

Oregon Public Library
CIRCULATION POLICY

I. Purpose

One of the primary purposes of the Oregon Public Library is to meet the information, leisure, civic and cultural needs of our patrons. In keeping with this mission, the Oregon Public Library strives to maintain the most liberal lending policy possible without allowing some borrowers to abuse their borrowing rights to the detriment of others. This policy applies not only to the general public, but also to staff, board members, Friends of the Oregon Public Library, and library volunteers. Items ready for circulation and properly checked out are the only materials that may be removed from the library. Failure to abide by this policy may result in disciplinary action.

II. Eligible Card Holders

- (A) The library issues cards to individuals and/or organizations. Cards for individuals are issued for a 4-year period. Temporary cards are issued for shorter periods. Oregon cards are good at all the public libraries and bookmobiles in the South Central Library System. Oregon cards may also be used at public libraries with reciprocal borrowing agreements with the South Central Library System. Some restrictions may be placed on borrowers by participating libraries
- (B) Any resident of the Village of Oregon is eligible to receive one free Oregon Public Library card. All adult applicants must present photo I.D (Wisconsin Driver's License or I.D. card) and acceptable proof of residency at the time of application for a first card, or a lost card replacement. Examples of acceptable proof of residency include a checkbook or official mail postmarked within 30 days. Valid Oregon School District IDs are acceptable as proof of identification. Applicants with name only identification may apply for a library card. The patron's new card will be mailed to the address given for address verification purposes.
- (C) Oregon accepts applications for library cards for non-residents living within the boundaries of SCLS. Application requirements of the home library apply. Applications will be forwarded to the home library and a temporary card, valid for 30 days, will be given to an applicant.
- (D) Registered patrons are responsible for informing the library of any name, contact information or status changes including lost or stolen cards. Patrons are responsible for all materials checked out on lost or stolen cards until the time that the card is reported to library staff.
- (E) Patrons who allow others to check-out materials on their card are responsible for any fines and fees that may result from the other person's use.
- (F) Renewals of library cards are possible so long as the patron remains eligible. Patrons not using their card for 1 year following the expiration date will have their registrations purged, and will have to reapply. Library cards for patrons who have fines of \$10.00 or more may be renewed but borrowing privileges will not be restored until fines are paid.
- (G) Only one card will be issued to each individual.
- (H) Cards will be issued to individuals having overdue materials or fines and fees in excess of Oregon's suspension limit; however the patron will not be able to check out new materials until all charges have been resolved.

- (I) Cards may be issued to children at any age. Applicants under 16 years of age are required to obtain their parent's or guardian's signature on the card application. If the parent or guardian has overdue materials, or fines and fees due in excess of Oregon's suspension limit, the child will be issued a card which limits the types of materials checked out on the card to children's materials, and limits the number of items checked out at any time to three. The child's card will have this status of 'Limited Use' until all fines and fees are paid on the parent's card.

If the parent or guardian is present and is currently registered with the library or can show proof of identification and residency, the card may be given to the child immediately. Children presenting signed registration forms that do not have address identification and are not accompanied by a parent or guardian with this identification will have their cards mailed. Parents or guardians applying for cards for preschoolers must have each child present in order to receive cards. Children residing in two households will be issued a card only by the community or agency of primary residence, as stated by the parent or guardian.

- (J) The Library Director or Circulation Supervisor are authorized to limit materials checked out on children's cards to age appropriate material if they determine that a parent or guardian is using their child's card to circumvent library policy.
- (K) Village of Oregon community organizations, city departments, and local businesses may be issued organizational borrowers' cards for use by authorized individuals when the organization needs to borrow library materials for organizational purposes. The head of the organization must sign the application form and supply acceptable identification for the organization and a list of authorized individuals. The organization, village department, or business assumes responsibility for any library materials checked out on the card(s). All rights and responsibilities held by individual cardholders will be assumed by organizational cardholders. Information about the library record of institutional cardholders will be released only to authorized individuals of the institution. These cards will be issued for one year. Renewals are possible as long as organizations remain in business. Organizations outside of the Village of Oregon should apply directly to their home libraries. It is the responsibility of the head of the organization to inform the library of staff changes.
- (L) Temporary residents: Any individual residing in Oregon on a temporary or part-year basis may be issued a card upon providing local address verification. A suitable expiration date will be determined. Permanent address identification must be presented and the information entered into the patron record. These cards are free as well.
- (M) Borrowers residing outside of SCLS may register with the Oregon Public Library, providing they meet LINK registration guidelines.
- (N) Teachers may hand out and collect applications for Oregon and Dane County Library Service library cards in their classrooms. Teachers will verify address information before turning in applications to the library. All required information and signatures must be filled in before the library can process a card.
- (O) The Library may revoke a library card if the patron misuses the card or if the incorrect registration information was supplied by the patron or for any other reason deemed appropriate.

III. Limitations on Borrowing

- (A) In order for all users to receive efficient and accurate service, borrowers should present their library cards each time they check out or renew materials. Exceptions may be made if borrowers can provide either photo identification or a library notice. Staff will verify patron's address and telephone number against patron's record.
- (B) Any borrower with fines or fees due in excess of the library's suspension limit may not check out until the matter is resolved.
- (C) The Circulation Supervisor or Director has the authority to limit use of other family members' cards in exceptional circumstances.
- (D) Reference materials, all newspapers, and the current issues of magazines are non-circulating and may not be checked out.
- (E) Users without their library cards or identification may request that selected items be held for them until the end of the business day. Materials found on the shelf in the library in response to telephone requests may also be held for 1 week for pickup.
- (F) It is the policy of the library that responsibility for the use of library materials by children rests with their parents and/or legal guardians. Therefore, no borrowing restrictions are placed on children once they have obtained their parent's and/or legal guardian's signature on the library application.
- (G) The library does not place limitations on the number of items, which may be checked out from a specific collection.
- (H) The maximum number of items a patron may have checked out at any one time is 99.
- (I) Circulation services conclude at closing. An exception will be made for patrons who have materials in hand and are ready to check out.
- J) If a patron writes a check that results in a notice of insufficient funds, they will lose all borrowing privileges until Village of Oregon staff notifies the Library that all fees and overdraft charges related to the check have been paid.

IV. Return of Library Materials

- (A) Oregon Public Library materials may be returned to any public library or bookmobile in the South Central Library System. Materials returned to non-public libraries, such as school, academic or special libraries remain the responsibility of the patron.
- (B) Patrons may access and print information from their patron record at the public access terminals.

V. Holds

- (A) There is a limit of 5 holds per person per day, either requested of staff or by telephone.
- (B) Patrons may request that an item on their hold list be changed to 'Inactive' status. This status will allow the patron to move up in their ranking on the list.
- (C) Holds will only be given out to the patron requesting them or to persons authorized in writing by the individual.
- (D) Patrons may select or request LINK pick-up locations other than ORE when placing holds. Once the item has been received for the hold, it cannot be forwarded to another library. Items unavailable in the online catalogue must be requested at the library where pick-up is desired.

VI. Loan Periods

Oregon Public Library's loan periods have been established to provide library users with an adequate amount of time to both use library materials and return them so that they are available in a reasonable amount of time for other users. Our loan periods are as follows:

MATERIAL	PERIOD
Regular Fiction	28 Days
Non-Fiction	28 Days
New Fiction	14 Days
Lucky Day Collection	14 Days
Audio Books	28 Days
Videotapes and DVDs	7 Days
Compact Discs	14 Days
Magazines	14 Days

- (A) A renewal period of the same length as the initial loan period is granted for any item unless it has been placed on hold for another patron. Items may be renewed twice. They may be renewed in the library, by telephoning the automated telephone renewal system (242-4700), or via the "My Account" feature on the Library's online catalog (www.linkcat.info).
- (B) Patrons may not re-check out previously renewed items until they have been in the library where the item was originally checked out for at least 24 hours. Renewal items do not have to be in-hand to be renewed.
- (C) Phone renewals are limited to 3 selected items. Bulk renewals of all items checked out are also possible. Patron must supply their barcode numbers when renewing items by phone.
- (D) If a patron believes that the material checked out on his/her card was returned to the library, the library can put a "claims returned" note on the item, and the patron is no longer financially responsible for the material. Patrons are allowed a maximum of 3 "claims returned" items per 12 month period. The patron is responsible for subsequent lost items on his/her card.

- (E) The loan periods and renewal rules for outerlibrary loan (OLL) material are determined by the lending institutions and are rarely negotiable. Patrons borrowing OLL materials must abide by the due date and any other restrictions placed on the item by the Lending Library.
- (F) Oregon Public Library lends its materials to all qualified libraries. Requests for materials or photocopies from individuals or libraries outside of reciprocal borrowing agreements need the approval of the Library Director.

VII. Overdue materials

- (A) Materials are considered overdue if not received by the date due. Materials returned in the book drop when the library is not open are considered to have been returned on the last business day of the library. For example, items returned in the book drop before 9 a.m. on a Monday will be checked in as if it were returned to the library on the previous Saturday. Items received through the mail will be considered received as of the date the Library receives them, not the date of the postmark.
- (B) Fines will be charged for overdue items that are renewed. The fine may be paid at the time of renewal or charged to the patron’s record.
- (C) Fines will not exceed the cost of the item.
- (D) Fines do not accrue for children’s materials.
- (E) Fines for overdue materials are not charged to for items checked out on the records of patrons aged 65 or older. Seniors are still responsible for charges for lost or damaged items.
- (F) Charges for overdue items are at the following rates:

MATERIAL	DAILY FINE
Books	\$0.20
Magazines	\$0.20
Audio Books	\$0.20
Compact Discs	\$0.20
Videotapes	\$0.20
DVDs	\$0.50
OLL Materials	\$0.50

- (G) The Circulation Staff has the option of waiving or reducing charges if they determine that extenuating circumstances so warrant.
- (H) The library does send pre-overdue notices to patrons who have requested to have all notices sent by email. This is offered as a courtesy to our patrons. Failure to receive a pre-overdue notice will not be considered grounds for waiving a fine; all library users are responsible for keeping track of the due dates of their library materials.
- (I) A reminder notice will be sent when items are 14 days overdue.
- (J) A bill will be sent for the cost of the overdue material(s) if the item(s) are not returned by the 27th day overdue.

- (K) On the 28th day materials are overdue, the items will be declared lost. A patron who has a library card with declared lost items may not checkout additional library materials until the patron returns the items or pays for the lost items. Ten dollars or more in fees and fines will suspend the borrowing privileges of a patron. Suspension rules of other libraries will be honored at this library.
- (L) At any time a patron may pay for materials, which he/she believes, are irretrievably lost. If lost materials are subsequently found and returned in circulating condition within 6 months from the date that the item was put into lost status, the library will refund the patron for the cost of the item, less overdue charges. Refunds will not be issued for lost charges of \$15.00 or less.
- (M) OLL materials loaned to Oregon Public Library for local borrowers fall under Oregon overdue policies, however, borrowers will be held responsible for all special assessments placed by lending institutions.
- (N) In those instances in which a user may not be able to pay the entire amount due to the Library, the Circulation Services Supervisor or her designee is authorized to set up a payment plan with the patron.

VIII. Lost or Damaged Materials

- (A) Patrons are responsible for all materials checked out on their library card. A patron is required to pay for material, which is irretrievably lost or has been damaged while checked out. Acceptance of replacement items is at the discretion of the Library Director. The prices charged for materials, which are lost or damaged beyond use, are as follows:
 - (1) The purchase price for all items. In the case of sets with multiple parts where the set must be replaced, the patron will be charged for the price of the entire set.
 - (2) When the purchase price is unavailable for any library material, an average replacement cost for that type of materials is charged. The Library Director determines average replacement costs for each type of material the Library owns.
- (B) In addition, at the Library Director's discretion, the library assesses charges for damages to materials, which are beyond normal wear and clearly occurred during the time the patron had the item on loan from the library.
- (C) The Library Director, or designated library staff, has the discretion to permit a patron to replace an item by purchasing it from a bookstore or elsewhere. The replacement material must be an exact duplicate of the item i.e. if the book is a library bound edition, the replacement must also be library bound; the replacement cannot be a trade edition or a paperback. Replacements for lost or damaged audio-visual materials must be in a sealed original container. A processing fee of \$2.00 will still be charged to the patron in order to prepare the item for library circulation. The Director, or designated Library staff, reserves the right to refuse proposed replacement items.
- (D) Damaged items become the property of the person who pays for them, provided charges are paid in full within 3 months of the date that damage charges were assessed.
- (E) The library assumes no responsibility for damage or alleged damage to a borrower's tape player, CD Player, VCR, DVD player, MP3 player, computer or car stereo system by library materials.

IX. Lost, Damaged, or Stolen Library Cards

Lost cards will be replaced at a charge of \$1.00. A charge of \$1.00 for a damaged card is left to the discretion of library staff. There will be no charge for replacement of an expired card or a card reported stolen. Oregon will comply with the guidelines for South Central Library System libraries where applicable. Patrons are responsible for all materials checked out on lost or stolen cards until the time that the card is reported to library staff as lost or stolen.

X. Insufficient Funds

- (A) The Village of Oregon assesses a \$25 fee for checks returned for insufficient funds.
- (B) Payments to clear charges must be made in cash.

XI. Privileges for Users

- (A) The library recognizes that senior citizens, defined as citizens 65 years of age or older, as a user group may be more restricted in their mobility than the population as a whole. Therefore, the library exempts them from overdue charges. Charges for lost and damaged materials remain the same as for other patrons.
- (B) Patrons may request that notices be suppressed or emailed instead of being mailed to them by the Postal Service. Information about their library record, including holds and overdue materials may be accessed by patrons and printed through the library's online catalog (www.linkcat.info).
- (C) A library user may have borrowing privileges denied when the library has reason to believe that the user has changed address; in this case the library user must present current acceptable proof of residency before being permitted to check out materials again.
- (D) Patrons with materials, fines, or fees due in excess of the library's suspension limit may have their library privileges restored when fines and fees have been resolved.

XII. Confidentiality of Library Records (Amended July 14, 2010)

- (A) Professional library ethics require that our patrons' personal identification be kept confidential.
- (B) Under Wisconsin Statutes 43.30, public library records that indicate the identity of any individual who borrows or uses the library's documents or other materials, resources or services may only be disclosed in the following instances:
 - 1. With the consent of the individual library user;
 - 2. By court order;
 - 3. To persons acting within the scope of their duties in the administration of the library or library system;
 - 4. To other libraries (under certain circumstances) for interlibrary loan purposes;
 - 5. Upon the request of a custodial parent of a child under the age of 16.
- (C) Under Wisconsin Statutes 19.62-19.80, all state and local government organizations, including public libraries, are required to follow procedures to protect the privacy of personal information kept by the organization. These procedures include rules of conduct for all employees involved with personally identifiable information, and assurance that employees understand their responsibilities relating to personal privacy.

(D) The following guidelines will be observed in providing any records pursuant to (B) (4)

1. Items currently checked out, due dates for those items, overdue items, and any fines owed, as well as any records that show use of the library's computers will be given upon request to a custodial parent or guardian of children under the age of 16.
2. Address, phone number, age, etc. of the child will not be given. This information must be edited out of any record supplied to a custodial parent or guardian.
3. Library staff may request photo ID in order to determine whether the person requesting the records is the custodial parent or guardian. Library staff will accept any other set of documents that demonstrates to their satisfaction that the requestor is the custodial parent or guardian of the child whose records have been requested.
4. Generally, a parent or guardian must come to the library to receive information about a child's library record. Information about the amount of fines on a child's record will be given to a parent or guardian over the telephone if the parent has the child's library card number.
5. Any records regarding patrons' use of library services shall not be made available to any agency of federal, state, or local government, except pursuant to such process, order, or subpoena as may be relating to civil, criminal, or administrative discovery procedures or legislative investigative .
6. Questions or problems regarding confidentiality of patron records will be referred to the Library Director or his or her designee for resolution.

XIII. Library Theft Law

The Village of Oregon has adopted Wisconsin State Statute 943.61 Theft of Library Material into Municipal Code, Chapter 9.20.

9.20 LIBRARY MATERIALS. (Cr. #83-3) (1) FAILURE TO RETURN LIBRARY MATERIALS.

- (A) In this section, "library materials" include any book, plat, picture, photograph, engraving, painting, drawing, map, newspaper, magazine, pamphlet, broadside, manuscript, document, letter, public record, microform, sound recording, audiovisual materials in any format, magnetic or other types, electronic data processing records, artifacts or other documentary, written or printed materials, regardless of physical form or characteristics belonging to, on loan to, or otherwise in the custody of a municipal library situated or based within the Village limits.
- (B) Any person who takes and carries away any library material, or any person who signs an agreement to be responsible for the return of library materials taken or carried away by a minor, with the consent of a library official, agent or employee and fails, after the notice required by this section to timely return the library materials, shall, upon conviction, be subject to a penalty as provided in section 9.25 of this chapter. (Am. #84-3)

(C) No person shall be charged with a violation of this section unless such person is provided written notice signed by a library official, agent or employee. Such notice shall be served either by regular, first class, mail sent to the person's last known address or by personal service upon such person and shall set forth at least the following:

1. A reasonable description of the library materials
2. The date that the library materials were removed from the library
3. The date that the library materials were due to be returned.
4. The final date by which either the library materials are to be returned or a written explanation made to the library indicating that the library materials are incapable of being returned because they are lost or destroyed.
5. The following statement:

Your failure to comply with the demands of this notice will subject you to being prosecuted for a violation of Section 9.20 of the Municipal Code of the Village of Oregon. If you are convicted, the penalty will include an obligation to pay for the materials and/or a forfeiture of up to \$500, plus assessment and court costs. (Am. #88-3)

(D) Whoever intentionally takes and carries away, transfers or conceals with intent to deprive the library of possession of any library materials described in sub. (1) shall be subject to the punishment provided in 9.25 of this chapter.

(E) The concealment of library materials beyond the last station for borrowing library material in a library is evidence of intent to deprive the library of possession of the material. The discovery of library material, which has not been borrowed in accordance with the library's procedures or taken with consent of a library official, agent or employee, and which is concealed by a person upon such person or among the belongings of another, is evidence of intentional concealment on the part of the person so concealing the material.

(F) An official or adult employee or agent of a library who has probable cause for believing that a person has violated this section in his or her presence may detain the person in a reasonable manner for a reasonable length of time to deliver the person to a peace officer, or to the person's parent or guardian in the case of a minor. The detained person shall be promptly informed of the purpose for the detention and be permitted to make phone calls, but shall not be interrogated or searched against his or her will before the arrival of a peace officer who may conduct a lawful interrogation of the accused person. Compliance with this section entitles the official, agent or employee affecting the detention to the same defense in any action as is available to a peace officer making an arrest in the line of duty.

XIV. Modifications

- (A) The Library Director is authorized to revise any purely procedural sections of this policy, as well as to act as the responsible authority in determining the applicability of any provisions of this document.
- (B) Changes in fines or fees, as well as policy-level issues addressed herein are subject to the approval of the Oregon Public Library Board of Trustees.

Approved: March 8, 1999

Revised: July 14, 2004

Revised: July 14, 2010