



## **Circulation Policy**

### **Purpose**

One of the primary purposes of the public library is to provide access to information. To meet patron needs, Belleville Public Library is a member of the South Central Library System (SCLS) and offers access to partner libraries' materials through the LINKcat online library catalog. The Library adheres to agreements and the procedures of the library system.

Participation in SCLS and LINKcat benefits borrowers who have access to the facilities, collections and services of over 50 member public libraries, as well as the Dane County book mobile.

This policy applies not only to the general public, but also to staff, board members, Friends of the Belleville Public Library, and library volunteers.

This policy is also designed to insure that all users have equitable access to the services and materials of the Belleville Public Library regardless of race, color, sex, national origin, age, religion, sexual orientation, or disability.

### **Library Cards**

Library cards may be issued to individuals and organizations at no cost. Cards are valid for a four-year period and may be renewed. Library cards issued by Belleville Public Library are accepted at all SCLS member libraries and at libraries with reciprocal borrowing agreements with SCLS.

Applicants must complete an application and present photo and address identification that lists their name and current address. Acceptable forms of identification include a Wisconsin driver's license, Wisconsin ID card, current school ID, official mail postmarked within 30 days, and current lease or mortgage. The applicant's signature on the registration form indicates that the statement of responsibility has been read and agreed to.

Cards may be issued to children at any age. Applicants under 18 are required to obtain a parent's or guardian's signature on the card application. A child that resides in two households may only have one library card. The parent or guardian of the household of primary residence provides address verification.

Daycare staff, teachers, or babysitters may bring pre-signed applications by the parent or legal guardian. The caregiver will be asked to vouch for the accuracy of the information on the application. Each child must be present to be issued a card.

Temporary residents: Any individual residing in Belleville on a temporary or part-year basis may be issued a card upon providing local address verification. A suitable expiration date will be determined. Permanent address identification must be presented and the information entered into the patron record.

Belleville community organizations, village departments, and local businesses may be issued organizational borrowers' cards for use by authorized individuals when the organization needs to borrow library materials for organizational purposes. The head of the organization must sign the application form and supply acceptable identification for the organization and a list of authorized individuals. These individuals will then be issued separate cards. The organization, village department, or business assumes responsibility for any library materials checked out on the card(s). All rights and responsibilities held by individual card holders will be assumed by organizational card holders. These cards will be issued for one year. Renewals are possible as long as organizations remain in business. Organizations outside the village of Belleville should apply directly to their home libraries. It is the responsibility of the head of the organization to inform the library of staff changes.

Borrowers residing outside of the South Central Library System may have an SCLS barcode added to their home library card or receive a Belleville Public Library card, provided they meet library card registration guidelines.

Registered library users are responsible for informing the library of any name, address, or status changes. If name, address or status is incorrect, patrons are allowed a one-time checkout; however the card may not be used at subsequent visits until proper verification has been presented to update the patron's library record.

Lost library cards must be reported to the library immediately. If the card is not reported as lost, the patron will be liable for any action taken on the card, including replacing lost, damaged, or stolen items checked out on the card.

### **Rules for Borrowing**

In order to receive efficient, accurate, and private service library users are requested to present their library card each time they check out or renew materials. If the library card is forgotten, the patron's account will be verified by photo ID or matching address or other personal information.

Any borrower with overdue, replacement, or other fees in excess of \$20 may not borrow additional items until the matter is resolved.

Certain items like newspapers and reference materials are non-circulating and may not be checked out.

The maximum number of items that can be checked out on a card at any one time is 99.

A receipt showing items and due dates will be provided at checkout. Patrons may also view their account status online using LINKcat.

## **Hold**

Library cardholders may request materials in person, by telephone, or online through the LINKcat library catalog by using their barcode number and PIN/password. Cardholders will be notified when the item is available by their specified preference of automated phone call, email, or text message.

If an item is not picked up within eight days, it is returned to the owning library. Library users may request pick-up at another South Central Library System library when placing the hold in LINKcat.

The maximum number of holds on an account is 75.

## **Loan Periods**

Different types of materials have different loan periods, which may vary depending on library. A receipt is available when checking out materials, which lists the items and their due dates.

Books – adult and most juvenile	28 days
Books – holiday juvenile books	14 days
DVD/VHS videos	7 days
Audiobooks	28 days
Periodicals	14 days
Software/Video Games	14 days
CDs	14 days
Equipment	Varies

Reference items and local newspapers are not available for checkout.

Most items may be renewed up to two times provided no one else has reserved the items (i.e. placed a hold on the item).

## **Returning Library Materials**

Patrons are responsible for all materials checked out on their library card account. Library privileges are suspended when accumulated account charges for overdue, lost, or damaged items reach \$20.00.

Items returned after the due date will be considered overdue. The Library does not charge daily fines on items checked out at Belleville Public Library, except for certain technology items. For example, a \$5/day late fee will be charged if a wireless hot spot is returned late.

Library patrons are responsible for returning library materials on time and in good condition. Materials checked out at other libraries may still incur fines for being returned late. This is dependent on the checkout library's policy.

Library materials may be returned to any South Central Library System (SCLS) library or Dane County bookmobile.

Patrons may request that an “advanced notice of item due” reminder email be sent two days prior to items being due.

Materials that are overdue more than 29 days are considered lost. The patron is billed for the replacement charge (see below).

In cases of habitual overdue or lost charges, the Director may change the patron’s account to Limited Use status which limits the patron to three checked out items and two holds. Depending on circumstances, the Director may also limit the patron to local items only.

### **Lost or Damaged Materials**

Library users are responsible for all checked out materials. Patrons will be charged a fee for lost items or those damaged beyond repair based on the original purchase price. For multi-part items, the cost may be less than the full replacement cost if the missing part can be purchased separately. The amount of damage and the cost of replacement will be assessed by the owning library. Fees collected will go to the owning library.

Some libraries, including Belleville Public Library, will accept a new, identical item (with same ISBN or product number). The patron is advised to obtain approval from the owning library prior to purchasing a replacement.

The patron may have the damaged item after paying for it if the item is still available.

If a patron pays for a lost item belonging to the Belleville Public Library and later returns it to the library, a refund will be issued if this happens within six months of the item being declared lost. Some, but not all, libraries in the South Central Library System also offer this refund policy.

If a patron believes that an item checked out on his/her card was returned, the library can put a "claims returned" on the item, and its replacement cost is removed from the patron’s financial responsibility. Patrons are allowed a maximum of three “claims returned” items per year.

Patrons must contact the owning library regarding any questions or disputes about lost or damaged items.

### **Lost or Damaged Item Billing Process**

1. 14 Days after the item is due an overdue notice will be emailed or mailed to the patron.
2. If the item is not returned by 29 days past its due date, the item is declared lost. The replacement cost will be charged to the patron account, and a bill will be emailed or mailed to the patron.
3. For damaged items, the owning library will assess the damage, place a replacement charge on the account, and notify the patron.
4. A billing notice, Notice of Unresolved Charges, will be generated and sent to the patron when the Amount Outstanding balance on their account is or exceeds \$50.00.

5. If the patron does not respond, the library will send a registered letter to the patron or guardian.
6. In extreme cases, if a patron does not respond, the matter will be turned over to the Belleville Police Department, Dane County Sheriff Department or Green County Sheriff Department for further proceedings according to Wisconsin Statutes, Section 943.61 Theft of Library Material. If items are replaced as a result of police action, library staff will notify the Police Department as soon as possible after the return of the items.

## **Payment**

Payment of fines for overdue, lost, or damaged items may be paid at the Library with cash or a check made out to Belleville Public Library.

The Village of Belleville assesses a fee for checks returned for insufficient funds which will be added to the patron's account when replacing the amount bounced. Payments to clear NSF charges must be made in cash.

Patrons with an account balance of \$10 or more may make payment online through the LINKcat Fines screen using a credit or debit card. Full payment of the balance is required.

Payments are patron-initiated ONLY. For security purposes, library staff will not handle the credit/debit cards and will not enter the information for the patron.

## **Outerlibrary Loan (OLL)**

Requests for items not owned by the Belleville Public Library can usually be filled by transfer from another library within the South Central Library System (SCLS). When an item is not available within the system, staff may request it from an outside library through Outerlibrary Loan.

All patrons with a valid SCLS library card are eligible to request materials, provided fines and fees on the account are \$20 or less and the account is not suspended.

Items requested through Outerlibrary Loan by the Belleville Public Library must be picked up and returned to Belleville Public Library. Loan periods are set by the lending library and are typically one to three weeks.

Items must be returned in good condition and by the due date specified. A patron will be held financially responsible for any damage done to the item while in his or her possession.

Belleville Public Library reserves the right to restrict Outerlibrary Loan borrowing privileges for patrons who repeatedly disregard loan periods or damage OLL items.

Due to system guidelines, items cannot be requested until they have been available for six months. A patron receiving a title via Outer Library Loan may not request the same title again until six months have elapsed.

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