

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. Legal 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 (3) three-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 (1) one-week period
- v. Equipment is loaned for a (2) two-day period, unless prior authorization has been made. 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 donation requested per item to be paid when the item is received. Patrons are responsible for replacement cost for lost or damaged materials and any additional fees charged 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.westbend.lib.ia.us A library card may be required for some of these resources.

5. 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
- 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

6. 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.

7. Overdue Materials and Fines Structure

- A. Patrons are asked to return items by the due date or to renew those items before or on the due date.
- B. Patron will be notified of overdue material when past the due date.
- C. The West Bend Public Library does not collect overdue fines. Items not returned for more than 90 days are subject to the replacement cost of the materials.
- D. Iowa Code addresses the theft of library materials or equipment in sections 714.5 and 808.12. Patrons may refer to these sections of the Iowa Code for more information.
- E. Library patrons will be billed the replacement cost for items not returned for more than ninety (90) days past the due date.
- F. Parents or legal guardians are responsible for all assessed library replacement fees for minor children according to Iowa Code section 613.16.
- G. Items that patrons "claim returned" will be searched for in the library for 60 days and then will be considered lost and the card-holder may be billed replacement fees.
- H. Lost and overdue materials and/or fines will affect the patron's ability to check out materials at other BEACON participating libraries.

8. Reconciliation & Suspension of Library Accounts

- A. Library material check out will be suspended/BLOCKED when patrons have items overdue for 90 days past the due date.
- B. Patron accounts will return to good standing upon return of all overdue items.
- C. Lost materials/replacement charges are the responsibility of the cardholder whose account bears the overdue items or the legal guardian for minor children.
- D. Payment is required for replacement costs for unreturned long overdue (past 90 days) and damaged library materials or replacement copy of the same title/material type may be substituted for payment. Patrons may set up a monthly payment plan with library director. Patrons who set up a monthly payment plan will be allowed to check out two (2) items at a time during payment period until the account has returned to good standing.

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