

CIRCULATION POLICY

Adopted by the C. A. Friday Memorial Library Board of Trustees on March 26, 1998

Amended: March 2000, December 2006, September 2014, April 2018, December 2018, April, 2022, September 2022, June 2024

Supersedes: Confidentiality of Patron Records Policy, Damaged or Lost Materials Policy, Interlibrary Loan Policy, Overdue Policy, Reserves Policy

Purpose

The mission of the Friday Memorial Library is to be a dynamic and friendly hub for the community. We are a gathering place for the people in the New Richmond area to learn, explore, and connect. We recognize that circulation of library materials is a core service that enables us to fulfill this mission.

Registration/Eligibility/Residency

The library is free to anyone and open to everyone to use. Some of our services, such as checking out books, using the computers, or accessing some of our online materials require you to hold a library card. The Friday Memorial Library issues a library card without charge to anyone using the library.

Applicants must fill out an application to register for a library card. As part of this application, patrons agree to comply with the policies of the Friday Memorial Library and any other MORE member libraries with which they do business. All MORE library cardholders accept the responsibilities outlined on the library card application.

Applicants must present proper identification and proof of address when they register. Youth under the age of 18 must have a parent or guardian sign for them.

All library cards expire one year from date of issue and must be renewed annually. Cardholders will be asked to update their contact information before the card is renewed. Additionally, during the annual renewal, cardholders will be given the opportunity to make changes regarding Hold-Pickup Authorization and permissions for account access.

Cardholder Account Types and Uses

Classic Card

Anyone using the Friday Memorial Library is eligible to hold our Classic Card. This card allows the cardholder to check out up to 200 items at a time and to put up to 100 items on hold. This card follows all regulations and restrictions set forth in this Circulation Policy.

Cardholders who wish to hold a Classic Card will be asked to complete a full registration form and to agree to comply with the Library rules and regulations.

Institution Card

Institution cards may be issued to the following organizations:

- Governmental agencies and departments
- Hospital departments
- Businesses
- Nursing homes and group homes
- Schools and classrooms, including homeschoolers
- Pre-schools and licensed daycare centers
- Professional offices and clinics
- Schools of Higher Education
- Religious institutions
- Service organizations
- Other as determined by the Director or their designee

Cards will be issued upon completion of an Institution Application form by a financially responsible officer of the institution, expressing the institution's acceptance of responsibility for all fines, fees, and charges, including charges for damaged or lost materials. The application must also designate a contact person within the organization for handling any library matters.

The same privileges and policies which apply to individual cardholders will also apply to institutional cardholders. The institution assumes responsibility for any library materials checked out on its card. The institution is responsible for ensuring authorized access to its card. The Library will not maintain a list of authorized users for an institution. The institution will notify the Library in the event their library card is lost or stolen.

Institutional Cards are not to be used by employees or instructors of an institution for their own personal purpose unrelated to their work or teaching. They are expected to apply for personal cards for those purposes.

The Institution Card confers all of the same benefits as the Classic Card, but also extends the due dates for items to be returned.

Transitory or Temporary Card

Transitory residents are persons who may not have a fixed permanent address or for other reasons may not qualify for a Classic Card. Temporary residents are persons whose permanent residence is outside the MORE system and who will be residing in the New Richmond area for a limited time. Applicants must provide proof of a local residential address for their temporary residence. Applicants must also provide a driver's license or state identification card. The maximum number of items allowed on a transitory or temporary resident's card at any time is two (2). This limit may be increased at the discretion of the Director or their designee. Transitory or temporary residents may not check out interlibrary loans, WIFI Hotspots, Kits, or equipment. Persons not meeting these requirements will be considered for a library card on a case-by-case basis.

Online eCard

The MORE system offers eCards for patrons who are either unable to physically use the library or who may be interested in using only online resources. An eCard will allow access to digital materials only. An eCard can be upgraded to a Classic Card by completing the full registration process. Once upgraded, the card will allow full access to the library's materials and resources.

Home Delivery Card

Patrons who are unable to come to the Library for any reason, whether they are temporarily incapacitated or need ongoing service, may qualify for a Home Delivery Card. This card type will require the cardholder to fill out a separate application form and agree to additional terms.

Home Delivery Service may be limited due to volunteer availability. For more information, see our Home Delivery Policy and Application.

Loss of Card

If a patron loses their card, they should notify the Library as soon as possible. Patrons will be responsible for any materials checked out on their card prior to reporting it lost or stolen. A \$1.00 replacement fee may be charged for a new card. Stolen cards or cards worn out from repeated use will be replaced at no charge. Library staff may also choose to waive the \$1.00 replacement fee at their discretion.

Confidentiality/Privacy/Retention of Records

As described in Wisconsin State Statute §43.30, public library records and all circulation and other records that identify the names of library users, especially as they connect library users with material or services used, are confidential. Library records for individual users are for the sole purpose of protecting public property.

No library records shall be made available to the public, press, or governmental agency, except by such process, order, or subpoena authorized by federal, state, or local law. The Library Director will resist such process, order, or subpoena until there is a proper show of good cause. Any costs incurred by the library in any search of records shall be charged to the agency demanding such search.

Unless otherwise specified, records of circulation transactions are eliminated from the database upon completion of the transaction. A patron may log into their own MORE account and opt in to retain their reading history from that point forward.

If approached to give information on library records, the requestor will be referred to the Library Director.

Rights of Minors

The library does not restrict any 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 have access to certain materials should accompany or otherwise advise their children.

Loan Periods and Late Fines

The Friday Memorial Library is a “Fine Free” library. Materials checked out at the Friday Memorial Library will not have any late fines attached to them as long as they are returned in good condition.

Loan periods on materials borrowed through the MORE consortium are determined by the lending library as indicated by the MORE Circulation Policy. The check-out period listed in the table below are for items checked out at the Friday Memorial Library. Please note that renewals are not allowed on any item that has outstanding holds.

Loan Period	Materials	Renewals
21 Days	Books, Audiobooks on CD, Magazines, Music CDs	All items may be renewed up to 2 times.
14 Days	New Adult Fiction, New Adult Non-Fiction, Multi-disc DVD and Blu-Ray sets, WIFI Hotspots, Roku Streaming Devices	No renewals on WIFI Hotspots or Roku Streaming Devices. Other items may be renewed up to 2 times.
7 Days	Gaming Consoles, Lucky Day Books, Video Games, Launchpads, Single-disc DVDs and Blu-Rays	No renewals on Lucky Day Books or Gaming Consoles. Other items may be renewed up to 2 times.
3 Day	Lucky Day DVDs	No renewals.
Variable	Library of Things, Projectors, Equipment, Interlibrary Loan items	Some items may be eligible for renewal.

Overdue Notices and Billing Cycles

The following overdue notice schedule shall be followed apart from noted exceptions: First notice at 7 days after due date, second notice at 14 days after due date, and replacement bill at 28 days after due date.

Other Fees

The Library may charge fines or fees or recover costs for the following situations:

1. Lost library card replacement

2. Damaged items or items not returned
3. Incomplete items or missing pieces
4. Photocopies, prints, faxes, or document delivery

Loss of Materials

Library items will be considered lost if they have not been returned within 28 days after their due date. For some high-demand items, a patron may be contacted by the library before an item is considered lost. If a library account accrues over \$150 dollars or 15 items, the library may choose to take action with a third party in order to recover losses.

If the library is trying to retrieve overdue materials or collect money owed, we may release information to a third party without a court order. Information released is limited to the person's name, contact information, amount owed, quantity of materials, and types of materials that are overdue.

Damaged Items

Charges for damaged items will be assessed and billed at the discretion of the library staff. Payment for lost, damaged or unreturned material does not guarantee that the library will repurchase an exact replacement.

Replacement items should be purchased by the Friday Memorial Library. Due to the nature and cost of processing, the library would prefer not to accept outside replacements, however some exceptions may be made on a case-by-case basis.

The Library will work with cardholders in cases of lost or damaged items. The Library may adjust fees or fines associated with library accounts.

Refunds

The Library will refund the payment of a lost item if it is found and returned in good condition to the Library within 60 days of the payment. Refunds may be given in cash or the patron may request that a check be sent to them. If a check is requested, it will be processed by the City of New Richmond and sent by mail. If a cash refund is offered, but the recipient is not present to receive it immediately, the Library will notify the patron of the refund, and hold the funds for them for 60 days. After 60 days, if the refund has not been claimed by the patron, it will revert back to the library. Refunds for payments made for missing pieces or parts of a set will not be given.

Interlibrary Loan (ILL)

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 Interlibrary Loan for items owned by the MORE consortium. Patrons are limited to five (5) requests a week. Library staff may make exceptions to these limits in special circumstances. The Library will not request the same title more than three times for a single patron. Circulation rules, including loan periods and use of materials,

are set by the lending library. 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.

Interlibrary loan privileges may be suspended for failure to comply with the conditions of a loan.

Period of Inactive Time

The Friday Memorial Library deletes unused accounts if the account has not been used in three years.

Bankruptcy

The United States Bankruptcy Code generally permits individuals (debtors) to discharge much of their personal debt. Friday Memorial Library will, upon receiving a bankruptcy discharge of debt notice from the US Bankruptcy Court, dismiss all charges assessed by Friday Memorial Library on the account of the debtor.

Appeal of Library Charges

Patrons who feel they have been charged unfairly or incorrectly will be asked to fill out an appeal of library charges form. The Director or a designee will make a decision on the appeal and notify the patron. If the patron is not satisfied, the patron may appeal to the Library Board.

Fresh Start for Youth

The Friday Memorial Library follows the MORE Consortium guidelines for their Fresh Start for Youth program. This enables libraries in the system to waive fines and lost materials at their discretion. Youth who participate in this one-time opportunity will sign an agreement stating they understand and comply with our guidelines.

Denial of Privileges

The Friday Memorial Library reserves the right to deny privileges to any cardholder who fails to comply with the guidelines set forth in this policy.