

CIRCULATION POLICY

Purpose

The purpose of the Circulation Policy is to define approved practices for the registration of library patrons, circulation of library materials, reciprocal borrowing/lending practices and procedures, the fines and fees schedule, and the suspension of patron privileges.

Eligibility and Registration

The Charles City Public Library is a tax-funded entity. Any resident of Charles City, Floyd, Colwell, or rural Floyd County is eligible to be a card holder. Any resident of the State of Iowa may use the library through the State Library of Iowa's open access program. Some digital services and Interlibrary Loan services may be limited for open access patrons as per the State Library of Iowa open access agreement.

The library will not deny or abridge service to anyone because of age, religious, racial, social, disability, gender, gender orientation, economic, or political status.

Library cards will be issued to anyone who can present verification of their address and who are at least age 5. One form of typewritten identification that lists the applicants current address is required as address verification. Children without this form of identification will be required to have a parent or guardian with pertinent address verification. Examples of acceptable identification include but are not limited to: current driver's license or permit, car registration, personal check with name and address imprinted, utility bill, or rent receipt. Personal correspondence is unacceptable.

- **New Patron Restriction:** The first time a new patron uses his/her card to check out materials, s/he will be allowed to have only 2 items checked out at a time. Following the timely return of initial items checked out, the restriction will be lifted. While restriction is in place, a new patron is not eligible for Interlibrary loan services.
- **Temporary Residents:** People who are living in transient housing whose ID indicates a permanent residence outside of our service area may be issued a card. Both the temporary address and the permanent address will be noted in the computer record and on the registration card. Temporary resident accounts will expire annually.
- **A library card or a photo ID is required to be presented at each checkout.** Presentation of the card eliminates an impostor from charging materials on another person's account and ensures that materials are checked out only to the bearer of the card. In absence of an ID, information may be taken from the patrons account to verify patrons' identity.
- **Replacement/Lost Cards:** In case of lost cards, there will be a \$2.00 non-refundable replacement fee. Card holders are responsible for their cards and should report a lost card to the library as soon as possible. At the time of such a report the staff shall immediately lock the person's account until a new card is applied for. A worn-out card will be replaced at no charge to the patron.

Suspension of Circulation and Remote Access Privileges

- Circulation and some remote access privileges will be blocked for patrons with \$5.00 or more in fines and fees.
- Circulation and other access privileges will be blocked when a patron's library card expires. An expired card may be renewed once the patron's address is verified.
- Circulation and other access privileges will be blocked when a patron has items more than two weeks overdue.

Circulation

Regular Loans: Loan periods will be four weeks for all print and audio materials, and art prints. Loan periods for each material type is below.

Loan Period Matrix

Material Type	Loan Period	Late Fee Charge	Maximum Late Fee
Printed Materials	28 days	<u>0</u>	Cost of Item
Children's & YA Printed Materials	28 days	0	Cost of Item
Audiobooks	28 days	0	Cost of Item
Children's and YA Audiobooks	28 days	0	Cost of Item
DVDs	7 days	0	Cost of Item
Children's DVDs	7 days	0	Cost of Item
Art Prints	28 days	0	Cost of Item
New Adult Fiction	14 days	0	Cost of Item
New Adult Non-fiction	14 days	0	Cost of Item
Children's Activity Kits	14 days	\$1/day	Cost of Item
Projector/Laptop Combo*	7 days	\$1/day	Cost of Item
Portable CD players	14 days	\$ 1/day	Cost of Item
Sound System*	7 days	\$5/day	Cost of Item
Children's Launchpads	14 days	\$1/day	Cost of Item
Hotspots	14 days	\$5/day	Cost of Item
Projector 2020	7 days	\$5/day	Cost of Item
Laptops	14 days	\$5/day	Cost of Item

Select reference, genealogy, and equipment are not eligible for use outside the library. The library Director or designee may grant temporary loans of these items on a case-by-case basis.

A maximum of 4 DVDs may be checked out per patron at any given time. One children's activity kit may be checked out per patron at any given time.

Overdue Materials

- Equipment and select items with fines will have a one-day grace period. After one day, fines accrue from the day the material was due.
- Print and media (exceptions are activity kits and Launchpads) will not have a late fee charge. Overdue notices will still be sent for these items. If not returned within 60 days of the past due date, the material will be considered lost or stolen and patron will be responsible for the replacement cost of the item.
- A material is considered lost or stolen if it is not returned within 60 days of the past due date. The cost of lost or damaged items must be paid in full and patrons are responsible for all fines accrued. Receipts will be issued for all lost or damaged materials for which the patron has paid and for all paid fines upon request. See detailed information on the Loan Period Matrix.
- Library accounts with outstanding charges may be submitted to a collection agency and/or to a local law enforcement agency for further action. (See Code of Iowa, Chapter 714.5, Theft of Library Materials and Equipment and Code of Iowa, Chapter 808.12, Detention and Search in Theft of Library Materials and Shoplifting).
- Fines may be waived, in-full or in-part, by the Library Director on a case-by-case basis.
- Overdue notifications will be sent by email or by phone at 2 days, by postcard at 10 days, and by letter at 30 days overdue.

Renewals and Reserves

All materials, apart from hotspots, may be renewed once for the original loan period, unless this item is on reserve for another patron. Special permission may be gained from the director to renew once more if the material is being used for academic purposes.

All materials may be put on reserve either in-person, by phone, or through the catalog at no charge. When reserved items are available, patron will be contacted, and item will be available for lobby pick up or for pick up at the circulation desk at the discretion of the patron and staff.

Interlibrary Loan

Residents of the state of Iowa are eligible to reserve materials through their home library in accordance with existing State Library of Iowa interlibrary loan policy and procedure. Non-open access patrons may request items by phone, in-person, through our catalog or website.

- Every effort will be made to get an item from a public library through the Iowa Shares van delivery program. If an item is not available for Iowa Shares transit, patrons will be charged \$2.00 for each item requested to help defray the cost of return postage. Payment is expected on receipt.
- Loan periods are determined by lending libraries and may differ from our standard loan periods. Patrons will be informed of the due date at check out.
- Borrowers are limited to 5 items in progress at a time. Materials may be re-requested once per 6-month period. Director or designee may grant exceptions on a case-by-case basis.

- ILL DVDs count toward the patron maximum of 4 DVDs checked out at any given time.
- Requests for photocopies of certain items may be permitted in accordance with Federal Copyright Law.
- ILLed materials will be held for a period of 14 days for pickup, after which they will be returned to the lending library. Director or designee may grant exceptions on a case-by-case basis. Patrons who repeatedly fail to pick up ILLs (three or more times) may be denied future ILL requests by the Director or designee.

Confidentiality

In order to protect patron confidentiality, library staff cannot disclose patron account information to anyone other than the cardholder. See the Library's Confidentiality Policy and Iowa Code 22.7 "Examination of Public Records - Open Records" and ALA Code of Ethics.

Custodian of Records

The Library Director or the Director's designee is the official custodian of library records. The custodian of the library's records shall not release confidential records without a court order pursuant to Iowa Code 22.7 (13). Please see the Library's Confidentiality Policy for details.

Approved 4/11/13.

Amended 9/13/18.

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