

The purpose of the Circulation Policy is to affirm the rights of all people to free and equal access to information. The West Bend Public Library is dedicated to providing respectful, courteous service in an inclusive and non-discriminating environment. This policy is set forth to outline use of the library, including library card registration, access to materials and technology, and the process of overdue fines and lost or damaged items. The West Bend Public Library supports the American Library Association's Library Bill of Rights, which states "A person's right to use a library should not be denied or abridged because of origin, age, background or views (Article V)."

1. Library Hours

- A. The Library will have regular business hours posted
- B. The Library will close for legal, city holidays; occasional library staff training, city events and inclement weather

2. Confidentiality of Patron Information

- A. The Library Board of Trustees and library staff upholds the confidentiality of patron records, including but not limited to card application information and circulation
- B. The State of Iowa has deemed patron records to be confidential as cited in Chapter 22.7 of the Code of Iowa
- C. 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 advice of counsel.
- D. 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.

3. Library Cards

- A. A Library Card will be issued free of charge to residents of the city of West Bend, rural counties surrounding West Bend and communities participating in Iowa's Open Access Program
- B. Proof of Residence may be asked for at the time of registration for a library card. This may be in the form of non-personal mail or a library postcard may be mailed to a new residence to confirm address as needed. Identification may be asked for at the time of registration. A driver's license or student ID is preferred; however, any other official ID may be used.
- C. Children may register for a library card at any age when they can accurately provide full name, address, phone number and birthdate. A library postcard may be sent to the child's home and returned to the library to confirm the child's address.

- D. Parent or guardian permission must be provided for children who are unable to provide accurate registration information
- E. A new card will be issued with probationary rules for the first 30 days, after that time, if the patron has no overdue items or fines the probationary period will be lifted. A patron may be limited in the number of items he/she may check out at a time at the discretion of library staff if he/she consistently has overdue materials or due to large fines on their account.

4. Use of Library Materials

A. Check Out Loan Periods

- i. Books, audiobooks, puppets and puzzles are loaned for a (2) two-week period
- ii. Electronic formats such as eBooks or downloadable audiobooks through Bridges and/or other vendors are subject to the vendor loan period
- iii. Magazines and select reference materials are loaned for a (1) one-week period
- iv. DVDs and other movies are loaned for a (2) two-day period
- v. Equipment is loaned for a (2) two-day period. This includes the projector and screen.

B. Renewals

- i. Items can be renewed for additional loan periods if there are no holds in the reserve list for the items. Please call the library to renew items.

C. Interlibrary Loans

- i. Library cardholders may request materials through Interlibrary Loan that are not owned by the West Bend Library. Items borrowed through interlibrary loan are due by the date established by the lending library. Renewals may be possible. There is a \$3.00 charge per item to be paid when the item is received. This is used by the West Bend Library to help offset the cost of return postage to the lending library. Patrons are responsible for replacement cost for lost or damaged materials and any additional fees charge by the lending library.

D. Online Resources

- i. Patrons have access to a variety of electronic resources including reference and job skill databases, eBooks, audiobooks and magazine subscriptions. These links are available on the library website www.youseemore.com/nilc/westbend. A library card may be required for some of these resources.

5. Overdue Materials and Fines Structure

- A. Books, audiobooks, puppets and puzzles (items with a 2-week loan period)
 - i. 30-day grace period, late fee \$.05 per day
- B. Magazines, select reference materials (items with a 1-week loan period)
 - i. One-week grace period, late fee \$1.00 per day

- C. DVDs and Movies (items with a 2-day loan period)
 - i. 2-day grace period. Late fee of \$.50 per day
- D. Equipment
 - i. Late fee \$2.50 per day
- E. Replacement Cost of Lost or Damaged Items
 - i. Fees for replacement costs of items will vary per item
- F. Stolen Property
 - i. Items not returned are considered stolen property. Iowa Code addresses theft of library materials or equipment in sections 714.5 and 808.12. Please refer to these sections for more information
- G. Patron Responsibility
 - i. Parents or legal guardians are responsible for all assessed library fines for minor children according to Iowa Code section 613.16
 - ii. Patrons that accrue fines of \$10 or greater will have their privileges suspended until fines are below the \$10. The Library director may establish payment options and has the ability waive any fines/fees

6. Equipment and Materials for In-House Use

- A. Technology
 - i. Multi-Function Copy/Print/Scan/Fax Machine available for fees for printed copies, faxes sent or received and scans emailed or saved. Please see Multi-Function Policy for current rates
 - ii. Public Use Computers are available on a first come-first served basis. During heavy use times, time limits may be established. Those patrons doing work will have priority over those playing games
 - iii. Electronic tablets and readers are available for use in the library. Please ask for at the counter
 - iv. Wii game system and games available for use in the meeting room
- B. Genealogy Materials and/or Reference Material
 - i. Several local history publications are available for use in the library
 - ii. West Bend Journal archives are available online at www.advantage-preservation/paloalto
 - iii. Some reference books are available for in library use only

7. Homebound Delivery Service

- A. All of the above services are available to everyone. If someone is housebound (whether temporarily or permanently) and cannot avail themselves of our services, library personnel will deliver library materials to their home. If materials in a portion of our library are inaccessible to a patron, because of permanent or temporary handicap, library personnel will aid the patron by moving or getting the material for them.