

## **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. 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.**

### **LIBRARY CARD 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 will be eligible to obtain a Germantown Community Library card and will be subject to all policies and procedures as outlined in this document.
  - *Patrons may hold only one valid library card from the libraries participating in the Monarch Library System with the exception of Business or Teacher Cards.*
  - 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 a current form of identification including their photo and current address when applying for a new library card or requesting a replacement card. Examples of such identification can be in print or electronic format and include:
  - Current driver’s license, state photo ID, passport, employee ID or student ID
  - Checkbook or bank statement
  - Piece of personal mail or online statement
  - Property title or lease
3. Library cards applied for on-line can only be used for digital materials until proof of residency is provided and the physical card is issued from the library.
4. Digital materials are available to patrons that have a primary or secondary address in Washington County or an adjacent county (Waukesha, Milwaukee, Dodge, Fond du Lac, Ozaukee, or Sheboygan).
5. Special exceptions are at the discretion of the Library Director or designee.
6. Patrons are required to update their information every 18 months.
7. A proper form of identification with current address is required when their address has changed.
8. Library card accounts will be purged three years after the account has expired as part of ongoing database maintenance if the patron does not have outstanding fees from other libraries. Library cardholders who attempt to use a library card after its record has been purged will be required to re-register.

## **SPECIAL CARD POLICY**

**Provisions for Public Internet Computer Use Only Cards:** Patrons that only need access to the library's public internet computers on a regular basis have the option to register for an 'Internet Use Only' card. This card is authorized to be used only at Germantown Community Library. The patron cannot have another account in the Monarch Library System. The 'Library Card Registration' section in this policy also applies for an 'Internet Use Only' card.

**Provisions for Guest Internet Access:** Patrons that would like temporary access to the library's public internet computers will be provided guest access.

**Provisions for Online Digital Materials Only Accounts:** Patrons that only need access to the library's online digital materials have the option to register for an 'Online' account through the library's catalog website or in-person.

If the patron applies in-person, regular application policy applies as outlined in the 'Library Card Registration' section in this policy.

If the patron applies on-line they must be 18 or older and cannot have another account in the Monarch Library System. They will be assigned an account number that may have limited privileges. The account is renewable every 18 months. If the patron decides to check out physical material, they are required to provide proof of address in person at the library.

**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.

**Provisions for Teacher Cards:** The Library offers teacher cards as a service to teachers, preschools, licensed childcare centers, homeschool families and public and private schools serving students in grade K-12. A teacher card makes it possible to have a library card for professional use as well as one for personal use. The Library reserves the right to withdraw this privilege if abused.

1. To apply for a teacher card, you will need:
  - If you have a personal library card within the Monarch Library System, it must be in good standing.
  - Proof of employment at an educational facility, a homeschool state certificate, or a childcare license. (Updated documents must be provided at renewal to continue services.)
2. Teacher cards have the following exceptions to the standard policy.
  - The card will not be charged overdue fines.
  - The teacher is responsible for charges related to lost or damaged items.
  - The teacher card is only valid at the Germantown Community Library.

## **LOST/REPLACEMENT CARDS**

Cardholders reporting lost cards or requesting a new card will be charged a replacement fee of \$3.00. If the patron has moved within the Monarch Library System, the fee will be waived.

## PHYSICAL MATERIAL LOANS REQUIREMENT

1. 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.
2. 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.
3. Library staff may refuse to accept alternative IDs.
4. If a cardholder does not have their library card or proof of identification at checkout, staff should offer to put the materials on hold.

## PHYSICAL MATERIAL 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	Fiction & Non-Fiction Books/Audiobooks
2 weeks	New Adult Fiction books/ Non-fiction DVDs & Blu-rays/ TV series DVDs & Blu-rays/ Music CDs/ Magazines/ Video Games
1 week	Feature Film DVDs/Blu-rays
Varies	Library of Things

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
100	Books
25	Music CDs
25	Magazines
25	Audiobooks/Vox Books/Wonderbooks
25	DVDs/Blu-rays
5	Video Games
Varies	Library of Things
1 per calendar month per household	Hotspots

## PHYSICAL MATERIAL 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. Some 'Library of Things' materials (e.g., Adventure Passes and Hotspots) cannot be renewed.

## PHYSICAL MATERIAL HOLDS

1. Cardholders may hold (be put on a waiting list) any item that is in the catalog and marked as holdable. Up to fifty 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 held items are available for pick up.
3. Once a cardholder has been contacted regarding the availability of a held item, that item will be held for seven scheduled days of operation.

## **FINES, OVERDUES, DAMAGED AND LOST PHYSICAL MATERIALS**

1. All materials receive a one-day grace period to allow staff sufficient time to process returned materials. In addition, overdue fines are not assessed for days the library is closed to the public.
2. Fines are charged on materials that are not returned on time. The overdue fine rate is \$0.10 per item per day for all adult material. Exceptions include several adult 'Library of Things' items like Adventure Passes and Hotspots which have higher rates that vary. Overdue fines are not charged for youth and teen materials. At no time shall the amount of the fine exceed \$5.00, except for 'Library of Things' items that have fines greater than \$5.00. Fines are accumulated on scheduled days of operation.
3. Reminder notices on delinquent materials are sent via phone or email according to the following schedule:

1 <sup>st</sup> notice:	7 days after due date
2 <sup>nd</sup> notice:	14 days after due date
3 <sup>rd</sup> notice:	28 days after due date
4. Items not returned by the 60<sup>th</sup> 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
5. If the cost of the item is not in the item record, the charges will be assessed as follows:

\$75.00	Audiobook/Playaway/VOX Book/Wonderbook/Video Game
\$30.00	DVD/Blu-ray
\$30.00	Adult Book
\$20.00	Children/YA Book
\$20.00	Music CD
\$10.00	Individual Audiobook CD
\$ 8.00	Paperback Book
Varies	Library of Things

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

6. 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, or 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 discs
  - Book with audio component and either the book or audio component cannot be circulated.

**EXCEPTIONS:** If the cosmetic appearance of an item has not been fundamentally affected, if damage can be repaired, or 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 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.)

7. Miscellaneous charges will be assessed on the following items:
- |         |   |
|---------|---|
| \$20.00 | Library of Things container                               |
| \$7.00  | Audiobook case  |
| \$5.00  | Music CD/Video Game booklet/liner notes                   |
| \$3.00  | Music CD/DVD/Blu-ray/Video Game case (multi)              |
| \$1.00  | Music CD/DVD/Blu-ray/Video Game case (single)             |
| \$2.00  | Music CD/DVD/Blu-ray/Video Game/Audiobook cover or insert |
| \$1.00  | Barcode   |
| Varies  | Library of Things   |
8. Library borrowing privileges may be suspended to any cardholder who has more than \$5.00 in fines/fees.
9. Any damage/replacement/processing fines or fees accumulated from items not owned by the Germantown Community Library are under discretion of the owning library.
10. Waiving of replacement or damage fines incurred on materials not owned by Germantown Community Library are at the discretion of the owning library.

**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; 5/23/18; 7/24/19; 10/28/20; 6/23/21; 1/26/22; 5/25/22; 2/22/23; 10/22/25