reference materials, all newspapers, and the current issues of magazines are non-circulating. At the discretion of library staff, reference materials may be checked out overnight.
- E.** Materials pulled from the shelf in the library in response to telephone requests will be placed on hold for the patron, moved to the number one hold slot, and checked in so that they come up as on hold for that patron. They will be held on the hold shelf for the same length of time as regular LINK holds (7 days).
- F.** It is the policy of the New Glarus Public Library that responsibility for the use of library materials by children rests with their parents and/or legal guardians. Therefore, no borrowing restrictions are placed on children unless their card is blocked by fines/fees limit.
- G.** The library does not place restrictions on the number of items in a particular format that may be borrowed by an individual cardholder. According to LINK policy, the maximum number of items a patron may have checked out at any one time is 100.
- H.** Circulation services conclude at closing. The only exception is that patrons with materials in hand may check out.
- I.** Borrowers are required to abide by copyright restrictions on the use of all library materials.

#### **IV. Inter-Library Loan**

- A.** If an item is not available within the LINKcat system, the New Glarus Public Library will attempt to request the item via Inter-Library Loan (ILL). Library staff will provide this ILL service to any patron who is registered in LINKcat regardless of where their "home" library is. ILL items that are requested by the New Glarus Public Library must be picked up and returned to NGPL and the patron must abide by all ILL policies.
- B.** A patron will be held financially responsible for any damage done to an ILL item while in his or her possession.

#### **V. Return of Library Materials**

- A.** New Glarus Public Library materials may be returned to any public library or bookmobile in the South Central Library System. Materials returned to non-public libraries, such as school, academic or special libraries remain the responsibility of the patron.
- B.** Materials returned at New Glarus Public Library may be deposited in the inside or outside materials return drop box.
- C.** Requests for immediate check-in will not be honored unless the items in question have fines or fees. Receipts for returned items will not be given.

#### **VI. Holds**

- A.** Requests for materials are accepted from registered patrons. Requests may be made in person, by phone or through online access to LINKcat. Callers must provide library card barcode numbers to request holds.
- B.** Hold notices indicate a date after which materials will be returned to the shelves or to owning libraries. Patrons may request a 1-day extension to the hold if there are no other holds on the item.

- C. Patrons who fail to check out holds before the expiration date may have their names added to the bottom of the hold list if they desire. Patrons may request that their name be moved down on the list of holds if they make the request before the hold arrives.
- D. Holds and equipment will only be given out to the patron requesting them or to persons authorized by the individual. A LINK Holds Pickup Authorization form is appended to this policy.
- E. Patrons may select or request LINK pick-up locations other than NGL when placing holds. Items unavailable in LINKcat must be requested at the library where pick-up is desired.

## **VII. Loan Periods**

- A. Books, audiobooks, and book/audio kits all circulate for 28 days. E-books from *OverDrive* circulate for up to 21 days.
- B. Magazines, music, children's kits, new adult fiction, and software circulate for 14 days. DVDs and videocassettes circulate for 7 days.
- C. Audiovisual and other circulating equipment may be checked out for one (1) week. Renewals are permitted, as long as there are no other holds on the equipment.
- D. A renewal period of the same length as the initial loan period is granted for any item except library browsing material, unless another patron has placed a hold on the item. Items do not have to be in-hand to be renewed. Renewals may be done in person, by phone or online. Patron barcode numbers must be supplied by callers.
- E. The loan periods and renewal rules for Outer-Library Loan material are determined by the lending institutions.
- F. New Glarus Public Library lends its materials to all qualified libraries. Requests for materials or photocopies from individuals or libraries outside of reciprocal borrowing agreements need the approval of the Library Director.

## **VIII. Overdue Materials**

- A. Materials are considered overdue if not received by the date due. Materials returned in the book drop when the library is not open are considered to have been returned on the last open day of the library.
- B. NGPL fines for overdue materials are 10 cents per item per day, with the exception of overdue DVDs, which carry a fine of \$1 per item per day. Items borrowed through the Outer-Library Loan system from a library outside of South Central Library System accrue fines at the rate of 25 cents per item per day. There is a fine cap of \$5 per overdue item for DVDs and \$2.00 for all other formats. A courtesy reminder notice will be sent when items are 15 days overdue.
- C. Items that are 29 days overdue will be considered "Lost" by the LINKcat system and the cost to replace that item (as set by the owning library) will be added to the patron's LINK record.
- D. Twenty dollars or more in unpaid fees or fines will result in suspension of borrowing privileges until the amount owed is paid. Suspension rules of other libraries will be honored at New Glarus.
- E. If a patron believes that the material on his or her record has been returned, that patron may ask to have a "Claims Returned" filed and entered in LINKcat. No more than three "Claims Returned" items may be listed under a patron's record in a 12 month period. (See LINK Circulation Manual for details.)
- F. At any time a patron may pay for material which he or she believes is irretrievably lost. If lost material belonging to New Glarus Public Library is subsequently found and returned within six months from the date of payment, a refund for the cost of the item will be made. If a patron finds lost and paid for material belonging to another library, the rules of the owning library regarding reimbursement will apply.

- G.** In the case of personal bankruptcy, if the New Glarus Public Library is listed as a creditor for a patron and receives official notice from the U.S. Bankruptcy Court, a note will be added to that patron's LINK record. After the case is settled, the library will receive either a discharge or dismissal notice from the U.S. Bankruptcy Court. Upon receipt of a discharge notice, the New Glarus Public Library will clear all fines and fees from the patron's LINK record and borrowing privileges for that patron will be reinstated. Upon receipt of a dismissal notice, all fine and fees will remain on the patron's record. Only overdue materials as of the date of the decree will be cleared and suspensions removed.
- H.** Materials loaned via ILL to New Glarus Public Library for use by local borrowers fall under New Glarus Public Library overdue policies. However, borrowers will be held responsible for all special assessments placed by lending institutions.
- I.** For all checks received by the library which are returned to the library for non-sufficient funds (NSF), the library will charge the writer of the check a fee consistent with the banks NSF fee, which is currently \$30.00. When a returned check is received, the librarian will reinstate the fine amount on the patron's card and will create a fee on their account which will need to be paid before they are able to borrow materials from the library. The patron will be contacted and notified of the charges and the block on their account.
- IV. **Lost or Damaged Materials**** (including items with parts missing)

  - A.** Patrons are responsible for all materials and equipment checked out on their library card (including ILL items). Patrons are required to pay for material and equipment which is irretrievably lost or has been damaged while checked out to them. The library does not accept replacement copies of lost material in lieu of charges – any exceptions to this will be at the discretion of the Library Director. The price charged for material which is lost or damaged is based upon the current list price for that item plus a \$4.00 processing fee. When a current list price is not available, the Library Director will determine the replacement cost for that type of material and this replacement cost will be charged.
  - B.** New Glarus Public Library assumes no responsibility for damage done to borrower's audiovisual equipment in the playing of library materials.
- X. **Lost, Damaged, or Stolen Library Cards****

  - A.** Library cards which are lost or damaged beyond use will be replaced at a charge of \$1.00. Barcodes will be replaced free of charge. There will be no charge for replacement of an expired card or a library card reported stolen.
- XI. **Privileges for Users****

  - A.** The New Glarus Public Library exempts library patrons over the age of sixty-one (61) from overdue fees.
  - B.** Patrons may request notification from LINKcat about holds or overdue items via e-mail or phone. Patrons may access information about their library account, including holds and overdue materials, via LINKcat.
- XII. **Confidentiality of Library Records****

  - A.** As described in Wisconsin Stats, 43.30 Public Library Records (1), all circulation and other records which identify the names of library users, especially as they connect library users with material or services used, are confidential. It is the policy of this library that such records shall not be made available to any agency of federal, state, or local government, or to any individual,

except pursuant to such process, order, or subpoena as may be relating to civil, criminal, or administrative discovery procedures or legislative investigative power.

- B. Furthermore, it is the policy of the library to resist the issuance or enforcement of any such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.
- C. Information concerning overdue materials or materials placed on hold may only be given out to persons authorized by the individual cardholder, who provides the barcode number from the account in question. Individuals may be asked to present identification in person to receive this information.
- D. Patrons may access and print information from their patron record at the public access terminals.

### **XIII. Library Theft Law**

The Village of New Glarus in its Code of Ordinances Chapter 11-3-4 has adopted Wisconsin State Statute 943.61 Theft of Library Material.

- A. Definitions: for the purposes of this Section, certain words and terms are defined as follows:
  - (i) *"Archives" means a place in which public or institutional records are systematically preserved.*
  - (ii) *"Library" means any public library; library of an educational, historical, or eleemosynary institution, organization or society; archives; or museum.*
  - (iii) *"Library material" includes any book, plate, picture, photograph, engraving, painting, drawing, map, newspaper, magazine, pamphlet, broadside, manuscript, document, letter, public record, microform, sound recording, audiovisual materials in any format, magnetic or other tapes, electronic data processing records, or other tapes, artifacts or other documents, written or printed materials, regardless of physical form or characteristics, belonging to, on loan to or otherwise in the custody of a library.*
- B. Possession Without Consent Prohibited
  - (i) Whoever intentionally takes and carries away, transfers, conceals or retains possession of any library material without the consent of a library official, agent or employee and with intent to deprive the library of possession of the material may be subject to forfeiture as provided by the general penalty provisions of this Code.
  - (ii) The failure to return library material after its proper return date, after written notice from the library and the Village Attorney, shall be deemed to be theft. Notice shall be considered given when written notice is mailed to the last-known address of the person with the overdue material; the notice date shall be the date of mailing.
- C. Concealment. The concealment of library material beyond the last station for borrowing library material in a library is evidence of intent to deprive the library of possession of the material. The discovery of library material which has not been borrowed in accordance with the library's procedures or taken with consent of a library official, agent or employee and which is concealed upon the person or among the belongings of the person or concealed by a person upon the person or among the belongings of another is evidence of intentional concealment on the part of the person so concealing the material.
- D. Detention Based on Probable Cause. An official or adult employee or agent of a library who has probable cause for believing that a person has violated this Section in his or her presence may detain the person in a reasonable manner for a reasonable length of time to deliver the person to a law enforcement officer, or to the person's parent or guardian in the case of a minor. The

detained person shall be promptly informed of the purpose for the detention and be permitted to make phone calls, but shall not be interrogated or searched against his or her will before the arrival of a law enforcement officer who may conduct a lawful interrogation of the accused person. Compliance with this Section entitles the official, agent or employee affecting the detention to the same defense in any action as is available to a law enforcement officer making an arrest in the line of duty.

**E. Damaging Material Prohibited.** No person shall mar, deface or in any other way damage or mutilate any book, periodical, pamphlet, picture or other article or property belonging to or in the charge of the New Glarus Public Library. Any person convicted of violating this Subsection shall be subject to the penalties as set forth in Section 1-1-6 of the Code of Ordinances of the Village of New Glarus.

**F. Return Demanded.** No person shall fail, on demand, to return any book, periodical, pamphlet, picture or other articles or property belonging to or in the charge of the New Glarus Public Library according to the rules or regulations duly made and adopted by the Library Board and no person shall remove from the library any book, periodical, pamphlet, picture or other articles or property without first having it charged as provided by such rules and regulations. Any person convicted of violating any provision of this Subsection shall be subject to the penalties as set forth in Section 1-1-6 of the Code of Ordinances of the Village of New Glarus.

#### **XIV. Appendices**

- New Glarus Public Library Card Application
- LINK Holds Pickup Authorization form

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