

Circulation Policy Verona Public Library

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I. Purpose

- A. The library is a member of the South Central Library System (SCLS) and adheres to the agreements made with this consortium. Participation in SCLS affords benefits to Verona borrowers, who have access to the facilities, collections, and services of member libraries.
- B. This policy applies to the general public, staff, board members, Friends of the Verona Public Library, and volunteers.
- C. This policy is designed to ensure that all users have equitable access to the services and materials of the Verona Public Library regardless of race, color, gender, national origin, age, religion, sexual orientation, or disability.

II. Obtaining a Library Card

- A. The library grants library cards to individuals and organizational applicants. An individual may apply and receive one card. Cards are valid for 4 years, and are accepted at all SCLS member libraries and at libraries with reciprocal borrowing agreements with SCLS. Renewals of library cards are possible so long as the library user remains eligible. Cards not used in a two year time period will have their registration purged. Participating SCLS Libraries may have borrowing restrictions.
- B. Residents within SCLS are eligible to receive a free library card. Adult residents can apply for a free card by completing the application (see Appendix) and presenting acceptable photo and address identification that lists their name and current address. If the library user does not have proof of address the library card will be mailed to the address given, which will serve as verification of the address. Acceptable forms of identification include:
 - 1. Current Wisconsin driver's license
 - 2. Wisconsin Identification (ID) card
 - 3. Valid Verona Area School District ID
 - 4. Official mail (utility bill, bank statement)
 - 5. Current lease or mortgage

- C. Any child is eligible to receive card. Applicants 14 years of age and under, or those under 18 without a photo ID, are required to obtain a parent or guardian's signature on the card application. A child that resides in two households may hold one library card. The parent or guardian of the household of primary residence provides address verification per Section B.
- D. Daycares, teachers, or babysitters may bring pre-signed applications by the parent or legal guardian and the caregiver will be asked to vouch for the accuracy of the information on the application. Each child must be present to be issued a card.
- E. Library users are responsible for informing the library of any name, address, or status changes. Upon turning 18, a new application must be completed and signed stating that all financial responsibility will be the card holder's rather than the parent's or guardian's.
- F. Verona Public Library accepts applications for library cards for non-residents living within the boundaries of SCLS provided the applicant meets the requirements. Applications will be sent to the card holder's library of residence to be kept on file.
- G. City of Verona community organizations, city departments, and local businesses are eligible to apply for a Verona Public Library Organizational Card.
 - 1. The head of the organization must sign the application form and provide a list of authorized persons.
 - 2. Each authorized person receives an individual card. The organization is responsible for any library materials checked out by their authorized persons.
 - 3. The organization is responsible for informing the library of changes regarding authorized persons.
 - 4. Cards will be issued for one year and renewals are possible as long as organizations remain in business. Organizations outside the City of Verona should apply directly to their home libraries.
 - 5. Materials for personal use may not be checked out on the card.
- H. Homebound: Any Verona resident who, because of temporary or permanent physical disability, finds it difficult or impossible to visit the library in person is eligible for Homebound Delivery Service. This privilege will only apply so long as the resident is homebound. The library user's existing library card will be switched to a HOMEBOUND status.
- I. Temporary residents: Any individual residing in the City of Verona on a temporary or part-year basis may be issued a card upon providing local address verification. Permanent address identification must be presented and the information entered into the library user's record.
- J. Senior Citizens: Any library user who is 65 years old or older is qualified for Senior Citizen Fine Free status.
 - 1. Exemption does not automatically enact at a library user's birthdate through the computer system and the library user is responsible for notifying staff of status change.
 - 2. Overdue notices will be sent, but fines will not be assessed.
 - 3. Lost and damaged charges still apply. Sec. VIII of the policy

- K. Borrowers residing outside of SCLS may have their home library cards barcoded for use in SCLS or receive a Verona Public Library card, provided they meet library card registration guidelines.
- L. Milwaukee County Federated Library System has not negotiated an approved reciprocal borrowing agreement with the SCLS. Milwaukee County residents and out-of-state borrowers who do not qualify as temporary residents by not providing local address verification must purchase a library card to receive borrowing privileges at the Verona Public Library. These cards are valid for one year and cost \$75, based on what other non-residents pay through the Dane County Library Tax.

III. Rules for Borrowing

- A. In order to receive efficient, accurate, and private service library users must present their library cards each time they check out or renew materials. An exception may be made if the library user can provide photo identification.
- B. Any library user with fines or fees in excess of the library's suspension limit may not check out until the matter is resolved (see Sec. VII, E).
- C. Non-circulating materials must remain within the Verona Public Library and are unavailable for checkout. These items include reference materials, current newspapers and magazines, and local history materials.
- D. Library users without their library cards or identification may request items be held for them for three days. Requests for materials via telephone or email may also be held for three days.
- E. The library considers parents and/or legal guardians of children 15 years and under responsible for their child's use of library materials, including fines, late fees, or material replacement costs (see Collection Development Policy Sec. VII for further details). No borrowing restrictions are placed on anyone, including children.
- F. The maximum number of items a library user may have checked out at any one time is 100.
- G. The library is not liable for any damage to personal equipment that may occur from the use of library materials.

IV. Return of Library Materials

- A. Verona Public Library materials may be returned to any SCLS public library or bookmobile. Materials returned to non-public libraries, such as school, academic, or special libraries, remain the responsibility of the library user.
- B. All returned items should be placed in either the interior or exterior book drops.
- C. Receipts for fine or fee payments can be given upon request.

V. Holds

- A. Library cardholders may request materials in person, by telephone, or online library catalog by using their barcode number and PIN/password. Callers must provide their library barcode number to request that an item be placed on hold. Holds available for pickup will be held for 8 days before expiring unless there is a request to extend the hold. Library users may request to extend their holds if no one is waiting.
- B. Hold notices are sent to library users via email, telephone, text message, or United States Postal Service (USPS). Text message notifications may not be detailed depending on the character limits of each phone/service plan.
- C. In accordance with Wisconsin Statute 43.30 (protects the privacy of library users), holds and materials are only provided to the requesting library user or an individual authorized by the library user. A library user may designate an individual for approval on the Holds Pickup Authorization form (See Appendix). Otherwise, an authorized individual is required to provide the library user's library card. To checkout holds on the self-check machines it is necessary to use the card of the library user who placed the hold. The self-check machines will not recognize other names/cards, even those listed on the Holds Pickup Authorization Form.
- D. Parents or guardians of children under 16 must complete the Holds Pickup Authorization form as well, but they can sign for their children. The Holds Pickup Authorization for all parties expires when each minor turns 16. At that time the 16 year-old patron must decide if they want to continue the arrangement and sign the Holds Pickup Authorization form themselves thus complying with Wisconsin State Statute 43.30.
- E. Library users may request pick-up locations other than the Verona Public Library when placing holds on items in the shared online library catalog.
- F. Items unavailable in the online library catalog must be requested as an outer-library loan (OLL) at the library where pick-up is desired.

VI. Loan Periods and Renewals

- A. Circulation loan periods are as follows:

Loan Period	Material Type
28 Days	Adult, teen, and children's books, audiobooks, and non-fiction DVDs
14 Days	New adult fiction books, fiction walk-in books, magazines, newspapers, music CDs, and video games
7 Days	Fiction DVDs and Blu-rays

- B. Browsing collections (Walk-Ins, Red Hots, Smokin' Hot Reads) cannot be renewed or placed on hold.
- C. Library users can renew materials up to two consecutive times if there are no holds. Renewed materials are subject to the lending rules of the library where the material was originally checked out.
- D. Library users may renew their items by calling the library during open hours with their library card barcode number or by calling the automated telecirc phone number at 608-242-4700. Library users can

renew items using the online library catalog using their library card barcode number and PIN/password.

- E. The loan periods and renewal rules for OLL materials are determined by the lending institutions.
- F. Verona Public Library lends its materials to all qualified libraries. Requests for materials or photocopies from individuals or libraries outside of reciprocal borrowing agreements need the approval of the Library Director.

VII. Fines, Fees, and Overdue Materials

- A. Materials are overdue if not received by closing on the date due. In the event of an unexpected closure, i.e. a snow storm, the library will backdate materials to the last opened day.

Fine schedule

\$.05 / day	Children's and teen books, audiobooks, magazines
\$.10 / day	Adult books, audiobooks, magazines, CDs, and newspapers
\$.50 / day	DVDs, Blu-rays, CD-ROMs, and video games

See also **Public Computer and Electronic Device Use Policy** Sec. IV, E

- B. Items checked out from the Verona Public Library, regardless of owning library, accrue daily fines when overdue.
- C. Overdue days beyond each renewal loan period will accrue additional overdue fines.
- D. Library users will receive an overdue notice when items are 14 days late. An advanced notice email will be sent two days prior to items being due with a valid email address. Library users may opt out of email notification.
- E. Library cards will be suspended when materials are 29 days overdue and automatically converted to lost. Materials must be returned to resume card privileges. Fees or fines in excess of \$20.00 suspend the borrowing privileges of the library user.
- F. Maximum overdue fine amounts are \$10, \$5, and \$3 depending material type. Overdue fines are less than the cost to replace the item. In instances where the overdue fine equals or exceeds the replacement cost, the fine will be adjusted to \$1.00 less than the replacement cost.

Maximum fines

\$10.00	Books and audiobooks
\$5.00	CD music and DVDs
\$3.00	Magazines

- G. Library users who believe the overdue material was returned can request a Claims Returned Form (See attached Claims Returned Form) be submitted. SCLS allows three Claims Returned submissions per library user, in a twelve-month period.

- H. Returned checks due to insufficient funds will be placed back on the patron's account along with any bank fees that are charged to the library. Payment must be made in cash or by credit card through the online catalog.
- I. Unpaid fees in excess of \$100 may be turned over to a collection agency. Library users with unpaid fees that have gone to collections will not be allowed to borrow materials from the library until the balance is paid in full.

VIII. Lost or Damaged Materials

- A. Library users are responsible for all checked out materials. A library user is required to pay for materials that are lost or have received damage while in the patron's possession. The library will not accept replacement copies of lost material in lieu of charges.
- B. Library users will be billed for the replacement cost of materials based on the retail price of the item rounded to the nearest dollar.
- C. Items returned within six months of the lost date will have the replacement fee removed and the overdue fine added. Items that are damaged will be assessed additional fees.
- D. Library users will receive a refund, less any overdue fines, if they return an item that is lost and paid for within six months of the lost date. Items that are damaged will be assessed additional fees.
- E. The library will comply with all Discharge of Debtor decrees by bankruptcy courts. Overdue, lost, or damaged fines and fees after the date of the decree will not be cleared.
- F. Lost and damaged charges are set by the item's owning library, and library users are responsible for all special assessments for lost or damaged items.

IX. Classroom Cards

- A. Educational institutions within the City of Verona that apply for a classroom card will be considered a fine-free organization.
- B. Classroom cards will be issued to each teacher who is authorized by the principal, director, or head of the institution.
- C. Teachers must have their classroom library card present to check items out. Materials for personal use may not be checked out on the card.
- D. The institution is financially responsible for lost or damaged items. A card with multiple lost or damaged charges will be blocked from use until payment is made.
- E. Normal loan and renewal periods apply.
- F. Overdue notices will be sent, but overdue fines are not assessed on materials.

- G. Lost and Damaged fees will be charged. Sec. VII of this policy applies to classroom cards with the exception of any mention of overdue charges.

X. Confidentiality of Library Records

- A. As described in Wisconsin State Statute §43.30, public library records and all circulation and other records that identify the names of library users, especially as they connect library users with material or services used, are confidential.
- B. The following exceptions to the confidentiality law are noted in §43.30(1m):
1. By court order
 2. To persons acting within the scope of their duties in the administration of the library or library system
 3. To persons authorized by the individual to inspect such records
 4. To custodial parents or guardians of children under the age of 16 as required under §43.30(4)
 5. To libraries as authorized under §43.30 subs. (2) and (3)
 6. To law enforcement officers under §43.30(5)
 7. To collection agencies under §43.30(6)
- C. The following guidelines will be observed in providing any records to custodial parents or guardians of children under the age of 16 who do not have the library barcode:
1. Library records to be supplied include items currently checked out, due dates for those items, overdue items, items on hold, items waiting to be picked up, and any fines owed, as well as any records that show use of the library's computers.
 2. Library records not required to be supplied include address, phone number, age, etc. of the child. This information must be edited out of any record supplied to a custodial parent or guardian.
 3. Library staff will request photo ID in order to determine whether the person requesting the records is the custodial parent or guardian. Library staff will accept any other set of documents that demonstrates to their satisfaction that the requestor is the custodial parent or guardian of the child whose records have been requested. Information regarding library records will be provided over the phone only when a library barcode number is provided.
- D. Records regarding patrons' use of library services shall not be made available to any agency of federal, state, or local government including law enforcement except when a warrant, subpoena, or other court order is presented, as stipulated by §43.30(1m).
- E. §43.30(5)(a) and (b) provide no need for law enforcement to have a court order only when:
1. A law enforcement officer is investigating criminal conduct alleged to have occurred at a library. In such instances, the library shall disclose to the law enforcement officer all records pertinent to the alleged criminal conduct that were produced by a surveillance device under the control of the library.
 2. A library requests the assistance of a law enforcement officer, and the director of the library determines that records produced by a surveillance device under the control of the library may assist the law enforcement officer to render the requested assistance. In such instances, the library may disclose the records to the law enforcement officer.

- F. The following guidelines will be observed in providing records to law enforcement that provide a court order:
1. The law enforcement officer/agent will be asked for identification including badge number, name of the law enforcement agency, officer/agent's name, and telephone numbers.
 2. The library will attempt to verify the law enforcement officer/agent's identity by calling the local headquarters of their parent agency. The phone number they give the library should not be used. Instead, the number should be looked up.
 3. The library will attempt to contact the library's legal representation before a court order is acted upon.
- G. The following guidelines will be observed in providing records to persons authorized by the individual to inspect such records:
1. These persons must have the library barcode number.
 2. The Holds Pickup Authorization form only grants access to pick up holds waiting for the patron but does not authorize the person to inspect patron library records.
 3. Information concerning materials placed on hold may only be given out to a person who provides the barcode number from the card in question, even if the person is listed on the Holds Pickup Authorization form. Individuals may be asked to present identification in person to receive this information.

XI. Library Theft Law

- A. The City of Verona, in its Municipal Code, Chapter 3 Sec. 11-3-4, and Wisconsin State Statute §943.61 have set forth what constitutes Theft of Library Material. The penalty for a conviction of breaking these laws is defined in the City of Verona Municipal Code, Chapter 1 Sec. 1-1-7 and in §943.61(5)(a) and (c).
- B. Theft of Library Materials includes:
1. Intentionally removing library items from the library without checking them out.
 2. Failure to return an item after its proper return date, after written notice.
 3. Marring, defacing, or damaging items owned or on loan to the library.
- C. These laws give an official or adult employee or agent of a library who has probable cause for believing that a person has violated this section in his or her presence the ability to detain the person in a reasonable manner to deliver the person to a peace officer, or to the person's parent or guardian in the case of a minor. The detained person shall be promptly informed of the purpose for the detention and be permitted to make phone calls but shall not be interrogated or searched against his or her will before the arrival of a peace officer who may conduct a lawful interrogation of the accused person.
- D. Conviction for breaking these laws carries a penalty defined in the City of Verona Municipal Code, Chapter 1 Sec. 1-1-7, of a fine of no less than \$25 and no more than \$1,000 for each offense in addition to paying the costs of prosecution. Furthermore, the City also has all other remedies afforded by the Wisconsin Statutes in addition to the penalties listed in Sec. 1-1-7. §943.61(5)(a) carries the repercussions of a Class A misdemeanor if the value of the library materials does not exceed \$2,500, or §943.61(5)(c) carries the repercussions of a Class H felony if the value of the library materials exceeds \$2,500.

- E. See City of Verona Municipal Code, Chapter 3 Sec. 11-3-4, and Wisconsin State Statute §943.61 for more detail.
- F. While the law provides the library with the option for legal police action, in most cases, the library will exhaust all other means it has at its disposal before law enforcement action is taken.

Appendix of the Circulation Policy includes:

- Library Card Application
- Holds Pickup Authorization Form
- Claims return form

This policy replaces any previous policy regarding circulation.

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