



## Circulation Policy

### Purpose

- The Fitchburg Public Library (FPL) maintains an open lending policy.
- The FPL is a member of the South Central Library System (SCLS). Borrowing and lending policies are not uniform between each library in SCLS, but we do strive to share materials and resources.

### Eligible Card Holders

- FPL issues library cards to individuals and organizations based in Wisconsin.
- Library cards are valid for four years and can be used at any SCLS member library. Patrons are only eligible for one account in the SCLS. Previous accounts and associated fines, fees or restrictions from other libraries will still be honored and enforced at FPL.
- Patrons age 16 and older may apply for a library card at FPL with a photo ID and proof of current address. Patrons without proof of current address can have their library card mailed to them in order to prove their residency. Patrons without proof of current address will not be able to check out materials at the time of registration.
- Patrons under the age of 16 may apply for a library card at FPL, but they will need to have a parent/legal guardian with them at the time of application. The parent/guardian takes responsibility for the items checked out on the account, including any late fees or charges for lost or damaged items.
- All patrons, including children, must be present at the time of application to be issued a library card.
- Any individual residing in Fitchburg on a temporary or part-year basis may be issued a card upon providing local address verification. A suitable expiration date will be determined. Permanent address identification must be presented and the information will be entered into the patron record.
- Organizational cards are available for any organization within Fitchburg. The Library requires a written request from the head of the organization on the organization's letterhead. The organization is responsible for who uses the card, and they are responsible for any fines or fees accrued on the account. The organization must designate an authorized person to be listed as a contact on the account, and the

organization must notify FPL if that contact ever changes. Organizational cards must be approved by the Access Services Manager or the Library Director before being issued.

### **Limitations on Borrowing**

- Patrons must have their library card or a valid photo ID in order to check out materials.
- All borrowing privileges will be suspended whenever a patron has more than \$20.00 in charges on their account. Patrons will not be allowed to pick up previously placed holds if their account is suspended.
- Patrons with account charges in excess of \$20.00 may still rent equipment for in-house use, but a valid photo ID must be left for the duration of the loan. FPL reserves the right to refuse loaning of equipment on an individual basis.
- FPL is part of SCLS, and we honor any limitations, fines or fees added to patron accounts by other member libraries.
- Patrons may have 100 items checked out, and 75 active holds on their account at one time.
- Non-circulating items must stay inside FPL at all times. This includes, but is not limited to, laptop computers and accessories, newspapers, reference materials and current issues of magazines.
- FPL reserves the right to refuse the loaning of Kindles, Rokus, and items requested through Outerlibrary Loan to patrons who fail to follow borrowing guidelines.
- FPL may limit access to responsible parent/guardian accounts in the instance of a blocked juvenile account.

### **Return of Library Materials**

- Unless otherwise noted, any materials from SCLS libraries may be returned to FPL, and FPL materials may be returned to any SCLS library.

### **Holds**

- Holds may be placed through the Linkcat system ([www.linkcat.info](http://www.linkcat.info)), over the phone or in-person.
- Holds are available for pickup for eight days before they expire. Expired holds are pulled from the shelves before the Library opens. FPL does not extend the length of time that holds are available.
- FPL utilizes an open hold shelf, and patrons are responsible for the checkout of all items being held on the open hold shelf.

- Failure to properly check out items on the open hold shelf may result in holds being kept behind the Circulation desk, where they will have to be checked out by FPL staff.
- Intentionally taking an item from the open hold shelf without checking it out will be treated as theft of library materials.
- A patron may designate an individual for approval on the holds pickup authorization form, available at Circulation desk. Otherwise, an authorized individual is required to provide the patron's library card.

### **Outerlibrary Loan**

- Materials that are not available through LINKcat may be requested via Outerlibrary Loan (OLL) through the FPL Adult Services department or through the Library's website.
- Materials requested via OLL are subject to borrowing and renewal restrictions, including loan periods, as dictated by the owning library.
- FPL reserves the ability to restrict Outerlibrary Loan borrowing privileges for patrons who disregard loan periods.
- Patrons may place up to 6 OLL requests per day, and up to 100 requests per year.
- Patrons will not be allowed to place requests if their account is suspended.
- Patrons must reside in a county served by SCLS (Adams, Columbia, Dane, Green, Portage, Sauk, and Wood) in order to place OLL requests.
- Replacement and processing fees will be applied to patron accounts as determined by the owning library. These fees are non-negotiable, and refunds are not available for lost OLL items.

### **Loan Periods, Fines and Fees**

- Overdue fines are not assessed on items checked out at FPL. Items checked out at other SCLS libraries are subject to the individual library's policy.
- The loan periods for FPL materials are as listed:

Books	28 days
Audiobooks	28 days
Lucky Day books	14 days
Magazines	14 days
CDs	14 days
DVDs & Blu Rays	7 days
Kindles & Rokus	14 days
Laptops	In-Library use only

- Patrons aged 65 and over can have their accounts listed as a senior account as long as they use FPL as their home library. Senior account status is an SCLS approved patron category that does not accrue overdue fines at any SCLS library.

### **Lucky Day Collections**

- FPL Lucky Day collections contain popular, unique, and high demand items for adults, teens and children, and they are meant to be widely enjoyed by FPL patrons. Lucky Day materials circulate outside of the normal hold procedure in SCLS libraries, and FPL staff cannot reserve, hold, or check on the availability of these items.
- Lucky Day materials cannot be checked out by patrons twice in a row, either through renewal or by checking out the same item after it has been returned.
- Many Lucky Day materials require maintenance, and they may not be immediately available for check out after they have been returned.
- Kindles and Rokus are each limited to one per patron account.

### **Insufficient Funds**

- Any payments made by check at the Fitchburg Public Library that are rejected due to insufficient funds will result in the patron being charged a \$25.00 processing fee, in addition to having the applicable charges reinstated on their library account.

### **Overdue Materials**

- FPL uses an automated materials handling system, and any materials returned to our drive-up book drop are checked in on the date they are returned, regardless of the time of day. Patrons are responsible for any fines or fees associated with materials that are returned through the drive-up book drop that are checked in by our automated materials handling system.
- When an item has been overdue for 29 days it becomes listed on the patron's account as a lost item. The replacement charge for the item is automatically applied to the patron's account.

### **Lost or Damaged Materials**

- Patrons are responsible for all materials checked out on their library card. Replacement charges for FPL materials that are lost or damaged will be assessed based on list price at the time of purchase. These charges are entered into our records at the time of purchase, and they are added to the patron's account once an item is listed as lost or damaged.
- SCLS libraries have different criteria and processes for determining the value of lost or damaged materials. When materials belonging to other SCLS libraries are lost or

damaged, FPL staff will complete appropriate paperwork and notify the owning library. The owning library determines replacement charges, whether an item is damaged, what charges will be applied to the patron account, and whether replacement materials may be purchased by the patron.

- Replacement of lost or damaged FPL items by patrons is not allowed.
- Patrons will be issued receipts when they pay for lost or damaged materials.
- Lost or damaged audiobook discs will result in a \$15.00 charge per item up to the replacement cost of the item. No refunds are available for this charge.
- Lost or damaged CD, video game or DVD cases, inserts, artwork, or liner notes will result in a \$5.00 charge per item. No refunds are available for this charge.
- Items with damaged or removed labels, stickers, or tags will result in a \$5.00 charge per item. No refunds are available for this charge.
- No refunds will be made for materials returned more than three months after the date the item was given "lost" status in the online catalog.
- Refunds are issued by check after applicable charges and fines are paid on the account and if the remaining amount exceeds \$10. Refunds of \$10 or less will be removed from patron accounts. It may take several weeks for refunds to be processed and mailed.

### **Lost or Damaged Library Cards**

- Patrons are responsible for notifying FPL in the event of loss or theft of their library card.
- Patrons are responsible for any materials checked out on their account. Accounts are suspended immediately upon the report of lost or stolen library card, which will block the use of the card. The account can be reinstated by presenting a photo ID at the FPL Circulation desk.
- FPL does not charge for replacement library cards.

### **Confidentiality of Library Records**

- FPL protects the privacy of patron records and library use. To see the privacy of library records and library use policy, please see this page:  
<http://fitchburgwi.gov/DocumentCenter/Home/View/1151>

### **Library Theft Law**

- FPL takes theft of library materials seriously, and will notify the police when it occurs. To see the FPL theft of library materials policy, please see this page:  
<http://fitchburgwi.gov/DocumentCenter/Home/View/1154>

*Approved by the Fitchburg Public Library Board on June 19, 2019*