

## Harlan Community Library

### Circulation Policy

*(Updated by the Board of Trustees on 04/11/2022)*

The Harlan Community Library strives to provide the community efficient and equitable access to library materials and information, which ensures these materials are available and in good condition for all.

#### Library Card Accounts

- Residents of Harlan and rural Shelby County are eligible for a library card account.
- Resident of the state of Iowa are eligible to register for a library card account through the State Library's Open Access System. Residents in cities not participating in Open Access can apply for a non-resident card.
- Residents of other states are eligible to register for a non-resident library card account, with the applicable fees. The fee for a non-resident card is \$20 which will be refunded to the patron after 90 days if the patron's account is in good standing.
- A valid photo ID and proof of address are required to sign up for a library card account. Acceptable forms of identification and proof of address include:
  - Photo ID
    - Valid driver's license
    - State issued ID
    - School ID
    - Passport
  - Proof of Address
    - Valid driver's license
    - Recent utility bill (last 30 days)
    - Current rental lease
    - Car registration
    - Mail received at the current address within the last 30 days.
- Library card accounts are valid for one (1) year.
- Library card accounts can only be set up with the individual present in the library
  - Parents cannot sign up children for a library card unless the child is present.
  - Those 14 and younger are required to have a guardian present when signing up for a library card and their guardian must have a current library card in good standing.
- By setting up a library card account with the Harlan Community Library, an individual accepts full responsibility for the use and return of all materials borrowed on this account. The individual whose name appears on the account will be charged fees by the Harlan Community Library for any items that are lost or damaged during their use by the account holder.
- The account holder is responsible for updating their contact information with the library.
- Account holders can maintain full library privileges by returning or renewing materials on or before their due date, paying for lost or damaged items promptly and promptly informing the library of any change in their contact information.
- Account holders must be present in order for their account to be used.
- Parents/guardians are financially responsible for the items checked out on their minor child's library account.
- Parents/guardians are responsible for guiding the selection of library materials by their children.

## Confidentiality

- All patron records and information are confidential, pursuant of Iowa Code, Chapter 22.7 (13).
- No patron information will be shared with other patrons. This includes:
  - Patron information
  - What patrons have checked out
  - What patrons are being charged for
- Library staff can use information from a patron's record to contact patrons concerning library business and for no other reason.
- The Library Director is the Custodian of the Record
  - Any and all requests for patron information must be submitted to the Director.
  - Only legal requests from a court-issued subpoena will release the specific patron records.
  - A written agreement, signed by the patron, may release the specific patron records.

## Circulation Period

- The library sets loan periods and limits in order to provide patrons with fair and reasonable access to the library's resources.
- Items will not be due on a day the library is closed.
- Patrons with a fine of \$5.00 or more or with overdue materials will not be able to check out any materials nor will any patron at the same mailing address. The Library Director may make payment arrangements depending upon each individual situation.
- A maximum of 15 items can be checked out at a time except for the following:
  - Maximum of 4 DVDs can be checked out at a time.
  - Maximum of 4 New Books labeled as No Renewal can be checked out at a time.
  - The Library Director is responsible for approving any exceptions.
- Any items on a wait list will not be eligible for renewal.
- **A patron must wait until the next business day before re-checking out an item that has exceeded the maximum circulation period.**
- PRINT
  - Books and magazines are checked out for 14 days (MAX OF 2 RENEWALS FOR A TOTAL OF 6 WEEKS) with the following exceptions:
    - Reference materials
    - New Books labeled with No Renewal
    - Newspapers
    - Historical and Genealogical items
- AUDIOBOOKS AND CDS
  - Audiobooks and music CDs can be checked out for 14 days (MAX OF 2 RENEWALS FOR A TOTAL OF 6 WEEKS)
- DVDS
  - DVDs can be checked out for a limit of 7 days (MAX OF 1 RENEWAL FOR A TOTAL OF 2 WEEKS)
- PUZZLES AND ACTIVITY BOXES
  - Puzzles are checked out for 30 days and Activity Boxes are checked out for 14 days.
    - There is no maximum amount of renewals on a puzzle and no fines will be assessed as long as it is returned.
    - Activity Boxes (MAX OF 2 RENEWALS FOR A TOTAL OF 6 WEEKS)
- STEAM Back Packs
  - STEAM Back Packs are checked out for 14 days. No renewals.
- INTERNET HOTSPOTS (see Circulating Internet Hotspot Policy for additional information)
  - Internet Hotspots are checked out for a limit of 7 days. No renewals.

## Returning Items

- Items can be returned:

- In the walk up drop box located on the south side of the building 24 hours a day, 7 days a week. Items placed in the drop box outside of business hours will be considered “returned” during the next business day and all applicable fees apply. ***Do not return STEAM Back Packs, Kits or Hotspots in the drop box.***
- In the drop box at the circulation desk
- Handed to a staff person at the circulation desk
- Items can be returned to another library participating in OPEN ACCESS.
  - The items will be checked in before being sent back the Harlan Community Library
  - Patrons are responsible for the item until it has reached the Harlan Community Library and checked in
- Items from other OPEN ACCESS libraries can be returned to the Harlan Community Library
- Items should not be left on the circulation desks or anywhere other than the drop. Patrons are responsible for returning their items in the proper place.

### Renewing Items

- Library items cannot be renewed if they are on a wait list or are new books labeled with No Renewal.
- Hotspots and STEAM Back Packs cannot be renewed.
- The following items can be renewed 2 times
  - Books except for new books, Audiobooks, Magazines
- The following items can be renewed 1 time
  - DVDs
- Library materials can be renewed:
  - By phone during regular library hours
  - By accessing your account on the library’s online catalog
  - By email, the item will be renewed during regular library hours
  - In person, during regular library hours
- Exceptions to renewal policies may only be granted by the library director

### Material Holds (Reserves)

- A hold is a request that places a patron in a queue for a specific title from the library catalog.
- Cardholders must be in good standing to place holds.
- Patrons can place a hold on most items in the library collection:
  - By phone
  - In person
  - Online, through the library’s online catalog
- Patrons placing holds must be aware that items currently checked out to another patron may not be returned by the due date.
- Patrons will be notified according to their account preference when a hold becomes available.
- Holds will be set aside for the requesting patron for 7 days before it is cancelled, moved to the next person or placed back on the shelf.
- Missing items
  - Library items become missing when a library patron puts an item away in another area or the item is incorrectly shelved.
  - Patrons should ask staff any time they cannot find an item they are looking for.

### Interlibrary Loan

- Interlibrary loan is available to all patrons with an active library card whose account is in good standing.
- Patrons can request up to 5 items at any given time.
- Requests may be made in person, by phone or by email.
- Interlibrary loan requests will only be made to libraries in the continental US.

- There is no charge for items requested if the item can be found at another Iowa Library and is picked up from the patron. If a patron orders an item and does not pick it up, there will be \$1.00 fee applied to the patron's library account. For items from libraries outside of Iowa, there is a \$3.00 fee whether the patron picks up the item or not. This charge helps to cover the cost of postage. This charge must be paid when the item is checked out.
- Interlibrary loan item due dates are set by the loaning library, not by the Harlan Community Library. Items may or may not be available for renewal.
- Any and all fines or fees the loaning library charges the Harlan Community Library will be passed on to the patron.

### Fines and Fees

- Overdue Items
  - The library charges \$.15 per day late fee for books, audiobooks, CDs, activity boxes and magazines.
  - The library charges \$1.00 per day late fee for DVDs and STEAM Back Packs.
  - The library charges \$5.00 per day late fee on Internet Hotpots.
  - No late fees are charged on puzzles as long as they are returned.
  - Overdue fees cannot exceed the "retail" cost of replacing the item.
  - Patrons who are signed up for electronic notifications are notified by email or text when an item is due/overdue.
  - Patrons who have items excessively overdue will receive a phone call and or written correspondence.
  - Any exceptions to this policy may only be granted by the library director.
  - Fine Forgiveness Fridays - All items, except No Renewal Books, STEAM Backs and Internet Hotspots qualify for Fine Forgiveness Fridays. Up to will be \$4.00 deducted from the fine per item returned. This only applies for items that are in the drop box at 9:00am on Friday morning or returned during business hours on Friday.
- Missing Items
  - Patrons who return items with missing parts will be charged the "retail" cost of replacing the item along with applicable processing fees. *See Appendix A*
  - The item will remain checked out to the patron until the pieces are returned or paid for.
  - The cost of these pieces varies on the type and whether the piece is replaceable or the whole item needs replacement. *See Appendix A*
- Damaged Items
  - Damage includes but is not limited to:
    - Ripped pages
    - Liquid damage
    - Excessive markings
    - Broken cases
    - Broken discs
    - Missing pieces
  - Costs for damaged items will vary depending on the item. *See Appendix A*
  - Normal wear and tear for library materials is expected.
- Lost Items
  - Lost items are those items checked out to patrons and never returned.
  - An item is moved to "lost" once it reaches 6 months overdue. New items or items in a series may be moved to "lost" sooner at the discretion of the library director.
    - Patrons will be charged the "retail" replacement cost of an item along with applicable processing fees. *See Appendix A*
    - Patrons with lost items on their card will not be able to check items out until the fees are paid.

- If a patron finds an item after it has been moved to “Lost”, the patron will still be required to pay the “Lost” item fee.
- If a patron finds an item after they have paid the “Lost” item fee, the patron may keep the item or donate it back to the library. No refunds will be issued.

Appendix A

<b>MISSING PIECES CHARGES</b>		
<b>Description</b>	<b>Charge</b>	
Missing Barcode	\$2.00	
Missing or Damaged Covers	\$3.00	If it can be replaced.
Damaged Book	Varies	Depends on the damage of the book. \$1.00 up to replacement cost.
<b>Audiobooks</b>		
Missing Disk from an Audiobook	\$10.00	If the individual CD can be replaced
Missing Case for Audiobook	\$8.00	
Missing sleeve from Audiobook case	\$2.00	
<b>DVDs</b>		
Missing or damaged case from a DVD	\$5.00	
Missing or damaged disc from multiple disc set	\$10.00	If the individual disc can be replaced
Missing sleeve	\$.50	
<b>Music CD</b>		
Missing or damaged case for Music CD	\$3.00	
Missing or damaged disc from multiple disc set	\$5.00	
Missing sleeve from CD	\$1.00	
<b>Miscellaneous Items</b>		
Missing or damaged tote for kits	\$5.00	
Missing book from a kit	\$10.00	If the book can be replaced
Missing disc from a kit	\$10.00	If the disc can be replaced
Missing felt pieces from a kit	\$1.00	If the felt pieces can be replaced
Missing papers from a kit	\$1.00	
Missing pieces/damaged pieces of a STEAM Back Pack	Varies	Each backpack has a replacement cost sheet located inside it.
Hotspot	Varies	See the Circulating Internet Hotspots Policy
<b>Processing Fee Charges</b>		
Book	\$3.00	Each
Audiobook, DVD, CD	\$3.00	Each
Kit	\$6.00	Total Kit
STEAM Back Pack	\$3.00	Potentially \$3.00 for each item that needs replaced depending on the time to process the replacement.
<b>LIBRARY CHARGES &amp; FEES</b>		
<b>Description</b>	<b>Charge</b>	
Late fee for books, audiobooks, CDs, activity boxes and magazines.	\$.15	
Late for DVDs	\$1.00	

Black and White Printouts & Photocopies (Letter & Legal)	\$.10	Each (2 sided counts as 2)
Colored Printouts & Photocopies (Letter & Legal)	\$.50	Each (2 sided counts as 2)
Black and White Ledger Copies	\$.20	Each
Colored Ledger Copies	\$1.00	Each
Laminating (Letter size)	\$1.00	Each
Interlibrary Loan Fee	\$3.00	Per book
Faxing – sending & receiving	\$1.00	Per page
Scanning	\$1.00	Per page
USB – 4 GB	\$5.00	Each
DVD/CD Scratch Repair	\$2.00	Per Disc
Envelope	\$.50	Each
Plain Sheet of 8 1/2 x 11 Sheet of Paper	\$.05	Each
Large Meeting Room Rental – during normal library hours. Meeting Room Rental Agreement Required. Must be 18rs or older.	\$20.00	Per hour. Free to not for profit organizations, city and government entities. \$50.00 deposit.
Large Meeting Room Rental – outside of normal library hours. Meeting Room Rental Agreement Required. Must be 18rs or older.	\$20	Per hour. No discounts apply. \$50.00 deposit.
Overhead Projector (non-computer type) – 24 hr. rental Library Equipment Rental Agreement required. Must be 18yrs or older.	Free	\$50 dollar deposit. If a patron loses or damages a/v equipment, he/she is responsible for the full cost of repair or replacement.
Projection Screen – 24 hr. rental Library Equipment Rental Agreement required. Must be 18yrs or older.	Free	\$50 dollar deposit. If a patron loses or damages a/v equipment, he/she is responsible for the full cost of repair or replacement.
Overhead Projector (computer type) – 24 hr. rental Library Equipment Rental Agreement required. Must be 18yrs or older.	Free	\$50 dollar deposit. If a patron loses or damages a/v equipment, he/she is responsible for the full cost of repair or replacement.