

## 08. GRIMES PUBLIC LIBRARY CIRCULATION POLICY

### **PATRONS**

Residents of Grimes, unincorporated areas of Polk County, and Open Access communities are eligible for a library card. To obtain a card, individuals are required to present photo identification with the current address or photo identification plus a valid form of current address (e.g. cancelled mail, electronic bill, etc.). Cards will expire on patron's birthdate each year (See *Restricted Patrons*). Patrons are financially responsible for all items checked out on their library card. The Library interprets possession of a library card as consent to use it unless it has been reported lost or stolen by the account holder. If card is lost or stolen, patron may call the Library to have the card blocked. Card replacements are \$1.00 (photo identification is required).

Children ages five to age 17 may obtain a Library card. To obtain a card, the parent/legal guardian is required to present photo identification with the current address or photo identification plus valid form of current address. Child must be present to receive a new card. Cards will expire on patron's birthdate each year (See *Restricted Patrons*). Parent/legal guardian must sign for their child's card to give consent and accept the financial responsibility for all items checked out on library card. Patrons, regardless of age, can select from the entire collection. The Library is not responsible for monitoring a child's reading, listening, viewing and internet activity. If card is lost or stolen, patron may call the Library to have the card blocked. Card replacements are \$1.00 (photo identification is required).

Patrons requiring special accommodations, including homebound residents, may obtain a Library card through the Library Director. A subscription card is available for those unqualified for another plan. Cards will expire in 365 days. Fees will apply (See Fee Schedule).

### **RESTRICTED PATRONS**

A patron with a valid Library card is restricted from borrowing any library materials if fees on the account exceed \$4.00. Library cards will be reinstated when fees are paid, or if lost materials are returned within six months of their due date.

Cards will expire on patron's birthdate allowing library staff to do an address check. The account must be in good standing (no outstanding fees on account) and all contact information must be updated at this time to reactivate the card. If address has changed, individuals are required to present photo identification with the current address or photo identification plus a valid form of current address (e.g. cancelled mail, electronic bill, etc.). Exceptions shall be granted by the Library Director and/or Library Director's designee.

The Library Director may revoke the use of library cards.

### **INACTIVE ACCOUNTS**

Inactive library card accounts (currently defined as no checkouts or electronic use of the library card during the past 3 years) without charges will be purged annually. Charges

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for lost or damaged items will not be waived and inactive accounts with lost/damage charges will remain in the database.

### **CIRCULATION OF MATERIALS**

Materials (up to 200 items per card) check out for specific time periods. *See Loan Periods* for checkout periods and renewal limits. Exceptions shall be granted by the Library Director and/or Library Director's designee. Items with a hold cannot be renewed. A physical or digital library card and/or physical or digital photo identification is required to check out library materials. Some materials may be accessible to only the residents of Grimes and rural Polk County. All materials should be returned by the date due.

Patrons can renew or check the status of items in-person, by telephone, through their on-line account, or by emailing the library.

### **OTHER SERVICES**

Holds may be placed by patrons with valid library cards in-person, by telephone, online account, or email. Holds may not be available on all items (*See Loan Periods*). The patron will be notified when held item becomes available. Items will be held for three days. If not picked up by then, the items will be passed on to the next person on the wait list or moved back into circulation.

Interlibrary Loans and Purchase Requests are made when the Library does not own the item. Library staff will evaluate purchase requests (*See Material Selection Policy*). If the Library does not choose to purchase the requested item, library staff may choose to Interlibrary Loan the item instead (*See Interlibrary Loan Policy*).

### **OVERDUE MATERIALS**

Library cardholder is expected to keep track of and know when items are due. Library is not responsible if electronic or paper notices fail to reach intended persons.

Failure to return an item for two months or more after the due date is considered a criminal offense (Section 714.5 Code of Iowa) which may result in legal or collection agency action.

The Library will attempt to contact the patron via their preferred method of contact (text e-mail, or mail) when an item is at least 10 days overdue. The Library will contact the patron via mail when an item is at least 20 days overdue. The Library will restrict the patron's account and mail the patron a bill for items at least 30 days overdue. At 30 days overdue the item is declared lost, and the cost of the item (based on the library's records) plus a processing fee (*See Fee Schedule*) will be charged to the patron's account. Additional contact with other agencies may be made at the discretion of the Library Director. Accruing fees \$50.00 or over may result in collection agency action. A service fee will be added to accounts that are referred to the collection agency (*See Fee Schedule*). Overdue fines, replacement charges, processing fees, and service fees will be waived if items are returned within six months of their due date.

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Items declared lost for more than six months will be removed permanently from the collection or replaced. Items cannot be returned if they have been declared lost for more than six months.

Items returned with missing parts will not be checked in and will be treated as an overdue item.

If an item is returned damaged beyond repair the patron will be charged the replacement cost of the item (based on the library's records) plus a processing fee (See *Fee Schedule*). The Library will attempt to notify the patron by phone or email, and a bill for these charges will be sent to the address on file. Patrons may keep damaged materials once they have been paid for. Damaged materials will be kept for 30 days and then discarded if not picked up by the patron. If an item is returned that poses a potential health risk to patrons and/or staff it will be discarded immediately.

Patrons may purchase their own replacement for lost or damaged items only with prior approval from the Director or Assistant Director. Processing fees will still apply (See *Fee Schedule*). Payment for lost/damaged items is considered final and no refunds will be made.

A hotspot will be deactivated when it becomes overdue and a reactivation fee will be placed on the cardholder's account (See *Fee Schedule*).

Approved by the Grimes Public Library Board of Trustees: 03/10; 01/13; 08/13; 02/16; 03/16; 09/16; 04/17; 05/17; 8/18; 01/19; 07/21; 9/21.