

CIRCULATION POLICIES

The circulation policies of the Heyworth Public Library exist to facilitate community access to the materials and information in the library's collections, while protecting these same collections.

Heyworth Public Library's circulation policies are intended to be in accord with the American Library Association's Library Bill of Rights.

Privacy Policy

1. Heyworth Public Library does not give out information from a patron's account to anyone without a court order.
2. Parents wishing to access information about a minor for whom he/she is legally responsible should speak directly with the Library Director.

Use of Library Cards

Customers can maintain full library privileges by:

1. Returning materials on or before the due date
2. Adhering to the borrowing limits for all types of material
3. Paying for lost or damaged materials
4. Keeping the amount of money charged to the account under \$5.00
5. Promptly informing the library of any change of address, phone number, or email address

Patrons should provide a library card to check out. Patrons may check out occasionally without having their library card with them. They may do this by providing a photo ID and verifying personal information. Patrons under the age of 17 may give their address and phone number as proof of identification, but both the address and phone number must match those in the library's records. If the child cannot provide address and phone number, a parent may do so for them, in person.

Whenever a patron calls the library to conduct a transaction on his/her account, he/she must provide a library card number, and his/her name.

A patron's record will be marked delinquent when money is owed. This status will not affect the patron's ability to borrow materials from the library until charges on the account reach \$5.00.

CIRCULATION POLICIES

A patron retains full library borrowing privileges as long as his/her library account is not blocked. A library account becomes blocked under the following circumstances:

1. When an item is overdue by 30 days.
2. A patron exceeds borrowing limits by type or quantity.
3. When the total amount of unpaid fines and fees exceeds \$5.00.

Once a patron's library card is blocked, all library privileges for that patron are suspended including borrowing and renewal of items, and use of the library's public computers.

Because a patron's borrowing privileges are suspended when his/her record is blocked, he/she may not use another patron's library card to check out materials.

A patron may allow another person in good standing with the library to use his/her library card to check out materials, but the library card holder will be held responsible for all items charged to his/her card regardless of who the borrower is. Under no circumstances may a patron check out by giving the name of another person.

Lost, Stolen, Previously Issued Library Cards

1. Patrons are responsible for reporting a library card lost or stolen in order to avoid being held responsible for materials checked out on their cards. Charges against a lost or stolen card are the responsibility of the customer.
2. Patrons with charges on their account due to a lost or stolen card are encouraged to file a police report.
3. Charges against a lost or stolen card should be reported to Heyworth Public Library as soon as possible.
4. If a patron reports a card lost or stolen, the patron must provide identification in order to get a new library card in addition to paying the \$2.00 replacement fee.
5. Children under the age of 17 must bring a parent with them in order to get a new replacement library card. The parent must provide a photo ID as well as proof of address.
6. If a patron comes to the circulation desk with a previously issued library card, i.e. a card that has been replaced with another card, the patron must show

CIRCULATION POLICIES

identification before the staff person will look up the current card number, and the previous card will be shredded.

Customer's Library Card Responsibilities

1. Because Heyworth Public Library verifies the identity of all library card applicants, the individual named on the account is financially responsible for all fines and fees charged to that account as indicated by signing the library card application.
2. A library patron is responsible for the care of all materials checked out on his/her card or on the cards of children for whom he/she has signed library card applications regardless of who checked the items out.
3. All lost or stolen library cards should be reported immediately because the owner of the card is responsible for all items checked out on the card until the card is reported lost or stolen.

See Lost, Stolen, or Previously Issued Library Cards

4. When a patron moves, it is the responsibility of the patron to inform the Heyworth Public Library of the new address.

Material Loan Policy

Customer Responsibilities:

1. Patrons are responsible for reporting any damage or problems with library materials to library staff.
2. Patrons are responsible for all materials checked out to them until they are returned to the library. Patrons are responsible for items they use within the building. There is a book drop and video drop in front of the building for use when the library is closed. Patrons need to make sure all items have dropped inside either drop box, and should not use the drop boxes if they are full.
3. Patrons are responsible for returning all materials in a condition ready for use by the next patron. All material must be returned in the appropriate package.
4. Heyworth Public Library allows unlimited access to the collection, regardless of age. It is the ultimate responsibility of the parent and/or legal guardian to restrict a child's borrowing privileges, and may do so on their child's records.

Exceptions:

Movies with Rating of R will not be checked out to youth under 17.

CIRCULATION POLICIES

Disclaimer:

The Heyworth Public Library is not responsible for any damage done to patron's property by the use of library owned DVDs, CDs or other library materials. The patron is responsible for reading and understanding any instructions, limitations, system requirements, etc. and determining if they wish to use library material. Technological support is not available at the library. Due to the heavy and wide usage of library materials, the library cannot guarantee the condition of material at the time of checkout.

Fines and Fees

The Heyworth Public Library charges fines as an incentive for customers to return materials in a timely manner so that other patrons can have access to the items. The Heyworth Public Library charges fees to offset the cost of recovering and replacing lost and damaged library materials.

Definitions:

A *fine* is a variable charge imposed for the late return of library materials.

A *fee* is a fixed charge imposed to cover the cost of processing replacement library materials or recovering or replacing lost ones.

Overdue Fines:

1. Items not returned by the due date will be charged as follows:

By Age	Item	Daily Fine	Max Fine
All Ages	DVDs	\$2.00 per day	\$6
All Ages	Cake Pans	\$5.00	\$5
Adults	All library materials , but DVD's	10 cents	\$3
Children	All library materials , but DVD's	5 cents	\$2

CIRCULATION POLICIES

Check Out Limits:

<i>Item</i>	<i>Check out limit</i>	<i>Loan Time Periods</i>
• Books	unlimited	3 weeks
• Audio Books CD	7	3 weeks
• Magazines	7	7 days
• Music CDs	7	7 days
• Cake Pans	3	7 days
• DVDs	3	7 days
• New DVDs	3	3 days
• Geneology/Local History Collection in Alexander Room		
	0 Non-circulating	stays in library
• Reference Materials		
Circulating	7	7 days
Non-circulating	0	stays in the library

2. Borrowing privileges will be suspended when the amount of money owed reaches or exceeds \$5.00 in fines and/or fees.
3. Staff will inform patrons of money owed each time the customer borrows materials.

Miscellaneous Fines and Fees

1. The Heyworth Public Library reserves the right to pass on the cost of fees incurred when borrowing an item for a patron through interlibrary loan whether the customer picks up the item or not.
 - Interlibrary loans found in-state have no charge. Late fines can be assessed the same as Heyworth Public Library material fines.

CIRCULATION POLICIES

- Interlibrary loans out of state will incur at the minimum a \$2.50 charge plus shipping for each request. Late fines can be assessed the same as Heyworth Public Library material fines.

Fines and Fees for Lost and Damaged Materials

1. Once items have been kept 30 days past the due date, the item will be assumed lost and the computerized circulation system will mark the item(s) Lost.
2. The library reserves the right to charge a fee to cover the cost of lost or damaged materials. The replacement fee is \$5.00 per item.
3. The replacement cost of lost items will be based on the original retail price of the item plus the \$5.00 replacement fee. If the original retail price of the item is not available, a default replacement cost will be charged.
4. Patron accounts will remain blocked until all money owed has been paid.
5. Patrons will receive a receipt for payment received when paying for a lost item.
6. The full cost of the material will be refunded for lost items returned in good condition within 30 days of payment.
7. The full cost of the item shall be assessed for any items returned damaged if the extent of the damage renders the item unusable.
8. Materials that include more than one piece will be billed according to how the item can be replaced. The library reserves the right to charge a patron for a full replacement fee if one piece is missing or damaged.
9. The patron may keep any damaged item for which they have paid within 30 days of the item being returned.

Overdue Notices

The Heyworth Public Library sends overdue notices to patrons as a courtesy to remind them of materials kept past the due date.

Definitions:

An *overdue item* is an item that has not been returned to the library by the due date.

An *overdue notice* is a mailed notice listing library materials that have been retained past the due date.

CIRCULATION POLICIES

1. An overdue notice will be emailed, mailed or phone call made to patrons when materials checked out on the patron's card have been kept 10 days past the due date.
2. A bill for replacement will be emailed or mailed to patrons when materials checked out on the patron's card have been kept 30 days past the due date.

Library Material Hold Policy

The Heyworth Public Library accepts holds for library materials as a courtesy to our patrons in good standing in order to provide access to high demand materials.

Definitions:

A *hold* is a request, placed by a patron, for an item from the collection to be held in their name for future pickup from a designated location.

A *patron in good standing* is defined as an individual whose record shows no overdue or lost materials or fines in excess of \$5.00.

1. All library patrons in good standing may place holds on library materials.
2. Patrons with blocked records may not place holds on materials.
3. There is no charge for placing a hold on library materials.
4. Only items listed in the online catalog may have holds placed on them.
5. New DVDs, Cake Pans, Non-circulating reference, local history, and genealogy records cannot have holds placed on them.
6. Holds must be picked up in person.
7. Patrons are limited to a total of 25 holds at one time. Patrons may place holds in person, by phone, and via the Heyworth Public Library online catalog on the library's website. Patrons are blocked from placing holds through the online catalog if their records are blocked or their privilege has expired.
8. Patrons will be notified by phone or email that the held item is available for pickup.
9. Holds will be held for the patron for five days after the notification date.
10. A patron can designate another individual to pick up their hold by bringing a note of authorization when picking up the hold.
11. Any hold that has not been picked up within five days will either be reshelved or passed on to the next waiting patron.

CIRCULATION POLICIES

12. Holds remain active for 1 year. If the hold has not been filled by that time, patrons will receive a notice from the library that their hold has been cancelled.
13. At any time a patron may ask the library to seek an interlibrary loan for items they are wanting sooner.
14. Patrons who select material for checkout in the library that come up for a hold during their checkout on the computer are entitled to first rights of the material. The hold will remain for the person(s) still waiting for the material.