

## Circulation of Library Materials

### A. Registration

1. Wisconsin residents of all ages are encouraged to apply for their own library card. Individuals under the age of 16 must be accompanied by a parent or legal guardian to register for a card. Online registration is available through the Infosoup portal and requires proof of residency.
2. All borrowers must be registered at an Outagamie Waupaca Library System Member library and show their library card or proof of identity to borrow materials.
3. Patron agrees to the following: I accept responsibility for library materials borrowed with this card until I report the card lost or stolen. I agree to reimburse the library for materials that are lost, damaged or stolen. I agree that this library card may be required to borrow materials.
4. Waupaca Area Public Library will accept any combination of the following forms of identification that verify identity, birthdate and current address:
  - Valid Wisconsin Driver's License or Wisconsin ID
  - Passport
  - Checkbook with local address
  - Any official item mailed to current address (ex. utility bill)
  - Rent Receipt
  - Student ID
5. A replacement fee of \$3.00 is charged for a lost card. Worn or expired cards are replaced at no charge.

### B. Loan Periods

All items are allowed 3 renewals, except those designated below **or** they are on holds lists, are out-of-system interlibrary loan, or are designated short loan

**28 day circulation** - Books, Audio books, Playaways, Wonderbooks

**14 day circulation** - Music, Magazines, **Short loan (no renewal)**, **Laptops (no renewal)**, WiFi Hotpots

**7 day circulation** - Movies (any format: DVD, bluray, etc.), Video games, Launchpad or other gaming devices, Equipment (projectors, screens, etc)

1. Maximum checkout limit for all materials is **75 items**.
2. Movies and music are limited to 25 per person for the designated loan period
3. Video games are limited to 2 per person for the designated loan period
4. Card holders are limited to 25 Infosoup holds and 5 Out of System holds at one time.

### **C. Overdue library materials**

1. The Library Board eliminated overdue fees in August 2020. However the responsibility for payment for lost, damaged or stolen items still rests with the patron. It is the expectation that the patron will make every effort to return materials by the due date.
2. No card holder with billed materials over \$5.00 will be allowed to check out additional materials.
3. As a courtesy, patrons will be notified of overdue materials as designated on the application form (by email or text message).
4. Schedule for overdue notices and bills is as follows:
  - a. The first overdue notice for all materials is generated 3 days after the due date. (only text messages and emails are sent)
  - b. The second overdue notice is generated 7 days after the due date. The patron will be notified through the postal system.
  - c. A bill will be generated when the item(s) are not returned after 28 days. It will be mailed to the patron.
  - d. Items from other libraries will be subject to policies of owning library.

### **D. Lost or damaged Materials**

1. If an item is lost or damaged, the patron will be billed for the replacement cost plus the cost of processing.
2. Patron accounts with bills for unreturned or damaged items of \$50 or more will be turned over to a collection agency. A \$10 nonrefundable fee will be added to the account. Library patrons with unpaid bills that have gone to collections will

not be allowed to borrow materials from the library until the balance is paid in full.

3. The Library is not responsible for damage done to personal equipment while using library materials.

#### **E. Refunds**

If the lost item is returned within 30 days after the bill is paid, the patron may be refunded the cost of the item less a fee of \$5.00. The decision to refund payment will be made at the discretion of designated library personnel. Materials belonging to other libraries will be excluded from this policy.

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