

MENOMONEE FALLS PUBLIC LIBRARY
CIRCULATION POLICY: LIBRARY CARD ELIGIBILITY

Approved by the Library Board: November 15, 2017

Effective: November 16, 2017

As a member of the Bridges Library System, Menomonee Falls Public Library primarily serves residents of Waukesha and Jefferson Counties.

Most Wisconsin residents may apply for a free library card by presenting a valid photo ID and proof of current residence. Children under eighteen must be accompanied by a parent or legal guardian presenting a valid photo ID and proof of current residence.

The following restrictions apply:

- Residents of the Village of Germantown are not presently eligible for a card.
- Milwaukee County residents are not eligible for a free card, but may purchase a card to check out materials. (See Fines, Fees and Unreturned Material policy for cost.)
- If a parent or legal guardian's card is blocked because of outstanding unreturned material, the material must be returned or the replacement cost paid before any minor in the household is issued a card.

A fee will be assessed to replace a lost or stolen card.

In order to obtain a library card, the patron must be able to write or print their first and last name. Accommodations will be made for individuals with disabilities.

Students who are otherwise ineligible for a card, but attend school (grades K-12) in Menomonee Falls are eligible to apply for a card.

Village of Menomonee Falls employees and their immediate family (spouse and children) who are otherwise ineligible for a card may obtain a card. All children living at home may obtain a card, regardless of age. The employee's Village ID and proof of current residence is required.

Retired Village of Menomonee Falls staff members with 10 or more years of service are allowed to hold their cards for life, regardless of where they reside. This applies to the staff member only, not family members.

A business card may be issued to authorized employees of any industry, business, or professional service which occupies, owns or leases space in Menomonee Falls. Authorized employees must apply for a card. For details on applying for business cards, call Circulation at 262-532-8901.

Internet Only Cards

Those who are not eligible for a library card, but wish to use the library's Internet computers can apply for an Internet Only card. Presenting a valid photo ID and proof of current residence is required. The card is free, but a fee will be assessed to replace a lost or stolen card. The card is good through December of the year issued and may be renewed. A valid photo ID and proof of current residence is required to renew the card.

MENOMONEE FALLS PUBLIC LIBRARY
CIRCULATION POLICY: LIBRARY CARD USAGE

Approved by the Library Board: July 19, 2017

Effective: July 20, 2017

Your own library card should be presented each time materials are borrowed. The library will make an exception up to three times per rolling year if a patron presents a valid photo ID. Children (under 18 years of age) may provide their name, address, phone number and date of birth in lieu of a photo ID. After the third exception, a patron will need to locate their card or purchase a replacement card.

Change of Contact Information

It is the patron's responsibility to inform the library when the patron changes their mailing address, telephone number or email address, so they may be contacted regarding information about their library account. A patron who does not receive a library notice because they have not notified the library of a change of address, telephone number or email address still will be held responsible for any resulting fines or fees.

Lost or Stolen Cards

Please notify the library immediately if a card is lost or stolen or if there is unauthorized use of the card. Upon notification, the card will be barred from further usage.

If the cardholder or cardholder's legal guardian notifies the library before the library sends the first overdue notice or within 21 days of the first notice, all fees and fines for unauthorized checkouts will be waived.

If the library is not notified within 21 days of the library's first overdue notice, the cardholder or cardholder's legal guardian is responsible for up to \$50 in fines and/or fees.

Expired Cards

To ensure the accuracy and integrity of the database, library cards expire every 18 months. Patrons must come to the library to update their card. A valid photo ID and proof of current residence is required to update the card.

Inactive patron accounts that have not been referred to the collection service are deleted from the database three years after expiration. Inactive patron accounts that have been referred to the collection service are deleted from the database seven years from the date of referral.

Patrons must reapply for a card, if their previous card was deleted. A valid photo ID and proof of current residence is required.

MENOMONEE FALLS PUBLIC LIBRARY
CIRCULATION POLICY: LOAN LIMITS, PERIODS, RENEWALS AND HOLDS

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Loan Limits

The total number of checkouts allowed per card at any given time is 125.

Loan Periods

The loan period for most items is three weeks with the following exceptions:

Kits (Book Club or Bi-Folkal) – Four week checkout

WiFi Hotspots and DVDs (less than 5 hours in length) – One week checkout

Renewals

Most items can be renewed up to three times for the length of the original lending period.

Renewals can be done in person, by phone, by email, or online. If the item is overdue at the time of the renewal, the overdue charge will be automatically added to the patron's account. Items are renewed from the date of renewal, not from the original due date.

There is no grace period.

Items that may not be renewed are:

- Items with holds
- Items previously renewed three times

Holds

There is a limit of 40 holds at any given time on a patron's account. No charge is incurred for holds.

Items can be placed on hold online, by telephone by calling (262) 532-8900, or in person. When items are available for pickup, patrons will be notified by email, phone, text or postal mail. To set your options, call (262) 532-8901, inquire in person, or choose your option by logging into your account. Holds may only be checked out on the card on which the hold was placed. If an item is not claimed on or before the date designated on the notice, it will be offered to the next person on the hold list or returned to the shelf or owning library. Patrons can suspend or cancel a hold if they no longer need or will not have time for an item.

MENOMONEE FALLS PUBLIC LIBRARY
CIRCULATION POLICY: FINES, FEES AND UNRETURNED MATERIAL

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Fines

The fine for an overdue item is \$0.10 per day. The maximum fine per item is \$10.00.

Milwaukee County Resident Card Fee

The cost is \$75 per patron per year.

Replacement Costs

- Damaged or lost library materials will be charged the list price as the replacement cost.

If an individual part of an item is lost or damaged, and a replacement part is available, charges will be based on the cost of the replacement part.

It is the responsibility of the patron to take care of all the materials checked out to them and/or their minor children. Should an item become damaged or does not play properly, please report the problem to the circulation desk.

Should damage be noted after an item is returned, the patron is responsible for the replacement charges.

Refund Policy

Once a lost item is paid for, the material becomes the property of the cardholder. No refunds will be given.

Replacement Card

Replacement of a lost/stolen library card: \$1.00

Blocked Cards

The maximum fine/fee allowed on a library card before it is blocked is \$2.00. If a card is blocked, it cannot be used to check out materials or access the Internet. If at any time fines/fees reach or exceed \$2.00, the entire amount must be paid off before the card will be reactivated.

Checks under \$2.00 will not be accepted.

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Materials Recovery Program

Materials Recovery is the process of retrieving overdue library materials from patrons. The Library uses a collection service to handle accounts with long overdue material.

The following notices will be sent to prevent items from becoming overdue or to encourage their return:

- **2 days BEFORE due**
 - The library will send a courtesy notice to those who have selected the notification option of email or text.
- **7 days past due**
 - The library sends an overdue notice via email, phone, text or postal mail, depending on the selected notification option.
- **28 days past due**
 - Items are marked as lost and the patron's account is billed with the replacement cost and processing fee for the item. A printed bill is mailed.
- **41 days past due**
 - An account with replacement costs of \$25 or more OR an account with replacement costs and fines or fees totaling \$25 or more is sent to a collection service for materials recovery. A non-refundable service charge of \$20.00 is charged to the account. The collection service will contact the patron to request the return of overdue materials and payment of all outstanding fees.
 - Over the next 120 days, the collection service will encourage the return and pay-off of the account with a series of phone calls and letters.

For more information on the Materials Recovery Program, please call 262-532-8901 or ask at the Circulation Desk.

Notices

Due date reminder notices can be sent via email or text. Card expiration notices will be sent via email only. Hold and overdue notices can be sent via email, phone, text or postal mail. To choose an option, notify the circulation desk in person or log into your account through the library catalog. For any item that reaches the billing stage, the notice will be sent via postal mail.

Failure to receive a notice for any reason does not remove the responsibility to return items promptly and pay fines or fees.

Notice schedule appears on the next page.

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Notice schedule

Notices are sent according to patron preference of email, phone, text or postal mail. Not all notice types can be sent in all formats. Preferences can be changed by inquiring at the library or by logging into your account through the catalog. Notices do not apply to electronic materials through Overdrive/Libby.

Notices are sent via email or text at approximately 7:30 a.m., 1:00 p.m. and 5:00 p.m.

Phone notification is done Monday-Thursday, 11:00 a.m. – 6:00 p.m. and Friday and Saturday, 11:00 a.m. – 5:00 p.m.

Mailed notices are printed once a day on weekdays.

Hold Notice:

A hold notice is sent once an item is available for pick up. The notice will state the final day the item may be picked up. If an item is not picked up by day 5, a second notice is sent via email, phone or text.

Due Date Reminder Notice:

A reminder notice will be sent via email or text two days before the item is due. Patrons may try to renew the title. Renewals can be done in person, by phone, via email or through the catalog. Not all items can be renewed.

Overdue Notice:

If an item is 7 days late, an overdue notice is sent via email, phone, text or mail. If items are needed longer, renewals can be attempted. Not all titles can be renewed.

Bill Notice:

Should anything get to the billing stage, a notice is sent by postal mail. The card cannot be used until the matter is resolved. Billed items may be returned and replacement charges will be reversed. Any late fees will still apply. If material(s) are not returned within 13 days the account will be sent to a collection service for materials recovery and charged an additional \$20.00 fee. Damaged items must be paid for.

Fine Notice: If a fine of \$4.99 or greater is accrued, a notice will be sent by email after 14 days.

Missing Part Notice:

If an item is returned missing a part or piece, the patron will be notified via email, text or phone. Email and text notification is sent within two days. Phone calls may take up to four days. Messages cannot be left with the title of the item. Due to privacy laws, we must speak to the card holder directly.

Card Expiration Notice

A courtesy notice will be sent via email 14 days before the library card expires.