

08. GRIMES PUBLIC LIBRARY CIRCULATION POLICY

PATRONS

Residents of Grimes, unincorporated areas of Polk County, and Open Access communities are considered to be our patrons and are entitled to a Library card free of charge. To obtain a card, individuals are required to present photo identification with the current address or photo identification plus an acceptable form of ID that shows the 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 are required to present photo identification with the current address or photo identification plus an acceptable form of ID that shows the 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).

Homebound resident or patron with special needs 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). A Digital Access card can be obtained for people unable to verify current address and provide a photo identification.

RESTRICTED PATRONS

A patron with a valid Library card is restricted from borrowing any library materials if his/her fees accumulate to \$4.00 or more. Library cards will be reinstated once amount is under \$4.00.

Cards will expire on patron's birthdate allowing library staff to do an address check. All fines need to be paid, and all contact information must be updated at this time to reactivate the card. If address has changed, please bring photo identification with the current address or photo identification plus an acceptable form of ID that shows the current address. 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, fine amounts, 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 physical materials should be returned on date due to avoid fines (*See Loan Periods*). Fines will not exceed the cost of the item.

Price of the item is based on the library's records.

Patrons can renew or check the status of items in-person, by telephone, through 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 mail or e-mail one courtesy overdue notice to a patron when an item is 14 days overdue. If the item is not returned within four weeks of the due date, the Library will mail the patron a final notice for items not returned. Postage fees apply to all mailed notices (*See Fee Schedule*). After 45 days overdue, the item is declared lost. The cost of the item/s 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 fines \$50.00 or over may result in collection agency action. Service fee will be added to accounts that are referred to the collection agency (*See Fee Schedule*).

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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 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 changes 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. If an item has not been paid for, is later found and returned by the patron, the cost of the item and processing fee will be converted to an overdue fee not to exceed the cost of the item. Items declared lost for more than six months will be removed permanently from the collection or replaced. Items cannot be returned if item has been declared lost for more than six months.

A hotspot will be deactivated when it becomes overdue and a \$5.00 reactivation fee will be placed on the cardholder's account. In addition, overdue charges will accrue until item is returned to the Library (See Loan Period chart).

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.