Circulation Policy

Purpose

In order to make materials available to all persons on an equal basis, the DeWitt Community Library Board of Trustees has adopted the following policy for the circulation of library materials.

Confidentiality

To protect patron confidentiality, library staff will not disclose patron account information to anyone other than the card holder, unless the card holder is present at the time of inquiry and has given permission. This policy does extend to those records involving patrons under the age of 14 and the developmentally disabled. Caregivers should be aware that if they want information about the items their child has checked out, the child must be present with the parent to request the information. The library will release information to the parent or guardian of a minor child for the purposes of recovering overdue material and settling accounts for lost, late, or damaged material, and for other matters related to the recovery of material or charges incurred by minor children for which a parent or guardian may be considered liable. Information will not be provided to parents or guardians who are merely attempting to determine what library materials their minor children are using. See the library's *Confidentiality Policy* and Iowa Code 22.7 "*Examination of Public Records—Open Records*" (Appendix B). *ALA Code of Ethics (Appendix C).*

Custodian of Records

The Library Director or the Director's designee is the official custodian of library records. The custodian of the Library records shall not release confidential records without a court order pursuant Iowa Code 22.7(13). Please see the library's *Confidentiality Policy* for details.

Who May Borrow:

a. The DeWitt Community Library is an Open Access Library. Other Iowa library cardholders may borrow under the Iowa Library Services/State Library of Iowa Open Access Program. Proper Identification must be provided.
b. Free library registrations will be issued to residents of the City of DeWitt and rural Clinton County. The Clinton County libraries of Calamus, Camanche, Clinton, Lost Nation, and Wheatland receive free library service from DeWitt under the Open Access Program through the Iowa Library Services/State Library of Iowa.
c. Cities in Clinton County who do not have their own home library agree to contract with a library in order to receive services through the Open Access Program.

Adult Cards

Adult library cards are issued free of charge to individuals 14 years or older. To obtain a card, please present at least one piece of identification to verify current address and a photo ID. Examples of identification see Appendix D.

Adult Temporary Cards:

An Adult temporary card may be issued for a three-month period if a patron does not have permanent DeWitt or Clinton County residency. Proof of temporary address must be given. See Appendix D.

Children's Library Cards:

Children may get a library card at any age. A parent or guardian must sign for any child under the age of 14 and show their current library card or other identification. Parents are responsible for loss or damage to materials checked out on their child's card. The child must be present at time of registration.

Children may use any resources in the library and parents are responsible for their child's selection of materials. Library staff does not place restrictions in quantity or selection/access of content on cardholders of any age. We encourage parents to take an active interest in their children's reading and discuss with them appropriate uses of technology and library materials.

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Cardholder's Responsibilities:

a. Cardholders are responsible for all materials checked out on their library card. It is the responsibility of library users to notify the library of any address or contact changes. Cards are for use of the cardholder and should not be loaned out to other patrons.
b. A valid library card or a photo ID must be presented in order to check out material, OR they may enter their library card number at the library's self-check kiosks. If a patron has forgotten their card, an exception may be made, but not on a regular basis. Proof of identification may be requested if the patron has forgotten their card. Library staff will not check out materials to another patron's account unless that patron is present at the time of check-out and has given their permission.
    - To provide good customer service, if a patron cannot produce a library card or photo ID at the time of checkout, staff will offer to place the item(s) on hold for the patron for up to five business days.
c. Library patrons are responsible for materials checked out to their accounts. If an item is lost or damaged while under their care, it is the responsibility of the patron to pay for replacement costs. If unsure if an item is damaged due to age/normal wear and tear, bring the item to the library for assessment by staff. The library does not accept replacement copies of an item in lieu of payment for damaged or lost materials.
d. If a card is lost or stolen, please notify the library immediately. There is a $1.00 replacement fee for lost or damaged cards.
e. Patron information and what any person borrows from our library will be confidential, regardless of the person's age.
f. The Library assumes no responsibility for damage caused to the borrower's DVD player by a library DVD. Patrons are responsible for the proper care of DVDs so damage or scratching won't occur.
g. The library provides reminders when items are checked out and will attempt to reach patrons if materials checked out to their account are past due. However, it is ultimately the patron's responsibility to ensure materials are returned to the library on time and that their account has the most up-to-date contact information.

Loan Periods:

The below schedule outlines the lending period of specific materials within the larger physical library collection offerings. These lending periods are based on the size of the collection and popularity of those items within that collection. All materials can be renewed for a maximum of 3 times, as long as no other library users have placed holds on those items.

Print Materials, Audiobooks, Video Games, & "Library Things": 2-week check-out period, limit of 2 video games per household

- Temporary Cards are limited to 2 items checked out in any combination of materials.

DVDs: 2-week check-out period, with a limit of 5 DVDs per household.

- Temporary Cards are limited to 2 items checked out in any combination of materials.

Binge Boxes: 2-3 week check-out period depending on specific boxes. Limit 1 Binge Box per household, and cannot be renewed or reserved. Available on first come, first serve basis.

Museum Passes: The library has a limited number of museum passes that can be checked out for 3-days, one pass per household. Open Access patrons are not eligible to check out museum passes. Other restrictions on passes may vary depending on the institution. Please see library staff for more information.

- Temporary Cards are not able to access Museum Passes.

Interlibrary Loans: Due dates for Interlibrary Loans are determined by the lending library.

- Temporary Cards do not have access to Interlibrary loan.

Fine Policy:

The DeWitt Community Library does not charge late fees. For items that are 30 days overdue, patrons will be charged the full replacement cost of each item. Once the patron is sent a bill, they can either a) pay the total amount listed on the bill or b) return the items to the library *in good condition* within 10 days of the date of the bill and have the replacement fees waived in their entirety. If the account is not resolved within 40 days of its original due date, the account balance will be submitted to City Hall. City Hall may apply the replacement fees towards city utilities or submit the total to the Iowa Offset program.

The library staff reserves the right to deny interlibrary loan services if materials borrowed are not picked up in a timely manner, continuously late, or damaged.

Overdue Procedures:

1. Each week library records will be checked out for items overdue 7 days or more. Shelves will be checked to make sure items are not in the library. Records will be kept on each contact the library makes to assure accurate reporting of all notice and messages from the library, as well as from the patron.

2. First and second notices will be made via phone call or email, depending on the patron's preference. If the person cannot be reached by phone or email, they will be sent a letter or postcard.

3. If the items are not returned 14 days after the first notice is made (21 days total), the patron will receive a third notification from the Library Director notifying them that if the items are not returned in 7 days (30 days overdue), they will be billed for the replacement costs of each item and those charges may be applied to other city utility bills.

4. If the library still has not received the items at the 30 day mark, the replacement cost will be sent to City Hall. Once a patron has paid for the replacement cost of an item, it is considered theirs to keep or donate back to the library. The library does not issue refunds to patrons who pay for the replacement cost of a lost or damaged item that is later recovered/repaired.

Renewals and Reserves

Reserves can be made via email or over the phone, though it is recommended/preferred those reservations be made through a patron's online account through the library's OPAC (Online Public Access Catalog). Patrons can access their accounts through the OPAC by entering their last name for the username, and their home phone number as the initial login password.

Library materials can be renewed up to 3 (three) times if there is not a waiting list. Patrons may ask to have their names placed on a Reserve List for any new or popular items, free of charge, at the circulation desk or by subscribing to their favorite authors through their online account (see staff for more details on this service). Patrons must have a valid library card with no outstanding fees or overdue items. Patrons have five business days to pick up items after being phoned or emailed by the library, otherwise the item will be passed on to the next person on the Reserves List. An item on the Reserve List will not be renewable. Patrons can also renew and reserve materials from home through our library's online catalog.

To automatically be placed on the reserve lists for popular authors, patrons can use "favorite authors" feature on their online account. See staff for assistance with this online feature.

Open access patrons outside of Clinton County will not be able to place items on reserve, as DeWitt and Clinton County residents should have first priority on all materials.

Equipment Use

The library has a number of items available for in-house checkout including laptops and video consoles. Groups hoping to use the screen in the meeting room should notify library staff when making room reservations.

To learn more about the Library's Laptop Lending policy, see the library staff for more details.

Interlibrary Loan Service

There are times when a library customer will want an item that our library does not own. Interlibrary loan, where one library borrows from another to fill a customer's request, is a basic library service. Offering interlibrary loan to customers is a way of providing our users with "equal access" to information regardless of the size or location of a community. Interlibrary loan in Iowa is made possible by SILO, State of Iowa Libraries Online.

Patrons wishing to order a book through our interlibrary loan service must fill out Interlibrary Loan Request Form either at the library or on the form provided on our website. The library staff then notify you when the materials arrive.

Interlibrary Loan materials should be picked up as soon as possible because the lending library sets the loan period, which can be anywhere from two to four weeks. Renewals are based on the lending library's policy and are not always possible. See staff for details.

Interlibrary Loan Service is available to DeWitt residents, residents of rural Clinton County, and residents from contracting cities. Per State of Iowa Library policy, Open Access patrons must use their home library for Interlibrary Loan services.

Educator Extensions

Teachers, other educators, and Homeschoolers can ask for an additional 4-week extension on materials that are being used as part of the classroom or curriculum (6 weeks total). Educators simply need to notify staff that materials are being used in the classroom to have due dates extended. Popular/new materials recently added to the collection are not eligible for an extended checkout period.

Homebound & Curbside Library Services

DeWitt residents who have difficulty visiting the library facility due to temporary or permanent disability are encouraged to apply for the Homebound Library Services program. Once a month a staff member or volunteer drops off hand-picked library materials to Homebound patrons, and pick up any currently checked out materials. See staff for more details about this program.

Curbside pickup is available for patrons unable to come into the facility. Patrons must have specific items to pick up, whether chosen by using the reserve feature in the OPAC or calling the Library ahead of time. When the Patron arrives, parks in front of the Library, they will call the Library and say they have arrived and ready for the pickup. They will give the Library staff a vehicle description for easy delivery.

Reference Service

Reference is the personal assistance given by library staff to individuals in search of information. Through a reference interview, library staff finds out exactly what the customer (adults and children) needs and connect the customer with the resource where that information can be found. Resources include information found in print, non-print, Internet, or databases. While the library staff will do research to the best of their ability with resources available, library staff are not doctors, lawyers, etc. and patrons are encouraged to seek advice of professionals before making life altering decisions with the general research provided.

In-Person reference questions needing immediate attention will be answered first. If a person calls the library and can wait, the customer's name, phone number, and reference question will be recorded. The library will then return their call as soon as possible with an answer. Patrons can email the library staff with questions and library staff will email or phone the customer as soon as possible.

Iowa Library Services provides back-up reference services to our library. Back-up reference reference questions can be emailed, phoned, faxed, or mailed to Iowa Library Services. Often answers come within hours, but more complex questions may take several days to answer thoroughly.

Other Circulation Services:

The DeWitt Community Library offers a copying, printing, laminating, and offers faxing. and a disc repair machine for public use. Disc repair and fax machine requires staff assistance to operate. Copy/Printer is automated through coin-op and print release software. The public laminating machine is made available in the office center and can be utilized for free if members of the public bring their own laminating pouches. Otherwise, laminating pouches are available for purchase at the library's circulation desk. (Remove) Prices listed below:

Fax Machine

- $2.00 for the first page, and $1.00 for each additional page
- $1.00 for incoming faxes received.

Copy Machine and Computer Printing

- $0.20 per page for black and white copies
- $.50 per copy for color copies
- No more than 150 copies at one time.
- Requested copy jobs must come with written instructions, no staples or wadded or folded papers.
- Print jobs may take up to 48 hrs. depending on staffing levels.
- Large print jobs may be refused by Circulation Manager or Director depending on staffing levels.

3-D Printing REMOVE

- $0.25 per gram. Item will be weighed on our digital scale for price.

Laminator

- $1.00 per 8 ½ x 11 sheet
- $2.00 per 11 x 17 sheet
- Limit of 15 laminations per job.

Disc Repair Machine REMOVE

- $2.00 for maximum of 5 CD, DVD, Blu-Ray discs per day. The library is not responsible for any damages to patron property caused by the use of disc repair machine.

Appendix A: Iowa Code 714.5 Library materials and equipment—unpurchased merchandise—evidence of intention.

The fact that a person has concealed library materials or equipment as defined in section 702.22 or unpurchased property of a store or other mercantile establishment, either on the premises or outside the premises, is material evidence of intent to deprive the owner, and the finding of library materials or equipment or unpurchased property concealed upon the person or among the belongings

of the person, is material evidence of intent to deprive and, if the person conceals or causes to be concealed library materials or equipment or unpurchased property, upon the person or among the belongings of another, the finding of the concealed materials, equipment or property is also material evidence of intent to deprive on the part of the person concealing the library materials, equipment or goods.

The fact that a person fails to return library materials for two months or more after the date the person agreed to return the library materials, or fails to return library equipment for one month or more after the date the person agreed to return the library equipment, is evidence of intent to deprive the owner, provided a reasonable attempt, including the mailing by restricted certified mail of notice that such material or equipment is overdue and criminal actions will be taken, has been made to reclaim the materials or equipment. Notices stating the provisions of this section and of section 808.12 with regard to library materials or equipment shall be posted in clear public view in all public libraries, in all libraries of educational, historical or charitable institutions, organizations or societies, in all museums and in all repositories of public records.

After the expiration of three days following the due date, the owner of borrowed library equipment may request the assistance of a dispute resolution center, mediation center or appropriate law enforcement agency in recovering the equipment from the borrower.

The owner of library equipment may require deposits by borrowers and in the case of late returns the owner may impose graduated penalties of up to twenty-five percent of the value of the equipment, based upon the lateness of the return. In the case of lost library materials or equipment, arrangements may be made to make a monetary settlement. [C62, 66, 71, 73, 75, 77, § 709.21; C79, 81, § 714.5]

Appendix B- CODE OF IOWA 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 records, would reveal the identity of the library patron checking out or requesting an item or information from the library. The records shall be released to a criminal or juvenile 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. 18. Communications not required by law, rule, procedure, or contract that are made to a government body or to any of its employees by identified persons outside of government, to the extent that the government body receiving those communications from such persons outside of government could reasonably believe that those persons would be discouraged from making them to that government body if they were available for general public examination.

Appendix C—ALA CODE OF ETHICS Professional Ethics:

"We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted." (Source: Code of Ethics of the American Library Association)

Appendix D-Library Card ID Requirements

We accept one of the following:

a. Iowa driver's license or certificate of renewal with current address printed on the front.

b. Iowa ID card with current address printed on the front.

We accept TWO of the following:

a. Utility bill or other billing statement issued within the last 60 days, showing current address.

b. Check imprinted with name and current address.

c. Iowa driver's license or Iowa ID card indicating change of address on the back.

d. Self-addressed postcard mailed by the library and returned by the applicant.

e. Rent receipt, imprinted with the property management company or apartment building name, issued within the last 60 days.

f. Bank Statement issued within the last 60 days showing current address.

g. Government issued medical ID card showing current address.

h. Valid vehicle registration showing current address.

i. Valid passport (US or foreign).

j. Valid alien registration card.

k. Current student ID card.

l. Current employee ID.

m. Current pay stub, imprinted with company name, issued within the last 60 days and showing applicant's name.

n. Out-of-state driver's license.

Choices I, j, k, l, m, and n cannot be used together to provide valid identification. One secondary ID must include a current address.

Updated and revised Circulation Policy approved by the Library Board of Trustees August 1st, 2017

Revisions approved 02/12/18, 12/10/18, 10/07/20, 10/06/21, 10/24