

Mukwonago Community Library
Circulation Policy
Approved April 13, 2023 – Last Reviewed April 13, 2023

The purpose of this policy is to provide rules and guidelines to ensure that Library users understand their rights and responsibilities when borrowing items. 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. The 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 benefits to Mukwonago area residents, who have access to the facilities, collections, and services of the twenty-four (24) member libraries in Waukesha and Jefferson counties. This policy applies not only to the general public, but also to staff, Library Board members, Friends of the Library members, Village employees, and Library volunteers.

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I. Eligible Card Holders

- A. The Library issues cards to individuals and/or organizations wishing to borrow physical and/or digital materials. General cards are issued for an eighteen (18) month period. Cards may be used at all member libraries within the Bridges Library System. Some restrictions may be placed on borrowers by member libraries.
- B. Any resident of the State of Wisconsin is eligible to receive one (1) free library card.
- C. All applicants must be physically present at the time of registration.
- D. Children of any age are welcome to get a library card. The State of Wisconsin defines a child as a minor under the age of eighteen (18). The Library recognizes

that legal parent(s)/guardian(s) are ultimately responsible for their child's choices and actions.

- i. Minors ages zero (0) through seventeen (17) must have a legal parent/guardian with a valid ID physically present to sign for the Library card.
 - ii. If a parent's/guardian's library card is blocked because of outstanding unreturned materials (not overdue fines), the materials must be returned or the replacement cost paid before any minor in the household is issued a card.
 - iii. Minors residing in two households may be allowed a separate card to each legal guardian who claims responsibility for items check out on and usage of that card.
- E. All applicants must present identification which is proof of name and current address. Acceptable proof includes a Wisconsin driver's license, Wisconsin ID card, passport, military ID, or an official piece of postmarked mail no older than 30 days. Other acceptable identification is at the discretion of the Library staff.
- F. Library card privileges include, but are not limited to, the following:
- i. Checkout of physical items in any of the Bridges Library System member libraries, dependent upon item and availability limitations
 - ii. Checkouts on digital platforms including the Wisconsin Digital Library accessibly via Overdrive or the Libby app
 - iii. Access to online databases purchased by the Bridges Library System and/or Mukwonago Community Library
 - iv. Privileges to use the Library's computers and MetaSpace 511

II. Special Library Cards

The Library offers four (4) types of special Library cards.

- A. Temporary Cards - Temporary cards may be issued to adults eighteen (18) years of age and older who have seasonal, transitional, or temporary residence in the area. Temporary cards may be turned into full Library cards with appropriate proof of residency.
- i. Length of Activation- Issued for a three (3) month period. Temporary cards can be renewed one (1) time for another three (3) months.
 - ii. Maximum Checkout - Three (3) items out at any given time. Cardholders are not allowed to borrow items in the Thingery.
 - iii. Maximum Holds - Three (3) holds at any given time
 - iv. Fines and Fees - Cardholders assume responsibility for all library materials, fines, and fees on the card.
 - v. Privileges - Includes all non-borrowing privileges such as use of computers and MetaSpace 511 as well as digital checkouts.

- B. Outreach Cards – Outreach cards are for individuals confined to their home due to illness, age, disability, or other qualifying circumstances. Any Mukwonago area resident who is deemed temporarily or permanently unable to visit the Library in person is eligible for Outreach status and services. Each request for service is assessed on a case-by-case basis. All requests are filled at the Library’s discretion.
 - i. Length of Activation- Issued for an eighteen (18) month period. Renewable with continued proof of residency.
 - ii. Maximum Checkouts - Outreach cards may not check out Library materials inside the Library. Instead, Library staff will work with the cardholder to select items, check them out, and deliver them to the individual’s residence.
 - iii. Maximum Holds – No holds for pick up in the Library.
 - iv. Fines and Fees - Outreach cards will not be assessed overdue fines. Outreach cardholders are responsible for all items checked out on their cards and will be charged the standard fees for any lost or damaged item.
 - v. Privileges – Includes digital checkouts.

- C. Community Organization Card – Local community organizations, governmental agencies, and businesses that reside in the Village of Mukwonago may be issued a Library card.
 - i. Length of Activation- Issued for an eighteen (18) month period. An authorized individual of the organization must apply for the Library card. Appropriate identification must be presented as the time of application. To renew the card, the current authorized individual must reapply.
 - ii. Maximum Checkouts – May check out the maximum allowable limit of items.
 - iii. Maximum Holds – May place the maximum allowable holds on items.
 - iv. Fines and Fees - The organization assumes responsibility for all library materials, fines, and fees on the card.

- D. Mukwonago Area School District Cards – The Library recognizes the special relationship it shares with the Mukwonago Area School District (MASD) in ensuring all children in the community have access to high-quality resources. In order to support, but not supplant, curricular material needs, each school in MASD may apply for a school card to obtain materials for curricular use.
 - i. Length of Activation- Issued for one (1) school year. An authorized individual of the school (preferably the School Library Media Specialist) must apply for the Library card. Appropriate identification must be presented as the time of application. This individual will serve as the point of contact for coordinating loans. The school principal must co-sign the application. To renew the card each school year, the current authorized individual must reapply.

- ii. Maximum Checkouts – May check out the maximum allowable limit of items. With the permission of the Library Director, school cards may check out more items than the limit provided they are items owned by the Mukwonago Community Library.
- iii. Maximum Holds – May place the maximum allowable holds on items. With the permission of the Library Director, school cards may place holds on more items than the limit provided they are items owned by the Mukwonago Community Library.
- iv. Fines and Fees - School cards will not be assessed overdue fees. The school is responsible for all items checked out on its card and will return all items by the last day of the school year. The school will be charged the standard fees for any lost or damaged item and will pay for these items by the end of the school’s fiscal year.

III. Renewal and Expiration of Library Cards

In order to maintain a current, accurate database of cardholders, all Library cards must be renewed periodically.

- A. Library cards are active for eighteen (18) months whereupon the cardholder needs to contact the Library for renewal.
- B. Cardholders are responsible for informing the Library of any changes to their account including name, address, and contact information.
- C. When a cardholder becomes a legal adult by turning eighteen (18) years of age, their card will be updated in the following manner.
 - i. The cardholder’s Library card will be temporarily blocked until the cardholder visits the Library to fill out an application claiming responsibility for the card as an adult.
 - ii. Once the application is updated, the card’s status will be updated to “Adult” and the cardholder will be allowed loaning and access privileges of adult users.
 - iii. Once the application is updated, all fines, fees, and replacement costs on the card will be deleted and the cardholder will start fresh as an adult.
- D. All Library cards, regardless of their status, that have been expired for three (3) years or more will be completely deleted from the system.

IV. Cardholder Responsibilities

- A. Cardholders or the legal parent(s)/guardian(s) of minor cardholders are responsible for all items, fines, fees on their library card. Cardholders are responsible for understanding and following all policies, loan periods, and special requirements for items they check out.

- B. Cardholders are responsible for their own library card and must notify the Library immediately if they believe their card to have been lost or stolen. Cards presented at checkout will be presumed to have the permission of the cardholder to be used by the individual presenting it at the time.
- C. Lost or damaged cards will be replaced at a charge of \$1.00.
- D. 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.
- E. Users without their Library cards may request that selected items be held for them for up to twenty-four (24) hours. Non-holdable materials are not eligible for this privilege
- F. Any cardholder with \$10.00 or more of fines and/or fees on their card may not check out items. Suspension rules of other libraries will be honored at all CAFÉ Libraries.
- G. Any cardholder with five (5) or more overdue items that are ineligible for renewal at the time of checkout is blocked and will need to return overdue items before further check outs are permitted.
- H. Responsibility for the choice and use of library materials by children rests with their legal parent(s)/guardian(s). Therefore, no borrowing restrictions are placed on children once they have obtained their legal parent’s/guardian’s signature on the library application. Parent(s)/legal guardian(s) of minors may check their child’s account at any time by logging into the Café Catalog on a computer or via the app.
- I. Mukwonago Community Library materials, with the exception of Thingery items, may be returned to any member library in the Bridges Library System.
- J. The maximum number of items allowed checked out per library card at any given time is a total of 250 items. Cardholders 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	10 item limit
STEAM kits and children’s kits	10 item limit
Magazines	25 item limit

Audio Books	15 item limit
Video Games	10 item limit
eReader	1 item limit
Interlibrary Loans	5 item limit
Thingery Items (except hotspots and Explore Passes)	8 item limit
Explore Passes	2 item limit
Hotspots	1 item limit
Laptops (in-house use only)	1 item limit

V. Holds for Pick Up Inside the Library

- A. Cardholders can request items to be put on “hold” to be picked up at a later time on the hold shelf. Requests may be made in person, by phone, on the library system’s CAFÉ Catalog, or via the Café app. All requests require the cardholder’s library card and phone requests also require confirmation of cardholder’s registered address.
- B. To reduce errors and ensure privacy, holds can only be checked out on the card that held the item. Cardholders may choose to have another person pick up their holds by giving their card to the person or providing access to their card on the Café app for this purpose.
- C. There is a limit of fifty (50) holds for all library materials except for Interlibrary Loan items which are limited to five (5) items. Some items, including “This Just In” titles and items in the Thingery, are not holdable. Please check the Café Catalog for availability.
- D. Cardholders have five (5) days to pick up their items. Items exceeding the given “hold to” date will be reshelfed or returned to their owning library.
- E. Cardholders may request that pending holds be inactivated until such time the cardholder desires the item(s).
- F. The system will automatically cancel holds when a patron fails to claim the requested items before the “hold to” date. The system allows a cardholder to reactivate a cancelled hold for 60 days. When a cardholder opts to reactivate a cancelled hold, their name will queue to the bottom of the hold list.
- G. 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.

VI. Holds for Pick Up in the Outside Smartlockers

The Library offers 24/7 access to pick up holds inside smartlockers located outside the front entryway.

- A. All cardholders with a valid Café library card may request to pick up their hold in the smartlockers.
- B. Pickup location must be selected at the time of placing the hold. Items will not be taken from the inside holds shelf and put in the smartlockers.
- C. Items that are not holdable and/or not available for shipment to other libraries—such as Thingery items and “This Just In” items—are not available for pickup in the smartlockers.
- D. Notification will be sent to the cardholder when the hold is ready to be picked up. Items may not be available for pickup immediately after placing a hold.
- E. Cardholders have three (3) days to pick up their items. Items exceeding the given “hold to” date will be reshelfed or returned to their owning library. There will be a \$5.00 fee assessed to the cardholder if the items in the lockers are not picked up on time. Repeat offenders may lose smartlocker privileges at the discretion of the Library Director.
- F. Items placed in the smartlockers are already checked out to the cardholder who placed the hold. Once the items are placed in the smartlockers for pickup, the items are the cardholder’s responsibility.
 - i. Cardholders may choose to have another person pick up their hold in the smartlocker by giving their access code to the person.
 - ii. If the cardholder notices damage to the items when they remove them from the lockers, they must notify the Library immediately.

VII. Loan Periods

Circulating items (meaning items that are checked out by cardholders for use outside the Library) have loan periods to ensure the items are returned in a timely manner for other Library users to enjoy.

- A. Circulation loan periods are as follows:

Audiobooks, Books, Music CDs	21 days	3 renewals
eReaders, Great Courses on DVD, TV Series on DVD	14 days	3 renewals
“This Just In” Books and DVDs	14 days	No renewals
Video games, DVDs/Blu-rays, Magazines	7 days	3 renewals

Most Thingery items	7 days	No renewals
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- 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.
- C. Renewals are possible via the CAFÉ online catalog, the Café app, or by calling or visiting the Mukwonago Community Library. All renewals require the cardholder’s library card and phone renewals also require confirmation of cardholder’s registered address.
- D. The loan periods and renewal rules for Interlibrary Loan materials are determined by the lending institutions.

VIII. Overdue Materials

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.

- A. 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 and DVDs, Interlibrary Loans, eReaders,	\$ 1.00 per day

- B. 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

- C. The Library sends out courtesy notifications when items are overdue. The cardholder is responsible for returning the materials on time and paying all fees incurred, regardless of whether they received a courtesy notification. It is the cardholder’s responsibility to update their notification preferences and keep track of the items on their account.
 - i. A courtesy notification is sent when items are seven (7) days overdue.
 - ii. Another courtesy notification is sent when items are fourteen (14) days overdue.
 - iii. A notification is sent at twenty-eight (28) days informing the cardholder of the replacement costs of the unreturned items.

- iv. A bill is mailed via USPS at forty-five (45) days notifying the cardholder that the items are considered irretrievably lost and they will be assessed the replacement costs of the overdue materials.
 - v. After day sixty (60), cardholders with lost items totaling \$25.00 and over may be sent to a collection agency and a \$20.00 service charge will be billed to the account.
 - vi. After day one-hundred-eighty (180) a collection agency may report unpaid cardholders to a credit reporting agency.
- D. If a cardholder's payment by check is returned for insufficient funds, the original amount will be placed back on the cardholder's account. Additionally, if the bank charges the library an insufficient funds charge, the fee the Library incurs will be passed on to the cardholder. After a check is returned from the bank for insufficient funds, payments to clear charges must be made in cash.
- E. A cardholder may pay for material which they believe is irretrievably lost at any time. No refunds will be issued once payment is made. If the item is later returned, the cardholder may keep the item.
- F. 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.
- G. Materials loaned to Mukwonago Community Library for local borrowers fall under Mukwonago Community Library's overdue policies. However, borrowing cardholders will be held responsible for all special assessments placed by lending institutions.
- H. Any cardholder with good cause, who feels charges warrant review, may request a one-time waiver to reduce library fines and/or fees assessed by the Mukwonago Community Library. A "Request to Waive or Reduce Library Fines or Fees" form is available at the Circulation Desk. Requestors must complete and sign the form and submit it to the Circulation Team. The request will be reviewed by both the Circulation Supervisor and Library Director. Not all requests may be granted.

IX. Lost or Damaged Materials

Cardholders are responsible for all materials checked out on their library card. A cardholder is required to pay for material that is irretrievably lost (see VII. C.) or has been damaged while checked out.

- A. The price of replacement of Mukwonago Community Library materials is determined by the current cost to replace the item as charged by the library vendor plus a \$5.00 processing fee.

- B. When materials are returned with damage that does not require replacement of the item, charges are assessed as follows. All item damage is subject to additional fees assessed at the discretion of the Circulation Supervisor or Technical Services Supervisor.

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

X. The Thingery

The Thingery is our lending library of things. The Thingery is an assortment of equipment, Explore Passes to parks and attractions, and specialty items to check out for free. 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.

A. Eligible Cardholders

- i. Adult cardholders eighteen (18) years of age and older may sign an optional “Thingery Agreement” accepting responsibility for damage, liability, and costs.
- ii. Minor cardholders under the age of eighteen (18) cannot check out Thingery items.
- iii. Temporary cardholders are not allowed to check out Thingery items.

B. Checkout, Renewals, and Returns

- i. Thingery items must be checked out and returned to the Circulation Desk of the Mukwonago Community Library in their original packaging. Explore Passes may be returned in the bookdrop.
- ii. 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. The Library Director will have final discretion.
- iii. Most items within The Thingery are limited to a seven (7) day checkout. Some Explore Passes are limited to a three (3) day checkout.
- iv. There are no renewals allowed on any Thingery items.
- v. Library staff inspect, clean, repair, and sanitize all Thingery items upon their return.

C. Lending Periods

- i. The maximum number of Thingery items allowed per library at any given time card is eight (8) items.
- ii. Some items, such as the Wifi hotspots, are limited to only one (1) checkout of the item per library card.
- iii. Explore Passes are limited to two (2) checkouts at the same time.
- iv. 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.

D. Fees and Replacement Costs

- i. A \$5.00 fee (per item) will be charged to the cardholder's account if Thingery items are returned in the bookdrop (with the exception of the Explore Passes) or returned to a library other than the Mukwonago Community Library.
- ii. All items (except Explore Passes) within The Thingery have an overdue due daily fine of \$1.00. Explore Passes overdue fines will be assessed at \$50.00 per day.
- iii. All specialty items and some Explore Passes have a replacement cost of over \$200.00.
- iv. 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 and/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.

E. 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 injury, loss, or damage is the cardholder's. Cardholders will be responsible for any damage to The Thingery items while in their possession.

XI. Interlibrary Loan

When a cardholder is unable to find an item in the Café Catalog, they may request an interlibrary loan from outside the Bridges Library System.

- A. Cardholders may request an interlibrary loan by contacting the Library in person or by phone. All requests require the cardholder's library card and phone requests also require confirmation of cardholder's registered address. All interlibrary loan requests must be submitted under the requesting borrower's library card, not on family members' cards.
- B. Library staff will make every effort to locate the requested item in the state-wide interlibrary loan system. Cardholders will be notified if the item is unavailable.
- C. Any cardholder with materials, fines, or fees due in excess of the library block limit of \$10.00, or with one (1) or more interlibrary loan items overdue may not request interlibrary loan material until the fee is paid or the item is returned. Cardholders having five (5) or more Café items overdue and are blocked must return overdue items and pay all fees before submitting an interlibrary loan request.
- D. All interlibrary loan material that is checked out from the Mukwonago Community Library must be returned to the Mukwonago Community Library.
- E. Loan periods for interlibrary loan material are subject to the owning library.
- F. Renewals may be available; requests must be submitted through the interlibrary loan office only and are at the discretion of the owning library.
- G. Fines for overdue Interlibrary Loan material are \$1.00 per day. Replacement costs are at the discretion of the owning library.

Adopted by the Board of Trustees of the Mukwonago Community Library on April 13, 2023

Revision History

August 18, 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
February 16, 2017	Loan and fee schedules updated to reflect acquisition of Wi-Fi hotspots and Streaming Media Devices
April 19, 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.
May 18, 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.
July 20, 2017	Revised Section IX (D) to reflect changes to overdue materials notifications.
August 17, 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.

- January 17, 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.”
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.”
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.
- March 21, 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.
- December 12, 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.
- July 9, 2020** Revised Section VII, Item B. Total holds for all library materials changed from 40 to 50.
- August 12, 2021** Revised throughout to be consistent with increased Thingery scope.
- April 13, 2023** Policy updated for clarity and consistency throughout.
Added Section II and updated special library cards.
Changed number of type of items allowed to be checked out at once.
Added section on smartlockers.
Clarified and expanded upon rights and responsibilities of legal parents/guardians over minor’s cards.
Added rules for expiration of library cards.
Reviewed by Village legal counsel.