

# Circulation Policy

Fond du Lac Public Library

Board approved: May 19, 2022

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## 1. SECTION 1: PUBLIC USER ACCOUNTS

### 1. General Guidelines for PUBLIC Accounts

- A. Any Wisconsin resident or visitor may apply for a free library account at the Fond du Lac Public Library (FDLPL). Cards may have limited borrowing privileges based on where a user lives.
- B. By opening a library account, users accept responsibility for all use of the account, including the return of materials borrowed under the account and any fines or fees associated with the account.
- C. **PROOF OF ADDRESS:** Library funding relies on local municipalities and where users reside. Documentation sufficient to establish one's identity and place of residence is required. Residents with a post office box must provide valid proof of residence with a complete street address. Users in temporary living situations or without proof of address, may be issued internet-only or limited cards (see below). The library accepts the following as proof of address:
  - Current Wisconsin State Driver's License or State ID
  - Utility bills with complete street address
  - Recent bank statement with complete address
  - Recent rent receipt or lease
  - Property tax bill (or online tax record)
  - Student ID with a picture (or an online student account)
- D. **LINKED ACCOUNTS AND USER GROUPS:** Personal accounts may be linked together for easier viewing, hold pickup, and account management. Adults wishing to link their accounts must both sign the library card application. Linking accounts is optional unless noted below.
- E. Users must promptly notify the Library in the event of a change of name or contact information or if a card becomes lost or stolen.
- F. **ACCOUNT EXPIRATION:** Periodically, library accounts will expire. Account renewal requires confirmation of personal data and contact information.
- G. **INACTIVE, DECEASED, DUPLICATE ACCOUNTS:** Accounts that have not been used in 6 years, will be removed from the library's circulation system.
- H. The library reserves the right to suspend or revoke accounts for users who abuse borrowing privileges or who do not comply with all other library policies.

## 2. Standard Circulation Guidelines for Checking Out Materials

- A. A valid library account in good standing is required in order to borrow materials from the library. In lieu of a library card, another form of ID or account verification may be requested at checkout.
- B. **HOLDS:** Users may have up to 25 active holds and interlibrary loan requests at any given time.
- (i) The library cannot guarantee requested items will be available on any given date.
  - (ii) Holds may not be placed on Lucky Day items.
- C. **STANDARD LOAN PERIODS** are as follows:
- (i) 7-day items
    - DVDs (including Lucky Day DVDs)
    - Equipment (including projectors, outdoor games, etc)
  - (ii) 21-day items
    - Books (including Lucky Day books, readalongs, etc.)
    - Audiobooks (books on CD, Playaways, etc)
    - Magazines
    - Educational kits (including Barden collection activity and subject kits)
    - Music CDs
  - (iii) 60-day items
    - Book club kits
    - Deposit collections
  - (iv) The due dates for materials obtained through interlibrary loan (ILL) are set by the owning library.
- D. Limits by **ITEM TYPE:**
- No more than 7 adult DVDs and 7 juvenile DVDs may be checked out at any given time.
  - No more than 3 Lucky Day items may be checked out at any given time.
  - No more than 3 pieces of equipment may be borrowed at a time.
  - No more than 100 interlibrary loan (ILL) requests may be made annually.
- E. **CHECKOUT LIMIT:** Users may borrow up to 50 items at any given time.
- F. **RENEWALS:** Users may request items be renewed for an additional loan period if not on hold for another user.
- (i) Interlibrary loan items and Lucky Day materials may not be renewed.
- G. **CHECKOUT HISTORY:** For users who choose to retain a history of the materials they checkout for later reference, the library will retain a minimum of 2 years, but no more than 6 years.
- H. The library reserves the right to place additional limits or checkout requirements on the number of items or the length of time materials may be borrowed for new, popular, fragile, or valuable collections.

## 3. Fines and Fees

- A. The Fond du Lac Public Library (FDLPL) is prohibited by state law from charging for services that involve the provision of information. There is no fee for opening an account, for borrowing materials owned by FDLPL or for checking out materials obtained through interlibrary loan.
- B. A library card should not be shared and is non-transferable. Users are responsible for all materials borrowed under their account and all fines and fees associated with their account.
- C. **LINKED GROUPS:** If one card becomes blocked for excessive fines, fees, or renewal all cards in the linked group will be blocked until such time as the account(s) return to good standing.
  - (i) Users may elect to unlink accounts when the user group is in good standing.
- D. **DAMAGED ITEMS:** The library may bill users who cause damage to library materials which inhibit the further use of the item. The library is not responsible for damage to personal items used in conjunction with library-owned equipment or materials.
- E. **REPLACEMENT CARDS:** Users may be charged up to \$1.00 to replace a library card.
- F. **OVERDUE FINES:** There are no overdue fines for reading materials. Overdue fines for other items are:
  - (i) \$0.50/day for DVDs and Music CDs
  - (ii) \$1.00/day for equipment and interlibrary loans (items from other libraries).
- G. **MAXIMUM OVERDUE FINE PER ITEM:** As long as an item is returned to the library, the maximum overdue fine is \$5.00 for DVDs and music CDs and \$10.00 for equipment and interlibrary loans.
- H. **BLOCKED:** Patrons owing more than \$10.00 in fees or fines or with more than 25 overdue items will be blocked from borrowing additional items.
- I. **BILLED ITEMS:** Materials not returned within 30 days of their original due date will be billed a standard fee as generated by the circulation system. A nonrefundable processing fee of \$5.00 per item will also be assessed at this time.
  - (i) Users may replace lost or damaged material with an exact copy in usable condition. Users will still be charged a \$5.00 per item processing fee.
  - (ii) Staff may adjust the standard fee, either up or down, for items that are still available for purchase.
  - (iii) Replacement policies for materials obtained through interlibrary loan will follow the guidelines of the lending library.
- J. **COLLECTIONS:** For users owing more than \$50.00, the library may use the services of a collection agency to recover the cost of lost or damaged items and past due accounts. A nonrefundable \$15 fee will be added to each customer account referred to a collection agency.
- K. **PAYMENTS:** The library appreciates the prompt payment of all fines and fees.
  - (i) The library recognizes that fines, fees, and bills may be an undue hardship for some users. Bills may be adjusted or forgiven at staff discretion.
  - (ii) **SPECIAL PAYMENT PROGRAMS:** Library staff are authorized to run promotional programs or special discounts to help users pay their bills and restore their borrowing privileges.

- L. **REFUNDS:** Users who pay for lost items may receive a refund up to 3 months after the date of billing if the original item is returned in usable condition and with the library receipt indicating payment. Processing fees and collection agency referral fees are nonrefundable.
- M. The library reserves the right to take measures up to and including legal action to recover materials not returned.

## 2. SECTION 2: USER ACCOUNTS FOR USERS UNDER 16

### 1. Parental Permission and Restrictions

- A. It is the responsibility of the parents to monitor how their children use the library and its resources. Library staff cannot act *in loco parentis*.
- B. A parent's or guardian's permission is required to open an account for anyone under age 16.
  - (i) Parents must provide proof of address and may vouch for the identity and address of those 16 years of age and under.
  - (ii) The parent or guardian who signs the application of a minor agrees to be financially responsible for all late fees, replacement charges, and other fees associated with the account.
  - (iii) The library is unable to issue multiple cards in cases of joint custody. The parent/guardian who signs the application must agree to be responsible for all materials borrowed regardless of time or place.
- C. Accounts for minors under 16 will be linked to the parent/guardian account. If one card becomes blocked for excessive fines, fees, or other abuse, all cards in the linked family group will be blocked until such time as the fees are paid or the responsible adult makes suitable arrangements with the library staff to remove the block.

### 2. Circulation Guidelines for Checking Out Materials

- A. Parental restrictions on the use of the library are limited to those that may be reasonably managed by the library's software and procedural systems. Parents may prohibit their children from borrowing materials from the library (internet only access) or may limit the number of items a child may borrow.
  - (i) To change the limit, a parent must sign a revised library card application for the minor.
  - (ii) Any restrictions applied to a child's account shall not be imposed on anyone else's child.
- B. The library does not restrict kids from checking out materials based on content or intended audience.
  - (i) Due to the potential replacement cost, minors are strongly encouraged to check with a parent before borrowing equipment or requesting interlibrary loan materials.
- C. Other standard circulation and checkout limits apply.

### 3. Fines and Fees

- A. Accounts for children under age 16 are linked to the parent or guardian who is financially responsible for all fines and fees associated with the child's account.
  - (i) Upon reaching age 16, users in good standing may opt to unlink their account from the family group.

## 3. SECTION 3: TEMPORARY, INTERNET ONLY & RESTRICTED CARDS

### 1. General information

- A. **Internet only** cards may be issued to users over age 16 who cannot provide proof address, who apply for a library card online or who live out of state. Cards may be changed once proof of residency is provided.
- B. **Limit 3 or limit 10** cards may be issued to:
  - (i) Minors under age 16 at the discretion of their parent or guardian.
  - (ii) Any adult living in temporary housing who provides a signed letter from a residential social service agency.
  - (iii) Any adult who is temporarily living or working in the area. Proof of permanent address must be provided.
  - (iv) Any borrower who has recently had all or part of their fines and fees waived or discharged in bankruptcy at the discretion of staff.
  - (v) The "limited" restriction may be lifted when the borrower has established a record of returning items without incurring bills.
- C. **GROUP HOME:** Patrons over age 16 who reside in a long term group home setting or assisted living facility are eligible to obtain a limit 10, GROUP HOME library card without proof of address if the resident is with a group home staff member who has ID and can verify the resident's contact information.
  - (i) Applicants must sign a waiver allowing library staff to discuss the account with group home staff, financial representatives and/or appropriate family members as needed to conduct library business.
  - (ii) Further restrictions may be requested by group home staff or financial representatives.
  - (iii) Materials for group home use, assisted living staff or other residents should be checked out on a Business account or other appropriate account.
  - (iv) The library reserves the right to suspend or revoke the account if the privilege is abused.

### 2. Circulation Guidelines for Checking Out Materials

- A. **INTERNET ONLY:** An internet only card allows users access to online resources and public internet computers. Up to 25 holds may be placed, but no physical materials may be borrowed from the library until proof of residency is established.
- B. **CHECKOUT LIMITS:** Limit 3, Limit 10 and GROUP HOME cards allow users to place holds and checkout a limited number of materials.

- C. No interlibrary loan materials may be requested or checked out on a limited card without staff approval.
- D. Other standard circulation and checkout limits apply.

### **3. Fines and Fees**

- A. Standard fines and fees apply.

## **4. SECTION 4: TEACHER CARDS**

### **1. General information**

- A. Teachers are allowed special borrowing privileges for materials to instill a lifelong love of reading and learning. Teachers in public and private schools, homeschooling parents, student teachers, and daycare teachers are eligible to obtain a Teacher card.
- B. Users who are requesting a new Teacher Card or who are renewing their account, must present current credentials showing employment with a school district or involvement with home school activities.
- C. Materials checked out using a teacher card should be curriculum-related materials for students. Materials for personal reading or viewing interests should be checked out on the teacher's personal card.
- D. Teacher card accounts must be linked to their personal account. If one account becomes blocked or barred, all linked accounts will be suspended.
- E. If teacher card privileges are abused, the library reserves the right to suspend or revoke the account.

### **2. Circulation Guidelines for Checking Out Materials**

- A. CHECKOUT LIMITS: Teachers may check out up to 100 items and have up to 50 items on hold.
- B. Interlibrary loan materials should be requested and checked out on the Teacher's personal account.
- C. Other standard circulation guidelines apply.

### **3. Fines and Fees**

- A. OVERDUE FINES: Overdue fines will not be assessed to any materials checked out with a Teacher card.

- B. **BLOCKED:** Teachers owing more than \$250.00 or who have 50 items overdue may not borrow additional items.
- C. **OTHER FINES AND FEES:** Teachers may be billed for items that are not returned and are subject to all other fines and fees.

## 5. SECTION 5: HOMEBOUND CARDS

### 1. General information

- A. Disabled residents who are unable to visit the library may request a homebound card. A family member or library volunteer (if the user lives within a reasonable distance) will deliver materials at least one time per month.
- B. If homebound card privileges are abused, the library reserves the right to suspend or revoke the account.

### 2. Circulation Guidelines for Checking Out Materials

- A. Due to the policies that are put in place by the lending library and infrequent home deliveries, Interlibrary Loan (ILL) materials may not be checked out on a Homebound account.
- B. Other standard circulation guidelines apply.

### 3. Fines and Fees

- A. **OVERDUE FINES:** Overdue fines will not be assessed to any materials checked out with a Homebound card.
- B. **BLOCKED:** Homebound users owing more than \$100.00 or who have 25 items overdue may not borrow additional items.
- C. **OTHER FINES AND FEES:** Homebound users will be billed for items that are not returned and are subject to all other fines and fees.

## 6. SECTION 6: BUSINESS CARDS

### 1. General information

- A. A local business or organization may wish to borrow library materials on behalf of their employees, members, or customers.

- B. Upon opening an account, the organization accepts financial responsibility for all materials associated with the account. The Owner/President or Chief Financial Officer/Treasurer of the organization must authorize the account and designate authorized users.

## **2. Circulation Guidelines for Checking Out Materials**

- A. Standard circulation guidelines apply.

## **3. Fines and Fees**

- A. Standard fines and fees apply.

# **7. SECTION 7: DEPOSIT AND DAYCARE COLLECTION ORGANIZATIONS**

## **1. General information**

- A. Organizations who care for others (daycares, nursing homes, adult daycares, etc.) may apply for a business card and/or request to host a deposit collection.
- B. Upon opening an account, the organization accepts financial responsibility for all materials associated with the account. The Owner/President or Chief Financial Officer/Treasurer of the organization must authorize the account and designate authorized users.
- C. Library staff will prepare small, traveling collections (typically of print materials) based on the needs of the hosting organization.
- D. If materials are consistently returned damaged or late, the library reserves the right to suspend or revoke the account.

## **2. Circulation Guidelines for Checking Out Materials**

- A. LOAN PERIOD: All materials will be checked out for 60 days.
- B. CHECKOUT LIMIT: Because pickup and delivery options vary, organizations hosting a deposit collection organization may have up to 500 items checked out.

## **3. Fines and Fees**

- A. OVERDUE FINES: Overdue fines will not be assessed to any materials checked out in a deposit collection.
- B. BLOCKED: Organizations will be blocked from having additional materials if they have more than owe the library more than \$250.
- C. BILLED ITEMS: Deposit organizations may be billed for items that are not returned.