

# PAULINE HAASS PUBLIC LIBRARY

## **POLICY: Getting a Library Card and Borrowing Library Materials (Circulation)**

Revised by Library Board: April 17, 2024

This policy is intended to make library users aware of their rights and responsibilities when borrowing library materials. The Library Board’s goal in establishing the following guidelines is to place as few restrictions as possible on the flow of information and materials while protecting the community’s investment in library resources by facilitating access in a timely manner.

The Pauline Haass Public Library (PHPL) is a member of the Bridges Library System and the CAFÉ consortium, and some policies and limits are determined jointly by that membership. System membership benefits Sussex area residents by providing them access to the collections and services of all twenty-four public libraries in Waukesha and Jefferson counties of Wisconsin.

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## **Eligibility and Registration for a Library Card**

As a member of the Bridges Library System, PHPL primarily serves residents of Waukesha and Jefferson Counties. Any Wisconsin resident age 5 and over may apply for a free library card by presenting a valid photo ID that contains proof of current residence. Alternatively, applicants may provide a valid photo ID along with a separate document (print or digital form) bearing the current address, including:

- Residential property tax statement
- Current rent receipt or lease agreement
- Utility bill dated within the last 90 days

- Current bank statement dated within the last 90 days
- Official mail postmarked within the last 90 days
- Current vehicle registration
- Preprinted personal check

All applicants must be physically present at the time of registration. Those with a temporary or permanent medical mobility limitation and those confined to bed rest by a doctor are eligible for a home delivery service card. Children under eighteen must be accompanied by a parent or legal guardian presenting a valid photo ID and proof of current residence.

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## Library Card Procedures

A patron's own Library card (in physical format or via the library app) should be presented each time materials are borrowed. Library staff will make an exception if a patron presents a valid photo ID.

### **RESPONSIBILITY OF CARDHOLDERS**

The person to whom a library card is registered, except for 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.

### **CHANGE OF CONTACT INFORMATION**

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.

### **LOST OR STOLEN CARDS**

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.

### **EXPIRED CARDS**

To ensure the accuracy and integrity of the customer database, library cards expire every eighteen months. Cards may be renewed in person or over the phone by verifying all contact information. If a patron's address has changed, the patron must visit the library in person with proof of residence.

Inactive accounts that have not been referred to the collection agency, including those with fines, replacement, or damage charges, will be deleted from the database three years after card expiration. Inactive accounts that have been referred to the collection agency will be deleted from the database seven years from the date of referral.

### **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 contact information 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 their children check 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 governs the information about a minor's library records that may be given to a parent or guardian. For more information, please see Wis. Stat. 43.30 and the library's *Privacy of Library Records and Library Use* policy.

### **REPLACEMENT OF LIBRARY CARD**

The replacement fee for a library card is \$1.00. Please note that a replacement card will have a new barcode number and patrons will need to re-enter this information on the library app, though holds, checkouts, and outstanding fees will transfer automatically. Electronic loans and holds may not transfer automatically; please see library staff to have the old and new accounts linked. 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.

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## **Loan periods, limits, renewals, and holds**

### **LOAN PERIODS FOR INDIVIDUALS**

- 3 weeks: most books and audiobooks
- 2 weeks: most new items
- 10 days: wifi hotspots
- 1 week: most DVDs, magazines, music CDs, most Library of Things items

“Lucky Day” materials and other select items have special loan periods and are marked as such. Because due dates vary by item type, users are responsible for checking their accounts to note when materials are due. They may also request receipts at checkout (emailed or printed) with due dates for each item. Some library items are not available for checkout and must be used in the building; examples include Chromebooks, owl videoconferencing equipment, newspapers, and local history materials.

## **LOANS TO SCHOOLS**

A library card may be issued to one staff member per school (typically the school librarian), 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; contact the library for assistance.

Misuse of a school library card (patterns of behavior with respect to overdue materials, lost items, multiple claims of missing items, etc.) may result in access being revoked. School cards are only available to schools within the library’s service area; please inquire about eligibility.

## **RENEWALS**

Most items may be renewed up to three times if no other customers are waiting for the items. Renewals may be made online using the library app or at [cafelibraries.org](http://cafelibraries.org); by phone by calling 262-246-5180; or in person at the library.

Interlibrary loan materials from outside of the local library system may not be renewed. Interlibrary loan requests may only be made at a patron’s registered library.

Other items that may not be renewed include: Lucky Day (browsing) materials, Explore Passes, and children’s holiday books.

## **LOAN LIMITS**

In general, cardholders may have up to 250 items checked out of the library at one time. The limit is lower on some item types within that total to allow more equitable access to materials by a large number of customers.

## **HOLDS**

Patrons may place holds on most circulating items using the CAFÉ catalog and specify that items be delivered to this library (or another preferred pickup location). The CAFÉ catalog is accessible online at [cafelibraries.org](http://cafelibraries.org), through the CAFÉ mobile app, and at computers in the library.

The maximum hold limit is 100; certain types of materials have lower hold limits. Patrons will be notified by email, text, or phone when their hold items are ready for checkout; the item will be held for five days. Patrons picking up holds for another person must present the physical card or card via the Library app of the patron who has materials on hold.

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.

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## Fines, Fees, and Notices

### **Late fees (Overdue 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. Late fees for most books and AV materials are 20 cents per day with a maximum fine of \$10.00 per item. Late fees for Library of Things items, “Lucky Day” materials, interlibrary loan materials, and video games are \$1.00 per day. Late fees for specialty items such as Wifi hotspots and Explore Passes are determined individually and marked as such. Some items must also be returned directly to the circulation desk and carry additional fees for being returned at another library or in the book drop.

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.

Fines will not be accrued on days when the Library is closed.

### **NOTICES FOR HOLDS AND OVERDUE MATERIALS**

Email, phone, and text notices are sent when holds are ready for pickup and when items are overdue. Customers may also sign up for email or text reminders of upcoming due dates. These notices are offered as a courtesy to our patrons; however, the library cannot guarantee that notices will be received. Interruptions in service for technical reasons, spam filters, filled mailboxes, phone carrier issues, etc., all contribute to missed notices. Therefore, it is the ultimate responsibility of patrons to monitor their accounts. 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**

A standard replacement price, based on the material type, is charged for Pauline Haass Public Library’s damaged and lost materials (see Appendix C). The following applies to lost and damaged materials:

- If a patron pays for the lost or damaged item, overdue fines will not be assessed.
- If a patron returns the lost item before it has been paid for, the lost material charge will be forgiven. The patron will be responsible for all overdue fines.
- Refunds will not be given for lost items that have been paid for and later found and returned.

- Library staff will determine if a lost or damaged item will be replaced with the same or a similar item. All replacements will be procured by the Library.

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 cases, cables, inserts, and RFID tags 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.

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.

### **DENIAL OF BORROWING PRIVILEGES**

Borrowing privileges will be denied when a user:

- has unpaid fines or charges of \$10.00 or more
- 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.

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## Administration and appendices

Appendices may be updated by staff to reflect changes in pricing without review/revision of the policy. Each appendix will reflect the date changes were last made.

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

### **OTHER RELATED PAULINE HAASS PUBLIC LIBRARY POLICIES:**

- Privacy of Library Records and Library Use
- Collection Development
- Public Internet Access
- Theft of Library Property
- Library of Things Usage policy

## Appendix A: Packaging Replacement Costs

<b>ITEM</b>	<b>COST</b>
DVD cases	\$2.00
Audiobook cases	\$14.00
RFID Media Tags (DVD/CD)	\$2.00
RFID Tags 2x3	\$1.00
Laminated inserts	\$4
Chargers, adapters, and cables	\$20
Pouches	\$5
Tonies carrying case	\$30
Playaway battery cover	\$2.00
Playaway case	\$3.00
Miscellaneous parts	Current retail

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## Appendix B: 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 with unreturned materials valued at \$25 or more 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)



## Appendix C: Standard Replacement Costs

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.

Collection Description	Standard Replacement Price
Blu-ray	\$25.00
Book	\$25.00
Browsing (book or AV)	\$25.00
CD (All ages)	\$10.00
CD Book	\$35.00
Children's Blu-ray	\$25.00
Children's Board Book	\$8.00
Children's Book	\$18.00
Children's CD Book	\$25.00
Children's DVD	\$25.00
Children's Paperback	\$8.00
DVD	\$25.00
Equipment (e.g. Chromebooks, A/V equip.)	Varies; ask staff
Explore Pass	\$250.00
Graphic Novel	Varies; ask staff
Inter-Library Loan Item	Varies; set by owning library
Large Print Book	\$30.00
Library of Things items	Varies; ask staff
Magazine (all ages)	\$2.00
New Book	\$25.00
Paperback	\$18.00
Playaway	\$60.00
Reference Book (all ages)	Varies; ask staff
Toniebox	\$100
Tonie Figurines	\$25
TV Series	Varies, ask staff
Video Games	Varies; ask staff
Wifi Hotspot	\$120.00

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