

**CIRCULATION POLICY** (Revised September 2018; Revised December 9, 2019; Reviewed & Approved July 12, 2021, Revised July 11, 2022, Revised August 8, 2022)

To checkout materials from the Norma Anders Public Library, the patron must have a current Norma Anders Public Library card in good standing.

Borrowers agree to accept full financial responsibility for materials for the duration of the checkout period, including failure to return the materials, and any damage incurred through abuse or misuse. By checking out an item, patrons agree that if the item is lost or stolen while checked out to them, the patron is responsible for the cost of its replacement.

**Getting a Library Card**

Library cards are issued immediately if you have a photo identification with proof of current residential address at the time of application. If a patron has recently moved, a photo ID and proof of current address, such as a piece of mail, is needed. If waiting for proof of address, cards may be still issued with a checkout limit of three items until the information can be provided.

Parental signature is required persons under the age of 12. Responsibility for a child's selection and return of materials, and any fines or charges accrued on the child's card, is held by the parent or guardian of the child.

Children aged 12 and over not accompanied by a parent need to provide full name, address, phone number, and date of birth or have a photo identification (like that issued at school or driver's permit/license) and address verification (mail recently sent to the child is acceptable.)

A new patron will be restricted to ten (10) items per patron for a period of two (2) months. If the patron shows they are following the circulation policy, then this period may be shortened at the discretion of the staff. If at any time a patron becomes habitual with overdue books and late fees, then this person may be put back on the probationary period limits again.

**Borrowing Limits**

The Norma Anders Public Library places limits on certain material types to ensure patrons get the maximum benefit of our collection. The limits below extend to all library users.

Circulating books, audio books are loaned for a period of two weeks and are renewable if the item is not reserved for another patron. Circulating magazines are loaned for a period of one week and are renewable. Circulating DVDs are loaned for a period of one week. New DVDs are not renewable. Other DVDs may be renewed. Checkouts may be limited to 5 DVDs per family at one time of which 3 may be new. Circulating puzzles are loaned for a period of one month and are renewable if not reserved for another patron.

**Reserves**

Patrons may place reserves or holds on items at the library, in person, over the phone, or through our online catalog. Once an item becomes ready for a patron, the library will notify them by phone call, text, or email that the item is available for them to pick up. Patrons have 7 days to pick the item up or it will be moved to the next patron waiting or returned to the shelf.

**Fines**

Fines will be charged for overdue library materials. Books, DVDs, audio books, puzzles and magazines will accrue fines of \$0.10 per day, per item until the items are returned and/or the purchase price of the item has been reached.

Borrowing privileges are suspended if the patron accumulates \$5.00 or more in fines or fees. (1/06) (updated 8-8-2022)

The library director has the discretion to reduce or excuse fines if a valid reason such as illness or family bereavement is given, or if they feel such action is warranted. In some cases, a message will be placed on the patron's record stating that no further reductions will be made in the future.

**Overdue Notification**

Borrowers are responsible for returning materials by closing time on the date due. A date-due printout is given to borrowers each time items are checked out. As a courtesy, notifications will be sent to patrons within a one-week period following the due date. They will be notified a second time after an additional one week has passed. Third notification will be given when the material(s) are two weeks overdue. Fourth notification will be given when the materials are thirty days overdue. Notifications may be done by telephone, email, text, letter or personal conversation.

When materials are more than sixty days overdue, the patron will be sent a letter listing replacement costs. The Library Board will make a decision to turn collection over to the police based on the costs of the material (minimum costs of \$50.00), fines, and the probability of recovery. The Dysart Police Department may be asked to contact the patron requesting the return of or payment for the overdue items. If there is no response following that effort, the Dysart Police Department will file charges according to section 714.5 of the Iowa State code. A patron whose overdue materials require intervention from the police will have their checkout privileges revoked.

We encourage patrons to sign up for text or email notification about items being due so that they may receive ample warning before fines are assessed. In the event that emails are returned for delivery failure, we will attempt to contact the patron with other contact information provided.

**Lost Materials**

Materials sixty days or more overdue will be considered lost. When library materials have been lost, the patron will pay the replacement cost. The replacement cost will be based on current market value. A \$1.00 processing fee will be added to each item requiring replacement.

Payments are considered final. No refunds will be given if the item is later found.

**Damaged Materials**

In order for as many people to enjoy our collection, we will impose fees to replace unusable materials if they are damaged while checked out to your card. We understand that repeated,

normal use could make an item unusable, and will do our best to determine whether damage is the result of normal use or avoidable damage. The library staff will assess damaged items to determine circulation viability. Charges for damages will be assessed on an individual basis by the director. Replacement costs will be assessed in the following manner:

Books, DVDs, audiobooks, magazines, puzzles —current market value with an additional \$1.00 processing fee.

### **Interlibrary Loan Policy (ILL)**

If the Norma Anders Public Library does not have a certain material requested by a patron, the librarians will be glad to request the sought-after materials from SILO (State of Iowa Libraries Online).

Patrons will be limited to three items requested at one time and may be required to pay a fee of \$3.00 per item requested if unable to send via IA Shares.

The circulation period is set by the lending library. Renewals are up to the discretion of the lending library. If a renewal is requested by a patron, we will seek an extension from the lending library, and then contact the patron with the answer.

Patrons will be contacted up to two times when an item is received at the library and contact dates will be noted on the patron record. They are contacted the first time upon the receipt of the material, a second time after an additional week. If the item(s) is not picked up by the due date, the patron will be charged the full cost of the fee.

### **Confidentiality**

- All patron records and information are confidential, pursuant of Iowa Code, Chapter 22.7 (13).
- No patron information will be shared with other patrons. This includes: patron information, what patrons have checked out, what patrons are being charged for.
- Any patron listed on a library card, such as a linked family card, can receive information about that account's library actions.
  - Library staff can use information from a patron's record to contact patrons concerning library business and for no other reason.
- The Library Director is the Custodian of the Record. Any and all requests for patron information must be submitted to the Director. Only legal requests from a court-issued subpoena will release specific patron records. A written agreement, signed by the patron, may release this information to a recognized third person.
- Information pertaining to library online resources or website access are not kept by the library.