

IDA GROVE PUBLIC LIBRARY

Circulation Policy

Policy

The Ida Grove Public Library, in an effort to establish fair and equal access to library materials, has developed the following circulation policy for the eligible patrons of the Ida Grove Public Library.

Obtaining a Library Card

Anyone seven years of age or older may apply for a library card valid for up to two (2) years. Two forms of identification are required to obtain a library card. A photo ID with current physical address will be required to verify address. A post office box will not be accepted for current address, only for mailing purposes. Acceptable forms of identification may include:

- State of Iowa issued driver's license, or ID, with current address
- Lease agreement
- Vehicle registration
- Utility bill
- Any legal document with a current address

All applicants must provide the library with a working phone number where they may be reached or may receive messages.

Patrons under the age of eighteen without a valid Iowa driver's license must have a parent or guardian present to apply for a library card. Applicants are responsible for all fees, fines, and materials checked out or rented on the card. Parents or guardians assume responsibility for lost, stolen, damaged or overdue items on their minor children's cards. Parents or legal guardians whose names are listed in the patron record may have access to information on a minor's account, regarding items for which they are responsible, after verification of information.

New cards are issued on a conditional status for a period of three months. Conditional status allows check out of four regularly circulating items (books, magazines, audiobooks, etc.) and two movies. Conditional accounts will be allowed full borrowing privileges after three months with an acceptable borrowing history. Any patron is subject to being placed on conditional status for habitually damaging or losing materials, returning materials late, or keeping materials longer than two months. Patrons will receive written notification if they are placed on conditional status after receiving full privileges. The length of time a patron will remain on conditional status will be determined by the library director.

Library cards will expire two (2) years from the date of issuance and must be renewed to remain active.

Loan Periods and Limits

Patrons may borrow up to twenty-five (25) items, subject to the availability of material, after the conditional patron status has been met. These items may be any combination of up to twenty-five (25) print items or audio books and/or five (5) DVD's.

The loan period for circulating library materials will be as follows:

- Books14 days
- Magazines14 days
- Audiobooks14 days
- Cake Pans7 days
- Fitness DVDs7 days
- DVDs3 days

The library director, or designee, reserves the right to modify the loan period depending upon the needs of the library.

Non-circulating materials may be used by the general public, but only within the confines of the library. These materials include: reference materials, current issues of periodicals, newspapers, genealogy and local history reference materials, and microfilm.

Extended Use (Overdue) Fees

It is the patron's responsibility to ensure borrowed library materials are returned on or before the due date. Library materials that are returned after the due date will incur extended use (overdue) fees which will be charged to the patron's account. Extended use fees accrue at a rate of \$0.25 per item, per day. Extended use fees are capped at \$10.00 per item.

Service Charge Fees

While most library services are provided free of charge, some services require a nominal fee to help recover the costs associated with providing the service. Charges for services provided by the library are as follows:

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|----------------------------|---------------------------|
| Black & white copies | \$0.25 per side, per page |
| Color copies | \$1.00 per side, per page |
| Faxing..... | \$1.00 per page |
| Interlibrary Loans..... | \$2.00 per item requested |

Renewals

Circulating materials may be renewed twice, with the following exceptions: 1) Popular items may not be renewed, and 2) Materials on reserve for another patron cannot be renewed. Patrons may renew materials in person at the circulation desk or by telephone. Patrons who wish to renew by phone are advised to do so in advance of the due date in case items cannot be renewed.

Reserves

Patrons may request that circulating materials not immediately available be placed on reserve. Patrons are permitted to place three (3) items on reserve at a time, as well as three (3) interlibrary loan items. Reserves will be filled in the order in which they were made. Patrons will receive notification of availability when the item becomes available. Reserves will be held for five (5) days, after which the item will be returned to circulation.

Lost and Damaged Items

Lost materials or materials so damaged that they can no longer be circulated will be paid for by the responsible borrower at the replacement cost of the item plus a non-refundable \$3.00 processing fee. Lost materials are considered to be those that the patron concedes cannot be located or have been checked out for more than two (2) months. Charges will be assessed for materials that are returned partially damaged on a case-by-case basis. All cost evaluations will be determined by the library director, or designee, for either partial or complete damage of library materials. An exact copy of a lost or damaged item that is in new condition may be accepted as a replacement. Replacements for lost or damaged audiovisual materials must be in a sealed original container. Refunds may be made for lost materials that are found and returned to the library within 14 days; as long as the item has not been replaced by the library. After 14 days, lost materials which have been paid for are considered the property of the patron who paid for the item and the patron may keep the item or donate it back to the library. Due to limited cash resources, refunds over \$10.00 may be issued as a credit to the cardholder account. All refunds are subject to the approval of the library director.

Restricted Usage

Patrons have borrowing privileges and access to library services with up to \$1.00 in fines and/or fees. Fines and/or fees that have accrued past \$1.00 will restrict borrowing privileges and access to library services until fines and/or fees are paid. Patrons with overdue materials or missing parts of returned materials such as missing discs or instruction booklets may not check out additional materials until all overdue materials and missing parts are returned to the library or renewed. The library director, or designee, may grant borrowing privileges if they determine that extenuating circumstances so warrant.

Unreturned Materials/Theft of Library Materials

To encourage the prompt return of material, the Ida Grove Public Library has established an extended use fee as a penalty and as a reminder to those patrons who fail to return materials by their due date. When materials are not returned promptly, it penalizes other patrons who may wish to have access to these materials within a reasonable time and causes the library to incur additional expense.

The library reserves the right to take legal action in the name of Ida Grove taxpayers to regain library materials and will pursue all legal avenues to retrieve library materials and property that are overdue, lost, stolen, or damaged. Section 714.5 of the Code of Iowa (Policy Attachment 4) provides for the return of library materials and makes it a criminal offense if materials are intentionally not returned. Extended use fees accrue on a daily basis until items are returned, up to a maximum fee of \$10.00 per item. Items not returned are charged a processing fee of \$3.00 per item.

Patrons will be notified as follows regarding unreturned or lost library materials:

- As a courtesy, patrons are contacted twice by telephone as a reminder that items are due back to the library.
- After two (2) weeks a first notice itemizing overdue materials is sent to the patron.
- After four (4) weeks a second notice, along with a copy of the Iowa Code, is sent to the patron requesting the return of the items.
- After six (6) weeks a final notice is mailed to the patron containing a listing of items not returned and replacement charges for each item.
- Patrons owing the library \$25.00 or more after two months will be subject to referral to a collection agency.

Open Access

The Ida Grove Public Library participates in the statewide Open Access program. Open Access is a reciprocal borrowing program that enables customers from a participating library to go to other participating libraries and check out physical materials they own. The purpose of Open Access is to provide Iowans with direct access to more library materials and information resources.

Access Plus

The Ida Grove Public Library participates in the Access Plus program. Access Plus, also known as Interlibrary Loan, allows patrons with valid library cards to request materials from other libraries nationwide. See Interlibrary Loan Policy for rules and restrictions on interlibrary loan materials.