

Mukwonago Community Library
Circulation Policy
Approved: August 12, 2021

- I. Purpose
- II. Eligible Card Holders
- III. Lost or Damaged Library Cards
- IV. Limitations on Borrowing
- V. Return of Library Materials
- VI. Interlibrary Loan
- VII. Holds
- VIII. Loan Periods
- IX. Overdue Materials
- X. Lost or Damaged Materials, Miscellaneous Fees
- XI. The Thingery

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).

- (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 and a parent or legal guardian must sign the application form in person. Applicants 16 years of age or older do not need parental signature. 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 materials 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) In order to maintain privacy and receive accurate service, borrowers must present their library card at the time of check out. The library card may be presented in physical or digital form, but the barcode must be scannable or the numbers must be legible enough for a staff member to type them in.
- (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 in lieu of traditional library cards.
- (D) Reference materials and all newspapers 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 a total of 250 items. Users may check out any combination of items up to the maximum except for the following limits:

"This Just In" DVDs/Blu-rays	5 item limit
"This Just In" Books	5 item limit
Audio Books	15 item limit
Video Games	5 item limit
eReader	1 item limit
Interlibrary Loans	5 item limit
Laptops (in-house only)	1 item limit

V. Return of Library Materials

- (A) Mukwonago Community Library materials, with the exception of Thingery items, 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 Interlibrary Loan 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, on the library system’s CAFÉ Catalog, or via the Café app. Requests for materials made over the phone will require the user’s library barcode number and confirmation of address on the card.

(B) There is a limit of 50 holds for all library materials except for Interlibrary Loan items which are limited to 5 items. Some items, including “This Just In” titles and items in the Thingery, at not holdable. Please check the Café Catalog for availability.

(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 reshelved 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) 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	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. 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. 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, Audiobooks, Magazines, Music CDs	\$.25 per day
DVDs/Blu-rays, Video Games	\$.50 per day
“This Just In” Books, DVDs, Blu-rays, \$1.00 video games, Interlibrary Loans, eReaders,	\$ 1.00 per day

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

Books, Audiobooks, Interlibrary Loan, Music CDs, DVDs/Blu-rays, Video Games, eReaders, and all “This Just In” items	\$ 10.00
Magazines	\$6.00

- (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) If a patron's payment by check is returned for insufficient funds, the amount of the original fine will be placed back on the patron's account. Additionally, if the bank charges the library an insufficient funds charge, the fee the library incurs will be passed on to the patron. After a check is returned from the bank for insufficient funds, payments to clear charges must be made in cash.
- (F) 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.
- (G) A patron may pay for material which he believes is irretrievably lost at any time.
- (H) 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.
- (I) 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.
- (J) 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 plus a \$5.00 processing fee. The following replacement costs are applicable for special items:
 - a. Laptops (in-house only) \$500 (no less than)
 - (2) When materials are returned with damage that does not require replacement of the item, charges are assessed as follows:

Barcode, RFID tag	\$1.00
Torn pages, damaged covers, disc ID hubs, labels, missing programs, game cases	\$2.00

Cover art	\$3.00
Zipper pouches	\$5.00
eReader carrier	\$15.00
Audio books: damaged or missing discs	refer to supervisor
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+: \$3.00

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

- (B) eReaders and Thingery items must be returned to the Mukwonago Community Library Circulation Desk only. If an eReader or Thingery item is returned in a book drop or to another library, a fee of \$5.00 will be charged.

XI. The Thingery

The Thingery is our lending library of things. The Thingery is an assortment of equipment, experiences, Explore Passes (definition on pg.11), and specialty items (definition on pg. 11) to check out. The collection provides diverse opportunities for lifelong learning, creativity, and engagement by providing the physical tools necessary to explore new areas of interest and learn new skills.

Eligible Card Holders

- (A) A valid CAFÉ library card in good-standing is required to borrow from The Thingery. Most items (specifically the specialty items and the Explore Passes) within The Thingery require that the borrower must be 18 years of age or older to check out a specialty item and must have a signed “Mukwonago Community Library Thingery Lending Form” on file.

Limitations on Borrowing

- (A) The maximum number of Thingery items allowed per library card is five (5) items. Some items, such as the Wifi hotspots, are limited to only one (1) checkout of the item per library card.
- (B) Lending restrictions are variable depending on the Thingery item. Due to continuing changes in new and available items, please check the item record in the CAFÉ Catalog or ask a library staff member if you have a question about restrictions on borrowing an item.

Return of Library Materials

- (A) The Thingery items must be checked out and returned to the Circulation Desk of the Mukwonago Community Library, with the exception of Explore Passes. Explore Passes may be returned in the bookdrop.
- (B) The Thingery items must be returned in the original library container, pouch, or bag.
- (C) A \$5.00 fee (per item) will be charged to the borrower's account if The Thingery items are returned in the bookdrop (with the exception of the Explore Passes) or to a library other than the Mukwonago Community Library.

Holds

- (A) Most items within The Thingery are not eligible for holds. Each request for an item to be held will be handled case-by-case by the Technical Services Supervisor or the Library Director will have final discretion.

Loan Periods

- (A) Most items within The Thingery are limited to a 7-day checkout. Some Explore Passes are limited to a 3-day checkout.
- (B) There are no renewals allowed on any Thingery items.

Overdue Materials

- (A) All items within The Thingery have an overdue due daily fine of \$1.00, with the exception of the Explore Passes. Explore Passes overdue fines will be assessed at \$50.00 per day.

Lost or Damaged Materials, Miscellaneous Fees

- (A) Due to the wide variety of items within The Thingery, all replacement and damage costs will be left to the discretion of the Technical Services Supervisor or the Library Director.

Factors such as current retail price, administrative and processing fees, staff time, item availability from vendor, standard costs for unreplaceable pieces, etc. will all be taken into consideration during the assessment.

(B) All specialty items and some Explore Passes have a replacement cost of over \$200.00.

Proper Use and Liability

(A) The Mukwonago Community Library is not responsible for injury, loss, or damage that may occur from use of an item from within The Thingery. The responsibility to protect against loss or damage is the borrower's. Patrons will be responsible for any damage to The Thingery items while in their possession.

(B) Library staff inspect and sanitize all items upon their return.

Definitions

Explore Passes: Passes which circulate to venues such as including but not limited to the Milwaukee County Zoo, Milwaukee Art Museum, or Betty Brinn's Museum.

Awesome Notables: These are specialty items unique to Mukwonago Community Library and may include, but are not limited to, sewing machines, GoPro cameras, virtual reality headsets, and video game consoles.

Adopted by the Board of Trustees of the Mukwonago Community Library on 12 August 2021

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.
- 17 January 2019** Change language under Section VI. Interlibrary Loans, Item E to “Fines for overdue Interlibrary Library materials are \$1.00 per day. Replacement costs are at the discretion of the owning library.”
- 17 January 2019** Change language under Section VII. Holds, Item B to “There is a limit of 40 total holds for all library materials, except Blu-ray and Interlibrary Loan. Blu-ray and Interlibrary Loan holds are limited to 5 titles. Fines for overdue material are \$1.00 per day. Replacement costs are at the discretion of the owning library.”
- 17 January 2019** New Item created under Section IX. Overdue Materials dealing with the handling of payments to the library rejected due to insufficient funds and associated fees.
- 21 March 2019** Revised policy to remove a number of items from the existing policy in order to simplify the policy, make it easier to maintain and to incorporate

the item types into a new policy section XI which deals specifically with The Thingery and the items in that collection.

- 12 December 2019** Revised Section IV, Paragraph A to read ‘in lieu of a library card, the Library Director or his/her designee may allow check-out with proper photo ID.’ The one-time checkout with proper photo ID was eliminated.
- 09 July 2020** Revised Section VII, Item B. Total holds for all library materials changed from 40 to 50.
- 12 August 2021** Revised throughout to be consistent with increased Thingery scope.