

I.

LIBRARY OPERATIONS & CIRCULATION

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1. Borrower (Patron) Eligibility:

A. A library card shall be issued without charge to residents of Wellman and rural Washington County upon presentation of photo ID with current address. If the photo ID does not include the applicant's current address, a utility bill or other piece of delivered mail postmarked within with applicant's name and current address must be provided. A library card shall be issued without charge to children under the age of 14 years old with parental permission and parental signature on the library card.

For young adults (14-18), parental permission and signature is required for full borrowing access. If a young adult does not have parental permission and signature, they may attain a library card with proof of age and address, as outlined above. They may then borrow items with limited privileges. Borrowing is limited to two (2) items at a time, and the use of the Bridges e-consortium is allowed. Parents will not be held responsible for items borrowed, however young adult card holders must pay for any lost or damaged materials to continue using the card.

B. Open Access Card: Limited borrowing privileges are available to all Iowa residents residing in communities that participate in the State's Open Access Program. Borrowing is limited to items in the Library's physical collection and inter-library loan. Open Access borrowers are required to use the Bridges consortium e-resources through their home libraries. Photo ID and address verification practices apply as outlined in part A.

C. A library patron must be present to check out materials and may not check materials out on another patron's library account (excepting families with small children who choose to utilize one family account until the children are old enough for their own).

D. This library views families as being responsible for all family members and, ultimately, parents being responsible for their children. If a family has multiple member accounts, should one individual become negligent in returning materials, or accrues excessive, outstanding fines and fees, the library staff has the right to suspend all family accounts until these problems are resolved. An individual or family accruing \$25 or more in fines will be unable to checkout additional items from the library until issues are resolved by returning or replacing items or paying the fine.

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2. Library Materials, Equipment & Internet Access:

A. The Library will not attempt to judge or control circulation of materials to minors. Parents must take responsibility for supervising their children's reading and viewing materials.

B. The Library subscribes to the "Free Access for Minors" Statement as amended July 3, 1991, by the American Library Association, a copy of which is marked Addendum #2 and made a part of this policy.

3. Loans:

A. Material Limits are as follows

1. Adults (= \geq 18): items will not exceed (25) twenty-five total including: no more than (4) four movies per patron, no more than 3 interlibrary loans, and FlexShare items.
2. Young Adult (14-17, without a parent's signature): items will not exceed (2) two total. FlexShare and ILL services are unavailable.
3. Children (<18): items will not exceed (10) ten total including: no more than (2) two movies per patron, no more than 3 interlibrary loans, and FlexShare items.
4. Limited Access: items will not exceed (2) two items total. FlexShare and ILL services are unavailable.

B. Due Dates and Delinquency

1. Materials are expected to be returned by closing on the date they are due
2. Delinquency Notices will be sent as outlined in Section 8.C
3. Patrons receiving Stage 4 Delinquency notice and books are not returned within 30 days will be subject to the following account changes:
 - a. First Offense: Account will be changed to "Limited Access" account
 - i. The "Limited Access" will be lifted six (6) months after account returns to a good standing
 - ii. If after 6 months the account remains in good standing, the account will return to its standard account access
 - b. Second Offense: Account will be changed to "Limited Access" permanently
 - i. This decision may be appealed to the Library Board

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MATERIAL	LOAN PERIOD	LIMIT PER PATRON	# OF RENEWALS	DAILY OVERDUE FINE/FEE
BOOKS	3 WEEKS	25 (ADULT)/ 10 (CHILD)	1	\$0.00
AUDIOBOOKS/BCDS	3 WEEKS	6	1	\$0.00
DVDS	1 WEEK	4 (ADULT)/ 2 (CHILD)	1	\$0.00
DVDS - SERIES	2 WEEKS	2	1	\$0.00
COSTUMES	3 WEEKS	10	1	\$0.00
GAMES/PUZZLES/KITS	2 WEEKS		1	\$0.00
REFERENCE	NO LOANS	NONE	0	\$0.00

* New adult fiction will be shelved in the “New Book” section for 6 months before being placed in general circulation.

4. Reserved Materials:

A. Patron requests for an item to be reserved shall be honored to this extent:

1. The patron shall be notified once when the item is available.
2. If item is not claimed within three (3) library days after notification, it will be given to the next person on the reserve list or returned to general circulation.

B. For holds placed online, reserved items shall be honored to this extent:

1. Placing an item on hold online does not guarantee its availability within the library. If a requested item is unavailable the patron's account will be updated with the hold so upon the item's return the patron can be notified.
2. The library staff will be given up to 48 hours to locate and reserve the item. The patron will be notified once when the hold is ready for pickup.
3. If the item is not claimed within three (3) Library days after notification, it will be given to the next person on the reserve list or returned to the general circulation.

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C. For holds placed on materials from other libraries in the county (Washington Free Public Library and Kalona Public Library) via the FlexShare program, patrons must pick up within 3 days of notification.

1. Failure to pick up two (2) items or failure to return two (2) items by their due dates without notifying the library will result in the following:
 - a. First Offense: A three (3) month suspension from borrowing items via FlexShare
 - b. Second Offense: A six (6) month suspension from borrowing items via FlexShare
 - c. Third Offense: Patron is permanently suspended from borrowing items via FlexShare
 - i. This decision may be appealed to the Board of Trustees

5. Interlibrary Loan Policy (ILL):

A. If the Wellman Scofield Public Library does not have certain materials requested by a patron, the librarians may request the materials from State of Iowa Libraries Online (SILO). While items may be requested, there is no guarantee that the items are available from other libraries, the request will be fulfilled, nor a guarantee of timeline for receipt of ILL items.

1. Limits: Patrons are limited to three (3) items requested at one time. The total number may be increased depending on the type of materials and usage intended, at the discretion of the library staff. For example, teachers could request more than three items for classroom use. There is no cap on the total number of items requested within a calendar year.
 - a. Failure to pick up two (2) items or failure to return two (2) items by their due dates without notifying the library will result in the following:
 - i. First Offense: A three (3) month suspension from borrowing items via ILL
 - ii. Second Offense: A six (6) month suspension from borrowing items via ILL
 - iii. Third Offense: Patron is permanently suspended from borrowing items via ILL
 - iv. This decision may be appealed to the Board of Trustees
2. Circulation Period: The circulation period is set by the lending library. Renewals are up to the discretion of the lending library. If a renewal is requested by a patron, library staff will contact the lending library to request an extension. The patron will be notified of the lending library's answer.
3. Charges: Any item requested from an academic library will require a \$5 postage fee to cover the cost of shipping. All ILLs received from public libraries can be sent via IA Shares courier services at no charge.

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B. Patrons will be contacted up to two (2) times when an ILL item is received by the library. Contact dates will be noted in the patron record. If the item(s) is not picked up and returned by the patron by the due date, the patron is responsible for any fines and fees incurred.

C. Lending to other Libraries: The Wellman Public Library endeavors to extend Interlibrary Loan services to all public, governmental, and academic libraries within the state of Iowa. Other libraries may submit requests which will be evaluated by the director and/or board on a case-by-case basis.

1. All individuals not holding a current Wellman Public Library card must who wish to borrow an item from our collection must initiate their request through their home library as an ILL request.
2. All library materials available for checkout to regular patrons are eligible for ILL to other libraries with the exception of: Reference materials, Newspapers, Games, Kits, and Puzzles.
3. The library does not provide loans of new materials for the first six months after they are added to our shelves or of high demand materials if local patrons have outstanding hold requests.
4. All requests for ILL materials must be presented through the SILO system and must be initiated by a participating Open Access library.
5. The library strives to provide quick turnaround, but cannot guarantee rush delivery of any materials. Loan periods are typically one month and allow for renewals if there are no holds placed by Wellman patrons.
6. Lost, damaged or stolen books are subject to the Wellman Public Library rules and regulations. Upon notice that an item cannot be returned, the WPL staff will provide the borrowing library with the total charge for the material. All charges for ILL items are the responsibility of the borrowing

6. Confidentiality:

A. The Wellman Scofield Public Library subscribes to the principles embodied in the Library Bill of Rights and its interpretations, Freedom to Read and View statements adopted by the American Library Association. Confidentiality of library records is central to intellectual freedom and directly related to the ability of people to use library materials and pursue information without fear of scrutiny, embarrassment, or intimidation. Privacy is essential to the exercise of free speech, free thought, and free association.

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B. The Library protects the records of patrons pursuant to Iowa Code:

- “The records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library [shall be kept confidential]. The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling. Iowa Code § 22.7(13) (11).”

C. Library records and other personally identifiable information are confidential in nature. Confidentiality extends to information sought or received and materials consulted, borrowed, or acquired and include Internet and electronic resource search records; reference interviews and transactions, circulation records, interlibrary loan records and other personally identifiable uses of library materials, equipment or services.

D. The Wellman Scofield Public Library respects and encourages open communication between parents/guardians and their children regarding reading materials. Parents wishing to maintain knowledge of materials their minor child is checking out have several options for doing so within the parent-child relationship, including visiting the library with their child and checking out all family materials on the parent’s account, saving their child’s account information and password and logging into the account online, as well as inserting their own email address within the account and specifying an email receipt option. These are issues to be worked out between parent/guardian and child.

E. No individual except authorized library staff shall have access to library records other than their own without the individual’s consent, except as listed below:

- a. Library records may be subject to disclosure to officials pursuant to a process, subpoena or court order authorized pursuant to a federal, state, or local law relating to civil, criminal, administrative or legislative investigative power. Library staff will seek legal counsel from the City Attorney’s Office in the event of such request for release of library records and will respond to the request according to the advice of counsel.

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- b. The library interprets possession of a card or card number as consent to use it unless it has been reported lost or stolen, or there is reason to believe that consent has been given.
- c. Library records for long overdue or lost checked out materials for which a bill is being issued or has been sent may be revealed to parents of minor children or law enforcement personnel.
- d. Illegal activity is not protected. The library may review information when a violation of law or library policy designed to protect facilities, network, and equipment is suspected.
Persons attending library programs or public meetings may be recorded or photographed as an audience member. These images may be used for library programming or promotion; including the website, social media, or other media.
- f. Security cameras are installed in the library to protect the safety and security of people, the building and its contents. Authorized library, city, or law enforcement staff may view recordings. Library security camera recordings are public records and may be viewed upon receipt of an open records or law enforcement request. Library security recordings will be shared with law enforcement as a part of investigating and prosecuting crimes committed in the library.
- g. The library will consider third-party vendor privacy policies when selecting digital collections and resources. The library cannot guarantee the confidentiality of information sought or received, or materials consulted or borrowed from third-party digital services to which we provide access. When patrons use those resources, they are subject to the individual third-party terms and privacy policies.
- h. The library may use circulation records while attempting to identify the most recent user of an item that left something inside or damaged the item or if the item contained something potentially harmful or damaging to the library collections or staff.

F. The Wellman Scofield Public Library Board of Trustees designated the Library Director as the formal Custodian of Records.

7. Patron Responsibility:

- A. Patrons are responsible for compliance with all applicable copyright laws.
- B. The library assumes no responsibility for damage caused to a borrower's video cassette player, tape recorder, DVD player, CD player, CDROM player and/or computer.

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8. Charges, Fees & Fines:

A. The borrower shall be responsible for replacement or repayment for a book or other library material that is lost or damaged. Replacement or repayment fee is due for any item not returned within six months of due date.

B. A "lost book" replacement processing fee of \$2 will be added to the replacement costs of each lost item.

C. Delinquency notices will be sent as follows:

1. Stage 1 (7 days overdue): Sent via text or email as preferred by patron
2. Stage 2 (14 days overdue): Sent via text or email as preferred by patron
3. Stage 3 (28 days overdue): Sent via letter to mailing address given by patron
4. Stage 4 (61 days overdue): Sent via letter explaining Iowa Code regarding failure to return library materials to mailing address given by patron
 - a. A fee of \$2 will be charged to any account requiring a "Stage 4 Delinquency" letter to be sent.
5. Stage 5 (120 days overdue): Sent via certified letter to mailing address given by patron
 - a. A fee of \$10 will be charged to any account requiring a "Stage 5 Delinquency" letter to be sent
6. Stage 6 (150 days overdue): Law enforcement will be notified

D. A collection fee of \$10 will be assessed to a patron's account should the library need to utilize the State of Iowa Offset Program (or a private collection agency) to retrieve materials or fines and fees.

E. Copy machine copies will be made for research/reference purposes only, at a fee of (\$0.25) twenty-five cents per black & white page, or (\$1.00) one dollar per color page.

Computer print outs will be available to the public for:

1. Black & White Printing:

- Single Sided – (\$0.25) twenty-five cents per page.
- Double Sided – (\$0.25) twenty-five cents per page.

2. Color Printing:

- Single Sided – (\$1.00) one-dollar per page.
- Double Sided – (\$1.50) one dollar fifty cents per page

F. Lamination is available for pages up to 8.5x11 at a rate of \$1.00/page

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9. Library Hours:

A. The Library hours shall be set by the Board of Trustees to meet the needs of the community.

B. Holidays: Will be observed according to City policy.

C. Emergency closings will be determined by the Library Director and the President of the Board of Trustees.