

## **4.1 Circulation Policies**

### **Pella Public Library**

Adopted 5/9/00; Last revised 1/8/19.

#### LIBRARY SERVICE

The facilities and services of the Pella Public Library are available to all residents of the Pella community regardless of race, religion, or other restrictive categories. "Residents" shall be defined as those residing within the City of Pella. Residents of rural Marion County and other contracting areas are entitled to the same services as Pella residents, or as specified under the terms of those agreements.

Temporary cards will be issued to persons residing in Pella for a temporary period (no longer than one year). Temporary cards require a cash deposit of \$50.00 per card, which will be refunded when all library materials have been returned and when other library obligations have been met. Temporary card holders are limited to a total of 3 items checked out on their card at one time. Applicants will be requested to submit proof of identification, and either proof of permanent address or proof of temporary local address. Temporary cards may be mailed to the card holder to demonstrate proof of temporary address. Deposit fees that are not claimed within 6 months of expiration will be considered a donation to the library.

Subscription cards are available to out-of-state residents and Iowa residents who are not eligible for Open Access. Subscription cards are issued for one year. See the Fines and Fees Policy for information on the cost of a subscription card.

International high school students will be issued regular library cards which will expire at the end of the school year. A parent from the host family will be requested to sign the library card application, even if the student is not a minor.

Regular library cards expire every three years. College student cards expire at the end of the school year. Temporary cards expire at the end of the temporary residency, or one year from the date of issue, whichever comes first. To renew their cards, patrons will be requested to validate information in their patron record.

#### BORROWING PRIVILEGES

Library facilities and services are available to all ages, but eligibility for issuance of a library card begins at age 5. To apply for a library card, patrons will be asked to complete a registration form, and to show ID and proof of address. A parent or legal guardian is asked to accompany individuals under the age of 18 and to sign their application.

Acceptable forms of ID include: valid (unexpired) driver's license, student ID, Social Security Card, Voter Registration card, passport. If none of these forms of ID are available, the Library Director may approve other forms of ID on a case-by-case basis.

Acceptable proof of address include: valid (unexpired) driver's license, imprinted checks, lease or rental agreement, utility bill (gas, electric, phone—must be current or previous month), vehicle registration form. In the absence of acceptable proof of address, the library will mail the patron card to the address provided. Successful receipt of the card will serve as proof of address. Patrons may not check out library materials until they receive their card in the mail and return it to the library.

Central College student IDs are acceptable as proof of identification; proof of permanent home address will be requested.

### RESPONSIBILITIES OF BORROWERS

Borrowers are required to present their valid cards (or a picture of their card on a mobile device) every time they check out library materials.

Borrowers are responsible for all materials checked out on their cards regardless of who used the card to check out the materials. The Library therefore discourages borrowers from allowing others the use of their cards.

Borrowers will be assessed fines for overdue materials and will be responsible for damaged and lost materials. Refer to the Fines and Fees policy. The following groups are exempt from paying overdue fines: the library staff, the Board of Trustees, and the Executive Board of the Friends of the Pella Public Library. The exempt status will be revoked if it is abused.

Services will be denied to anyone with excessive unpaid fines (\$10.00 or more) or long overdue materials.

Statements of the privileges and responsibilities of library patrons will be available in the Library for borrowers and new registrants.

To avoid overdue fines, borrowers must return all library materials to the library or book drop before the library closes for business on the due date.

Library patrons are responsible for notifying the library when they have a change of name, email address, street address or phone number.

## ACCESS TO MATERIALS AND SERVICES

Library patrons are accorded access to all materials regardless of the materials' age, subject, value or other considerations. Some library materials are designated as noncirculating.

All patrons are granted such access regardless of patrons' ages; the Library will not be responsible for monitoring materials borrowed by minors.

The library provides materials to patrons without discrimination. The library will make reasonable accommodations and provide limited assistance to patrons with physical or other disabilities as necessary to facilitate their use of the library.

Most materials in the Pella Public Library are loaned for 21 days. Materials with longer or shorter loan periods are as follows:

<u>ITEM</u>	<u>LOANED FOR</u>
New DVDs	2 days
Older DVD/Videos	7 days
New Books and audiobooks	14 days
Art Prints	60 days
Equipment	Varies by item

Most materials can be renewed two times. Renewals will be made only if no one else has requested the material. Renewals may be made at the Library, online or by telephone. All patrons are responsible for initiating renewals. The Library does not do automatic renewals.

Extended checkouts are offered for a fee of \$1.00 per item according to the following schedule:

-2 day checkout: extend to 7 days

-2 week & 3 week checkout (books, audio books, music cds, cake pans, etc.): extend to 4 weeks

Not eligible for extended checkout: 7 day DVDs, 7 day equipment, art prints, items that have outstanding holds, items in high demand (at staff discretion). Extending the checkout period eliminates one renewal, so those items can only be renewed once instead of twice. The renewal period is the default checkout period, not the extended checkout period.

The Library will assist registered borrowers in gaining access to materials through interlibrary loan.

There will be no limit placed on the number of items loaned. Library staff members have the discretion of limiting high-demand items or subjects.

Most library materials may be reserved and will be held for a period of 5 days while the borrower is notified.

The Board will determine fees for the use of any materials or equipment.

### CONFIDENTIALITY OF RECORDS

1. Chapter 22.7, #13 of the Code of Iowa, 1999, is cited below:

Chapter 22.7 - "The following public records shall be kept confidential, unless otherwise ordered by a court, or 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."

To this end, borrowers are to be identified in library materials only by their registration numbers, not by name. This shall apply to all information about materials, addresses, and fines. It is the policy of the Pella Public Library not to release information that would reveal the identity of a library patron who checked out or used certain materials or requested an item or information from the library. Information concerning the account of a patron will be released to that person only.

2. The Library Director is designated as the lawful custodian of records. Other persons duly authorized to release confidential library records are the Board President and the City Attorney. It is the intent of the Board of Trustees of the Pella Public Library to empower the lawful custodian of library records to release circulation records that are otherwise confidential, if the purpose of that release is in accordance with the provisions of this policy. The custodian of records may release information to the parent or guardian of a minor child for the purposes of recovering overdue materials and settling accounts for late, lost, or damaged material, and for other matters related to the recovery of material or charges incurred by minor children if the parent or guardian is liable. Information will not be provided to parents or guardians who are merely attempting to determine what library materials their minor children are using.

Other requests for the release of confidential patron records will be honored if submitted in writing and accompanied by an order from the court as outlined in Chapter 22.7 of the Iowa Code.

3. Family accounts are available to those who request them. Those with family accounts agree to share their checkout, fine and holds information with others on the same account.

### SERVICE OUTLETS AND HOURS

1. Service outlets and hours of operation are to be determined by the Board and the Director.
2. The Library may provide outlying service if facilities, budget and personnel permit.
3. Outlets and hours may be subject to change according to circumstances and special requirements, such as during Tulip Time and summer and holiday periods.

### ACCESS TO EQUIPMENT

1. For in-library use, access to most audio-visual and other equipment is unrestricted and non-discriminatory. Laptops are checked out only to currently registered borrowers who are 18 or older.
2. For use outside the Library, access is limited to currently registered borrowers of this Library age 18 and above who have been instructed in the use of the equipment.

### AUTOMATED COMPUTER PROGRAMS

The Pella Public Library does not endorse or promote the use of outside automated computer programs designed to provide patrons information about their circulation (check outs, due dates, etc.). The Pella Public Library is not responsible for the functioning or malfunctioning of these programs, or for the accuracy of, or the use or misuse of, information provided by outside programs, or information provided to the program administrators.

### NON-RETURNED LIBRARY MATERIALS

When materials are not returned by the due date, the library will attempt to notify the patron by email, phone or letter. The first overdue notice is generated when items are 7 days overdue. A second overdue notice is generated at 14 days; a third notice is generated at 30

days overdue. A printed bill for the replacement cost is mailed to the patron when materials are 50 days overdue. In the case of DVDs and AV equipment, overdue notices are generated at 1 day, 4 days and 7 days. A printed bill is sent when 14 days past due.

While the library will make a good faith effort to notify patrons of overdue materials or other issues, the library does not bear further responsibility to notify the patron if the patron's provided contact information is inaccurate.

The Pella Public Library uses the services of a collection agency to recover some of the cost of materials that are three months or more past due. A collection agency is used for accounts totaling \$50 or more with at least one outstanding item. The entire amount owed, including fines and damage assessments, is turned over to the collection agency. Accounts with only overdue fines are not sent to the collection agency.

Before resorting to using a collection agency, these additional steps are taken:

1. The library director attempts to contact the patron to inform them that a collection agency will be used to recover the cost of non-returned materials
2. The city attorney sends a letter explaining that further action may be taken if materials are not returned within 10 days of the date on the letter.

If the patron is a minor, the parent or guardian who signed the library application is the responsible party.

### HOMEBOUND SERVICE

Persons unable to visit the library in person because of illness, injury or disability may apply to the Library Director for homebound service. The library will match the homebound individual with a volunteer who will deliver books, or a family member may be designated. Homebound cards are kept at the library. Overdue fines are not applied to homebound cards, but fees for lost or damaged items are assessed. The homebound status may be revoked at the director's discretion if the privilege is abused.

### LIABILITY

The Pella Public Library is not responsible for any damage to a patron's equipment caused by the use of any audiovisual or software materials loaned by the library. Similarly, the library assumes no responsibility for damage to patron's materials used in library equipment. As far as possible, all audiovisual materials and equipment loaned by the library will be in good working condition. The patron agrees not to damage materials and equipment and to use them in a proper manner. The library is absolved from all claims of harm or liability.