

CIRCULATION POLICY

I. Library Cards and Registration

- a. All residents of Clive, unincorporated areas of Polk and Dallas County, and communities contracting with the library are considered to be patrons, and our customers. All patrons are eligible to receive a library card unless their borrowing privileges or use of the Clive Public Library have been suspended or revoked by the library.
- b. Patrons of other Iowa libraries may borrow materials from the Clive Public Library (through our participation in the State Library's *Open Access* program). These people may register for and receive a library card with the same borrowing privileges and responsibilities as local patrons.
- c. Other people may apply for and receive cards at staff discretion.
- d. A customer's first library card is free. There is a \$1.00 fee for a replacement card.
- e. If a card is lost or stolen, the customer must notify the library promptly. Only upon notification, staff will block loans against that card, and the customer will not be responsible for any further checkouts.
- f. All customer information will be updated every two years. Registered borrowers who have not used their cards at least once, or had their customer information updated within any three year period, must re-register for a library card. A customer's outstanding fines and fees must be paid before the library will renew her/his registration.
- g. Adults desiring registration should be present and furnish one form of identification to become a registered borrower. A current driver's license or state ID card with correct current address will meet this requirement.

Acceptable forms of photo identification include:

- Driver's licenses from other states or countries
- Driver's permits (under 16 years of age)
- Passports (not necessarily US-issued)
- Employee or school photo IDs

If the patron has a photo ID that does not have correct current address, an additional form of identification must be used to verify the current address. This may be provided on a cell phone.

Acceptable forms of identification to verify address include:

- Voter registration card
- Imprinted checks
- Mail/Statements current or previous month: Federal/State/City mail
- Bank statements

- Lease agreements
- Mortgage agreements
- Utility bill (water, gas, electric, sewer, internet, cable)
- Credit card statement.

If the patron's mailing address is a P.O. Box, identification must be provided verifying the actual street address as well.

The customer's signature, driver's license or State ID number, street address and telephone number are required.

- h. A parent or guardian's signature is required for minor children (age 0-14) to receive a library card. Children's registrations require a street address, driver's license number, and telephone number of the parent or legal guardian signing the registration; her/his birth date and social security number are optional.
- i. Library staff may send a registration form and issue a library card to any customer with a disability, which prevents them from coming to the library.
- j. Customers (or, in the case of minor children, their parents/guardians) are responsible for all items checked out on their cards. Customers will be held responsible for the payment of any fines or fees incurred due to lost, overdue or damaged items checked out on their cards, as well as any costs incurred by the library to see that these responsibilities are fulfilled (including, but not limited to, standardized charges for postage, collection and processing. See VI. Schedule of Fees).
- k. The Director may revoke a customer's borrowing privileges if it is determined that their card was improperly issued. If the cardholder has become ineligible since the card was issued, due to change of address, change in custody of a minor child, or any other reason, their borrowing privileges may be revoked.
- l. Customer information is confidential. It may, however, be used by the library or its representatives while attempting to collect money, material or equipment as set forth in these policies and approved by law.
- m. Family cards may be issued to an adult who requests one. Family cards can include parent(s) and minor children or just spouses. Up to six people may be listed on one family card including adult(s). Only people all living at the same address will be put on the same family card. Family cards are treated like all other accounts if fines accrue or materials are lost or stolen. All above requirements for items (a-l) must be met. Family cards are optional for patrons and patrons who choose to do so may instead have individual cards issued to the members of their families. Patrons cannot have an individual card if they are included on a family card or obtain a family card while retaining their individual borrower account. One adult can open a family card account and must sign the application to do so if he/she has the required proof of i.d. The adult applying for

the account may list other family members in the account if they live in the same household. No one can have more than one card account.

- n. Parents of minor children with caregivers may give permission for said caregivers to use library accounts, without access to library cards, via phone call or face to face permission with library staff.

II. Circulation and Renewals

- a. All materials are checked out for a period of three weeks.
- b. Materials may be renewed for up to two three-week periods. Additional renewals may be made with permission of the director.
- c. Items may be renewed by customers over the telephone, by e-mail and on-line.
- d. No item may be renewed if another customer has placed it on reserve.
- e. No item may be renewed on an account on which the fine is \$5.00 or higher.
- f. Check out of movies is limited to ten per account.

III. Title Requests and Reserves

- a. Title requests are made by registered borrowers for materials that are not yet part of the library's collections. All title requests will be evaluated by staff for purchase. (See the Collection Management Policy).
- b. Reserves are hold requests placed on titles that are owned by the library or are on order for addition to the library's collections.
- c. When requested or reserved materials become available, customers will be notified within 24 hours (or as soon thereafter as possible).
- d. If multiple customers have reserved the same item, the first customer on the reserve list will be the first to be called. If a customer is not reached (whether by telephone conversation, telephone message or e-mail) within three days of an item becoming available, the next customer listed will be called. The first customer will be removed from the list.
- e. Reserves and requests (other than those received through Interlibrary Loan) will be held for pickup for three days. If a reserve or request is not picked up by the end of the third day after notification, the item will be offered to the next customer; the first customer's name will be removed from the reserve list for that

- item. Customers may arrange to move their own names to the bottom of reserve lists by calling or e-mailing the library.
- f. Materials received through Interlibrary Loan will be held for customers through the length of the lending library's loan.
 - g. Mail A Book Service – Customers who do not wish to come to the library to pick up an interlibrary loan or reserve item may choose instead to have these items mailed to their home or workplace for a fee. (See Schedule of Fees). Patrons who choose the Mail A Book service may pay for the service in advance if they are in the library or have it billed to their accounts. Charges will not be placed on an account that has a balance over \$4.00.

IV. Overdues, Fines and Fees

- a. According to section 714.5 of the *Code of Iowa*, it is a criminal offense to intentionally fail to return library materials. It states that if “a person fails to return library materials for two months or more after the date a person agreed to return the materials, [it] is evidence of intent to deprive” the library of materials. In the event that the materials have been lost, Iowa law provides that arrangements may be made to pay for them. The library will pursue all legal avenues to retrieve library materials, property and/or compensation for library materials and property that is overdue, lost, stolen or damaged. If an account is sent to a collection agency or turned over to some other agency for debt recovery, then the computer as well as borrower accounts of the patron (s) will be suspended.
- b. Fines are charged every day the library is open.
(See VI. Schedule of Fees for current fines.)
- c. Fines for lost, overdue or damaged items will not exceed the price of the items (based on the library's records), plus standardized charges for postage, processing and collection. (See VI, Schedule of Fees for rates).
- d. If an item becomes lost or is returned to the library damaged beyond repair, the customer will be charged the cost of the item (based on the library's records), plus standardized charges for postage, processing and collection. (See VI. Schedule of Fees).
- e. A service fee (See VI. Schedule of Fees) will be added to delinquent accounts that are referred to a collection agency after the library has sent two delinquent account notices including one notice about the Theft of Library Materials Law to the account holder.
- f. If a lost or damaged item was part of a set, the responsible customer may be charged the purchase price of the set (as recorded in the library's records), plus

standardized charges for postage, processing and collection. (See VI. Schedule of Fees).

- g. Once each week, library staff will generate overdue notices for items one, seven and twenty-one days overdue to be sent to delinquent customers. The library will send customers three overdue notices based on the amount of time items are overdue in returning to the library. A “first notice” will be sent one day after the items are overdue to remind customers that fines are accruing. A second notice will be sent to delinquent customers seven days after due date to remind them of the implications of section 714.5 of the *Code of Iowa*. Additional contact with delinquent customers, if necessary, may be made through other agencies at the discretion of the Director. The library will send a courtesy reminder notice four days before the items are due to remind patrons that the items are coming due, these notices are emailed/texted to patrons, they should not be relied on as reminder notices.
- h. If a customer’s unpaid fines and fees total \$5.00 or more, her/his borrowing privileges will be suspended. Borrowing privileges will be reinstated when the outstanding balance falls below the \$5.00 limit.
- i. Customers may keep items paid for if they are later found, or damaged materials once they have been paid for to the library’s satisfaction; such payments are considered final and no refunds will be made.
- j. Fines may be temporarily over-ridden by staff, pending the decision of the Director.
- k. Credit card payment minimum is \$5.00.

V. Confidentiality of Library Patron Records

- a. The exemption for library records to the Open Records Law is found in section 22.7(13) of the *Code of Iowa* and reads as follows:
22.7 Confidential Records
The following public records shall be kept confidential, unless otherwise ordered by a court, by the lawful custodian of the records, or by another person duly authorized to release such information.
 - 13. The records of a library which, by themselves or when examined with other public library records, would reveal the identity of the public library patron checking out or requesting an item or information from the library. The records shall be released to a criminal 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.

- b. Staff may not divulge customer numbers, show registration cards, or in any other way assist any individual, including parents of minor children, (except in the case of family card accounts and then only if the child in question is in the family card account with the adult requesting the information) or agency in discovering who has used any library materials, or who has sought information from any library source. Any party seeking such information shall be referred to the Director.
- c. The Director shall be the “lawful custodian of the records”. All requests for access to the registration file, circulation records, or information requests must go through the Director. Any person or agency requesting circulation records, electronic usage records or records of information requests shall be requested to produce a court order for the release of the information. All cases of confidentiality must be considered by the Board of Trustees of the Clive Public Library in consultation with the Director and City Manager. The Board of Trustees recognizes that many records of this library pertaining to registration, circulation and the information requests of its customers are confidential in nature and declares that no library employee shall make such records available to anyone, including any agency of state, federal or local government except pursuant to federal, state or local law relating to civil, criminal or administrative investigatory power.
- d. After consultation with the Director and the City Manager, the Library Board may vote at a public meeting to release the names, addresses and telephone numbers of registered borrowers for purposes unrelated to commercial gain. Any such requests must be made in writing to the Director.

VI. Schedule of Fees

- a. Late fines for materials are 20¢ per item per day.
Late equipment fines (including early literacy kits) are \$2.00 per item per day.
- b. Processing charges for lost or damaged items are assessed per item as follows:
 - 1. Lost Media Cases \$1.00
 - 2. Processing Fee- All lost materials \$5.00
 - 3. Delinquent accounts referred to Collection agencies 25.00

- c. Headphones are \$5.00 each. (Customers may purchase a set or bring their own.)
- d. Faxing costs are \$1.00 per page to send or receive except the cover page.
- e. Photocopies 10¢ per black and white page, \$1.00 per color page
- f. Mail-A-Book Service is \$4.00 per item.
- g. USB jump drives are \$6.00 each.
- h. Replacement library card \$1.00 (Does not include a card that is just old and worn out)
- i. ILL \$3.00 for non-residents, \$1.00 for Clive residents.
- j. Laminate (up to 8 ½ to 11”) \$1.00.

VII. Special Arrangements

- a. Special arrangements for the use of library materials (for institutions, special groups of patrons, deposit collections, etc.) may be made. All such arrangements are subject to the approval of the Director.

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