

Elkhart Lake Public Library – Circulation and Fee Policy

Library Card Registration

- A Monarch Library System card will be issued to an applicant of any age who is a resident of the State of Wisconsin.
 - Proper identification is required before a Monarch Library System card can be issued. Applicants must provide proof of residency by providing valid government issued identification: Wisconsin driver's license, Wisconsin ID or passport with a Wisconsin address.
 - Applicants whose identification does not include a local address matching their registration, proof of Wisconsin residence is required from a utility or tax bill statement with a local address.
 - Applicants under the age of 18 years must have a parent or guardian give their consent on the application form before a library card can be issued.
 - Applicants under the age of 18, wishing video, Internet or equipment privileges must have a parent or guardian fill out and sign the *Parental Permission for Minors* form.
 - Items cannot be checked out nor the Internet used until library staff can verify information with parent or guardian.
 - By signing the permission form, the parent or guardian is aware that the library will not restrict the types of videos a minor may borrow or filter the use of the internet.

- A Monarch Library System card will be issued to an applicant with out-of-state identification if they can show proof of long-term rental or property ownership. Applicants must provide valid government issued identification (driver's license, state-issued ID or passport). Both permanent and temporary addresses must be on the application.

- A Seasonal Monarch Library System card is available to applicants whose permanent residence is outside the State of Wisconsin and who will be residing temporarily in Wisconsin. Both permanent and temporary addresses must be on the application. Seasonal cards are issued for four months from the date of application (renewable if account is in good standing).
 - Parents (or guardians) may request a card for their minor child. A seasonal child's card will have the same restrictions as the parent's card and follow the rules outlined above.

- Library card holders must notify the Elkhart Lake Public Library if their card is lost or stolen.

- Monarch Library System cards expire three years from the date of application. Seasonal cards expire four months from date of application. Fines and charges are expected to be paid prior to renewal. Inactive accounts (in good standing) are deleted after three years of non-use.

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- It is the patron's responsibility to keep their contact information current (address, phone number, email addresses) and return borrowed items by the due date. Patrons may check the status of their account by logging into the Monarch Catalog. Patrons may contact the library to renew items or change account information.

Checkout

The quickest, most convenient and accurate way to check out materials is to present a valid Monarch Library System card to the desk staff member.

Exemptions available only at Elkhart Lake Public Library:

- Visitors and families may check out materials using a Monarch Library System card of a family member or friend who will take responsibility for library transactions. Possession of the library card by the person implies permission from the card holder.
- A person known to the staff member may check out materials without showing a card by providing his/her phone number so that the staff member can locate the correct library card number on the computer.
- A person not known to the staff member may present a photo ID and a phone number, and the staff person will check for the library card number on the computer. A person not in the Monarch Catalog database needs to apply for a Monarch Library System card to check out materials.
- Home delivery materials may be checked out by a delivery volunteer provided the patron gives approval. A home delivery registration form should be on file before items are taken.

A patron cannot check out materials if they have four or more items overdue and/or owe more than \$10.00 to the Elkhart Lake Public Library.

According to Monarch Library System policy libraries shall restrict circulation privileges of any patron who accrues \$50.00 or more in fines and charges on items checked out from Monarch Library System libraries.

Loan Periods

The director shall determine loan periods for various classes and types of library materials, taking into account public demand for and availability of such materials. The director shall report any changes in circulation loan periods to the library board. All current loan periods will be posted at the library and on the library's website.

Holds

Holds may be placed through Monarch Catalog, in person or over the phone. The library will hold the item for no more than seven (7) days.

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Renewals

- Items with waiting lists cannot be renewed.
- Lucky Day items cannot be renewed.
- Items without waiting lists may be renewed twice.

Return of Library Materials

- Library materials may be returned to either the in-library or outdoor book return.
- Most library materials may be returned at any of the Monarch Library System libraries in Sheboygan, Ozaukee, Washington or Dodge Counties. The patron is responsible for materials returned to other libraries outside of the Monarch Library system until they are received at the Elkhart Lake Public Library.
 - Materials marked to be returned to the Elkhart Lake Public Library only should be returned to the Elkhart Lake Public Library service desk.
 - Interlibrary loan materials must be returned to the Elkhart Lake Public Library with the interlibrary loan slip intact on the front cover.

Overdue Materials Policy

- Elkhart Lake Public Library does not charge daily overdue fines for materials checked out or renewed at the Elkhart Lake Public Library.
- The Elkhart Lake Public Library issues 3 overdue notices (approximately 7, 17 & 37 days after due).
- The Elkhart Lake Public Library issues a bill for the replacement of the item 47 days after the material is due.
- Patrons who have four or more items overdue or have been sent a bill shall be denied borrowing privileges until those overdue materials are returned or paid for if lost and/or damaged.
- Not returning library materials is considered theft according to *Wisconsin Statute 943.61* and charges more than \$50.00 will be turned over to the Elkhart Lake Police Department.

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Billing Policies for Lost or Damaged Materials

- A replacement cost plus a non-refundable processing charge of \$5 is charged for items that are lost, not returned or that must be withdrawn because of damage.
- The replacement cost shall be the retail cost to repurchase the item. Consideration can be made for older materials.
- Patrons have the right to keep damaged items for which they have paid a replacement cost.
- Patrons may purchase and replace lost and damaged materials after receiving permission to do so from the library director. Failure to receive permission prior to purchasing a replacement may result in the item not being accepted as a replacement.
- Patrons may obtain a refund of the replacement cost for lost materials owned by the Elkhart Lake Public Library they subsequently find and return up to 90 days beyond the original due date. A refund check will be sent to the patron. No cash refund will be given. The processing charge is nonrefundable.
- No refund for replacement cost or processing fee is given for items owned by another library.
- No refund for replacement cost or processing fee will be given for materials the patron purchased for replacement and subsequently found.

Fee Charges

- Library cards are available free of charge. The first replacement of a missing card is free. Additional replacements will be \$3.00. There is no charge for replacement of library cards needing to be replaced due to wear and tear.
- Copy machine/Printer charge is 10 cents per print or copy in black & white and 25 cents per print or copy in color.
- Fax charge is \$1.00 per outgoing fax up to 10 pages. Charge for additional pages is 10 cents per page. Incoming fax charge is \$1.00 up to 10 pages. Charge for additional pages is 10 cents per page.

Confidentiality

The Elkhart Lake Public Library adheres strictly to all sections of *Wisconsin Statutes 43.30* in protecting the privacy of library users. The information contained in library records concerning an individual's use of materials or services shall not be disclosed to anyone other than that individual, to persons authorized by that individual, or to those library personnel who have need for that information in performance of library duties, except by order of a court of law. All other information about our patrons is also held in strict confidentiality.

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Parental Rights & Responsibilities

Upon the request of a custodial parent or guardian of a child who is under the age of 16, a library supported in whole or part by public funds shall disclose to the custodial parent or guardian all library records relating to the use of the library's documents or other materials, resources, or services by that child.

Parents or guardians of children between the ages of 16 and 18 may receive information about their child's account, but only with the authorization of the minor child.

Possession by a parent or guardian of a child's library card is accepted as authorization to release information.

Adopted, Elkhart Lake Library Board, April 12, 2021