



PATRON AND CIRCULATION POLICY

Adopted January 2015,

Updated October 2020

PATRONS

- Eligibility:
 - Any person, six years of age and older, residing in Wisconsin may register for a library card free of charge.
 - Teacher card: Any educator may obtain a teacher card at the library. Teacher cards are specifically for classroom materials. These cards are exempt from overdue fines though cardholders will be responsible for lost materials.
 - Out of state residents: Residents of Minnesota and neighboring states may register for a library card with valid identification at a cost of \$25 per card.
 - Minor children: Applicants under 16 must have a parent or guardian sign application form.
 - Linking patron cards: Library staff may link patron records together. This is a staff function only and is not considered a means by which patrons can pick up linked patrons materials or inquire about their account unless the absent party has filled out a consent form (this does not apply to parents/guardians and their dependents under the age of 16).

- Registration Procedures:
 - Patrons must fill out an application to register for a new library card.
 - Proof of identity and current address are required in order to obtain a card. Forms of identification include a valid, non-expired driver's license or state ID.
 - A student ID or passport may be used in conjunction with an official piece of mail listing a current address.
 - Cards are valid for one year and then will expire annually on the patron's birthday whereupon the patron will need to check with the library to update their personal information.
 - Replacement cards: If a patron loses his/her card, he/she should notify the library as soon as possible and request a replacement. There is no charge for replacement cards. ID will be required at the time of replacement.
 - Inactive cards: The library will conduct periodic purges of inactive library cards.



- Patron Responsibility: by becoming a library cardholder, the applicant agrees to the following:
 - Any library materials checked out on my card are my sole responsibility.
 - I will promptly return all borrowed items by the due dates or pay overdue charges.
 - I will pay any replacement costs assessed for lost, unreturned or damaged materials.
 - I will not lend my card to others.
 - I will promptly report any change in address.
 - I will promptly report a lost or stolen card.
 - I will obey the rules of behavior when visiting the library.
 - If signing a library card application for a juvenile, I accept responsibility for fines and charges on that child's card and acknowledge that it is my responsibility to monitor and approve my child's choice of library materials and/or other information resources.
 - I understand that I can request library records for my custodial child/ward under 16 (WI ST 43.30).
 - I understand that failure to act responsibly may result in suspension of my library borrowing and use privileges, and that failure to pay library fines or return library materials may result in local and state criminal penalties.

- Confidentiality:
 - All library circulation records and other records identifying patrons by name are regarded as confidential regardless of source of inquiry.
 - Such circulation records will not be made available to anyone except pursuant to such process, order or subpoena as may be authorized by law.
 - Upon notification of such process, order or subpoena, consultation shall be made with the library's legal counsel to determine if such process, order or subpoena is in good form and if there is a showing of good cause for its issuance. If not in proper form, or if good cause has not been shown, insistence shall be made that such defects be cured before any records are released.

CIRCULATION

- All patrons must have a valid library card in good standing to borrow library materials and are expected to show their card every time they want to check out materials and/or use a library computer. In absence of a library card, staff will only allow check out of material with a valid, government issued ID that corresponds with the patron's information on file.
- Any person holding a current and valid library card from the MORE system is eligible for borrowing privileges subject to the terms of this library's policies. The library reserves the right to contact the applicant's home library and to refuse or restrict privileges to persons with records of non-return, late return or damage of library materials.
- At the Wilberg Memorial Public Library, patrons may pick up hold materials for another patron **ONLY** if the patron wishing to pick up materials has the library card belonging to the absent patrons **OR** the absent patron has filled out a consent form and there is a note on their record.
- Service to non-cardholders: Non-cardholders may use library facilities, but may not borrow materials except by special arrangement approved by the director.
- Quantity Limits: The maximum number of items that can be checked out on one card is 100, and the maximum number of holds that can be placed at a given time are 50.
- Loan Periods:
 - 3 weeks: books, audiobooks, and music CDs.
 - 1 week: DVDs and magazines.
 - 2 weeks: DVDs longer than 7 hours.
 - Typically items may be renewed twice, however, items with holds on them will not be available for renewal.
 - Inter-Library Loan materials are due on date indicated by lending library.
 - Reference materials do not circulate.
 - The director may establish the loan period for special collections and/or materials temporarily in high demand.
- Overdue Notices: notices are sent out on the following schedule:
 - An automated notice is sent by phone, email, or text message after the material is 7 days overdue.
 - A second notice is mailed after the material is 21 days overdue.
 - A replacement bill is mailed after the material is 35 days overdue.
 - After the 35 day notice, library staff may attempt to secure the return of the library materials through individual letters and telephone calls.



- o Continual lack of payment will result in loss of borrowing privileges and/or legal action pursued per Village of Osceola in accordance with the Wisconsin State Statute 943.61s.
- Fines & Fees:
 - o Items checked out from the Wilberg Memorial Public Library (regardless of owning library) do not accrue late fees. The only exception is the Lucky Day Collection.
 - o Items shall not be checked out to any patron with \$10.00 or more in fines.
 - o Fine exceptions will be made on an individual basis as determined by library director.
 - o Fines may be deleted or reduced as a result of unforeseen circumstances. This will be determined by the library director.
 - o WMPL may provide juveniles and teens the chance to reduce their fines through the read away fines program and various volunteer opportunities. Please see a librarian to learn what is currently available.
- Lost or damaged items:
 - o Patrons are expected to return materials to the library in the same condition as when borrowed.
 - o Minor damage or soiling of materials attributable to normal usage shall not incur a penalty.
 - o Loss of, or serious damage to, any materials shall incur a charge for the replacement or repair of the lost or damaged item. Cost will be determined by current list price.
 - o A Wilberg Memorial Public Library patron may make arrangements to purchase a new and identical copy of the damaged item for the library and will then be given the original damaged item.
 - o Once the replacement fee is paid the patron may decide to keep the damaged item.
 - o If the original item is found within 30 days after the patron paid for a new one, the patron can return the original item for a refund. No refunds will be given for materials from other libraries. That must be taken up with the owning library.
- Holds:
 - o A patron may place a hold on any item currently not available for lending. This includes materials from other libraries in the MORE system.

The logo consists of four horizontal bars of varying colors: yellow, orange, dark blue, and light blue. To the right of these bars, the text "WILBERG MEMORIAL" is written in a large, bold, sans-serif font. Below this, "PUBLIC LIBRARY of OSCEOLA" is written in a smaller, all-caps, sans-serif font.

**WILBERG
MEMORIAL**
PUBLIC LIBRARY of OSCEOLA

- The patrons must follow conditions for borrowing of the owning library, including return date and financial responsibility.
 - Holds can be placed by patrons via the online catalog, over the phone or in person at the library.
 - When placing the hold, the patron can specify at which library they would like to pick up their item(s) and will receive a notification (email, text, or phone call as specified by the patron) when the item(s) arrives at the designated location.
 - The items will be held at the library for one week whereupon the patron needs to pick up the item or it will be returned to the owning library.
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- Inter-Library Loan (ILL): ILL refers to the process where a patron would like an item not available within the MORE system. In this circumstance, the patron needs to work directly with a librarian to acquire the materials.