

## **IX. Circulation Policy**

### **A. Registration**

All borrowers must be registered and must have a valid system patron card to borrow library materials or digital resources.

Patron cards are issued by library staff. The patron will be required to provide proof of identity and residence. Required information may be provided by use of a driver's license, state identification card or student ID. Library staff may verify residence using the guidelines from the Wisconsin Proof of Voter Registration guide ([elections.wi.gov/publications/voter-guides/proof-of-residence](http://elections.wi.gov/publications/voter-guides/proof-of-residence)). Residents, property owners and visitors to the areas are eligible to apply for a library card. Patrons should sign their card once issued and by doing so consent to abide by all library regulations and policies. The statement consented to by signature reads as follows:

*I accept responsibility for all materials borrowed on this card and agree to abide by library policies.*

Applicants under 16 years of age must have a parent or guardian give their consent when applying. This parental signature is not required for children who are renewing cards. Parent/guardian is liable for lost/billed items of patrons up to age 18, however at age 16 will no longer have access to child's record.

It is possible to register online via the Northern Waters Library Service website (<https://cable.northernwaters.org/MyAccount/SelfReg>) which will enable patrons to check out digital resources. This patron number can be used to put a hold on physical items from the library. When visiting the library, these patrons will need to obtain a physical library card. Library staff should insert the new barcode into their patron record.

Library cards expire annually. If an expired card is presented, staff should review patron contact information with patron, update if necessary and then, edit library card expiration date to one-year from date of review. An expired card will prevent a patron from placing a hold online but will not affect their borrowing privileges. Patron cards may be expunged from the NWLN system by NWLS if: a card is inactive for three years; no PHAROS logins are registered on the card; and no fines or outstanding bills are attached to the record. Patrons so affected will need to acquire a new library card.

### **B. Lost or forgotten cards**

If a patron loses their library card, they should notify the library as soon as possible and request a replacement.

All patrons, adult and juvenile, are encouraged to bring their library cards with them if they intend to check out items, although presentation of a library card is not a requirement for checkout.

### **C. Loan periods**

1. 3 weeks for books, audio books, DVD sets or series and CDs.
2. Generally, reference books do not circulate. Upon request, some reference materials may be checked out overnight.
3. Interlibrary loans (from WISCAT, outside NWLS system) are due the date indicated by the lending library. Renewal must be requested from and accepted by the lending library.
4. Books may be renewed twice if there is not a waiting list for the title.
5. Current issues of periodicals may be checked out for one week and may not be renewed.
6. Single DVDs may be checked out for two weeks and may be renewed if there are no reserves on the title.

The Director may establish the loan period for special collections, materials which are temporarily in great demand, or materials added to the collection which are in a new format.

There is no limit on the number of items a patron can borrow at one time from the Forest Lodge Library collection. The library director may establish checkout limits for a patron who has demonstrated a continued disregard for library loan rules and other regulations. These limits shall remain in effect until the director is satisfied with improved patron compliance.

In concurrence with NWLS policy: Rules for circulating at the Forest Lodge Library will apply to all items checked out by all patrons at the Forest Lodge Library.

Also, in accordance with NWLS policy, the Forest Lodge Library may collect fines levied by another library and, if they do not exceed \$5.00, may keep said fines. If the fines exceed \$5.00, they shall be remitted to the fining library. The Forest Lodge Library may not waive fines levied by another library on items checked out from the other library.

### **D. Reserves**

Patrons may place reserves (holds) on material by the following methods: in person, over the phone or online. Patrons will be notified by telephone or email, whichever is their preference, when the materials are available. There is no charge to the patron for placing a reserve or for interlibrary loan services.

### **E. Fines and charges**

There are no fines for overdue materials, however if an item is lost, damaged beyond repair and use, or not returned a bill will be given to replace that item. A first notice is sent one week after the material is due, via email if an email address is available for the

patron. A second notice will be sent via email only after two weeks and an invoice for a replacement copy will be sent via post office mail when the item is three weeks overdue. If the material is not returned within a designated period, a second notice and, finally a bill will be sent for the replacement cost of the material and a service charge for processing, cataloging and postage via post office mail. Patrons who have been sent a billing notice may be denied borrowing privileges until those overdue materials are returned or paid for. Lost items that have been charged and paid for will be deleted from the collection. The Library Director will determine if the item can and/or should be replaced. In the event that an individual subsequently finds and attempts to return the lost item that has been paid for, the library is not obligated to return the patron's monies. The lost/found item, once paid for, should be considered patron property.

## **F. Damaged materials**

If materials are damaged, so as to be judged by the library as being unsuitable for the collection, the patron must pay the replacement cost. A notice of these charges will be sent to the borrower. An example of a billing notice for damaged goods follows:

*Dear* \_\_\_\_\_

*At the time a library patron borrows materials from the public library collection, the patron assumes the responsibility for the care and timely return of the materials. Recently materials checked out on your library card were returned to the library damaged beyond the point of being usable in the library's collection. The titles and costs of these materials are listed below:*

§ \_\_\_\_\_

*Your assistance in clearing this matter promptly will be appreciated and will be necessary in order to retain your borrowing privileges.*

*Thank you in advance for your prompt response to this matter.*

*Sincerely,*

Since the Library Director has determined that the damaged material is no longer suitable for use in the library collection, the patron has the option of keeping the material. An exception to this would be items having historical value which might be repaired by professional methods.

## **G. Confidentiality**

As specified in *Wisconsin Statutes 43.30*, "records of any library which is in whole or in part supported by public funds, including the records of a public library system, indicating the identity of any individual who borrows or used the library's documents or other materials, resources or services may not be disclosed except by court order or to persons acting within the scope of their duties in the administration of the library or library system, to persons authorized by the individual to inspect such records, or to libraries authorized under subs. (2) and (3)."

The Forest Lodge Public Library adheres strictly to all sections of this Statute regarding the protection of the confidentiality of its users.

Approved: 3/13/2024



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Carl Lippert, Board President

To be reviewed every three years.

Review dates: March 2027