



L.E. Phillips Memorial
Public Library

Number: 2
Category: Circulation and Collection
Development Management

Policy Title: CIRCULATION OF MATERIALS

Date adopted: 05/16/85

Date amended: 9/15/82; 10/21/82; 5/19/83; 7/21/83; 10/20/83; 8/16/84; 3/21/85; 9/18/85;
2/17/85; 3/21/86; 6/20/86; 2/20/87; 1/20/88; 5/20/88; 7/15/88; 9/16/88; 2/17/89; 1/19/90; 6/15/90;
2/15/91; 11/15/91; 7/17/94; 4/16/93; 10/15/93; 11/19/93; 2/16/96; 3/22/96; 6/14/96; 7/19/96;
10/18/96; 11/15/96; 6/19/98; 10/16/98; 2/18/99; 2/18/00; 07/20/00; 10/19/00; 02/21/02; 04/18/02;
08/15/02; 09/18/03; 7/21/05; 10/20/05; 1/19/06; 11/15/07; 09/17/09; 08/18/11; 09/20/12; 12/20/12;
12/19/13; 12/17/15; 06/16/16; 02/16/17; 12/21/17; 11/15/18; 12/18/19; 06/17/22; 05/15/25

Date last reviewed: 05/15/25

LOAN PERIODS/FINES/ITEM LIMITS

Limit*	Item	Loan Period	Daily Overdue Fine	Renewal allowed**	Holds allowed
-	Books	21 days	-	Yes	Yes
-	New Fiction & Large Print Fiction Books	14 days	-	Yes	Yes
3	Lucky Day Collection Materials	7 days books 3 days Blu-ray/DVDS	\$0.50 \$1.00	No	No
-	Audiobooks	21 days	-	Yes	Yes
-	Music CDs	21 days	-	Yes	Yes
20	Blu-ray/DVD/4K	7 days	-	Yes	Yes
20	Blu-ray/DVD/4K TV shows or runtime over 420 minutes	14 days	-	Yes	Yes
5	Gaming Software	7 days	-	Yes	Yes
1	Wi-Fi Hotspots	14 days	\$10.00	No	Yes***
4	Equipment	14 days	\$1.00	Yes	Yes***
4	Art Prints	21 days	\$1.00	Yes	Yes***
4	Library of Things	21 days	\$1.00	Yes	Yes***
-	Magazines	21 days	-	Yes	Yes
1	DVD Drives, Charging Cables	4 hours	-	No	No

*Limits vary based on library card type.

**Customers may not renew items with holds on them.

**** Holds must be picked up at the L.E. Phillips Memorial Public Library. These items are not able to be shipped between libraries.*

HOME DELIVERY LOAN PERIODS AND FINES

The library offers Home Delivery Service to customers whose health or circumstances prevent them from visiting the library. This service is available to residents within the City of Eau Claire and to rural Eau Claire County residents, provided (1) a volunteer is available to deliver to the address and (2) the municipality does not have its own public library.

Participants must commit to a minimum of two months and agree to a recurring delivery/pickup schedule every three weeks.

Eligible materials include books, audiobooks, music CDs, Blu-rays, DVDs, video games, and magazines. Customers may request specific items via the MORE Online Catalog or receive selections based on personal preferences. Downloadable media and online research resources are also available to participants.

Interlibrary Loan (ILL) service is available with a limit of two items per delivery; ILL items cannot be renewed.

INTERLIBRARY LOAN PERIODS AND FINES

Interlibrary Loan is a free service, giving access to library materials (both academic and public) that the MORE consortium does not own. The library will not request Interlibrary Loan for items owned by the MORE consortium. Customers are limited to five (5) interlibrary loan requests a week. Interlibrary Loan staff may make exceptions to these limits in special circumstances. The library will not request the same title more than three times for a single customer. Circulation rules, including loan periods and use of materials, are set by the lending library. Renewal and return instructions are included with each interlibrary loan item and may vary.

Interlibrary loan privileges may be suspended for up to five months for failure to return materials until ten or more days after the due date, not picking up two or more holds in a 30-day period, or failure to comply with the conditions of a loan that could jeopardize our lending privileges with other libraries, as determined by the Circulation Manager.

If material is lost or damaged, the customer is responsible for the cost of the material, and any processing fees charged by the lending library. Returns made after the lending library has billed for the item will not be accepted and charges will remain on the customer account. Interlibrary loan items that are billed to a customer account will also incur a \$5.00 billing fee.

SPECIAL COLLECTIONS AND REFERENCE MATERIALS

Materials in the Reference collection or Special Collections are not loaned except in special cases and at the discretion of library staff, who will determine the loan period.

NOTICES ON DAMAGED OR MISSING PARTS

Individual notice shall be sent requesting the return of missing parts or payment for missing or damaged parts.

OVERDUE NOTICES

The following overdue notice schedule shall be followed apart from noted exceptions:

- First notice at 7 days after due date
- Second notice at 14 days after due date
- Replacement bill at 28 days after due date

For Home Delivery customers, the following overdue notice schedule shall be followed:

- First notice at 14 days after due date
- Second notice at 21 days after due date
- Replacement bill at 28 days after due date

For interlibrary loan materials, the Library of Things collection, equipment, and Wi-Fi Hotspots, the following overdue notice schedule shall be followed:

- First notice at 3 days after due date
- Second notice at 7 days after due date
- Replacement bill at 10 days after due date

After the final notice, library staff may attempt to secure the return of the library materials through individual letters and telephone calls. In addition, library staff may refer customers with overdue items to a materials recovery agency, the City Attorney, or the Police Department.

Information about uncollected fines, overdue materials, and missing or damaged parts may be released to an outside agency for collection. Library staff may release information about overdue materials to such an agency when the customer has at least one item that is 60 days overdue and fines/fees totaling \$30.00 or more. The materials recovery agency engaged in this task will be deemed an agent of the library and will be required to maintain confidentiality regarding the identity of any individual who borrows or uses the library's documents or other materials, resources or services.

FINES THRESHOLD

Items shall not be checked out or placed on hold to any customer with ten dollars (\$10) or more in fines or lost or damaged item charges, including charges from other MORE member libraries.

HOLDS

Hold requests for eligible items will be taken at the library, via the MORE catalog, by telephone, by email, or by mail. Customers may place their own hold requests on the automated library system either by using the library's computer in-house or remotely.

ACCESS RESTRICTIONS

The library does not restrict library patrons under the age of 18 to certain collections or areas of the library and library staff cannot serve *in loco parentis*. In accordance with the American Library Association's statement "Free Access to Libraries for Minors" the library maintains that parents and/or legal guardians have the right and responsibility to restrict

access of their children – and only their children -- to library resources. Parents or guardians who wish their children not to have access to certain materials should accompany or otherwise advise their children.

PERIOD OF TIME INACTIVE CARDS WILL BE RETAINED

If a customer has not used their card, that customer's record shall be deleted from the database. Twenty-four months after the last activity or update date, the customer's card shall then be invalid. Customers whose library cards are blocked for fines and/or overdue items, will be retained on the database through ten years after the last activity date in accordance with MORE policy.

Customers may request that library staff delete their account as long as the account balance is \$0 and there are no checked out materials on the account.

RETENTION OF CIRCULATION RECORDS

Unless otherwise specified, records of circulation transactions are eliminated from the database upon completion of the transaction.

Retention of customer application forms will follow applicable record retention laws.

APPEAL OF LIBRARY CHARGES

If a customer feels they have been charged in error or have proof of extenuating circumstances and feels library charges should be changed, they may appeal their charges with circulation staff. Charges may be upheld, reduced, or canceled and are at the discretion of the Circulation Manager.

Fines incurred by other MORE member libraries can only be waived by the issuing library.

NON-SUFFICIENT FUNDS

All library accounts with checks returned for non-sufficient funds (NSF) will be assessed an NSF fee equal to the amount charged by the City of Eau Claire stated in the current City of Eau Claire Master Fees and License Schedule (currently \$36.00) and this fee will be manually added to the account of the person who wrote the NSF check.

In addition to the NSF fee, all other fines/fees paid with an NSF check will be reinstated to each account collected on with that check.

The NSF fee plus all other fines/fees covered by that NSF check must be paid in full on that account, and on any other accounts in which fines/fees were paid with the NSF check, before any of the library accounts are returned to good standing.

Accounts paid with an NSF check will be reinstated with the materials recovery agency if the charges on the account total more than \$25 and are not paid within 60 days.

BANKRUPTCY

The United States Bankruptcy Code generally permits individuals (debtors) to discharge much of their personal debt.

LEPMPL will, upon receiving a bankruptcy discharge of debt notice from the US Bankruptcy Court, dismiss all charges assessed by L.E. Phillips Memorial Public Library on the account of the debtor that have been assessed.