

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 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.
- **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

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 (Adult, Non-fiction, Children's, and Young Adult Collections)	28 days	0	Cost of Item
Audiobooks	28 days	0	Cost of Item
DVDs	7 days	0	Cost of Item
Art Prints	28 days	0	Cost of Item
New Adult Fiction Printed Materials	14 days	0	Cost of Item
New Adult Non-fiction Printed Materials	14 days	0	Cost of Item
Children's Activity Kits	14 days	\$1/day	Cost of Item
AV materials (Portable DVD players, Portable Loudspeaker, Projectors)	7 days	\$ 1/day	Cost of Item
Children's Launchpads	14 days	\$1/day	Cost of Item
Hotspots	7 days	\$5/day	Cost of Item
Laptops	7 days	\$5/day	Cost of Item
Board Games	28 days	\$1/day	Cost of Item
Library of Things	28 days	0	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 6 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 and Fines

- All print materials, audiobooks, and DVDs will not accrue late fees. Detailed information on loan period and fines for each material type is on the Loan Period Matrix in the previous section.
- Materials that do accrue late fees will have a one-day grace period.
- Material is considered lost or stolen if it is not returned within 60 days of the past due date. Equipment is considered lost or stolen if not returned in 30 days. 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 may be renewed once for the original loan period, unless this item is reserved 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, the 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.

Equipment

The Charles City Public Library, at its discretion, lends equipment to patrons as a public service. Intended usage, specific restrictions, and conditions for the various types of equipment are outlined below.

- Borrowers with a library card in good standing may check out equipment. Laptops, Projectors, Sound System, and Hotspots must be borrowed by patrons who are 18 years old or older.
- Circulating Laptops, Projectors, Portable Soundsystem, and Hotspots require a borrower's agreement to be on file.
- The equipment CANNOT be returned in the book drop. Until the equipment is placed in the hands of a library staff member and is checked in, it is the borrower's responsibility.
- Borrowers will report any problems with the equipment immediately.
- The City of Charles City and the Charles City Public Library are not responsible for any damage, injury, or loss obtained by borrower during equipment usage.
- When the loan period has elapsed, the borrower must return the equipment to the library. If the equipment is not returned on time, a late fee will be assessed up to the replacement cost of the device.
- Borrowers agree to pay all costs associated with damage to equipment brought about by misuse or loss of the equipment and its component parts. After 30 days, the unpaid balance of any equipment repairs, or replacement may be referred to the City Attorney or Police Department. §714.5 of the Code of Iowa states that failure to return library materials or equipment is evidence of attempted theft.
- All equipment may be used in-house without a library card. If not checked out equipment may not leave the main library area unless arrangements have been made with the director or designee to use in the meeting room.

Interlibrary Loan

Residents of the state of Iowa are eligible to reserve materials through their home library in accordance with the 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 6 DVDs checked out at any given time.
- Requests for photocopies of certain items may be permitted in accordance with Federal Copyright Law.

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.

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