



## CARNEGIE-STOUT PUBLIC LIBRARY

### CIRCULATION POLICY

#### I. LIBRARY CARDS:

##### A. Full Service Cards:

Any person who resides within the City limits of Dubuque will be issued a library card, upon application with proper identification. The Library will request a donation of \$1.00; however, this is considered a donation and is not required to receive a library card.

Applicants are required to provide proper identification (driver's license or birth certificate with social security card) and proof of residence (voting card, utility bill, recently postmarked mail, or a check with an imprinted address). If the applicant has no proof of address, a postcard can be mailed to the residence which can then be brought to the Library. The Library does not accept a post office box address when applying for a library card.

Children's Cards: A library card for a child under the age of 16 will be issued when the parent or guardian has signed the "statement of responsibility" card and a proof of residence has been provided. The child must be present for the card to be issued. Guardians may be asked to provide documentation of guardianship. Only the person listed as parent or guardian may use a child's card without the child present. A patron whose library card is suspended or has fines of over \$10.00 (adult and children) may not use other family members' cards or friends' cards. Persons sixteen years of age and above will be treated as adults when applying for a library card and must furnish proper identification.

Any person who resides outside the city limits of Dubuque but pays taxes on property within the city limits will be issued a full service borrower's card. Proper identification and proof of tax payment will be required.

The Carnegie-Stout Public Library has partnered with the Cascade Public Library, the Dubuque County Library, and the James Kennedy Public Library to form an Agency with the goal of providing library service to residents of Dubuque County who are not eligible for borrowing privileges through Open Access or the County Library. The residents of those communities contracting with the Agency will have full privileges at the Carnegie-Stout Public Library. Proper identification will be required.

Non-residents not eligible for borrowing privileges may be eligible to purchase a library card for a fee established by the Board of Trustees. (*See Fines/Fees Policy*)

## **B. Limited Access Cards:**

New cardholders are limited to having a total of three items on loan at a time for a three-month period. After three months, if the new account is in good standing, a total of 100 items on loan at a time will be allowed. If the new account is not in good standing at the end of the three-month period, new cardholder status will continue for another three months. At the end of the second three months, the account will be reviewed by the Circulation Supervisor to determine eligibility for regular cardholder status. New cardholders are not eligible for Interlibrary Loan. Cardholders with accounts that have not been in good standing may also be limited to a total of three items on loan at a time.

Patrons who are living in a temporary residence will be issued a library card for 30 days and are limited to having a total of one item on loan at a time. After 30 days the Circulation Supervisor will review the account to determine if it is eligible to be renewed.

The Carnegie-Stout Public Library is a participant in the State of Iowa's Open Access program.

Residents of Dubuque County and outside of the County in Iowa may receive services from the Carnegie-Stout Public Library through Open Access, a statewide reciprocal borrowing program for participating libraries. Proper identification will be required. Open Access card holders are not eligible for Interlibrary Loan, remote online digital collections and resources, and are restricted from placing purchase requests and reserving items.

Open Access card holders and out-of-state residents may purchase additional services. (*See Fines/Fees Policy*)

Persons residing outside the city limits of Dubuque but in the State of Iowa who are otherwise not eligible for borrowing privileges through Open Access or by contract with the Agency may not purchase a library card.

## **C. Guest Cards**

The Carnegie-Stout Public Library will issue guest cards for visitors to the community. The fee for this card is \$10.00 and is valid for 30 days. Guest Cards are limited to having a total of three items on loan at a time and are not eligible for Interlibrary Loan services.

## **D. Institutional/Business Cards:**

The Library has institutional or business cards available for Dubuque nursing homes, schools, and other institutions that serve City residents. Dubuque businesses may also apply for library cards that allow specific employees to borrow materials related to business operations. The institution's administrator, school principal, or the business manager must sign the application and assume responsibility for the use of the card. A list of authorized users for each card may be provided to the Library. Out of state

institutions that are not eligible for borrowing privileges may purchase a non-resident institutional card (*See Fines/Fees Policy*).

**E. Lost Cards:**

Lost cards should be reported immediately to Library staff. It is the responsibility of the cardholder to make the report. When report of a lost card is received, service to that card will be stopped, but the borrower is responsible for all activity on the card until it is reported lost. There is a charge for replacing a lost card. All fees and fines are listed in the *Fines and Fees Policy*.

**F. Forgotten Cards:**

Patrons are encouraged to have their library cards but may check out materials without their cards with proper identification.

**G. Limits on Borrowing:**

Borrowers with accounts in good standing may have a total of 100 items checked out at a time. New card holders, or those whose accounts have not been in good standing, are limited to 3 (three) items checked out at a time and are not allowed Interlibrary Loan services. Temporary residents are limited to 1 (one) item checked out at a time. Guest Cards are limited to a total of 3 (three) items checked out for the period of time the card is valid. Temporary residents, Open Access without the purchase of additional services, and Guest Card patrons are not allowed to participate in the Interlibrary Loan program.

In order to maximize access to some collections in the Library each borrower is limited to five (5) DVDs, two (2) Books-to-Go and two (2) DVDs/Blu-Rays-to-Go. Most other materials are checked out for three weeks.

Eligible borrowers may have a total of three (3) Interlibrary Loan items on their account at a time.

**H. Renewals:**

Most items can be renewed once. Exceptions include Books-to-Go, DVDs-to-Go, and Children's 7-day holiday books. If there is a waiting list for any item, that item cannot be renewed.

After the second check out by the same cardholder the item(s) must stay in the Library for a period of 48 hours before that same cardholder can check the item(s) out again.

Items may be renewed by calling the Library's automated circulation phone system at 589-0887, the Library at 589-4225, by computer at [www.dubuque.lib.ia.us](http://www.dubuque.lib.ia.us), or in person at the Library.

**I. Reserves:**

An item will be reserved for patrons at no charge if the item is not available when

requested.

When an item with a pending reserve has been returned to the Library, the requesting borrower will be notified. Notification may be in the form of the Library's telephone automated circulation system, by mail, e-mail, or text message. The borrower then has five days from the date of the notice to pick up the material.

The patron must have the reserving borrower's Library card or notice with him/her in order to check out a book that has been held on reserve. (Example: If a notification is sent to Jane Doe, and her husband comes to the Library to pick up the book, he must have her card or her notice with him.)

A patron must have a Library card in good standing before a reserve can be checked out. A Library card in good standing is one with fines totaling less than \$10.00 and with no suspensions due to abuse of Library materials or policy.

A \$.50 fee will be charged to the borrower's card if the requested item is not picked up after notification is sent, and the Library has not been notified the item is no longer wanted. A reserve may be canceled prior to notification by calling the Library at 589-4225 or online at [www.dubuque.lib.ia.us](http://www.dubuque.lib.ia.us).

## **II. FINES AND FEES:**

### **A. Overdue Materials:**

Fines are charged for materials returned to the Library after the due date on a per day basis whether the Library is open or not on those days. The per day rate and the maximum overdue charge are reviewed and approved by the Board of Trustees at least every three years.

Notification of overdue notices will be completed by the Library's automated telephone circulation system, by e-mail, by text message, or through post office mail after seven days from the due date. Patrons who have received a notice they believe is in error should contact the Circulation Supervisor. After 60 days, a final notice is sent to the borrower charging him/her for the cost of the item plus a processing fee. Following this notice the Library will consider the items stolen as stated in Iowa Code 714.5 "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."

Borrowing privileges are suspended for all accounts over \$10.00. The Library will contract with a collection agency to resolve overdue accounts. A fee for collection costs will be added to the patron's account.

### **B. Lost or Damaged Materials:**

If Library materials are lost, the patron is charged for the cost of the materials plus a processing fee. Under some circumstances a payment schedule can be worked out so as not to cause undue hardship on the borrower. The Circulation Supervisor is authorized to implement a payment schedule with a borrower.

Under some circumstances, borrowers will be given a refund for lost items that have been paid for, and if approved the refund will consist of all money paid less the overdue fine levied on the days elapsed between the due date and the date returned. No refund will be paid if the item is returned more than 12 months past the due date.

If Library materials are damaged, the actual cost of repair plus a processing fee will be charged to the patron. Materials that are damaged beyond repair will be billed for the replacement cost. The patron may then keep or discard the item(s). The processing fee is determined by the Board of Trustees. (See *Fines and Fees Policy*.)

### **C. Materials Claimed Returned:**

When a patron claims that he/she has returned an item that appears on the Carnegie-Stout Library system as still checked out, the Library will be searched at least once a week for the item. The patron is also encouraged to search for the item. If the item is found at the Library, the record is cleared. If someone else brings the item to checkout, the record is cleared. If the patron finds the item, the overdue fine is calculated from the due date to the return date. If the patron finds the item and returns it in the bookdrop, the overdue fine is calculated from the due date to the date the item was returned in the bookdrop. If, after sixty (60) days the item is not found, the patron will be sent a bill for lost materials.

### **D. Suspension of Borrowing Privileges:**

No checkout, Internet access or Interlibrary Loan requests are allowed on cards with \$10.00 or more owed. Cardholders owing \$10.00 or more for fines and/or fees will not be allowed to borrow materials until the account is paid in full.

All patrons must abide by the rules and regulations of the Library. The Library retains the right to cancel any individual's borrowing privileges because of abuse of these policies.

Use of Library materials in the building is open to any individual.

Abuse of the Library materials and property may result in a ban from the library.

The Library Director is authorized to suspend or cancel a user's card or entry privileges.

A Library card in good standing is one with fines totaling less than \$10.00 and with no suspensions due to abuse of Library materials or policy.

A patron whose card is suspended or has fines of \$10.00 or more may not use another family member's card or a friend's card.

### III. MATERIAL RETURNS USE:

#### A. General Rules:

The Library maintains outside material drop boxes for patron convenience allowing return of Library materials. The material returns are emptied several times a day and at least once over holidays and when the library is closed for any other reason. Materials will be checked in the next day that the Library is open to the public, and the fine, if any, will be automatically posted to the patron's account.

Materials deposited in the material drop boxes when the Library is closed will be checked in the next day the Library is open. Appropriate fines will be added to the accounts if those materials are overdue.

#### B. Damaged Books:

The Library recognizes that some damage may occur when materials are returned in the book drops. Damaged materials found in the material return boxes will be assessed by staff to determine if the damage occurred in the material drop boxes or if the patron is to be held responsible. The Managers of Adult Services, Youth Services and the Circulation Supervisor are authorized to assess such damages.

#### C. Materials Not Allowed in the Material Returns:

No audio books, videos, DVDs/Blu-Rays, CD-ROM materials, CDs, or magazines should be placed in Book Return where they could be damaged. Audio-Visual Returns are provided for these materials.

No oversized materials should be returned in the Book Drops or Audio-Visual Returns.

No materials borrowed through Interlibrary Loan should be returned in any material returns boxes.

Fines will be charged to patrons returning the above materials in the Material Return Drops. All fines appear on the *Fines and Fees Policy*.

*Adopted by the Library Board of Trustees*

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By,   
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*President, Library Board of Trustees*