

Elkhart Lake Public Library – Circulation Fines and Fees Policy

Registration

Regular library cards will be issued to persons of any age who are residents of the State of Wisconsin. Proper identification is required before a Monarch Catalog 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. For residents whose identification doesn't include a local address matching their registration, proof of Wisconsin residence is required from a utility or tax bill statement with a local address.

Persons with out-of-state identification may receive a regular library card 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).

Seasonal cards are available to persons whose permanent residence is outside the State of Wisconsin and who will be residing temporarily in Wisconsin. Both permanent and temporary addresses should be on the application. Seasonal cards are issued for four months from the date of application (renewable if account is in good standing).

Regular and seasonal 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. Applicants under the age of 18 years must have a parent or guardian give their consent on the application form before a Monarch Catalog card can be issued. Those wishing video and Internet privileges must have a parent or guardian fill out and sign the appropriate application for use. Items cannot be checked out nor the Internet used until library staff can verify information with parent or guardian.

Library card holders must notify the Elkhart Lake Public Library if their card is lost or stolen. The first replacement of a missing card is free. There is a \$3.00 charge for additional replacement cards.

Regular library 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.

Checkout

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

Exemptions available only at Elkhart Lake Public Library

*Visitors and families may check out materials using a 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.

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*A person known to the staff member may check out materials without a card by providing his/her phone number so that the staff member can locate the Monarch Catalog 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 Monarch Catalog number on the computer. A person not in the Monarch Catalog database needs to apply for a Monarch Catalog card or a seasonal library 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.

Visitors who wish to use the Internet computers may do so by showing proper identification logging on with their Monarch Library System card.

A patron cannot check out materials if they have four or more items overdue

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

A twenty-eight (28) day loan period applies to most books and audio books. New adult and holiday books, Lucky Day books, music CDs, Kindles, multiple-disc DVD and Blu-ray, and magazines circulate for fourteen (14) days. Single disc Blu-ray, DVD and video games circulate for seven (7) days with a limit of four per library card. Items with waiting lists and Lucky Day items cannot be renewed. Items without waiting lists may be renewed twice. Reference books, current issues of magazines and newspapers do not circulate.

Interlibrary loans are due by the date indicated on loan slips

Special collection, such as holiday and school assignment material, may be limited by number available to check out or with shorter check out periods.

Reserves 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.

Fine Policies

There are no fines for overdue materials. A first notice is sent after the material is due. If the material is not returned within a designated period, a bill will be sent for the material with the cost of replacement of the material and a service charge for processing,

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cataloging and postage. 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.

Patrons will pay a replacement cost plus a non-refundable processing charge of \$5 for items that are lost 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 replace lost and damaged materials after receiving permission to do so from the library director.

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 after 90 days beyond the due date or for items owned by another library. No refund for replacement cost or processing fee will be given for materials purchased for replacement by the patron and subsequently found.

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

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Fee Charges

Library cards are available free of charge. The first replacement of a missing card is free. Additional replacements will be \$3.00.

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.

Amended loan period for audiobooks January 14, 2019
Amended fine policies February 10, 2020