



800 Borner Street North
Prescott, WI 54021
715-262-5555

PRESCOTT PUBLIC LIBRARY CIRCULATION POLICY

REGISTRATION

Patrons must fill out an application form to register for a new library card in order to borrow library materials or use the library computers. On the application, patrons agree to comply with the policies of each member library with which they do business. All MORE library cardholders accept the responsibilities outlined on the library card application.

Retention of customer application forms will be in compliance with applicable record retention laws.

Registered library users are responsible for informing the library of any name, address or status changes.

LIBRARY CARDS

Library cards are free to Wisconsin residents. Applicants are required to provide one form of identification showing name and current residential address before being issued a library card. If address is not current, applicants must provide proof of address for verification. Cards are renewed annually.

- a) Acceptable forms of ID include driver's license, state ID, military ID, student ID and/or passport photo with name.
- b) Acceptable forms for address verification include, but not limited to, current bills, lease, rent receipt with address.

The signature of a parent or guardian is required on the application for a library card in the case of persons under the age of 18.

Out-of-state residents are charged \$25.00 per year for a card.

If a patron loses their card, they should notify the library as soon as possible. A \$1.00 replacement fee will be charged for a new card. Patrons must have their library card to check-out materials or use the internet.

PERIOD OF TIME INACTIVE CARDS WILL BE RETAINED

If a patron has not used their card, that patron's record shall be deleted from the database. Three (3) years after the last activity or update date, the customer's card will then be invalid and the patron must register for a new one.

RETENTION OF CIRCULATION RECORDS

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

A patron may log into their own account on the MORE Online Catalog and opt-in for their reading history.

LOAN PERIODS AND FINES

Loan periods and fines on materials borrowed through the MORE consortium are determined by the lending library. Interlibrary loans have varied due dates. The Prescott Public Library is a fines free library. Materials checked out at the Prescott library will not accrue overdue fines. The exception to the fines free rule is equipment check outs. Equipment, including Wi-Fi hotspots, have a daily overdue charge.

The check-out period and fine rates listed in the table below are for items checked out at the Prescott Public Library.

Material Type	Loan Period	Can It Be Renewed? *	Daily Overdue Charge (per item)	Item Limit
Books	3 weeks	Yes, twice		
New Fiction Books	2 weeks	Yes, twice		
Audiobooks	3 weeks	Yes, twice		
Music CDs	3 weeks	Yes, twice		
Magazines	1 week	Yes, twice		
DVDs/Blu-Ray	1 week	Yes, twice		
DVDs (TV series)	2 weeks	Yes, twice		
Video Games	1 week	Yes, twice		
Wi-Fi Hotspots	2 weeks	No	\$5.00	1
Electric Usage Meter	2 weeks	No		
ILLs	Varies	Request renewal		

*Materials that have been reserved (placed on hold) by another patron may not be renewed.

There is a checkout limit of 100 materials per library card.

A block will automatically be placed on a patron's record if their fine reaches or exceeds \$10.00 and they will be unable to check out or renew materials.

Patrons can pay fines with cash or check in person at the library. If patrons would like to pay with credit card, they can log into their account on the MORE Online Catalog.

Materials (except Wi-Fi Hotspots and ILLs) can be returned to any MORE member library.

RETURNING MATERIALS

Book drops are located on the East side of the building by the parking lot, as well as inside the library.

Materials returned overnight or during holidays when the library is closed are backdated to the date the library was last open.

Wi-Fi Hotspots, Electric Usage Meters and other large items, such as book club kits, big books or storytime kits, must be returned inside the library.

OVERDUE NOTICES

The following overdue notice schedule shall be followed (except for Wi-Fi Hotspots):

- a) First notice sent: 7 days after the due date
- b) Second notice sent: 14 days after the due date
- c) Replacement Bill sent: 28 days after second overdue notice

For Wi-Fi Hotspots, the following overdue notice schedule shall be as followed:

- a) First notice sent: 3 days after due date
- b) Second notice sent: 7 days after due date
- c) Replacement Bill sent: 10 days after due date

After the final notice library staff may attempt to secure the return of the library materials through individual letters, emails and/or telephone calls.

NOTICES ON DAMAGED OR MISSING PARTS

Individual notice (by mail, email or phone) will be sent requesting the return of missing parts or payment for missing or damaged parts.

LOST OR DAMAGED MATERIALS

All replacement items will be purchased by the Prescott Public Library. Due to the nature and costs of processing, the library will not accept outside replacements.

- a) The price is determined by the listed amount in the circulation system database.
- b) If no purchase price is listed in the database, customers will be charged the list price in Baker & Taylor's Title Source.
- c) Exceptions may be permitted by the library director.

Other MORE libraries may have different lost/damaged materials policies. Patrons must contact owning libraries in regard to lost/damaged items not belonging to Prescott.

MISSING PARTS

Missing containers of any format will incur a charge of \$3.00. Missing cover art or booklets for audiovisual material will incur a charge of \$1.00.

REFUNDS

A refund for a lost item, will be issued if the lost item is returned, in good condition, within 30 days of the payment.

In cases where a customer tries to return an item that is past the 30-day deadline, the Library Director has the authority to override the 30-day deadline if the item has not been reordered or removed from the library catalog.

APPEAL OF LIBRARY CHARGES

If a patron 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.

- a) Patrons will be asked to fill out an appeal of library charges form available at the circulation desk. The library director will make a decision on the appeal and notify the patron in writing (mail or email) within seven (7) days following the submission of the form. The charges may be upheld, reduced or cancelled.
- b) Reasons generally not regarded as valid for canceling or reducing charges:
 - Lack of knowledge of Library policy
 - Disagreement with the Library fine or fee structure
 - Inability to pay fees and charges
 - Material loaned to a third party
 - Not receiving library overdue or courtesy notices
 - Returning items to other Library(s) besides Prescott Public Library
 - Being out of town
 - Forgetting the due date
 - Term breaks, leaves, vacations, exams, car problems, etc.

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

HOLDS

Hold requests can be taken at the library, over the phone or by email. Patrons can order materials or place holds (except ILLs) using the MORE online catalog at home or here at the library. Patrons will be notified by phone, email, or text when the items are available at the library for pick-up.

Materials are placed on the library hold shelf for seven (7) library business days. If the material(s) are not collected by the pick-up date on the slip, they will be sent back or moved to the next patron on the hold list.

INTER-LIBRARY LOAN (ILL)

If you want to check-out something that is not held in any of the MORE libraries, you may be able to request an ILL. Inter-library loans (ILLs) will come from a library outside of the MORE library consortium.

- a) Inter-library loans usually take 2-6 weeks to arrive. Check out periods vary depending on the lending library.
- b) Renewal requests must be given to the Inter-library loan staff. The owning library can accept or reject renewal requests for ILLs.
- c) Inter-library loans must be picked up and returned at Prescott Public Library.
- d) To request an ILL, please stop in or call the library.

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.

CONFIDENTIALITY

Wisconsin State Statute 43.30 and the Prescott Public Library protect the privacy of library users. Confidentiality extends to information sought or received, and materials consulted, borrowed, or acquired. It also includes database search records, reference interviews, interlibrary loan records, and all other personally identifiable uses of library materials, facilities, or services, except records produced by a Library surveillance device. The Prescott Public Library abides by state statute.

The Prescott Public Library is an impartial resource providing information on all points of view, available to all persons regardless of age, race, religion, national origin, social or political views, economic status, or any other characteristic. This role must not be compromised by an erosion of the privacy rights of our library users.

In accordance with Wisconsin law, custodial parents or guardians of children under age 16 may, upon request, review library records pertaining to their children's use of the Library's documents or other materials, resources, or services. Custodial parents and guardians must sign a Prescott Public Library form certifying that the requester is the custodial parent or guardian of the child whose records have been requested before the Library will provide those records to the parent or guardian.

BANKRUPTCY

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

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

Approved by the Prescott Public Library Board of Trustees July 18, 2019

Amended: December 19, 2019