

# GRIMES PUBLIC LIBRARY CIRCULATION POLICY

## **OBTAINING A LIBRARY CARD**

Residents of Grimes and Open Access communities are eligible for a library card. Minors, aged 5 to 17, must be present at the library and have a parent or legal guardian present to sign up for a card. To obtain a card, individuals must provide a photo identification with their current address or a photo identification plus valid evidence of their current address (e.g. mail, electronic bill, etc.). For a minor's card the parent or legal guardian must provide the required personal identification and sign for the card in order to give consent to the use of the card for the minor.

Patrons are financially responsible for all items checked out on library accounts they have signed for, including a card obtained for a minor. The Library is not responsible for monitoring a child's reading, listening, viewing or internet activity. Patrons, regardless of age, can select from the entire collection

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. Cards can be replaced (photo identification is required). For amount, see Fee Schedule policy.

Cards expire on patron's birthdate every two years. To reactivate the card, patrons must not have any outstanding fees on the account and verify all contact information with library staff. Anytime a patron's address changes, they must provide proof of their new address such as photo identification or valid evidence of their current address (e.g. cancelled mail, electronic bill, etc.).

Patrons requiring special accommodations, including homebound residents, may obtain a Library card through the Library Director or their designee. A subscription card provides access to the Library's physical materials and is available for those unqualified for another plan. Subscription cards will expire in 365 days. Fees will apply (See Fee Schedule policy).

Exceptions shall be granted by the Library Director and/or Library Director's designee.

## **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.

The Library Director may revoke the use of a library card based on the patron's failure to comply with library policy.

## **INACTIVE ACCOUNTS**

Library accounts with no activity in the past three years and no outstanding account fees will be purged annually. Charges for lost or damaged items will not be waived and inactive accounts with charges will remain in the library database.

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## **CIRCULATION OF MATERIALS**

Materials of up to 200 items per card may be checked out for specific time periods. See Loan Periods policy for checkout periods and renewal limits. Items with a hold by another patron cannot be renewed. Patrons are required to provide valid identification via photo identification, library card, or confirmation of their account information in order to check out library materials. Some materials may be accessible to only the residents of Grimes and rural Jefferson Township (See Loan Periods policy). All materials must be returned by the date due.

Eligible items will automatically renew two days before their due date. Interlibrary loan items and items with a hold for another patron are not eligible for automatic renewal. Checkout and renewal limits apply (See Loan Periods policy).

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

## **OTHER SERVICES**

Holds may be placed by patrons in-person, by telephone, through their online account, or email. Holds may not be available on all items (See Loan Periods policy). The Library will attempt to notify the patron via their preferred method of contact when their 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 hold list or placed 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 Collection Development policy). If the Library does not choose to purchase the requested item, library staff may choose to request an interlibrary loan of the item instead (See Interlibrary Loan policy).

## **OVERDUE MATERIALS**

Patrons are expected to monitor when their items are due. The Library is not responsible if notices fail to reach the intended patron. Failure to return an item for two months or more after the due date may be 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 email or text message when an item is at least 10 days overdue, and again when at least 20 days overdue. When an item is at least 30 days overdue the item is declared lost, and the cost of the item (based on library records) plus a processing fee (See Fee Schedule policy) will be charged to the patron's account and the Library will mail a bill to the patron.

Additional contact with other governmental agencies or third parties may be made at the discretion of the Library Director to secure enforcement of charges to the library. 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

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policy). Replacement charges, processing fees, and service fees will be waived if all lost items are returned within six months of their due date.

Items declared lost for more than six months may 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 be evaluated on a case-by case basis. The Library will attempt to notify patrons when items are returned missing pieces. Items returned missing pieces may not be checked in until all pieces are returned. Failure to return all parts of an item may result in charges for partial or full item replacements.

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 policy). The Library will attempt to notify the patron by phone or email. Once a damaged or lost item has been paid for patrons have the option to keep the item. Damaged items will be held for 30 days and then discarded if the patron has not paid for and picked it up. 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 Library Director or their designee. Processing fees will still apply (See Fee Schedule policy). Payment for lost or 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 policy).

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, 4/25, 5/26