

A201b Materials Circulation Policy

Last updated: July 2022

ELIGIBLE BORROWERS

Any resident of the City of Janesville or the State of Wisconsin, or any person owning property in the City of Janesville or the State of Wisconsin on which taxes are paid, and his or her dependents, is eligible to borrow materials from the library upon the issuance of a borrower's card.

BORROWING PRIVILEGES - RIGHTS AND LIMITATIONS

A borrower's card entitles the holder to borrow any item in the library's circulating collection and to use other services provided by the library such as interlibrary loan and on-line databases. If a borrower has incurred fines or other financial obligations to the library, that person may be restricted from borrowing library materials until the fines or other obligations have been cleared.

Any use of a borrower's card by a person other than the one individual to whom the card was issued, whether the use was authorized or unauthorized, remains the responsibility of the person to whom the card was issued.

The library director may establish limits on items that can be checked out on a borrower's card. The library director shall establish procedures which allow revocation of any or all privileges from users who misuse their card.

IDENTIFICATION

Applicants for borrower's cards must present acceptable identification when applying for a borrower's card for themselves or their children under the age of 18.

Acceptable identification includes:

- Current state issued driver's license or ID;
- Current Passport;
- Mexican Matricular (Mexican Federal ID)
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Library card applicants must also supply a verifiable street address. Acceptable proof may be on documents or virtual accounts like:

- Current state issued driver's license or ID
- Current bank checking or savings account
- Current Wisconsin property rental agreement or lease
- Current utilities accounts

Applicants for special cards, such as those listed below, may be asked to present proof of eligibility. This proof will include, but not be limited to, a business or school ID, a letter from the business, school or district in which they are employed, licensure as a home day care provider or day care center, or certification of home schooling. Their personal HPL card, if any, must be in good standing.



SIGNATURE ON APPLICATION FORM AND BORROWER'S CARD

Applicants for a borrower's card must sign the application form, which includes a statement of responsibility for materials borrowed, and must also sign the borrower's card.

EXPIRATION OF BORROWER'S CARDS

Hedberg Public Library Cards expire every two years. Expired cards can be reinstated when the holder confirms accuracy or provides updated contact information. Cards not used for more than three years are subject to being purged from the database. If the card is purged, the borrower may complete a new application form and will be issued a new borrower's card at no charge.

Cards issued to children under the age of 18 will expire automatically on their eighteenth (18th) birthday but can be reinstated with the confirmation of contact information or when updated information is provided. Guardian's name is removed, and holder assumes financial responsibility for the account.

IN CASE OF LOSS OR THEFT

The patron must notify the library that his or her library card has been lost or stolen. The cardholder will be held responsible for any use made of the card prior to its being reported lost to the library. Charges resulting from unauthorized use of a lost or stolen card may be reduced if the library is notified within one week of receipt of second overdue notice.

SPECIAL CARD TYPES

Others who are eligible to borrow materials from the library, and other categories of borrower's cards:

1. Out of State Fee Cards


A borrower residing outside the State of Wisconsin will pay for a Fee Card. Such card will entitle them to full borrowing privileges at HPL for one year. Patrons who request a fee card must pay the amount set annually by the Board. Fee cards are also available for a three-month period for a portion of the annual cost, set by the board at the same time. The fee takes into consideration HPL's average cost per capita.

2. Business Cards

Any organization, for profit or not-for-profit, operating within the Library System service area may apply for a Business Card. Applications for such cards must be made by an authorized officer of the organization who assumes full financial responsibility for all materials borrowed and all fines on the card. Business Card holders are eligible for the same access to library services and materials as all other card types.

3. Teacher Loan Cards

Any teacher, media specialist or school administrator in any public or private K-12 school, preschool, home school, or licensed daycare center living or working within the Library System service area may apply for a Teacher Loan Card. The purpose of these cards is to facilitate easy access to library materials and on-line databases for teachers, media specialists and school administrators. Materials circulate to teachers for 6 weeks (with one renewal allowed). If materials are lost or damaged, the individual holding the card will be held responsible.



4. Cards for minors: General, Juvenile, No-Net, and Youth Cards.

Parent, stepparent, or legal guardian must be present with child, sign responsibility statement, provide acceptable identification, and will be financially responsible for all fines and fees incurred on the account.

- “General” – Minor has full access to collections and services.
- “Juvenile” – borrowing is restricted to materials in the Youth and Young Adult collections.
- “No-Net” – Parent or guardian opts out of computer/internet access for their child’s account.
- “Youth” – If a parent is not available to sign for a minor’s card, the library may issue a Youth card to the child. Borrowing is restricted to no more than three (3) print format items from the Youth Services and Young Adult collections. No fines or fees accrue on this account. The card includes internet access.

5. Temporary Card.

If a patron can show acceptable ID but cannot prove a current address, library staff may issue a Temporary Card restricted to borrowing three (3) items. Fines and fees will accrue to this card in the same way they do to a regular library card. This can be upgraded to a GENERAL card by providing appropriate proof of address.

6. **Students living temporarily** within the Library System service area (e.g., foreign exchange students, and missionaries) may be issued a regular library card from Hedberg Public Library for the duration of their stay, upon verification of both a temporary (local) and permanent address. Students under the age of 18 must be present and accompanied by a guardian or responsible adult. Holders of these library cards are entitled to the same borrowing privileges as permanent residents.

Hedberg Public Library loans materials from its collection. Loan periods vary according to the type of materials being borrowed and, in some cases, the category of patron borrowing them. Most items may be renewed twice. Extensions to loan periods may be made by library staff in some situations if it does not inconvenience other library users.

The library director, with input from staff, may set limits on the numbers of items any cardholder may check out at any one time.

LOAN PERIODS

Adult Materials	Loan Period	Late Fee/Day	Maximum/Item
Books	21 days	\$0.25	\$5.00
Circulating magazines	21 days	\$0.25	\$5.00
Pamphlets, maps	21 days	\$0.25	\$5.00
Audiobooks and music CDs	21 days	\$0.25	\$5.00
Non-fiction DVDs	21 days	\$0.25	\$5.00
TV shows on DVD	14 days	\$0.25	\$5.00
DVDs, Blu-Ray and video games	7 days	\$0.25	\$5.00
Jackpot items	7 days	\$0.25	\$5.00

Book Club in a Bag	28 days	\$ 0.25	\$5.00
<u>ILL – Interlibrary Loan</u>	Various	\$0.50	\$10.00
<u>Juvenile/Young Adult Materials</u>			
Books	21 days	\$0.10	\$5.00
Circulating magazines	21 days	\$0.10	\$5.00
Audiobooks and music CDs	21 days	\$0.10	\$5.00
Kits	21 days	\$0.10	\$5.00
Toys/games/holiday materials	21 days	\$0.10	\$5.00
DVDs, Blu-Rays and video games	7 days	\$0.25	\$5.00

SPECIAL LOAN PERIODS:

Materials for Hedberg @ Home patrons	28 days for most materials which includes delivery and pick up time	No Fines
Extension Sites	35 days for most materials which includes delivery and pick up time	No Fines
Materials for Teacher Card Holders	42 days for most materials except feature film DVDs	Fines as above

MISCELLANEOUS CHARGES	FEE
Replacement borrower’s card	\$1.00
Fee card	Formula-driven annual fee
Service charge for lost/replacement Interlibrary loan items	\$5.00
Service charge for processing materials	\$5.00 maximum
Service charge for processing checks returned for non-sufficient funds	\$25.00
Replacement charges for lost materials or materials damaged beyond repair	Stated cost of item

RENEWALS

Most HPL items may be renewed three times for a loan period equal to the length of the original loan period. “New materials” may be renewed once. Items reserved by another patron cannot be renewed. “Jackpot” materials cannot be renewed.



INTERLIBRARY LOAN MATERIALS (ILL)

Materials are obtained from other libraries for use by our patrons. The library from which the material was borrowed sets the loan period. HPL subtracts travel time from the loan period and sets the item due date. Materials borrowed via Interlibrary Loan (ILL) are renewable only if lending library agrees to extend the loan period. **ILL staff must be contacted with renewal requests before the item due date.**

If the patron fails to return materials borrowed via Interlibrary Loan, HPL receives a bill from the lending library. These costs are passed on to the patron along with an HPL handling charge.

SHARE POLICIES RELATING TO COLLECTING FINES AND FEES

As part of the SHARE Consortium, HPL will collect late fees for other consortium libraries and vice-versa. Libraries collecting late fees will keep the money collected no matter who owns or circulated the materials.

Patrons may return HPL materials to any SHARE library or to libraries in systems having reciprocal borrowing agreements with SHARE.

Payments for lost materials from other SHARE libraries will be accepted at HPL. Payments **over \$10** will be reimbursed to owning library

TYPES OF NOTIFICATION

- **Phone**- An automated telephone notice which leaves a message that a patron has overdue item(s) - message does not provide title information.
- **Text** – a message is sent via SMS messaging – it does not include title information.
- **Email** - Notification to a patron-provided email address with overdue and title information.
- **Mail** - Notice is sent to patron by surface mail with title information.
- **Telephone** - For special circumstances, staff will call patrons directly.

Patrons are asked their preferred notification method at registration. For cost-savings and timeliness, the default for notification is email if the patron gives his/her address, Text if SMS service provider is given or by Phone Call.

NOTICES FOR REGULAR LOAN MATERIALS


Courtesy notices are sent one or two days before items are due if patrons use email or text notification.


First notices are sent 7-10 days after the due date. First notices are sent by Text, phone or email.

Second notices are sent by the same method two weeks after the first notice.

Bills for the replacement cost of the item are sent when an item is 60 days overdue. The bill includes the statement that patrons who owe more than \$50 may be sent to Collections.

Seven days after the bill notice, patrons who owe more than \$50 are referred to Collections, unless they contact the library and make payment arrangements.





Patrons who have received overdue notices for material that they feel certain has been returned can contact the library to discuss. Staff will decide whether to Forgive or pursue return of these items. If forgiven, the item is removed from the patron's account and no further notices are generated for that item.

SPECIAL LOAN MATERIALS

Materials borrowed through Interlibrary Loan and/or the Reference Department require special notification procedures due to the high demand for these items and the fines assessed for overdues. Patrons are contacted no later than the second day an item becomes overdue. In the event patrons have not responded to the first contact, a second contact is made.

RECOURSE FOR UNPAID CHARGES

Patrons who have not responded to notices/phone calls may be referred to the City Attorney for collection through small claims court, or to a materials recovery service (collection agency). The patron shall be held responsible for all court costs or fees charged for the materials recovery service, HPL fees, and service charges in addition to the cost of materials not returned. Notification of referral is done by the materials recovery service by phone, email and surface mail at their discretion.

The police may be asked to become involved in the retrieval of any material having great value if a patron has not responded to overdue notices and/or telephone contacts and gives no indication of plans to return such materials.

NOTE: Regardless of the statute of limitations (6 years), an attempt may be made to collect outstanding fees or materials at any time – though not through referral or court action. Borrowing privileges can be denied until the account is cleared.

BANKRUPTCY

When Bankruptcy is filed in district court by the patron the library is notified, and all charges and consequences are suspended until the final notice. Patron may resume borrowing.

Upon receipt of a "Discharge" notice from the US Bankruptcy Court, all fines and fees are cleared from the patron's record and the patron can begin to checkout materials.

Upon receipt of a "Dismissal" notice, all fines and fees remain on the account, and it can be blocked until paid off.

