

### **A. Registration**

All borrowers must have a valid local or MORE system library card to borrow library materials.

1. To register for a new library card, patrons must complete and sign a MORE application form agreeing to cardholder responsibilities.
2. Identification is required. A driver's license or state ID, student ID, or any other official ID combined with a current or recent non-personal piece of mail (such a utility bill or bank statement) may be acceptable.
3. Applicants under 16 years of age must have a parent or guardian sign the application form for a new card. Parental signature is not required for children who are renewing cards.
4. Non-cardholders may use a “guest pass” to use the public computers with valid ID.

Eligibility:

1. Any person, 4 years of age or older, residing in Wisconsin may register for a library card free of charge.
2. Teacher card: Any educator may obtain a teacher card at the library. Teacher cards are specifically for classroom materials. Cardholders will be responsible for damaged or lost materials.
3. Out of state residents: Residents of Minnesota and neighboring states may register for a library card with valid identification at a cost of \$25/card. This amount approximates the amount local taxpayers are assessed for library services. The fee is payable upon card issue and annually upon card renewal. An out-of-state resident, non-cardholder, may use a “guest pass” to use the public computers with valid ID.
4. Minor children: Applicants under 16 must have a parent or guardian sign the application form. Applicants who are 16 or 17 must include the names of a parent or guardian on the form but a signature is not required.

### **B. Lost or forgotten cards**

All patrons are expected to bring their library cards with them to check out items or use the computers.

1. If a patron loses their library card, they should notify the library as soon as possible and request a replacement.
2. An individual who repeatedly ignores this expectation may be denied the privilege of checking out materials until they present their card at the library or obtain a new one.

### **C. Loan periods**

Loan periods depend on the material borrowed as follows:

1. Three (3) weeks for most books, audio books, and music CDs
2. Two (2) weeks for non-fiction DVDs and series TV DVDs
3. One (1) week for DVDs and magazines
4. Generally, reference books do not circulate.
5. Books may be renewed twice if there is not a waiting list for the title.
6. The director may establish the loan period for special collections, materials temporarily in great demand, such as for student projects, or recently added materials in a new format, e.g., computer software.
7. Interlibrary loans and MORE system loans are due the date indicated by the lending library.

### **D. Fines**

Geraldine E. Anderson Village Library, Dresser, WI does not charge fines on overdue materials.

1. Patrons are expected to return materials on time. Overdue notices will be sent.
2. Materials borrowed from other libraries through the MORE system or through interlibrary loan (ILL) fall under the owning library's loan and fine policies.

### **E. Overdue Notices**

Overdue Notices are sent on the following schedule:

1. An automated notice is sent by phone, email, or text after the item is 7 days overdue.
2. A second notice is sent by mail or email 7 days the first notice is sent (approximately 14 days overdue).
3. If the material is not returned, it will be considered lost and a replacement cost bill is sent by mail 14 days after the second notice was sent (approximately 28 days overdue).
4. Library staff may attempt to secure the return of library item through letters and telephone calls.

### **F. Damaged or Lost materials**

Patrons are expected to return materials to the library in the same condition as when borrowed.

1. Minor damage or soiling of materials attributed to normal usage shall not incur a penalty.
2. Loss of, or serious damage to, any item shall incur a charge to the patron for the replacement or repair of the lost or damaged item. Cost will be determined by the library's current replacement price. If a lost item is found and returned after billing but prior to patron payment, the replacement fee is cancelled.
3. Once a patron has paid for replacement of a lost or damaged item, the patron will be the owner of that item. Refunds will not be issued.

4. The patron will be called and a notice of these charges will be sent to the borrower; a sample of the notice follows:

*Dear \_\_\_\_\_:*

*At the time a library patron borrows materials from the public library collection, the patron assumes the responsibility for the care and timely return of the materials. Recently materials checked out on your library card were returned to the library damaged beyond the point of being usable in Geraldine E. Anderson Village Library's collection. The title(s) and cost(s) of the material(s) is/are listed below:*

*TITLE,            REASON,        Replacement Cost: \$ \_\_\_\_\_*

*Your assistance in clearing this matter promptly will be appreciated and will be necessary in order to retain your borrowing privileges. You may make payment at your local library or through your MORE account. It is the Geraldine E. Anderson Village Library's practice to return the item to the patron once payment is received.*

*Thank you in advance for your prompt response to this matter.*

*Sincerely,*

*\_\_\_\_\_, Library Directory*

5. Continual lack of payment may result in loss of borrowing privileges and/or legal action pursued in accordance with the Wisconsin State Statute 943.61s

### **G. Holds**

This library is a member of the MORE library system. Items may be borrowed from any of the system libraries. Patrons may place hold reservations in person, by telephone, or through the MORE on-line catalog. Very popular items may have long wait times. There is no charge for this service.

1. When placing the hold, the patron will specify at which library they would like to pick up their item(s) and will receive a notification (email, text, or phone call as specified by the patron) when the item(s) arrive(s) at the designated location.
2. The items will be held at the library for one week where upon the patron needs to pick up the item or it will be returned to the owning library.
3. The patron must follow conditions for borrowing of the owning library, including return dates and financial responsibility.

4. In compliance with privacy regulations (see H, below), held materials may be released only to the cardholder who placed the hold. Exceptions:
  - a. Custodial parents may pick-up held materials for children under age 16.
  - b. Adults, and children age 16 and over, may provide written consent to release held materials to another person. For your convenience a Holds Pick-up Authorization form is provided.

Inter-Library Loan: ILL refers to the process where a patron would like an item not available within the MORE system. Typically, the library uses the WISCAT service.

1. The patron needs to work directly with a librarian to acquire the materials.
2. Patrons will be notified by telephone when the materials are available.
3. There is no charge to the patron for this service.

#### **H. Confidentiality**

As specified in Wisconsin Statutes 43.30, "records of any library which is in whole or in part supported by public funds, including the records of a public library system, indicating the identity of any individual who borrows or uses the library's documents or other materials, resources or services may not be disclosed except by court order or to persons acting within the scope of their duties in the administration of the library or library system, to persons authorized by the individual to inspect such records, or to libraries authorized under subs. (2) and (3)."

The Geraldine E. Anderson Village Library of Dresser, WI adheres strictly to all sections of this Statute regarding the protection of the privacy and confidentiality of its users.