

## **Circulation Policy**

### **A. Philosophy and general principles**

The Library Board, in its Circulation Policy, attempts to balance the library's purpose of supplying information with the need to monitor and retrieve library materials. The Board seeks to put as few restrictions on the flow of information as possible while protecting the community's access to library resources.

Library service will be available without discrimination to individuals and groups of every race, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status.

The Library Bill of Rights, Freedom to View and Freedom to Read documents (included) shall govern the circulation as well as the selection of library materials.

The library charges fines and fees to encourage compliance with procedures which promote fair and equal access to limited resources for all patrons. Patrons may be notified of overdue materials, outstanding fines/fees or damaged materials they have returned, by telephone, email notices, printed notices, and/or other means. Fines and fees apply whether or not the notification is received.

Revised 01/04/2016

### **B. Confidentiality**

The Board of Trustees of the Robert W. Barlow Memorial Library respects the privacy of users and recognizes its responsibility to protect their privacy in accordance with the Code of Iowa and the American Library Association's statement of professional ethics. Confidentiality of library records is central to intellectual freedom and directly related to the ability of citizens to use library materials and pursue information without fear of intimidation. The purpose of this policy is to explain how the Robert W. Barlow Library will respond to requests for information about library users.

The Robert W. Barlow Memorial Library Board of Trustees recognizes that library circulation records and other records identifying specific users are confidential in nature as covered in Iowa Code Section 22.7, which states that the records of a library shall be kept confidential when by themselves or examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information. No individual except authorized library staff shall have access to circulation or patron records other than his or her own without the cardholder's consent.

The Robert W. Barlow Memorial Library will ensure the confidentiality of a patron's library record, account, and Library presence by securing and limiting access to these same records and back-up records to only approved staff members.

The Library will release information to the parent or guardian of a minor child for the purpose of recovering overdue materials 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. However, information will not be provided to the parent or guardian who is merely attempting to determine what library materials a minor child is using.

Confidentiality extends to information sought or received and materials consulted, borrowed, or acquired, and includes Internet and electronic resource search records; reference interviews and transactions, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, equipment, or services.

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 service.

The Library Director or the Director's designee, as the lawful custodian of library records, is authorized to release records that are otherwise confidential " ..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" (Iowa Code 22.7). The Library Director or the Director's designee will seek legal counsel from the City of Iowa Falls attorney in the event of such request for release of library records, and will respond to the request according to advice of counsel.

This policy was adapted from the Carnegie-Stout Public Library's (Dubuque, IA) policy on confidentiality.

Policy added 02/01/2016

### **C. BEACON**

The Barlow Library is a member of Beacon, a consortium that provides a shared automation system for public libraries (and some school libraries) in North Central Iowa. Patrons who have a valid Barlow Library card may check out materials from any Beacon library using their Barlow library card. Consequently any card holder from a Beacon library can check out materials from the Barlow Library using their home library card. Rules of other libraries may vary slightly from the Barlow Library. Check out of materials from the Barlow Library must follow our circulation rules. (see Beacon brochure for current libraries—in Policy Manual—Supporting Documents)

### **D. Cards and Registration**

Residents of Iowa Falls and surrounding area are eligible to obtain a borrower's card free of charge. Anyone applying for a library card must apply in person. A picture ID is required with current address or a second piece of ID will be required to show current address. Additional ID's can be a utility bill, voter's registration, state ID, or a piece of mail with current name and address, or post office change-of-address form. There is no fee for the issuance of the **first** Barlow Library card.

Ellsworth Community College Students may obtain a library card with an ECC picture ID card while providing their on campus address (dorm). If the ECC student lives off campus, they must provide an ECC picture ID or driver's license with Additional ID (see above) providing their current off campus address.

Library cards will be issued to anyone who can present verification of their address and who are at least age 6 years old (with parent/guardian). A child who wants a library card and is age 6-17 will need to be present with a parent *or guardian* who will need to verify current address (see above).

Children ages 6-17 will need to fill out a registration form. Form included, see Supporting Documents in Policy Manual. *If the responsible parent/guardian residing in the child(ren)'s household is a registered library patron s/he must have a record that does not exceed \$5.00 in*

*fees, fines, or overdue materials.* Card can be issued to child but cannot check out until fines are paid off.

**Registered borrowers must present their library card to check out materials. If a patron cannot provide his/her library card, the patron will be asked to show a picture ID and to verify personal information from the patron record. The patron will be reminded to bring their card on their next visit.**

If a library card is lost there will be a \$2.00 re-issue fee. A worn-out card that is unable to be scanned will be replaced at no charge to the patron. **Address verification will be required when renewing an expired card. Cardholders are responsible for their cards and should report a lost card to the library as soon as possible. The library account will be “restricted” until a new card is issued.**

Library cards are renewed annually in order to keep accurate records. The number of library borrowers added will be included in the library’s monthly statistical report to the library board.

Revised 01/04/2016

### **E. Open Access**

Patrons of other Iowa libraries may borrow materials from the Barlow Library. A library card may be issued free of charge to an individual presenting a valid library card (**up-to-date information with no fines**) from any Iowa library that has been legally established under provisions of the Iowa Code and participates in the Open Access program. If the patron is from a Beacon library see Section C. above.

### **F. Circulation of Materials**

Most books and other library materials except videos circulate for 30 days. Videos are a two day checkout. Certain high demand materials such as new Fiction and Holiday books may be limited to a 14 day checkout.

All books and materials may be renewed for one additional checkout period unless the item has been reserved by another library patron, in which case no renewals are allowed. Library materials may be renewed in person, via telephone, or online through the library’s website.

There is no limit to the total number of items which may be checked out by a single patron as long as the patron is in good standing, including overdues and all other fines. (See overdue policy) Video materials are limited to 3 items total.

A reserve request on a book title may be made in person, via telephone or online through the library’s website. Once a reserve title has come in or has been located, the patron requesting the title will be notified by phone call that their title is available. The patron will also be notified that the title will be held on the reserve shelf in their name for 10 days, with an exact end date given to the patron. If the patron has not come in two days after the first call, the patron will be notified again by phone call that the title will be held in their name for one more week, again with an exact end date. If the patron does not come in to pick up the reserved book at the ten day mark, the next person in line will be called or if there are no other patrons requesting the reserved book, the book will be returned to the shelf. DVD titles may not be reserved.

**Patrons may not use a library card other than their own unless it is another family member's, with permission being granted first.**

Exceptions – The Director of the Robert W. Barlow Memorial Library upon application and demonstration of sufficient cause may grant exceptions to the Circulation of Materials Policy.

Revised 01/04/2016

### **G. Overdues**

Items are to be returned by closing time of the due date. Any materials returned after hours of the due date in the drop box will be considered overdue.

A fine of five cents (\$.05) per item (book, magazine, CD, Book on CD) will be assessed against any patron not returning materials by the due date. A fine of fifty cents (\$.50) per video or DVD per day will be assessed against any patron not returning materials to the library by closing time of the due date.

The maximum fine for one item is \$5.00 per DVD/Video and other books/materials. For Example: a book will stop accumulating fines when the fine reaches the amount of \$5.00. If the book is considered lost, the patron will pay the cost for the replacement of the book.

Borrowing privileges are suspended when accumulated unpaid fines or fees exceed \$5.00. Patrons with more than five (5) overdue items will have borrowing privileges withheld until overdue materials are returned. Patrons with more than 5 overdue items may not use another patron's card in order to check out materials.

Patrons will not be allowed to borrow library materials or use computers until the fines are brought below \$5.00.

#### **Overdue, Lost and Damaged Materials Procedure – Books, Magazines, Audio CDs, Books on CD, Video/DVD**

1. 1<sup>st</sup> Month Overdue – Phone call or letter (if unable to reach by phone) to patron notifying them of overdue material.
2. 2<sup>nd</sup> Month Overdue – Check of the account status and a search of the shelves to see if overdue material is located on the shelf. Overdue letter is mailed out.
3. 3<sup>rd</sup> Month Overdue - Check of the account status and a search of the shelves to see if overdue material is located on the shelf. Overdue letter with an Iowa Code (see attached) letter is mailed out.
4. 4<sup>th</sup> Month Overdue - Check of the account status and a search of the shelves to see if overdue material is located on the shelf. Account info for the patron is given to the IFPD for collection. Those patrons outside city limits may be notified by the Hardin County Sheriff's office.

Patrons with overdue DVDs will periodically be called throughout the month, when time allows. Otherwise, overdue DVDs will follow the same procedure listed above for Overdue, Lost & Damaged Materials.

Once the library materials have been overdue for 120 days and have not been returned, the patron will be charged for the replacement cost for each overdue item plus any applicable fees or

finer. Borrowing privileges will be temporarily withheld until arrangements have been made for the return of the item(s) and payment of the fines.

Exceptions – The Director of the Robert W. Barlow Memorial Library upon application and demonstration of sufficient cause may grant exceptions to the Overdue Policy.

Policy added 01/04/2016

## **H. Special Collections**

The library will add unique materials to the library collection based on several conditions, including but not limited to, the following:

- Funding, ease of maintenance, storage, special interest, and relevancy.
- When new items are added to the collection, such as e-readers or other equipment, specific circulation rules will apply.
- The rules/procedures for a special collection will be based on, but not limited to, the following: availability, safety, seasonal restrictions,
- As new special collections are made available to the public, there may need to be restrictions of use placed upon materials for purposes of “beta testing”.
- The scope of all special collections are subject to the discretion of the library administration

Policy added/approved May 2011  
Revised 01/04/2016

### **1. Special Collection: Ice Skates**

- Ice skates check-out policies will follow our current DVD check out rules.
- 2-day check out, 1 renewal (for 4 days total check out), 50 cents/day fines, limit of 3 pairs of skates per card holder
- No holds can be placed on skates
- Ice skates must be returned inside the library and NOT in the book drop
- Regular restriction in regards to overdue materials on library account will apply to ice skates check out
- Out of town guests to the library may check out skates. A valid driver’s license must be left with the circulation desk, along with a current phone number, during the time the skates are checked out. A “guest” library card can then be used to check out skates, with the same 3 pairs per card limit. All other rules apply to check out.
- Overdue policy:
  - *Patrons with more than five (5) overdue items will have borrowing privileges withheld until overdue materials are returned. Patrons with more than 5 overdue items may not use another patron’s card in order to check out materials.*
  - *If a family member residing in the patron’s or child(ren)’s household has fines totaling \$5.00 or more the librarian is authorized to withhold borrowing privileges to all family members until payment of the fines has been made.*

Board reviewed/approval date: 10-3-14, revised 9/12/16

## 2. **Special Collection: Book-A-Bike**

- No biking on inclement weather days (rainy, foggy, days or days with severe weather advisories)
- Borrowers must have a current Barlow library card in good standing (per library policy)
- Everyone must have a **Lending Agreement** on file, information recorded in Circ record
- Children up to and including age 12 years must have a parent or guardian present to borrow equipment & **Parental/Guardian consent** form on file
- Teens 13-17 years may borrow equipment without an adult present, but must have a **Parental/Guardian consent** form on file
- Bikes and equipment may be borrowed from the point of check out until at least 15 minutes before library closing and before dark of the same day.
- Check out for bikes/equipment is when conditions are acceptable for check out, no renewals, fines are 50 cents per day, limit to two bicycles/equipment (Burley, trailer bike) per card holder
- No holds can be placed on bicycles.
- If checking out a bicycle, **helmets are required**—the library can provide one for check out or patron can use their own
- Helmets and locks are also an all day check out, no renewals, 50 cent fine per day.
- Borrowers must report any damage or malfunctions to library staff immediately
- **A bike lock must be checked out when checking out a bike.** When left unattended, equipment must be locked and secured
- Borrowers are responsible for stolen, lost or damaged equipment, excluding any damage determined to be caused by wear and tear.
- Borrowers must obey traffic and bike path rules and courtesies
- Out of town guests to the library may check out bikes/equipment. A valid driver's license must be left with the circulation desk, along with a current phone number, during the time the bikes/equipment are checked out. A "guest" library card can then be used to check out bikes/equipment, with the same 2 bikes/equipment per card limit. All other rules apply to check out.
- Book A Bike Season is determined annually by library administration based on weather and other conditions.

Board reviewed & updated: May, 2011

Board approved: 12-1-14 BAB

Revised: BAB 09/14/2015, 01/04/2016, 9/12/16, 4/3/17

## 3. **Special Collection: 3D Printer**

This policy establishes how and under what circumstances the public may use the 3D printer. The 3D printer is available to the public for educational purposes to make three dimensional objects using a design that is uploaded from digital computer file.

- The 3D Printer may be used for lawful purposes only. Patrons will not be permitted to use the printer to create objects that are:
  - Prohibited by local, state or federal laws.
  - In violation of another's intellectual property; for example, materials that are subject to copyright, patent or trademark protection.

- Unsafe, harmful, dangerous or that may pose an immediate threat to the well-being of others; for example, guns, knives or other possibly lethal weapons.
  - Obscene or otherwise inappropriate items for the library environment.
- At this time, only images available in .stl file format on the Thingiverse.com catalog can be printed. Any other files would need approval from the Library Director or Youth Services Director.
- When an image is chosen, the image will be evaluated for appropriateness and downloaded on to a library staff computer. A patron may bring in a Thingiverse file on a flash drive.
- One printed item per person per day, up to a six-hour print time. Items may only be printed on Monday, Tuesday, Thursday and Friday, and only when the designated staff members are available. A signup sheet will be available. You may watch your item print, or you may pick it up at a later time. We will hold your item for one week. If the item is not picked up within this time period, your rights to future printing will be forfeited.
- Cost of items are determined by printing time. One hour = \$1.00, up to six hours.
- To use the printer, the patron must present a photo ID or have a current Barlow Library card in good standing (per library policy). The Barlow Library is not responsible for any object created with use of the 3D Printer, including harm or injury incurred as a result of any usage of the 3D printer or the object which is printed.

Approved by Board of Trustees, 11/06/2017

### **I. Circulation Damaged Materials Policy**

Library users are expected to pay an item's full replacement charge if damaged while borrowed on a library card account. Charges will be assessed for any item returned that is no longer in appropriate condition for continued circulation. Determination of “appropriate condition” is made by library staff.

A minimum \$5.00 processing fee will be charged to patron for repair of item and if an item needs complete replacing the fee would also include the full replacement cost for the item.

If patron is not made aware of damaged item by staff in person at time of return (such as an item was returned in book drop), contact will be made immediately by phone and/or letter informing the patron of the amount owed for the damage.

- Special collections may have unique and specific charges depending on the item damaged—examples includes but are not limited to the eReader collection and the bicycle collection.
- Any special consideration of items damaged is subject to the discretion of the library administration.

○ Adopted by the Library Board of Trustees 10/6/2014

## **J. Unclaimed and Lost & Found Property Policy**

This policy refers to the retention and disposal of unclaimed lost and found items at the Robert W. Barlow Memorial Library.

- The RWB Library is not responsible for the security of any personal items brought to the library. Patrons are expected to keep their belongings, especially valuables such as wallets, purses, cell phones and laptops, within their sight at all times.
- The Library Director and staff shall be the primary contacts for inquiries regarding lost and abandoned property found in the library. Upon discovery of lost property, the library staff shall first attempt to contact the owner when there is a name, telephone number or address associated with the property.
- Property found by the library staff or turned over to staff will be placed in a secure area at the circulation desk.
- Unclaimed property will be retained at the circulation desk for a minimum of 90 days. Items not claimed within 90 days will be disposed of. Means of disposal may include recycling, donation, or the discarding of the item(s). Any item with an estimated value in excess of \$100, and if unclaimed, will be transferred to the Iowa Falls Police Department.
- Hazardous or perishable items will be disposed of immediately.
- Periodically the unclaimed items will be placed in a “lost and found” box for patrons to review. If the items are left unclaimed in the box, they will be disposed of as described above.

Approved by Board of Trustees, Sept 12, 2016