

# POLICY

Category: Collections

Number: C.7

Title: **Circulation Services and Policies**

Effective Date: January 1, 2006

Authorized by: Library Board of Trustees

Last Revision or Review: June 16, 2004  
September 1, 2002  
October 26, 2000

References: MCFLS Member Agreement: Exhibit 5 – Circulation Policies; City of Cudahy Ordinance No. 1424; Wisconsin State Statutes 43.30 (1)

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The Circulation Services policy communicates the rules and regulations for community access to the materials and information contained in the Cudahy Family's Library's collections. These rules and regulations are established in compliance with the Circulation Policies outlined in the Milwaukee County Federated Library System (MCFLS) member agreement. In house use of the Library's collections is open and free to all individuals.

## Circulation Desk

The Cudahy Family Library's Circulation Desk is at the entrance of our facility. At this Desk, patrons may

- register for library cards
- update their library registration (changes of address, name changes, etc.)
- check-out, check-in, or renew library materials
- retrieve hold items for check-out
- Purchase visitor cards for the computer lab
- pay overdue fines and/or lost or damage charges
- request or cancel holds to be placed on library materials
- register for library programs, classes and story hours
- register to vote in Cudahy
- Receive or send facsimiles
- Access a pay telephone (for emergencies)
- Access tax forms (January – April)
- Drop off donations

## Library Card Registration

The Cudahy Family Library offers the lending of its collections free to Milwaukee County residents, organizations and Cudahy property owners, and for a fee to individuals residing outside Milwaukee County. This access is obtained through the use of a MCFLS library card, which is available at the Library or any other public library in the county. There are five types of library cards for the borrowing of materials: the individual borrower card, the business card, the school/nursing home/day care center card, the 90-day loan card and the fee card.

*Individual borrower* cards are issued to adults and children for two years. Individual borrower cards are for use by the person they are issued to and are not transferable among family members or friends.

To obtain an *individual borrower* card, adult applicants must complete the MCFLS registration form and present two forms of identification, one to confirm their identity and one with their current Milwaukee County residential address. Examples of identification include driver's licenses, state, county and military photo identification cards, passports, a current utility bill, bank statement, or rent receipt, official photo identification cards from a school or government agency, report cards, pre-printed personal checks, recent pay check stubs or a piece of delivered within 30 days mail. Individuals who are not able to provide the current address identification may fill out a postcard provided by the Library for this verification. When the postcard is received at their residence, it becomes a form of identification. Adult borrowers will also be given the option of having their photo taken by the library staff for their registration record.

Applicants under the age of 15 must be able to sign their complete name and have the signature of their parent or guardian on the form to receive a card. This signature acknowledges responsibility for the library card and the materials borrowed with the card. Identification is not required for applicants under the age of 15, however, all applicants under 15 years of age must have a photo taken by the library for their patron record. Parents may give their permission orally or by signing the library's *permission to take child's photo for library card record* form. Oral permission for photos shall be noted as to date and parent/guardian granting same but shall be followed up by written consent within 14 days or the permission deemed withdrawn and the photo deleted from the file. Parents who choose not to have their child's photo in the library's database must make sure the child is accompanied by the adult who is responsible for the library card when the card is used.

There will be no fee or charge to library patrons for photos taken pursuant to these policies.

The *business* card and the *school/nursing home/day care center* card are issued for one year to agencies located in the City of Cudahy. The business card is available to businesses, corporations, trade associations, partnerships, government agencies, and organizations. The school/nursing home/day care center card is available to parochial, private and public schools, nursing homes and day care centers. One or more individuals from these groups may use the cards to borrow Cudahy library materials that pertain to their affiliation's needs. The business card may also be used at the Milwaukee Public Central Library.

Business and school/nursing home/day care center applicants must complete MFCLS registration forms, which require the signature(s) of executive officers, directors, or principals and a list of authorized users. Business and school/nursing home/day care center cards may be kept on file at the Library's Circulation Desk.

The *90-day loan* card is available for special outreach facilities and/or the patrons who live at these facilities located in the City of Cudahy. The 90-day loan card is issued internally for use by the Circulation Staff. The card is valid for one year and is to be used only for locally owned items.

The *fee* card is available for \$50.00 to patrons who reside outside of Milwaukee County. Applicants must complete the MCFLS registration form with the same identification requirements as the individual borrower card. Fee cards are issued for one year and can be used only by the person they are issued to at the Cudahy Family Library to borrow Cudahy owned materials.

All library cards can be replaced for a fee of \$2.00 if they are lost, damaged or stolen. There is no charge for new cards if the library card has expired. New cards will not be issued if there are outstanding fines or materials overdue on the old card.

All records relating to patron registration, including patron photos, and the subsequent circulation of materials are considered to be confidential AND exempt from public record disclosure, pursuant to Wis. Stat. s. 43.30 (1). (See the policy Confidentiality of Library Records, A.4).

## Computer Lab Visitor Cards

All the computers in the Library's Computer Lab require patrons to use a valid MCFLS library card for access. All Milwaukee County residents wishing to use the Computer Lab must have a current library card with fines of less than \$5.00. Visitors to the Cudahy Family Library who do not live in Milwaukee County may purchase a visitor card with identification to obtain access to the Computer Lab. Visitor cards are available at the Circulation Desk, one card per person per day, at a fee of \$2.50 each, for two hours' access.

## Loan Periods/Checking Out Materials

The following loan periods have been established to provide patrons with an adequate amount of time to both use the library materials and return them so that they are available in a reasonable amount of time for others. The majority of items within the Library's collections may be borrowed for twenty-one days. If the due date falls on a holiday when the Library is closed, the loan period will be extended until the next day that the Library is open.

<u>Materials</u>	<u>Loan Period</u>
General Collection, Adult & Juvenile	3 weeks
Materials for School Collections	6 weeks
Materials for Outreach Collections	90 days
New Books, Fiction & Non-Fiction	3 weeks
New Fiction with more than 20 holds	7 days
Compact discs, CD-ROMs, DVDs	7 days
Audio books	3 weeks
Videos, educational & entertainment	7 days
Periodicals	7 days
Vertical file materials	3 weeks
Kits	3 weeks

*Reference materials* may be circulated with permission from the Reference Librarian. The loan period for the reference items will be determined by the Librarian, who will take into consideration the cost of material, the in house demand, and the request of the patron. The loan period may be for overnight use, or for 3 or 7 days. A deposit reflecting the cost of the reference material will be taken for items valued over \$75.00. The deposit, in the form of cash or a check made out to the Cudahy Family Library, will be returned to the patron upon the return of the material. Unique loan periods may also be determined by the Reference Librarian for special collections and display materials.

Materials from the *Local History Collection* do not circulate under any circumstance. These primary source documents are invaluable and can not be replaced. Photocopies of the original documents and photographs may be copied by patrons for their own use. Materials from the *Marie Hesiak Needlecraft Collection* also do not circulate but may be photocopied by patrons for their own use.

There are no limits on how many library materials may be checked out at one time, however, the Reference Librarian at any time may establish limits for special projects or activities. Patrons must decide individually how much they want to be financially responsible for. The Library is also not liable for equipment damage that may occur while using library owned cassettes, CDs, CD-ROMs, DVDs, or videos.

Patrons will be required to present a valid MCFLS library card to check out materials. Adult patrons will be asked to present a photo identification to check out materials if library staff are unsure about their identity. Children who do not have a photo in their library record must be accompanied by the adult who signed their library card registration form when they are checking out materials. Library staff will offer to take digital photos of all library users for the library's database as a preventive measure against the crime of identity theft. If a patron has forgotten their card, they will be asked to present a current form of photo identification and will be charged a fee of 50 cents for their card number to be retrieved. At the time of check out, a computer receipt will be given to the patron which will list the materials borrowed and when they are due back in the Library.

Patrons may check out most of their own materials using the Library's self check-out stations. Magazines, materials from the pamphlet file and material from other libraries still must be checked out by Library Staff at the Circulation Desk.

Patrons are responsible for all materials checked out on their card or on the cards of children for whom they have assumed responsibility. If individuals allow others to check out materials on their card, those materials are still the responsibility of the card owner. Lost cards should be reported immediately; patrons are responsible for all materials checked out on their card up to the time that the card is reported missing.

The responsibility for what a minor borrows rests with the parent or guardian. Parents who wish to limit their own children's reading materials should accompany the children to the Library to supervise the borrowing process. The Library Staff can not be expected to act in loco parentis.

### Returning Materials

Patrons are responsible for returning materials checked out on their library card by the due date. Items may be returned to any MCFLS library unless otherwise noted or instructed. The materials may be returned in the libraries or in book drops, unless requested not to be placed in a book drop.

Patrons are responsible for returning library materials in good condition. Kits and audiovisual materials must be returned in their proper cases, with audio and video tape cassettes rewound.

### Renewals

All general library collection materials from the Cudahy Family Library may be renewed once to a patron if the items in question are not on hold for another library user. Patrons who have fines that exceed \$5.00 on their library cards must pay the fines before any library materials may be renewed. Renewals may be done in person in the Library, by telephone or online. Renewals on materials from other libraries will be dictated by the owning library's policy.

Renewals are not permitted on Cudahy reference materials allowed to circulate, interlibrary loan materials, or six and nine week loan periods without permission of the Reference Librarian. The Reference Librarian has the option at any time to deny a renewal for materials that may be in high demand, part of a school project, or special collection (holiday displays, etc.).

### Holds

If a circulating item is not available for immediate loan, or if the material has been ordered but is not processed, a hold may be placed on it. Holds may be requested for all items except periodicals, newspapers, pamphlets and reference materials. Individual borrower cardholders may place their own materials on hold, or may request the service from the Library Staff. Holds must be placed by the Staff for patrons with business, school/nursing home/day care center, 90-day loan and fee cards.

When the hold is available, notification to the patron will be by mail, telephone or email. Holds will be held for seven days at the Circulation Desk. Permission slips are available that will allow family members in the same household and in good standing with the Library to pick-up holds for other family members. Materials not claimed will be forwarded to the next hold, shelved or returned to the owning library.

### Interlibrary Loans/Info Passes

Items not in the MCFLS collections may be borrowed from libraries outside the system. Interlibrary loan requests are handled at the Reference Desk and may involve postage and/or copying charges. The loan periods for interlibrary loan materials will be determined by the owning libraries.

### Overdue Materials

Materials are overdue if not returned or renewed on the date due. The Library attempts to notify patrons of overdue materials, either by email, telephone or written notification, after two weeks. However, it is the ultimate responsibility of the library patron, or the parent/guardian in the case of minor children, to keep track of all items checked out on his/her library card and to return those items on time or pay the appropriate fine.

After the initial notification, at least three additional attempts will be made to contact the patron concerning the overdue materials. After 60 days, patrons, age twelve and older, who have outstanding accounts of more than \$25.00 will be issued a citation from the Cudahy Police Department.

## Fines

To encourage the timely return of library property for the benefit of all, the Cudahy Family Library collects fines for overdue materials. Patrons who return library materials late will be assessed a fine of 10 cents per day per Cudahy owned item. The maximum fine per item is \$5.00 or the cost of the material. There is a three day grace period in which fines are not accrued for 3 days after the due date for all materials except reference titles and interlibrary loans. If overdue materials are returned on the fourth day or later, the fines are calculated from the due date.

Patrons who have accumulated more than \$5.00 in fines on their record may not check out any library materials until the fines have been paid or have been decreased to under \$5.00. Patrons who have unresolved questions concerning their fines will be referred to the Circulation Supervisor or the Library Director. Fines may be reduced or waived in extenuating circumstances, such as hospitalization, or the death of a family member.

The Cudahy Family Library will honor the fine policies of MCFLS member libraries and the libraries that send materials for our patrons through Inter-Library Loan. The fine for interlibrary loan materials is \$.50 per day, with no maximum fine.

The Cudahy Family Library will charge a penalty of \$25.00 for all checks that are returned for insufficient funds.

## Damaged/Missing Materials

Patrons will be held responsible for the costs of missing items, and for repairing, rebinding, or replacing damaged materials. The assessment of damages is decided on an individual basis and is based on the extent of the damage and the age, use and cost of the material. When an item has been damaged beyond use, the patron will be charged the current replacement cost, plus a \$5.00 nonrefundable processing fee. Upon payment, the patron may keep the damaged material or the Library will dispose of it. The following charges will be assessed for materials returned damaged.

### Damaged/Missing Material Charges

Pencil/Crayon Marks	\$.25 per page	Video Storage Cases	
Torn/Damaged Page	\$.25 per page	Single	\$2.00
Label Missing/Damaged	\$2.00	Double	\$4.00
Barcode Missing/Damaged	\$2.00	Quad	\$8.00
Book Jacket Missing	\$2.00	Audio Storage Cases	
Bindery Charge	\$10.00	Single	\$3.50
CD-ROM Cases	\$10.00	Double	\$3.50
CD Cases	\$1.00	Triple	\$4.00
Locks for CD Cases	\$.80	Quad	\$5.50
Pamphlet Envelope	\$2.50	6/8/10	\$6.00
Cassette Bag	\$2.00	12	\$7.00
DVD Storage Cases		Audiobook/CD Cases	\$5.00
Single	\$2.00		
Double	\$4.00		
Locks for DVD cases	\$.80		
Self checkout tag Missing / Damaged	\$2.00		
Replacement cassettes (missing & duplicated)		\$3.00 & processing fee	
Compact disc booklet missing		\$2.00 & processing fee	
Material missing from Interactive Multimedia		Cost of material & processing fee	
Books and/or cassettes missing from Kits		Cost of material & processing fee	

## Lost Materials

Patrons will be held responsible for lost materials which they voluntarily report lost or which are never returned to the Library. Lost materials must be paid for at the full replacement value, plus a processing fee of \$5.00. In extenuating circumstances, with prior approval of the Library Director, library material may be replaced with an item of the same type and value. Lost material which is subsequently found and returned within 12 months of payment with a receipt will be refunded the replacement fee, less the \$5.00 processing fee. The refund check is issued from the Cudahy City Hall and may take up to five weeks.

### Claims Returned

When a patron notifies the Staff that he/she has indeed returned materials that are classified as overdue, the Staff will check the Library's shelves. If the materials are not located, the Staff may change the borrower's status to "claims returned" and clear their card for check out. The patron's record will continue to carry the claims returned code and after three "claims returned" incidents, the patron must confer with the Library Director concerning their borrowing privileges.

### Denial of Borrowing Privileges

Patrons will have their borrowing privileges denied when they have charges that exceed \$5.00, or if they have library material overdue by 42 or more days. Library users may also have borrowing privileges denied if their cards are blocked by another library in the Milwaukee County Federated Library System.