

Mukwonago Community Library
Circulation Policy
Approved: 17 August 2017

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I. Purpose

- (A) The Mukwonago Community Library strives to maintain the most liberal lending policy possible without allowing some borrowers to abuse their borrowing rights to the detriment of others.
- (B) Mukwonago Community Library is a member of the Bridges Library System and the CAFE Network. Some provisions of this policy are formulated to comply with requirements of these memberships. Participation in Bridges and CAFE affords liberal benefits to Mukwonago area residents, who have access to the facilities, collections and services of 24 public libraries in Waukesha and Jefferson Counties.
- (C) This policy applies not only to the general public, but also to staff, board members, Friends of the Mukwonago Community Library and library volunteers. Only materials ready for circulation and properly checked out may be taken from the library.

II. Eligible Card Holders

- (A) The library issues cards to individuals and/or organizations. General cards are issued for an 18-month period. Cards may be used at all 24 libraries within the CAFÉ system. Some restrictions may be placed on borrowers by participating libraries.

- (B) Any resident of the State of Wisconsin is eligible to receive a CAFÉ library card. All applicants must present identification which is proof of name and current address (WI driver's license, WI ID card, an official piece of postmarked mail no older than 30 days, other acceptable identification is at the discretion of the library staff). Parents/Guardians must sign for children under 18 and provide proper identification or a current CAFÉ library card in good standing. Library cards expire within 18 months of issue and can be renewed.
- (C) Temporary cards may be issued to individuals that have seasonal or temporary residence in the area. Applicants must provide identification (see B) with proof of both the temporary and permanent residence. Individuals who reside at a correctional institution must provide a completed application signed by a parent/guardian, and include the individual's home address.
- Temporary cards are issued for a 6 month period. Restrictions include a maximum of 5 items checked out at any given time; no more than 5 holds placed on the card, all holds must be picked up by the card owner with their card at the Mukwonago Community Library.
- (D) Mukwonago accepts applications for library cards from non-county residents.
- (E) Registered library users are responsible for informing the library of any changes to their accounts, this includes; name, address and municipality, phone, email, and how one chooses to receive library notifications.
- (F) Only one card will be issued to each individual.
- (G) Cards may be issued to children at any age. Applicants 17 years of age and under are required to obtain their parent's or guardian's signature on the card application. If the parent or guardian is present and can show identification with present name and address the card may be given to the child immediately. If a parental library card is blocked solely due to accumulated unpaid fines, any minors in the household will be allowed to get a card. However, if a parent's card is blocked because of outstanding unreturned materials, the materials must be returned or the replacement cost paid before any minor in the household is issued a card. Children residing in two households will be issued a card only by the community or agency of primary residence as stated by the parent or guardian.
- (H) Mukwonago area community organizations, governmental agencies, and local businesses may be issued organizational borrowers' cards for use by authorized individuals when the organization needs to borrow library materials for organizational purposes. The head of the organization must sign the application form and supply acceptable identification. The organization, governmental agency, or business assumes responsibility for any library materials checked out on their respective library card.
- (I) Outreach: "Outreach" is defined as being confined to one's home due to illness, age, disability, or other qualifying circumstance. Individuals must have no other means of receiving library service. Each request for service is assessed on a case-

by-case basis. More specifically, any Mukwonago area resident who is deemed temporarily or permanently unable to visit the library in person is eligible for Outreach status. This privilege will only apply so long as the resident is homebound. Temporary homebound patrons who do not qualify for scheduled service may request delivery, but all requests are filled at the library's discretion.

Outreach users will not be assessed overdue fines; however every attempt should be made to return material in a timely manner. Participants are, however, responsible for all items checked out on their Outreach library cards and will be charged the standard fee for any lost or damaged item. Loan periods are extended at the discretion of the home library

III. Lost or Damaged Library Cards

- (A) Lost or damaged cards will be replaced at a charge of \$1.00.

IV. Limitations on Borrowing

- (A) To receive efficient and accurate service, borrowers must present their library cards each time they check out. Patrons are allowed a one-time check-out with proper photo ID.
- (B) Any borrower with materials, fines, or fees due in excess of the library block limit of \$10.00 may not check out until the fee is paid. Patrons having 5 or more items overdue at the time of checkout are also blocked and will need to return overdue items before further check outs are permitted.
- (C) To accommodate patrons' use of advancing technology, the library will allow use of smartphone apps (i.e. CardStar, Google Wallet) in lieu of traditional library cards as detailed below

When presented with a patron barcode on a smartphone app, staff will;

- Scan the barcode or manually enter the barcode.
 - Require the patron to verbally confirm the street address and phone number on the patron record. (Do not read the address or phone number to the patron; ask the patron to tell you.)
 - If the patron gives the correct address, proceed with checkout as usual
 - If the patron is not able to give the correct address, he/she is required to produce a library card.
- (D) Reference materials, all newspapers, and the current issues of magazines are non-circulating and may not be checked out.
- (E) Laptop computers can be checked-out for in-library use to any Mukwonago Community Library patron in good standing who presents a valid CAFE library card or photo identification. All non-library card identification will be held at the

reference desk until the laptop is returned in good order. This patron is the only person authorized to use the computer.

- (F) Users without their library cards may request that selected items be held for them for 24 hours. Materials found on the shelf in the library in response to telephone requests may also be held for 24 hours or placed on hold and held for five days. Browsing material is not eligible for this service.
- (G) It is the policy of the library that responsibility for the use of library materials by children rests with their parents and/or legal guardians. Therefore, no borrowing restrictions are placed on children once they have obtained their parent's signature on the library application.
- (H) The maximum number of items allowed per library card is:

Books	125
Magazines	125
Music CDs	125
DVDs	125
Blu-Rays	125
“This Just In” DVDs/Blu-rays	2
“This Just In” Books	2
Audio Books	15
Video Games	5
eReader	1
Early Literacy Tablets	1
Wi-Fi Hotspot	1
Streaming Media Player	1
Interlibrary Loans	5
Laptops (in-house only)	1

V. Return of Library Materials

- (A) Mukwonago Community Library material, with the exception of eReaders, early literacy tablets, streaming media players, and Wi-Fi Hotspots may be returned to any public library in the Bridges Library System.
- (B) Requests for immediate check-in will not be honored, unless the items in question have fines or fees.

VI. Interlibrary Loan

- (A) Loan periods for Interlibrary Loan material are subject to the owning library.
- (B) Any borrower with materials, fines, or fees due in excess of the library block limit of \$10.00, or with one or more Interlibrary Loan items overdue may not request Interlibrary Loan material until the fee is paid or the item is returned. Patrons having five or more Café items overdue and are blocked must return overdue items and pay all fees before submitting an Interlibrary Loan request. All Interlibrary Loan requests must be submitted under the requesting patron's card, not on family members' cards.
- (C) Renewals may be available; requests must be submitted through the Interlibrary Loan office only and are at the discretion of the owning library.
- (D) All Interlibrary Loan material that is checked out from the Mukwonago Community Library must be returned to the Mukwonago Community Library.
- (E) Fines for overdue material are \$1.00 per day. Replacement costs are at the discretion of the owning library.

VII. Holds

- (A) Requests for materials from registered patrons may be made in person, by phone, and on the library website (www.mukwonagolibrary.org/). Callers must be prepared to provide library card barcode numbers to request holds.
- (B) There is a limit of 25 total holds for all library materials, except Blu-ray, Interlibrary Loan and Wi-Fi Hotspots. Blu-ray and Interlibrary Loan holds are limited to 5 titles. Wi-Fi Hotspots, eReaders, and Streaming Media Devices are limited to a single hold.
- (C) Hold notifications include a date by which materials should be claimed and checked out.
- (D) Items exceeding the given "hold to" date/s will be reshelfed or returned to their owning library. Patrons may request that pending holds be inactivated until such time the patron desires the item/s.
- (E) The system will automatically cancel holds when a patron fails to claim the requested items before the "hold to" dates/s. The system allows a patron to reactivate a cancelled hold for 60 days. When a patron opts to reactivate a cancelled hold their name will queue to the bottom of the hold list.
- (F) Patrons may select or request CAFÉ pick-up locations other than Mukwonago when placing holds. Items not found in the CAFÉ catalog, which result in Interlibrary Loan requests, must be requested at the library where pick-up is desired.
- (G) "This Just In" materials, Video games, eReaders and Media Streaming Devices are not eligible for holds or 24 hour reserves.

- (H) Laptops for in-house only are available on a first come-first served basis.

VIII. Loan Periods

- (A) Circulation loan periods are as follows:

Audiobooks, Books, Music CDs	21 Days
“This Just In” Books, eReaders, Great Courses on DVD, TV Series on DVD	14 Days
Video games, DVDs/Blu-rays, Magazines, “This Just In” DVDs/Blu-rays. Wi-Fi Hotspots, Streaming Media Players	7 Days
Laptops (in-house only)	1 hour

- (B) A renewal period of the same length as the initial loan period is granted for any item, unless the item has been placed on hold by another patron. Items may be renewed 3 times. Renewals are permitted on all materials with the exception of “This Just In” titles, early literacy tablets, Wi-Fi Hotspots, and Streaming Media Players. eReaders may be renewed once and only if there are no pending holds.
- (C) Renewals are possible via the CAFÉ online catalog on the library’s website or, by calling the Mukwonago Community Library circulation desk at 262.363.6411, option 3 on the menu. Walk-in renewals require the library card or the materials-in-hand.

Phone call renewals do not require the library card, but staff must request address and phone verification before renewing. Renewals cannot take place if any part of the information is invalid, the patron will then need to supply a library card number.
- (D) The loan periods and renewal rules for Interlibrary Loan materials are determined by the lending institutions.

IX. Overdue Materials

- (A) Materials are considered overdue if not received by the date due. Materials returned in the book drop when the library is not open are considered to have been returned on the library’s last open day.
- (B) Daily fines are assessed per item as follows:

Books	\$.25
Audio Books	\$.25

Magazines	\$.25
Music CDs	\$.25
DVDs/Blu-rays	\$.50
Video Games	\$.50
“This Just In” Books, DVDs, Blu-rays, video games, Interlibrary Loans, eReaders, early literacy tablets, Wi-Fi Hotspots, Streaming Media Players	\$1.00

(C) Maximum fines are assessed per item as follows:

Audio Books	\$10.00
Books	\$10.00
Interlibrary Loans	\$10.00
Magazines	\$6.00
Music CDs	\$10.00
DVDs/Blu-rays	\$10.00
Video Games	\$10.00
eReader	\$10.00
Early Literacy Tablets	\$10.00
“This Just In” Books, DVDs, Blu-rays, Wi-Fi Hotspots, Streaming Media Players	\$10.00

(D) Electronic or telephone overdue notices are sent when items are 7 days overdue. At 14 days, an additional electronic or telephone overdue notice is sent out. On the 28th day, notices with the replacement costs of overdue items are sent. At 45 days items are considered lost and the library account will be assessed the replacement costs of overdue materials. The patron will receive the bill via U.S. Mail. On the 60th day, accounts with lost items with a balance over \$25.00 may be sent to a collection agency and a \$20.00 service charge billed to the account. At 180 days, the collection agency may report overdue accounts to a credit reporting agency.

(E) Fees or fines of \$10.00 or more will suspend the borrowing privileges of patrons. Suspension rules of other libraries will be honored at all CAFÉ Libraries.

(F) A patron may pay for material which he believes is irretrievably lost at any time.

(G) The library will comply with all Discharge of Debtor decrees by Bankruptcy Courts. Only overdue materials as of the date of the decree will be cleared and suspensions removed.

- (H) Materials loaned to Mukwonago Community Library for local borrowers fall under Mukwonago Community Library's overdue policies, however, borrowers will be held responsible for all special assessments placed by lending institutions.
- (I) Any patron with good cause, who feels charges warrant review, may request a **one-time** waiver to reduce library fines/fees. Request forms are available at the Circulation Desk and will be reviewed by both the Circulation Supervisor and Library Director.

X. Lost or Damaged Materials, Miscellaneous Fees

- (A) Patrons are responsible for all materials checked out on their library card. A patron is required to pay for material that is irretrievably lost or has been damaged while checked out. The prices charged for materials that are lost or damaged beyond use are as follows:

- (1) The price of replacement of Mukwonago Community Library materials is determined by the current cost of the item as charged by the library vendor. The following replacement costs are applicable for special items:

Roku 2 (Streaming Media Device)

Roku 2 device	\$80.00
Remote	\$15.00
AC Adapter	\$10.00
HDMI Cable	\$10.00
Checkout Bag	\$15.00

Wi-Fi Hotspot

Hotspot	\$65.00
Charger	\$10.00
Container	\$10.00

Laptops (in-house only)	\$500 (no less than)
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- (2) When materials are returned with damage that does not require replacement of the item, charges are assessed as follows:

Torn pages, damaged covers, disc ID hubs, labels	\$2.00
Barcode	\$1.00
Cover art	\$3.00
Programs	\$2.00
Zipper pouches	\$5.00
eReader carrier	\$15.00

Audio books: damaged or missing discs		refer to supervisor
RFID tags		\$1.00
Game cases		\$2.00
CD Audiobook cases	capacity 1-12	\$7.00
	capacity 13-19	\$8.00
	capacity 20-29	\$9.00
	capacity 30+	\$13.00
Music CD cases	capacity 1-2	\$2.00
	capacity 3+	\$5.00
DVD cases	capacity 1-2	\$1.00
	capacity 3-4	\$2.00
	capacity 5-6	\$3.00
	capacity 7-8	\$4.00
	capacity 9+	\$5.00
Blu-ray cases	capacity 1	\$1.00
	capacity 2	\$2.00
	capacity 3-4 +	\$3.00

Please Note: All item damage is subject to additional fees assessed at the discretion of the Circulation Supervisor.

- (B) Wi-Fi Hotspots, Streaming Media Players, eReaders, and Early Literacy Tablets must be returned to the Mukwonago Community Library Circulation Desk only. If either of these devices is returned in a book drop or to another library, a fee of \$5.00 will be charged.

Adopted by the Board of Trustees of the Mukwonago Community Library on 17 August 2017

Revision History

- 18 August 2016 Removed Section XI. Confidentiality of Library Records – new standalone policy created
- Removed Section XII. Library Theft Law Removed – new standalone policy created
- Revised Section I (B) to reflect change from WCFLS to Bridges Library System
- Revised Section IV (G) to update number of items patron may check out
- Revised Section V (A) to reflect change from WCFLS to Bridges Library System
- Revised Section VIII (B) to reflect change in the number of renewals permitted
- Revised Section IX (B) to reflect change in fine schedules for video games
- Revised Section IX (D) to reflect change to collection agency service charge
- Revised Section X (A) (2) to update damaged item fees and revise media case breakouts
- 16 February 2017 Loan and fee schedules updated to reflect acquisition of Wi-Fi hotspots and Streaming Media Devices
- 19 April 2017 Revised Section IV (A) to allow a one-time check-out with proper photo ID.
- Revised Section IV (G) to change circulation loan limitations on DVDs, Blu-Rays, Magazines, and Music CDs.
- 18 May 2017 Revised Section IV (E) to reflect use of laptops for check-out in-house.
- Revised Section IV (H) to reflect maximum number of items for laptop check-out.
- Revised Section VIII (A) to reflect loan period for laptop check-out.
- Revised Section X (A) to reflect lost or damaged materials, miscellaneous fees for laptop check-out.
- 20 July 2017 Revised Section IX (D) to reflect changes to overdue materials notifications.

17 August 2017

Revised Section II (A) & (B) to reflect change to 18 month expiration period.

Revised Section VIII (A) to reflect inclusion of new categories in loan periods.