

## **CIRCULATION POLICY**

### **I. LIBRARY CARDS:**

#### **A. Full Service Cards:**

Any person who resides within the City limits of Dubuque is eligible for a library card, upon application with proper identification.

Applicants age sixteen (16) or older are required to provide proper identification (driver's license, passport, or birth certificate with social security card) and proof of residence (voting card, utility bill, recently postmarked mail, or a check with an imprinted address). If the applicant has no proof of address, a postcard is mailed to the residence, which can then be brought to the library. The library does not accept a post office box address when applying for a library card.

Applicants for new accounts, or accounts that are renewed, must have their photograph taken for the library's borrower database. Photographs offer security protection for the account holder as well as the library.

Children under the age of 16 are issued library cards when the parent or guardian has signed the "statement of responsibility" card and a proof of residence has been provided. The child must be present for the issuance of the card. Guardians may be asked to provide documentation of guardianship. Only the person listed as parent or guardian may use a child's card without the child present. A patron whose library card is suspended or has fees of over \$10.00 (adult and children) may not use other family members' cards or friends' cards.

Institutional cards include school cards, business/organization cards, and teacher cards and are available at no charge if based in Dubuque.

Any person who resides outside the city limits of Dubuque but pays taxes on property within the city limits is eligible for a full service borrower's card. Proper identification and proof of tax payment is required on an annual basis.

The Carnegie-Stout Public Library has partnered with the Cascade Public Library, the Dubuque County Library, and the James Kennedy Public Library to form an Agency with the goal of providing library service to residents of Dubuque County who are not eligible for borrowing privileges through Open Access or the County Library. The residents of those communities contracting with the Agency will have full privileges at the Carnegie-Stout Public Library. Proper identification is required.

Non-residents not eligible for borrowing privileges may be eligible to purchase a library card for a fee established by the Board of Trustees (*see Fees Policy*).

## **B. Limited Access Cards:**

New cardholders are limited to having three (3) items on loan at a time for a three-month period. After three months, if the new account is in good standing, 100 items on loan at a time is allowed. If the new account is not in good standing at the end of the three-month period, new cardholder status will continue for another three months. At the end of the second three months, the account is reviewed by the Circulation Manager to determine eligibility for regular cardholder status. New cardholders are not eligible for Interlibrary Loan. Cardholders with accounts that have not been in good standing may also be limited to three items on loan at a time.

Any patron account that has required repeated notifications for past due materials, has been in collections, had legal intervention for the return of materials, or has damaged or lost library-owned equipment may be limited in borrowing privileges or have accounts restricted temporarily or indefinitely.

Patrons who are living in a temporary residence are issued a library card for 30 days and are limited to having one item on loan at a time. After 30 days, the Circulation Manager will review the account to determine if it is eligible to be renewed.

The Carnegie-Stout Public Library is a participant in the State of Iowa's Open Access program. Residents of Dubuque County and outside of the County in Iowa may receive services from the Carnegie-Stout Public Library through Open Access, a statewide reciprocal borrowing program for participating libraries. Proper identification is required. Open Access cardholders are not eligible for Interlibrary Loan, remote online digital collections and resources. Restrictions on placing purchase requests and reserving items may apply. Open Access cardholders and out-of-state residents may purchase additional services (see *Fees Policy*).

## **C. Guest Cards**

The Carnegie-Stout Public Library will issue guest cards for visitors to the community. The fee for this card is \$10.00 and is valid for 30 days. Guest Cards are limited to having three items on loan at a time and are not eligible for Interlibrary Loan services.

## **D. Institutional/Business Cards:**

The library has institutional or business cards available for Dubuque nursing homes, schools, and other institutions that serve City residents. Dubuque businesses may also apply for library cards that allow specific employees to borrow materials related to business operations. The institution's administrator, school principal, or the business manager must sign the application and assume responsibility for the use of the card. A list of authorized users for each card must be provided to the library. Out of state institutions that are not eligible for borrowing privileges may purchase a non-resident institutional card.

School cards are issued to principals and must be renewed annually. Teacher cards are available at no charge to educators working in private, public schools, or childcare facilities in Dubuque and must be renewed annually. Teacher cards are intended for classroom use and have an extended due date of six (6) weeks. Educators may make

selections or complete a Teacher Request Form and librarians will put together a collection to support the curriculum. There is a thirty (30)-book total and five (5) book per topic limit. All institutional accounts carry the same responsibility for repair or replacement of damaged or lost material (see *Fees Policy*).

#### **E. Lost Cards:**

Lost cards must be reported immediately to library staff. It is the responsibility of the cardholder to make the report. When report of a lost card is received service to that card will be stopped, but the borrower is responsible for all activity on the card until it is reported lost. There is a charge for replacing a lost card (see *Fees Policy*).

#### **F. Forgotten Cards:**

Patrons are encouraged to have their library cards but may check out materials without their cards with proper identification. Patrons whose picture has been added to the library's database are not required to have a library card present to check out materials.

#### **G. Limits on Borrowing:**

Borrowers with accounts in good standing may have one hundred (100) items checked out at a time. New cardholders, or those whose accounts have not been in good standing, are limited to three (3) items checked out at a time and are not allowed Interlibrary Loan services. Temporary residents are limited to one (1) item checked out at a time. Guest Cards are limited to three (3) items checked out for the period of time the card is valid. Temporary residents, Open Access without the purchase of additional services, and Guest Card patrons may not participate in the Interlibrary Loan program.

In order to maximize access to some collections in the library each borrower is limited to ten (10) DVDs, two (2) Books-to-Go and three (3) DVDs/Blu-rays-to-Go. Check out of the genres Parapsychology, Occult, and Urban Fiction genres are limited to three (3) at a time.

Eligible borrowers may have three (3) Interlibrary Loan items on their account at a time.

#### **H. Purchase Requests:**

The library will accept requests for the purchase of material that is not available in the collection and which the library does not plan to purchase otherwise. This service is limited to three (3) requests per month.

#### **I. Renewals:**

Most items can be renewed once. Exceptions include Books-to-Go, DVDs-to-Go, and Children's 7-day holiday books. If there is a waiting list for any item, that item is nonrenewable.

After the second check out by the same cardholder the item(s) must stay in the library for a period of 24 hours before that same cardholder can check the item(s) out again.

Items may be renewed by calling the library's automated circulation phone system at 589-0887, the library at 589-4225, online at [www.dubuque.lib.ia.us](http://www.dubuque.lib.ia.us), or in person at the library.

#### **J. Reserves:**

An item will be reserved for patrons, and held for seven (7) days, at no charge if the item is not available when requested. When an item with a pending reserve is returned to the library, the requesting borrower will be notified. Notification may be in the form of the library's telephone automated circulation system, by mail, e-mail, or text message. The borrower then has seven (7) days from the date of the notice to pick up the material.

The patron must have the reserving borrower's library card or notice with him/her in order to check out a book with status of "reserve". (Example: If a notification is sent to Jane Doe, and her husband comes to the library to pick up the book, he must have her card or her notice with him).

A patron must have a library card in good standing before a reserve can be checked out. A library card in good standing is one with a fee balance of less than \$10.00 and with no suspensions due to abuse of library materials or policy.

A \$.50 fee is charged to the borrower's card if the requested item is not picked up after notification is sent, and the library has not been notified the item is no longer wanted. A reserve may be canceled prior to notification by calling the library at 589-4225 or online at [www.dubuque.lib.ia.us](http://www.dubuque.lib.ia.us).

## **II. BORROWED MATERIALS**

#### **A. Overdue Materials:**

Fines are not assessed for overdue materials; however, accounts with materials overdue by seven (7) or more days will be frozen until all overdue items are returned or paid for in the case of loss or damage.

Notification of overdue notices are completed by the library's automated telephone circulation system, by e-mail, postal mail, or by text message after seven (7) days from the due date. Patrons who have received a notice they believe is in error should contact the Circulation Manager. After thirty (30) days overdue items will be considered lost and the patron's account will be charged for the replacement cost. After sixty (60) days, a final notice is sent to the borrower charging him/her for the cost of the item plus a postage fee. Following this notice the library will consider the items stolen and theft charges may follow in accordance with Iowa Code 714.5, which reads: "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."

Borrowing privileges are suspended when accounts have a \$10.00 balance and/or

materials are seven (7) or more days overdue.

#### **B. Lost or Damaged Materials:**

If library materials are lost, the patron is charged for the cost of the materials plus a processing fee. Under some circumstances a payment schedule can be worked out so as not to cause undue hardship on the borrower. The Circulation Manager is authorized to implement a payment schedule with a borrower.

Under some circumstances, borrowers will be given a refund for lost items that have been paid for, and if approved the refund will consist of all money paid. No refund is paid if the item is returned more than twelve (12) months past the original due date unless approved by the selector. If library materials are damaged, the actual cost of repair plus a processing fee will be charged to the patron. Patrons are billed for the replacement cost of an item for materials that are damaged beyond repair. The patron may then keep or discard the item(s).

#### **C. Materials Claimed Returned:**

When a patron claims that he/she has returned an item that appears on the Carnegie-Stout Library system as still checked out, the library will be searched at least once a week for the item for up to thirty (30) days. The patron is also encouraged to search for the item. The record is cleared if the item is found. In addition, the account is cleared if someone else checks out the item. If, after sixty (60) days the item is not found, the patron will be invoiced for lost materials.

#### **D. Suspension of Borrowing Privileges:**

Patrons with library account balances of \$10.00 or more are not eligible to checkout materials, use internet access computers, or Interlibrary Loan service. Cardholders owing \$10.00 or more are not allowed to borrow materials until the account is paid in full.

All patrons must abide by the rules and regulations of the library. The library retains the right to cancel any individual's borrowing privileges because of abuse of these policies. Use of library materials in the building is open to any individual. Abuse of the library materials and property may result in a ban from the library. The Library Director may suspend or cancel a user's card or entry privileges.

A library card in good standing is one with fees totaling less than \$10.00 and with no suspensions due to abuse of library materials or policy. A patron whose card is suspended or has fees of \$10.00 or more may not use another family member's card or a friend's card.

### **III. MATERIAL RETURNS USE:**

#### **A. General Rules:**

The library maintains outside material drop boxes for patron convenience allowing return of library materials. The material returns are emptied several times a day and at least once when the library is closed.

**B. Damaged Books:**


Damage may occur when materials are returned in the book drops. When damaged materials are found in the return box, staff will determine if the damage occurred due to the drop box or if the patron is responsible. The Managers of Adult Services, Youth Services and Circulation are authorized to assess such damages.

**C. Materials Not Allowed in the Material Returns:**

No equipment, magazines, interlibrary loan materials, oversized books, or special collections such as baking pans, Raising Reader kits, and games, should be placed in any material return boxes where they could be damaged. These items must be returned inside the library.

Separate Audio-Visual Returns are provided for DVDs, Blu-rays, and CDs to avoid damage that may be caused by the weight of books. A fee is charged to patrons returning the above materials in the Material Return Drops (see *Fees Policy*).

*Adopted by the Library Board of Trustees  
Adopted January 26, 1989  
Revised 1993, 1996, 2000, 2003, 2004  
2005, 2008, 2011, 2012, 2013, 2014, 2017,  
May 23, 2019, and November 21, 2019*

By,   
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*Christy Monk, President  
Library Board of Trustees  
Carnegie-Stout Public Library*