

## CIRCULATION POLICY

**Purpose:** The Norwalk Easter Public Library has established the following guidelines to facilitate access to the collection while also ensuring its protection.

**How to get a library account:**

Individuals who are residents of Norwalk, residents of contracting communities, residents of rural Warren County or residents of areas with libraries participating in Iowa's Open Access program may apply for a library card.\* Institutions/businesses located in Norwalk are also eligible for library cards. Applicants under the age of 14 must have his/her application signed by a parent or guardian, who must be present, at the time a card is issued.

**Identification:**

*Applicants 18 & Older – Either Option will work*

- Must present photo identification with current address as proof of identification and residence.
- If photo identification does not have a current address, then customers can present a photo id plus one of the following types of items showing proof of a current address:
  - processed mail
  - utility statement
  - lease or purchase agreement
  - bank statement

*Applicants 14-17– Any of these options will work*

- May present photo identification with current address as proof of identification and residence.
- If photo identification does not have a current address, then customers can present a photo id plus one of the following types of items showing proof of a current address:
  - processed mail
  - utility statement (ex: cell phone bill)
  - bank statement
  - report card

- A photo ID with proof of current address from a parent or guardian, who is present at the time the card is issued, is also sufficient if the child's documentation is unavailable.

***Applicants Younger than 14 and/or Dependent Adults 18 or Older – Either Option will work***

- A parent or guardian, who is present at the time the card is issued, must present photo ID with proof of current address from.
- If photo identification does not have a current address, then customers can present a photo id plus one of the following types of items showing proof of a current address:
  - processed mail
  - utility statement
  - lease or purchase agreement
  - bank statement

*\*A user fee of \$28.00 per year will be assessed on non-residents or patrons not falling under rural Warren County or Open Access jurisdiction.*

**Probationary or Temporary Library Accounts**

- This is applicable to persons without proof of current address including temporary residences (ex: nanny or college student), or individuals without a permanent address or place of residence.
- A temporary card will be issued that will allow access to digital resources and check-out of 3 books, audiobooks, DVDs/Blu-Rays, or magazines at a time.
- Customers must provide a current email address for communication purposes.
- Temporary cards expires after 3 months, but can be renewed with verification of contact information. Verification may be completed via email, phone, or in-person. Outstanding fees must be paid and overdue materials returned before the account will be renewed.

**Expiration and Renewal:**

Library cards expire every two years. Renewal requires verification of street address and other contact information. Verification may be completed via email, phone, or in-person. Outstanding fees must be paid and overdue materials returned before the account will be renewed.

**Replacement Cards:**

Replacement cards are issued when a library card is lost, stolen, or damaged. Patrons are eligible for 1 free replacement card per calendar year. If additional cards are necessary, there

will be a \$2.00 fee assessed to the customer's library account. Customers are responsible for materials checked out prior to notification of lost, stolen, or damaged cards.

**Borrowing Materials:**

Most materials check out for three weeks and may be renewed twice if no one else has them reserved. Materials may be renewed in-person, online, via email or by telephone.

Customers must have their card or a valid photo identification to borrow materials. Customers are also allowed to use barcode saving applications or an image of library card (with barcode showing) to checkout materials.

Circulation and digital access privileges are suspended for cardholders owing the library \$10.00 or more in lost materials. Cardholders may make partial payments and still be allowed to check out materials, if their total outstanding fines do not exceed \$10.00.

Linked accounts will be permitted upon the request of customers. Each party must approve the accounts to be linked. By linking patron accounts, all parties are agreeing that account information may be shared. Patrons are also agreeing that linked account holders may update contact information.

Registered account holders are responsible for all materials checked out on their card regardless of who used the card to check out the materials.

Circulation and digital access privileges are suspended when a library card expires.

**Circulation Periods and Limits:**

Circulating materials in the Norwalk Easter Public Library are loaned as outlined below. The library may adjust loan amounts or loan periods to be longer or shorter upon review and approval by library staff.

Reference/Genealogy/Newspapers	Does Not Circulate
DVD/Blu-Ray	7 days (1 week)
New Materials	14 days (2 weeks)
Other Materials (including magazines/periodicals)	21 days (3 weeks)
Book Club Sets	35 days (5 weeks)

**Overdue Materials**

As a registered user, you are responsible for all items checked out on your library account. The Code of Iowa 2019 Section 714.5 deals with library materials and evidence of intention:

*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.*

The Library shall comply with the provision and procedures outlined in the Iowa Code and its supplements in assuring that materials borrowed from the Norwalk Easter Public Library are returned to it. The Norwalk Easter Public Library will be held harmless from liability in the event of damage, loss, or misuse of material and equipment.

#### *Customer Responsibility*

- You are responsible for all items checked out on your account. If you allow someone else to check out items on your account, you are still responsible for their return and the fines and fees associated with those items (if applicable).
- Customers may lose circulation and digital access privileges if any materials are more than 30 days overdue.
- The circulation and digital access privileges will be reinstated once materials are returned and/or all fees are paid.

#### **Overdue Fines:**

Daily overdue fines are not charged for outstanding materials.

#### **Replacement Costs of Lost or Damaged Materials:**

- Items that are more than 60 days overdue will be considered lost, and a bill will be mailed for their replacement. Returned items will no longer be accepted; and no refunds are given if an item is returned after it is paid for.
- The cost of lost or damaged material will be the current retail price (if the item is still available in the same format). If the item is no longer available, a flat fee will be charged as determined by library staff. If a lost or damaged item was part of a set, you may be charged the purchase price of a new set.
- Upon approval by library management, lost items may be replaced with an exact duplicate. An exact duplicate is defined as a matching ISBN number in new condition.
- Damaged items will be kept for 30 days. If not picked up, the item will be discarded, but the customer will still be expected to pay the replacement fee. If an item is returned that is at risk of damaging other materials or unhealthy to the staff, that item will be discarded immediately and replacement fines will still be charged. The Library is not liable to keep damaged materials for any length of time.

#### **Overdue Notification Process**

- a. As a courtesy, an automatic pre-notification notice will be emailed or texted to customers 3 days in advance of due date. Customers can sign up for this notification and/or remove it by contacting library staff.
- b. At 5 days overdue, an overdue notice will be sent to the contact information listed on the customer record via their preferred form of contact (text, email, or automated phone call).
- c. At 15 days overdue, a second overdue notice will be sent to the contact information listed on the customer record via their preferred form of contact (text, email, or automated phone call).
- d. At 30 days overdue, a final overdue notice of materials will be sent to the contact information listed on the customer record via their preferred form of contact (text, email, or automated phone call). Library circulation and digital access privileges will be suspended until materials are returned.
- e. At 60 days overdue, a billing notice will be mailed to the contact information listed on the customer record. This will include the total amount due for replacement of lost items. Returned items will no longer be accepted; and no refunds are given if an item is returned after it is paid for.

### **Reserving Materials**

- All circulating materials may be reserved. When more than one reserve is placed on an item, a queue will be established. Reserves are filled according to the order received. Notification will be made by via text, automated telephone or email when materials are available.
- Reserved materials are held for four days after notification.
- Items on reserve can be picked up by anyone listed in a linked account.

### **Returning Materials**

Unless otherwise specified, borrowed materials may be deposited in the return slot at the circulation counter or in the outside return near the entrance of the library. The outside return is open 24 hours a day.

### **Special Arrangements**

Special arrangements for the use of library materials (such as for out-of-building programming, institutions and/or transitional housing, deposit collections, multiple sets, etc.) may be made. All such arrangements are subject to the approval of Library staff.

*Revised 1/15/05, Revised 2/16/09, Revised 2/11/13, Revised 4/8/13, Revised 11/8/14, Revised 12/11/17, Revised 7/9/18, Revised 12/09/19, Revised 06/14/21*