

Circulation Policy

LeClaire Community Library
LeClaire, IA

Purpose

The purpose of the LeClaire Community Library Circulation Policy is to define approved practices for the registration of library patrons; circulation of library materials; reciprocal borrowing/lending practices and procedures; and the suspension of patron privileges.

A valid library card provides library patrons in good standing with circulation privileges which may include, borrowing materials, placing holds, requesting interlibrary loan service, and allows in-house and remote electronic access to electronic information resources. Additionally, the following policy includes an approved schedule for fines and fees for overdue, lost or damaged materials, and other circulation services.

Confidentiality

In an effort to protect patron confidentiality, library staff will not disclose patron account information to anyone other than the card holder. This policy does extend to those records involving patrons under the age of 14 and the developmentally disabled. Caregivers should be aware that if they want information about the items their child has checked out, the child must be present with the parent to request the information. The library will release information to the parent or guardian of a minor child for the purposes of recovering overdue material and settling accounts for lost, late, or damaged material, and for other matters related to the recovery of material or charges incurred by minor children for which a parent or guardian may be considered liable. Information will not be provided to parents or guardians who are merely attempting to determine what library materials their minor children are using. See the library's *Confidentiality Policy* and Iowa Code 22.7 "Examination of Public Records—Open Records" (Appendix B). *ALA Code of Ethics* (Appendix C).

Custodian of Records

The Library Director or the Director's designee is the official custodian of library records. The custodian of the Library records shall not release confidential records without a court order pursuant Iowa Code 22.7(13). Please see the library's *Confidentiality Policy* for details.

I. Registration and Eligibility

A. Registration

- Individuals of all ages may apply for a library card with proper identification and proof of residence. Parental signature is required for children under the age of 14 years. Patrons must be present to be issued a library card.
- Proper identification sources include the following: Photo ID (valid Driver's License or Non-Driver ID, Military ID, School ID, or US Passport). If photo ID does not provide verification of current local residency, supporting documentation verifying residency within the City of LeClaire is required.
- Supplementary forms of identification may include, but are not limited to: automobile registration, mail received at the patron's residence postmarked within 30 days of registration, automobile registration, rental lease/agreement, or utility bills for place of residence.

*Note: Library cards expire after a period of three years. Patrons are required to show library staff photo ID or any of the proper identification sources listed above in order to renew their card.

B. Eligibility:

- LeClaire Community Library honors the cards held by patrons in good standing, from the following institutions: LeClaire Community Library; Scott County Library & all RiverShare participating libraries; Iowa libraries participating in the Iowa State Library's Open Access program, in accordance with statewide Open Access Agreement. Some services may be limited.
- Types of Cards:
 - a) *Resident Cards (City of LeClaire, IA)* - Resident cards are limited to residents and property owners of LeClaire, Iowa.
 - b) *Reciprocal Cards (State of Iowa)*- Reciprocal cards may be issued to Scott County residents, as well as residents of areas with libraries participating in the Iowa State Library's Open Access program, in accordance with the statewide Open Access agreement. Some services may be limited.
 - c) *Temporary Cards* - Temporary cards may be issued to persons living in the LeClaire/Scott County service areas for periods of from one to six weeks, and to those living in temporary housing. Some services may be limited.
 - d) *Self-Registered Cards*- Patrons who register online must present (in-person and within one month of registering) proper identification and proof of address to obtain a library card with full privileges. Self-registered patron cards are temporary and allow for limited access to online resources, but may not be used to borrow materials until a regular card is obtained.

*Note: By mutual agreement, the libraries of Bettendorf, Davenport, LeClaire, and Scott County agree to issue library cards to patrons residing within the city limits of those communities, in accordance with approved consortium circulation and registration practices.

II. Borrowing Agreement Outline and Patron Responsibility

A. Borrowing Guidelines

- Responsibility- Cardholders take full responsibility for all materials borrowed on their card and for payment of fines and fees assigned to the card.
 - a) Patrons assume responsibility for notifying library staff if a card is lost or stolen.
 - b) No restriction in quantity or selection of content is placed on cardholders of any age. Note: Library staff does not act in place of the parent. Parents who authorize (by signature) the registration of their minor children assume complete responsibility for any/all items and/or charges associated with their child's account.
 - c) Patrons will honor all RiverShare Libraries & State Library of Iowa (SILO) reciprocal & interlibrary loan policies & procedures. See Circulation Staff for details.
- Privileges—A valid library card is required to check-out library materials—excluding materials intended for in-house use. Under authorization of the Library Director, patron privileges may be cancelled for any patron if a pattern of abuse of privileges is established.
- Identification—At time of checkout, library patrons must present either their valid library card or a photo ID listing their legal name and date of birth to borrow materials. Children under the age of 14 years must be accompanied by parents supplying the required ID to borrow materials. Exceptions only under authorization of the Circulation Manager or the Library Director.

B. Length of Loan

- Most materials are due 21 days (3 weeks) from the day they are checked out, with the following exceptions:
 - a) DVDs and Blu-Ray discs have a 7 day (1 week) loan period
 - b) Periodicals (magazines) have a 7 day (1 week) loan period
 - c) Video Games have a 7 day (1 week) loan period

d) Puzzles, board games, and paperback ephemerals do not have a set due date, nor do they accrue any fines or late fees. Patrons may return these items when they are done utilizing the item.

e) Portable Devices (Laptop, iPads, Chromebooks)—available for *in-house* use only, for 2 hour loan periods. Please see the Library's Portable Device Policy for more details regarding this program.

Circulation periods may be extended at the discretion of the Circulation Manager or the Library Director on a case by case basis.

C. Renewal of Materials

- Materials may be renewed by phone, email, in-person, or online providing there are no holds or reserves on the item at the time of renewal.
- Items obtained through Interlibrary Loan through SILO or the local RiverShare Consortium may be subject to the policies and loan periods of the lending library. See Circulation Staff for details.

D. Holds and Reserves

- Interlibrary Loan (SILO & OCLC)- Residents of the State of Iowa are eligible to reserve materials through their home library in accordance with existing Iowa State Library Interlibrary Loan policy & procedure. LeClaire Community Library cardholders may request items through SILO (State of Iowa Libraries Online—a statewide interlibrary loan service) or OCLC (Online Computer Library Center—a worldwide nonprofit that hosts the world's largest online public access catalog), under the following conditions:
 - a) Interlibrary Loan is used only when an item is not available through the library or member libraries within the local library consortium; an item is missing; or the library does not have access to a full-text copy of the item via an online resource.
 - b) Loans are made *library to library* on behalf of the patron—not directly to the patron.
 - c) Materials borrowed through SILO or OCLC for LeClaire patrons must be returned directly to LeClaire Community Library. Patrons who fail to do so will be charged the replacement cost of the item, plus processing fees.
 - d) Due date is determined by the *lending* library, typically ranging from 2-6 weeks, often with no renewals.
 - e) There is a \$3.00 fee associated with ILL through SILO/OCLC for postage reimbursement. Payment for this charge is expected at the time the patron picks up the item. If the item is not picked up within seven (7)

days of notification, the \$3.00 charge will remain on the account, plus a \$0.50 processing fee.

f) Request for photocopies of certain items may be permitted in accordance with Federal Copyright Law

- System Holds (Consortium)—Residents served by any RiverShare consortium member library may place system holds on library materials, either in-person, by phone, or through the shared RiverShare online catalog, at no charge.
 - a) New release materials may be available for local pick-up only.
 - b) Items borrowed via system hold from another consortium member library may be returned to any consortium library, by the due date, for return to the owning library
 - c) Items borrowed via system hold are subject to the policies and procedures of the local consortium and owning library. See staff for details.
- Reserves- requests for advanced reserve of in-house items may be placed for all items that circulate once a record for that item is created. Placing these holds are patron responsibility- Staff will not place reserve holds for items not yet received/cataloged.
- Reserves, Interlibrary Loans & System Holds will be checked out to the patron card associated with the request. Exception: Patrons wishing to allow materials to be picked-up by another individual should provide that individual with the proper library card, or file written permission with library staff, in advance, for transfer of items to another library card or individual.

III. Suspension of Circulation, Overdue Materials, and Fines & Fees

A. Suspension of Circulation and Remote Access Privileges

- Individual Cards- Circulation and some remote access privileges will be blocked for patrons with: \$5.00 or more in fines; 5 or more items overdue; outstanding long-overdue materials or billed items.
- Expired cards—Circulation and other access privileges will be blocked when a patron's library card expires. An expired card may be renewed once the patron's address is verified. Exception: RiverShare consortium member library patrons—If expiration of the card has occurred within the past six months a three week *courtesy* extension/expiration date may be issued at the time of check-out. Patrons should renew their library card with their home library.

B. Overdue Materials

The library charges fines for materials which are not returned to the library by the due date. This process is in place to protect the public's access to, and investment in, library

materials by providing a method for recovery of overdue items and for retrieving materials that are long overdue (six months or more).

- Patron Overdue Notification Schedule:
 1. First notice of overdue items will be issued 10 days after due date and sent to each patron upon verification, based on their chosen notification preference (phone, email, text message, etc).
 2. Second notice of overdue items will be issued 20 days after due date and sent to each patron upon verification
 3. Third notice in the form of a bill listing overdue items and their replacement price will be issued 30 days and mailed to each patron after verification.
 4. Long Overdue Materials—Library accounts for which a bill has been sent may be submitted to a collection agency and/or to a local law enforcement agency for further action. (See appendix A, pg. 4- Code of Iowa, Chapter 714.5 *Theft of Library Materials and Equipment*).
- Unclaimed Holds (Reserves)—Fines will be assessed at the rate of \$0.50 per item for materials placed on reserve which remain unclaimed for a period of seven (7) days.

C. Fines and Fees

Fines amounts vary based on material type and how recently they have been added to the collection.

- New Books in-print, Audiobooks, and Music CD's added to the collection for three (3) months or less: \$0.10 per day; \$10.00 maximum fine; per item
- New DVD's and Video Games added to the collection for three (3) months or less: \$1.00 per day; \$20.00 maximum fine; per item
- Books in-print, Audiobooks, and Music CD's that have been in the collection longer than three (3) months: \$0.10 per day; \$5.00 maximum fine; per item
- DVD's and Video Games that have been in the collection longer than three (3) months: \$1.00 per day; \$10.00 maximum fine; per item
- Magazines: \$0.10 per day, \$5.00 maximum fine; per item, no matter their duration in the library's collection.

Fines are charged for each calendar day, starting the first day after the day the item is due. Materials returned to the library building after closing are considered returned the next day the library is open.

Note: Items obtained through Interlibrary Loan may be subject to the policies, loan periods & fines of the lending library. See Circulation Staff for details.

Fines may be waived in full or part by Circulation Staff (on items belonging to the LeClaire Community Library only), on a case-by-case basis.

D. Lost or Damaged Materials

Patrons are responsible for any materials lost or damaged checked-out to their library card.

- The replacement cost for a lost or damaged item is charged to the borrower's account on which the item was checked out at the time it was lost or damaged.
- Borrowers are responsible for materials which were checked out on lost or stolen cards prior to notification to the library of the card loss, with a maximum liability of \$50.00
- The replacement cost of the item is listed in the library's item record, typically its retail cost.
- Patrons may not replace lost or damaged items with like or in-kind materials. Replacement of library materials is facilitated by, and at the discretion of, library staff, as assigned.
- Replacement or repair costs may be waived in full or part by the Library Director (or his/her designee), on a case-by-case basis.

Approved by the LeClaire Community Board of Trustees 9/11/12, Revised 10/9/12, 2/12/13, 9/9/14, 12/8/15

Appendix A- Code of Iowa, Chapter 714.5, Theft of Library Materials and Equipment.)

714.5 LIBRARY MATERIALS AND EQUIPMENT -- UNPURCHASED MERCHANDISE -- EVIDENCE OF INTENTION.

The fact that a person has concealed library materials or equipment as defined in section 702.22 or unpurchased property of a store or other mercantile establishment, either on the premises or outside the premises, is material evidence of intent to deprive the owner, and the finding of library materials or equipment or unpurchased property concealed upon the person or among the belongings of the person, is material evidence of intent to deprive and, if the person conceals or causes to be concealed library materials or equipment or unpurchased property, upon the person or among the belongings of another, the finding of the concealed materials, equipment or property is also material evidence of intent to deprive on the part of the person concealing the library materials, equipment or goods.

The fact that a person fails to return library materials for two months or more after the date the person agreed to return the library materials, or fails to return library equipment for one month or more after the date the person agreed to return the library equipment, is evidence of intent to deprive the owner, provided a reasonable attempt, including the mailing by restricted certified mail of notice that such material or equipment is overdue and criminal actions will be taken, has been made to reclaim the materials or equipment. Notices stating the provisions of this section and of section 808.12 with regard to library materials or equipment shall be posted in clear public view in all public libraries, in all libraries of educational, historical or charitable institutions, organizations or societies, in all museums and in all repositories of public records.

After the expiration of three days following the due date, the owner of borrowed library equipment may request the assistance of a dispute resolution center, mediation center or appropriate law enforcement agency in recovering the equipment from the borrower.

The owner of library equipment may require deposits by borrowers

and in the case of late returns the owner may impose graduated penalties of up to twenty-five percent of the value of the equipment,

based upon the lateness of the return.

In the case of lost library materials or equipment, arrangements

may be made to make a monetary settlement.

Section History: Early Form

[C62, 66, 71, 73, 75, 77, § 709.21; C79, 81, § 714.5]

Section History: Recent Form

85 Acts, ch 187, §2; 87 Acts, ch 56, §1
Referred to in § 808.12

Appendix B- CODE OF IOWA 22.7 Confidential records.

The following public records shall be kept confidential, unless otherwise ordered by a court, by the lawful custodian of the records, or by another person duly authorized to release such information...:

13. The records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library. The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling.

18. Communications not required by law, rule, procedure, or contract that are made to a government body or to any of its employees by identified persons outside of government, to the extent that the government body receiving those communications from such persons outside of government could reasonably believe that those persons would be discouraged from making them to that government body if they were available for general public examination.

Appendix C- ALA CODE OF ETHICS

Professional Ethics: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted." (Source: Code of Ethics of the American Library Association)