

Circulation Policy

Purpose of the Policy

The purpose of the Altoona Public Library's Circulation Policy is to ensure that all users of the library have equitable access to library materials and services. Policies are constructed to apply to all users of the library, regardless of race, color, sex, age, gender identity, national origin, religion, or physical or mental ability. The library strives to be inclusive of all groups, including those not explicitly mentioned in the preceding statement.

Interlibrary Loan Periods and Fines

Interlibrary Loan is a free service giving access to library materials (both academic and public) that the MORE consortium does not own. The library will not request an Interlibrary Loan for items already owned by the MORE consortium. Patrons are limited to five (5) interlibrary loan requests a week. The library will not request the same title more than three (3) times for a single patron. Interlibrary Loan staff may make exceptions to these limits in special circumstances. Circulation rules, including loan periods and use of materials, are set by the lending library. Renewal and return instructions are included with each interlibrary loan item and may vary from library to library.

Interlibrary loan privileges may be suspended for up to five months for failure to return materials upon reaching ten or more days after the due date, not picking up two or more item holds in a 30-day period, or failure to comply with the conditions of a loan that could jeopardize our lending and borrowing privileges with other libraries, as determined by the Circulation Manager.

If material is lost or damaged, the patron is responsible for the cost of the material, and any processing fees charged by the lending library. Returns made after the lending library has billed for the item may not be accepted by the lending library, in which case charges will remain on the patron account.

Circulation of Materials

- For each type of material, the chart below indicates the loan period and potential fines, if the item may be renewed or placed on hold, and the total number of that type of item that may be checked out.
- The sum of all items that may be checked out at any given time is two hundred (200).

General Collection

Type of Material	Loan Period	Fines	Holds	Renewals	Item Limit
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Audiobooks (CD/MP3/Playaway)	Three (3) Weeks	Fine Free	Yes	Yes	20
Black Kit Bags, and Family Conversation Kits	Three (3) Weeks	Fine Free	No	No	1 of Each
Board Games/RPG Games	Two (2) Weeks	Fine Free	No	Yes	3
Book Club Kits	Three (3) Weeks	Fine Free	Yes	Yes	2
Books (Print), New Adult Fiction	Two (2) Weeks	Fine Free	Yes	Yes	200
Books (Print), Other Adult and Youth	Three (3) Weeks	Fine Free	Yes	Yes	200
DVD/Blu-Ray Movies/Films	One (1) Week	Fine Free	Yes	Yes	20 Youth + 20 Adult
DVD/Blu-Ray Television Series	Two (2) Weeks	Fine Free	Yes	Yes	
Kits – Adult (Stay Sharp Kits; Xcel Energy Draft Check, Xcel Energy Power Check Kit)	Two (2) Weeks	Fine Free	No	Yes	1 of each
Kits – Juvenile (Black Bag Kits; Family Conversation Bags)	Three (3) Weeks	Fine Free	No	No	1 of each
Launchpads	One (1) Week	Fine Free	No	No	1
Magazines/Periodicals	Two (2) Weeks	Fine Free	Yes	Yes	10 Youth + 10 Adult
Music CDs	Three (3) Weeks	Fine Free	Yes	Yes	20
Outdoor Activities: Bocce Ball, Kubb set, Ice Fishing Kit, Snowshoes, etc.	Two (2) Weeks	\$0.50/day	No	No	3
Puppets	Three (3) Weeks	Fine Free	No	No	1 per family Member
Puzzles	Three (2) Weeks	Fine Free	No	Yes	3

Reference Materials	Reference materials generally do not circulate. However, they may circulate at the discretion of the Library Director or Circulation Manager.				
STEM/STEAM Kits	One (1) Week	Fine Free	No	No	1
Video Games	Two (2) Weeks	Fine Free	Yes	Yes	3

Lucky Day Collection

Type of Material	Loan Period	Fines	Holds?	Renewals	Item Limit
Lucky Day Books/Audiobooks	One (1) Week	\$0.50/day	No	No	2
Lucky Day DVD/Blu-Ray	Three (3) Days	\$0.50/day	No	No	2

Technology and Devices

Type of Material	Loan Period	Fines	Holds?	Renewals	Item Limit
Wi-Fi Hotspots	Two (2) Weeks	\$1.00/day	No	No	1
Laptops/Chromebooks/Office Kits, etc.	Two (2) Weeks	\$1.00/day	No	No	1
Multimedia DVD/CD Player-plays all regions 1/2/3/4/5/6 DVDs (except for CPRM)	Two (2) Weeks	\$1.00/day	No	No	1

Item Holds/Reserves

- Patrons may place items on hold (reserve an item) by either requesting the item(s) in-person at the circulation desk, over the phone, or online using the MORE website or the MORE app. There is no charge to the patron for placing a hold on an item. Patrons will be notified by phone call, text, or email when their item or items are ready to be picked up at the Altoona Public Library.
- Most items placed on hold that arrive from a different MORE Consortium member library are subject to Altoona Public Library's circulation policies.
- Items that have been placed on the "hold-shelf" for patrons to pick-up will remain on the hold-shelf for a period of one (1) week. At that time, the "hold" on the item

or items will be cancelled and the items will be redirected to fill the next hold or to be reshelved by the owning library.

- Patrons may place a maximum of one hundred (100) items on hold at any one time.

Notices on Damaged or Missing Parts

- Patrons are responsible for all materials and equipment checked out on their library card. All items will be assessed for damage upon their return, and patrons may be subject to repair or replacement costs.
- The replacement cost for an item will be the list price that has been entered into the library's catalog system when the item was purchased. Based upon conditions such as the age of the material, the frequency of which the items are checked out, the total number of times the items have been checked out, etc., library staff may reduce the amount of the replacement cost. If the exact same item is available new at a lower cost from another vendor, including Amazon.com, the replacement cost indicated there may be used.
- Patron purchased copies of damaged or destroyed items owned by the Altoona Public Library WILL NOT BE ACCEPTED. Please do not purchase replacement items.
- If an item owned by another library is damaged, the owning library will assess the damage and decide if a replacement or repair fee is owed. In some cases, libraries do charge a processing fee in addition to the item cost.

Overdue Notices

The following overdue notice schedule shall be followed, apart from noted exceptions:

- First overdue notice seven (7) days after the due date.
- Second overdue notice fourteen (14) days after the due date.
- Replacement bill issued twenty-eight (28) days after the due date.

For Home Delivery patrons, the following overdue notice schedule shall be followed:

- First overdue notice fourteen (14) days after the due date.
- Second overdue notice twenty-one (21) days after the due date.
- Replacement bill twenty-eight (28) days after the due date.

For Interlibrary Loan materials, Lucky Day items, the Library of Things collection, laptops and Chromebooks, and Wi-Fi Hotspots, the following overdue notice schedule shall be followed:

- First overdue notice three (3) days after the due date.
- Second overdue notice seven (7) days after the due date.
- Replacement bill issued ten (10) days after the due date.

After the final notice, library staff may attempt to secure the return of the library materials through individual letters and telephone calls. In addition, library staff may refer patrons with overdue items to a materials recovery agency, the City Attorney, or the Police Department.

Confidentiality of Library Records

- As specified in Wisconsin Statutes, 43.30 Public Library Records (Appendix H, pp.52-53), all circulation and other records which identify the names of library users, especially as they connect library users with material or services used, are confidential. It is the policy of this library that such records shall not be made available to any agency of federal, state, or local government, or to any individual, except pursuant to such process, order, or subpoena as may be related to civil, criminal, or administrative discovery procedures or legislative investigative power. The Altoona Public Library strictly adheres to all sections of the Statute regarding the protection of the confidentiality of its users.
- Furthermore, it is the library's policy to resist the issuance or enforcement of any such process, order, or subpoena until a proper showing of good cause has been made in a court of competent jurisdiction.
- Information about overdue materials, materials placed on hold, or fines/fees may only be given out to persons authorized in writing or by phone by an individual cardholder. Individuals may be asked to present identification in person to receive this information.
- Information about uncollected fines, overdue materials, and missing or damaged parts may be released to an outside agency for collection. Library staff may release information about overdue materials to such an agency when the patron has at least one item that is 60 days overdue and fines/fees totaling \$25.00 or more. The materials recovery agency engaged in this task will be deemed an agent of the library and will be required to maintain confidentiality regarding the identity of any individual who borrows or uses the library's documents or other materials, resources, or services.

Fines Threshold

Items shall not be checked out to any patron with ten dollars (\$10) or more in fines or with lost or damaged item charges, including charges from other MORE member libraries.

Access Restrictions

The library does not restrict library patrons under the age of 18 to certain collections or areas of the library, and library staff cannot serve in loco parentis. In accordance with the American Library Association's statement "Free Access to Libraries for Minors," the library maintains that parents and/or legal guardians have the right and responsibility to

restrict access of their children – and only their children -- to library resources. Parents or guardians who wish their children not to have access to certain materials should accompany or otherwise advise their children.

Use of Other People’s Library Card(s) for Checkout

Patrons must use their own library card to check out materials.

Parents/Legal Guardians

Parents/legal guardians may check out items on their child's card if the child is present by presenting the child's physical or digital library card at the circulation desk.

Cardholders who have forgotten their cards:

A patron who has a current library card but forgets to bring it may check out items one time if they are able to verify their identity. The patron is encouraged to present their library card the next time they check out materials. Patrons may declare their card lost and pay for a replacement card.

Cardholders who send someone else to pick up items on hold:

Cardholders may send their physical library card or a digital copy of their library card with someone else for the purpose of checking out library materials that are on hold for the absent cardholder. However, if the absent cardholder has fines or overdue items in excess of \$10.00, or with lost or damaged item charges, may not be checked out on that account. The cardholder is responsible for any materials checked out on their card. If a patron intends to have someone else pick up their library materials on a regular basis, they should complete the authorization form indicating the name(s) of those persons with permission to pick those items up.

Period of Time Inactive Cards Will Be Retained

If a patron has not used their card within a specific time frame, that patron's record shall be deleted from the database. Twenty-four months after the last activity or update date, the patron's card shall be rendered invalid. Patrons whose library cards are blocked for fines and/or overdue items will be retained in the database for ten years after the last activity date, in accordance with MORE policy.

Patrons may request that library staff delete their account so long as the account balance is \$0 and there are no checked-out materials on the account.

Retention of Records

Records of circulation transactions are eliminated from the database upon completion of the transaction unless the patron chooses to have their history saved, in which case they can see it in their account, but staff does not have access to the information. Retention of patron registration forms will follow applicable record retention laws.

Appeal of Library Charges

If a patron feels they have been charged in error or have proof of extenuating circumstances and feels library charges should be changed, they may appeal their charges with circulation staff.

Fines incurred at other MORE member libraries can only be waived by the issuing library.

Non-Sufficient Funds

All library accounts with checks returned for non-sufficient funds (NSF) will be assessed an NSF fee equal to the amount charged by the City of Altoona stated in the current City of Altoona Master Fees and License Schedule (currently \$30.00) and this fee will be manually added to the account of the person who wrote the NSF check.

In addition to the NSF fee, all other fines/fees paid with an NSF check will be reinstated to each account collected upon with that check.

The NSF fee, plus all other fines/fees covered by that NSF check, must be paid in full on

that account, and on any other accounts, for which fines/fees were paid with the NSF check, before any of the library accounts are returned to good standing.

Accounts paid with an NSF check will be reinstated with the materials recovery agency if the charges are not paid within 60 days.

Bankruptcy

The United States Bankruptcy Code generally permits individuals (debtors) to discharge much of their personal debt.

The Altoona Public Library will, upon receiving a bankruptcy discharge of debt notice from the US Bankruptcy Court, dismiss all charges assessed by Altoona Public Library on the account of the debtor that have been assessed.

Library Theft Law

Please see Appendix G (p.51) - Wisconsin State Statute 943.61 - Theft of Library Materials.

Circulation Policy approved by the Altoona Public Library Board of Trustees on September 19th, 2023.