

Purpose

A core service of the library is the loan of materials to individuals in the community. The library does this by maintaining a database of registered borrowers and giving patrons in good standing access to the collections of the Appleton Public Library. In providing borrowing privileges, the library promotes use of materials and ensures the rights of borrowers, and protects the interests of the taxpayers.^[BC1]

Policy

1. The Appleton Public Library (APL) is committed to the philosophy of a statewide borrowers' card. All residents of the state of Wisconsin are eligible for a library card.
2. To maintain borrowing privileges and be in good standing with APL, cardholders are expected to:
 - a. Provide APL with accurate information when completing a library card application. Documentation sufficient to establish identity and place of residence will be required.
 - b. Promptly report changes of address and other contact information.
 - c. Safeguard their library card and not share their personal identification number (PIN).
 - d. Promptly report a lost or stolen card.
 - e. Accept financial responsibility for all items checked on the library card, including items checked out on the card before the date it is reported lost or stolen.
 - f. Accept financial responsibility for all charges incurred by minor card holders, after signing an application or electronically as a parent or guardian.
 - g. Handle library materials with care and return them when due.
 - h. Promptly pay all charges for overdue, damaged, or lost materials.
 - i. As parents or guardians, help children learn how to properly use library materials.^[BC2]
- ~~2.3.~~ All library circulation records are confidential under Wisconsin Statute 43.30, except those of children under age 16 as noted below in section ~~55~~.e.
- ~~3-4.~~ The library participates in the OWLSnet shared automation network and works cooperatively with other OWLSnet libraries to maintain borrowers' records and lend materials. Only patrons registered at an OWLSnet library are eligible to borrow materials.
- ~~4.5.~~ Library staff will require those applying for library cards to present documentation sufficient to establish their identity and place of residence. ^[BC3] ~~There shall be no charge for issuing a first card or for renewing a card.~~
- ~~5-6.~~ Patrons applying for library cards will sign a responsibility statement which reads as follows: "Your signature indicates that you have read and agree to the terms of service at the top of this form. You also agree to take responsibility for library materials borrowed with this library card at any OWLSnet library until the card is reported lost or stolen, to pay fines for materials returned late, and to reimburse the library for materials that are lost, damaged, or stolen. I accept responsibility for library materials borrowed with this card until I report the

card lost or stolen. I agree to pay fines for materials returned to the library after their due date. I agree to reimburse the library for materials that are lost, damaged or stolen. I agree that this library card may be required to borrow materials."

- a. The library will require that a parent or guardian sign the application form electronically for an account for their minor child.
- b. Parents or guardians are responsible for their minor children's use of library material, including payment of any fees or charges incurred by their children[BC4]. APL encourages families to use the library together.
- c. Each family shall have the right and responsibility of setting standards for their own children; standards applied to their child shall not be imposed on anyone else's child.
- d. The Appleton Public Library library will not assert the rights of a minor child over the rights of that child's parents. The library will comply with a parent or guardian's written request restricting their minor child's access to specific collections at checkout. [BC5]
- e. Under Wis. Stat. 43.30, the library will disclose to custodial parents or guardians any records of use by children under the age of 16. A parent or guardian requesting such records may be asked to provide proof that they are a custodial parent and have not been denied periods of physical placement under s. 767.24 (4). Examples of such proof include possession of the child's library card number, a valid library card or other government issued photo ID showing the same address as the child, or any other set of documents that demonstrate to the library staff's satisfaction that the requestor is the custodial parent or guardian of the child whose records have been requested. Requests will be complied with as soon as practicable and without delay. Requestors who are denied access may appeal the decision to the Library Director or the Library Board.

6-7. The library staff shall set loan periods and limits on the number of materials which can be borrowed and borrowing periods for various collections appropriate for the proper use of materials.

7-8. The library may charge a fee or recover costs for the following situations:

- a. Lost library card- replacement
- b. Items returned overdue
- c. Damaged items
- d. Replacement of items damaged or not returned
- e. Photocopies/document delivery

8-9. Library staff may deny borrowing privileges to cardholders:

- a. not presenting their card or other identification
- b. with a significant number of overdue materials not yet returned
- c. with significant fines or bills for unreturned material not returned

10. The library reserves the right to take measures up to and including legal action to recover materials or the monetary value of materials not returned.

- a. APL uses a third-party collection agency to collect fees and materials from cardholders who do not return borrowed items or promptly pay money owed.
- b. Cardholder accounts are turned over to a collection agency approximately 45 days after an item's due date when an account has \$50.00 of outstanding fees owed and at least 1 billed item. In order to recover the cost of referral, a \$10.00 processing fee is added to the cardholder's account. This fee cannot be waived.
- c. When library items are returned after referral to the collection agency, overdue fines, processing fees, and the collection agency referral fee must be paid in full to clear the account and release from the collection agency process.

9.d. If the collection agency process is not successful, the library may also utilize the Tax Refund Interception Program (TRIP) to recover the monetary value of materials not returned and/or outstanding fines & fees.

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