

GERMANTOWN COMMUNITY LIBRARY CIRCULATION POLICY

A primary function of any public library is to circulate materials to the users, i.e., allow library users to “check out” library materials for a defined period. Policies and procedures surrounding the circulation process should be flexible enough to accommodate special needs and unusual circumstances, yet firm enough to ensure fairness of access to materials. These policies and procedures should also attempt to fairly balance the needs of the user with the needs of the library staff. They should also be as “user-friendly” as possible, without sacrificing library organization and efficiency.

NOTE: All circulation policies and procedures are subject to the judgement of the Library Director under special circumstances. Any decision by the Library Director, which is disputed, may be taken to the Library Board for a decision. Decisions made by the Library Board are final.

REGISTRATION

1. Individuals wishing to check out materials from the Germantown Community Library must have a valid public library card from a library within the Monarch Library System. Any patron, except for Milwaukee County residents, will be eligible to obtain a Germantown Community Library card, and will be subject to all policies and procedures as outlined in this document.

Any Milwaukee County resident enrolled in the Germantown School District as part of the Chapter 220 program is eligible for a library card, will have access to the same services, and will abide by the same rules and policies outlined in this document. This is limited to the student and does not extend to other family members.

Residents of Menomonee Falls will be limited to a checkout of two items and a maximum of two holds.

Patrons may hold only one valid library card from the libraries participating in the Monarch System.

Children who wish to register for a library card must be at least 5 years of age. A custodial parent is required to sign his/her child’s library card application for all children under age 18. Alternate methods of consent, such as separate notes, phone calls or caregiver’s signature will not be accepted.

2. Adults (age 18 and over) and custodial parents of minors are required to present some form of identification indicating their current address when applying for a new library card. Examples of such identification include:
 - Driver’s license
 - Student I.D. (High school students only)
 - Checkbook
 - Piece of personal mail
 - Property title or lease
3. A proper form of identification with current address is required to receive a replacement library card.

4. Patrons are required to update their information every 18 months. A proper form of identification with current address is required when their address has changed.
5. Inactive library card registration records will be purged after the account is inactive for five years as part of ongoing database maintenance. Library cardholders who attempt to use a library card after its record has been purged will be required to re-register.
6. Registered Monarch Library System patron adults aged 18 and older may use a current photo I.D. in the form of a valid driver's license, state issued I.D., passport, or green card to check out items if they do not have their Library Card. For minors without their library card, the Library will accept current school ID cards, driver's license or learners permit as alternate IDs. For minors without any acceptable alternative ID, such as elementary school aged children, Library staff shall ask for the minor's full name, home address, phone number and birthday, including year, to verify minor's identification. Library staff may refuse to accept alternative IDs.

LOAN PERIODS AND LIMITS

1. Items that have been checked out may be kept for varying periods of time, depending on the item and the owning library. The chart below illustrates the different items and their loan periods for Germantown materials.

LOAN PERIODS	ITEMS
4 weeks	Adult and children's general fiction & non-fiction; audiobooks; new adult fiction over 500 pages
2 weeks	Non-fiction & TV series DVDs; new adult fiction; magazines; CDs
1 week	Feature film DVDs

2. The number of items that can be checked out per card may be limited depending on the item. The chart below illustrates the different items and their limits

LIMIT	ITEMS
50	Children's & adult books combined
20	CDs
20	Magazines
15	Audiobooks
15	Book/CD kits
10	DVDs (total)
4	DVDs (new)
5	Children's holiday books (in season)

FINES, OVERDUES, DAMAGED AND LOST MATERIALS

1. Fines are charged on materials that are not returned on time. The fine rate is \$.10 per item per day for most materials. Overdue fines for DVDs are \$.50 per item per day. At no time shall the amount of the fine exceed \$7.50. Fines are accumulated on scheduled days of operation.
2. Reminder notices on delinquent materials are sent via phone or email according to the following schedule:

1 st notice:	7 days after due date
2 nd notice:	14 days after due date
3 rd notice:	28 days after due date

3. Items not returned on the 60th day after the due date will be declared lost. The cardholder account will have the overdue charges removed and be billed the full value of the item according to the following schedule.

Final notice/bill:	60 days after due date
May send to collection agency:	74 days after due date

4. If the cost of the item is not in the item record, the charges will be assessed as follows:

\$75.00	Audiobook on CD/MP3 audiobook/Playaway
\$30.00	DVD
\$30.00	Adult hardcover book
\$20.00	Children/YA hardcover book
\$ 8.00	Paperback book
\$20.00	Music CD
\$10.00	Individual audiobook CD

NO REFUNDS WILL BE GIVEN FOR MATERIALS THAT ARE LOST, PAID FOR AND THEN RECOVERED

5. Charges may be assessed on library materials that are returned damaged. If an item has been damaged to the point of complete physical unattractiveness, is beyond repair, and is no longer usable, charges shall be assessed according to the item record. Examples of this would include, but are not limited to:

- Books with numerous torn pages
- Heavily warped book
- Books with more than 2 pages which have been defaced
- Warped or deeply scratched CD/DVD (including Audiobooks)

EXCEPTIONS: If the cosmetic appearance of an item has not been fundamentally affected, if damage can be repaired, and if the item can still be used for its intended purpose, no charges shall be made. Examples of this would include, but are not limited to:

- Minor pen or pencil marks, especially in the case of children's books
- Minor surface scratches on compact discs
- Very slight water damage (NOTE: in most cases, water damage will render a book unusable due to the weakening of the binding and the subsequent loss of pages.)

6. Miscellaneous charges will be assessed on the following items:

\$1.00	CD/DVD case (single)
\$3.00	CD/DVD case (multi)
\$7.00	Audiobook case
\$1.00	Barcode
\$7.00	Plastic kit bag
\$2.00	CD/DVD/audiobook cover insert
\$5.00	CD booklet/liner notes

7. Library borrowing privileges may be suspended to any cardholder who has more than \$5.00 in fines/fees or after library materials are ten days overdue.
8. Any fines/fees accumulated from items not owned by the Germantown Community Library are under discretion of the owning library.

9. Annually, fines over five years old will be waived and removed from the cardholder account.

RESERVES

1. Any cardholder may reserve (be put on a waiting list) any library item that is checked out. Up to twenty items may be reserved. No item may be reserved by or for a specific date.
2. Cardholders will be notified by telephone, e-mail, or text message when reserved items are available for their use.
3. Once a cardholder has been contacted regarding the availability of a reserved item, that item will be held for seven working days.
4. If a cardholder has forgotten his/her library card, but would like the items held while retrieving the card, such items will be held for seven working days. A maximum of twenty such items will be held.

RENEWALS

Any library item may be renewed twice for the original loan period from the renewal date provided there are no reserves on that item. Renewals may be done in person, over the telephone or online if provided by automation vendor.

LOST/REPLACEMENT CARDS

Cardholders reporting lost cards or requesting a new card will be charged a replacement fee of \$3.00. Replacement cards will be issued only if all materials checked out on the old card have been returned and all fines/fees paid.

SPECIAL CARD POLICY

A special card category is established for teachers and business owners in the primary library service area, defined as the Village and Town of Germantown, and the townships of Richfield, Polk, and Jackson. These cards will have a one-year expiration date. Items checked out on these cards will be subject to **ALL** regulations and privileges as established in the circulation policy. These cards will be available to:

- Any person teaching in a school located in the primary service area as defined, or
- Any business located in the primary library service area as defined.

Provisions for Teachers: Written confirmation and acceptance of responsibility from the school principal must be obtained before the card is issued. The card will not “be kept on file”; it will be physically issued, just like any other card. In addition, materials will not be delivered to Germantown School District teachers via the school district van. If a teacher needs an item, he/she will need to check the item out personally at the public library. However, any item checked out can be RETURNED via the school van. The special card will NOT be available to teachers who live in the service areas but who teach outside of the primary service area, or teach at home. These individuals will be required to use their own personal card for all library needs. **There will be no special loan periods or exemption from fines.**

Provisions for Businesses: Written confirmation and acceptance of responsibility from the business owner must be obtained before the card is issued. The card will not “be kept on file”; it will be physically issued on a “one card per business” basis. It will be the responsibility of the business owner to make the card available to employees.

ADOPTED: 8/24/94

REVISED AND ADOPTED: 3/26/97; 4/23/97; 8/26/98; 6/28/00; 7/26/00; 5/22/02; 2/22/06; 10/27/10; 8/24/11; 11/16/16; 9/27/17; 12/13/17