

Access & Borrowing

The primary function of this policy is to effect the circulation of materials as fairly and efficiently as possible. The Circulation Department carries out this function and enforces policy decisions to make materials readily available, provide maximum use of the materials collection, facilitate requests for materials and provide uniform policy for the retrieval of overdue materials. This policy updates and replaces the policy entitled "Eligibility for Service," adopted by the Manitowoc Public Library Board of Trustees on April 30, 1990 and revised August 24, 2009.

ACCESS AND BORROWING

Anyone, regardless of his/her residency, age, race, religion, national origins, or social or political views, may use library materials within the library building in accordance with established policies and procedures. Borrowing privileges are extended to eligible borrowers who meet the criteria described below.

Eligible Borrowers. Any resident of the City of Manitowoc and Manitowoc or Calumet Counties (or any person owning property in these counties on which taxes are paid, and his/her dependents) is eligible to borrow library materials upon the application for and issuance of a borrower's card.

Other people who are eligible to borrow materials from the library are:

- a) Holders of borrower's cards in good standing from any of the libraries within the Manitowoc-Calumet Library System area.
- b) Students of Silver Lake College, University of Wisconsin – Manitowoc, and Lakeshore Technical College, regardless of their permanent resident status.
- c) Adults residing in group homes or other supervised living situations may obtain their own card, provided they present acceptable identification containing a current address, even when the group home has a specialized borrower's card.
- d) People living within the boundaries of any Wisconsin library system which has signed a reciprocal borrowing agreement with Manitowoc Calumet Library System. A person residing within another library system wishing to register for library services or borrow materials from Manitowoc Public Library must present a valid library card from his/her home library in addition to the identification described below.
- e) People living temporarily within the Manitowoc Calumet Library System service area. These persons may apply for a Deposit Card. Applicants for deposit cards are required to verify temporary and permanent addresses and pay a \$25.00 deposit, of which \$5.00 will be retained as a service fee. Holders of Deposit Cards are limited to check out no more twelve (12) items at one time.

Specialized Borrowers. Any eligible borrower who also meets criteria for a specialized borrower's card may apply for one or more of the following cards in addition to his or her regular borrower's card. With

the exception of Special Needs Cards, specialized borrower's cards cannot be used to borrow personal use items. Library staff have the right to question patrons requesting to use a specialized borrower's card to check out what appears to the staff member to be personal use items, and to grant or deny use of a specialized borrower's card to check out any item at the Library employee's sole discretion.

- a) Non-profit groups, agencies, and organizations, operating within the Manitowoc Calumet Library System service area, may request Club Cards as a means to foster their goals. Club Cards enable borrowers to check out regular loan (21-day loan) materials for one six-week (42-day) loan period without incurring fines. Materials checked out on Club Cards may be renewed for an additional 21-day loan period, provided they are not on hold for another borrower. Short-loan materials, including videos, DVDs, and interlibrary loan items, may not be checked out on Club Cards. The card holder is responsible for any charges and fees associated with lost or damaged materials.
- b) Group Homes qualify for special Club Cards which allow videos and DVDs to be checked out for the normal 7-day loan period in addition to six-week (42-day) loan periods on regular loan (21-day loan) items. No fines are assessed although the card holder is responsible for any charges and fees associated with lost or damaged materials.
- c) Special Needs Cards are issued to individuals who are unable to use regular Library services because of disability, medical condition, or age-related frailty. These cards allow eligible patrons to check out books, magazines, audiobooks and CDs for a 4-week (28-day) nonrenewable loan period without incurring fines. The card holder is responsible for any charges and fees associated with lost or damaged materials.
- d) Literacy tutors and students qualify for Literacy Cards which allow borrowers to check out literacy and ESL materials, including videos and DVDs, for a non-renewable twelve-week loan period. Materials borrowed for twelve weeks (84 days) are subject to recall after the usual loan period for the item being borrowed; e.g., 21-day loan period on books, 7-day loan period on videos and DVDs. No fines are assessed although the card holder is responsible for any charges and fees associated with lost or damaged materials.
- e) Educators who live or work in the Manitowoc Calumet Library System service area and wish to borrow items for instructional use. These borrowers' cards are called Teacher Cards and are made available to teachers, daycare providers, homeschoolers, and other adults who work in a classroom or educational setting. Teacher Cards enable borrowers to check out regular loan materials for a six-week (42-day) loan period. Regular loan items borrowed on Teacher Cards may be renewed for an additional 21-day loan period, provided they are not on hold for another patron. Short-loan items and inter-library loans may be borrowed on Teacher Cards but these items are due back at the end of their normal loan period. Teacher Cards may not be used to borrow personal use items. Fines are not charged for items borrowed on Teacher Cards. However, holders of Teacher Cards who fail to return short-loan items on time may be

denied the use of short-loan items in the future. The card holder is responsible for any charges and fees associated with lost or damaged materials.

IDENTIFICATION

Applicants for borrower's cards must present acceptable identification when applying for a borrower's card. Such identification must include verification of current street address. Forms of acceptable identification include:

- Wisconsin driver's license or Wisconsin state identification card
- Bank checkbook
- Bank savings book
- Current bill (received via the mail)
- Copy of current renter's lease
- Current motor vehicle registration
- Property tax receipt
- Medical Assistance Card (current month)
- School ID
- Other written ID at discretion of Circulation Department Manager
- School report card

Non-acceptable forms of identification include: Credit cards, Social Security card, Hunting/fishing license, rent receipt, personal letter, video rental card from a commercial establishment, label from a magazine delivered through the mail, food stamp authorization.

In the event a first time user of the library cannot present acceptable proof of address, but can supply reasonable proof of name, the library may issue a temporary borrower's card which allows the checkout of two books from the paperback racks only per person (one time only). In the case of a family arriving together to register for borrower's cards, two books per family member may be borrowed. Books will not be loaned for family members who are not present. If a person is not carrying identification, a registration form will be mailed to him/her. When he/she returns with this registration form and the postmarked envelope, a library card will be issued.

SIGNATURE OF APPLICATION FORM AND BORROWER'S CARD – ADULTS

Applicants for a borrower's card must sign the application form, which includes the statement of responsibility for materials borrowed, and must also sign the borrower's card which is imprinted with the statement of responsibility as well. Signatures must be executed in the presence of a library employee.

SIGNATURE OF APPLICATION FORM AND BORROWER'S CARD – MINORS

For the purposes of this policy, "custodial" parent includes any parent other than a parent who has been denied periods of physical placement with a child.

In the case of a minor under 13 years old, a custodial parent or guardian must sign the responsibility statement for the child on the application form and borrower's card. Minors 13-17 years old may sign their own responsibility statements. In order to receive a borrower's card, these minors must provide the name, address and telephone number if available, of a custodial parent or guardian. The library reserves the right to verify registration information provided by minors with the custodial parent or guardian identified, or other appropriate agency, prior to issuing a borrower's card. If a minor 13-17 signs the responsibility statement and the borrower's card, their parents or legal guardian remain financially responsible for any fines or other charges the minor may incur.

SIGNATURE OF APPLICATION FORM AND BORROWER'S CARD – SPECIALIZED BORROWER

Applications for specialized borrower's cards must be submitted by an authorized officer of an organization, homeschool teacher, etc., who must also sign the borrower's card in the presence of a library employee. The organization, teacher, etc., assumes full financial responsibility for all materials borrowed on the card.

BORROWING PRIVILEGES – RIGHTS AND LIMITATIONS

The issuance of a borrower's card entitles the holder to borrow any item in the library's circulating collection and to use other services provided by the library such as interlibrary loan. In the case of specialized borrower's cards, some restrictions apply; these are identified above under "Access and Borrowing – Specialized Borrowers." The borrower's card must be presented in order to check out library materials and to renew materials that have been previously borrowed if the patron is in the library. Renewals by phone will be permitted.

Any use of a borrower's card by a person other than the individual to whom the card was issued, whether the use was authorized or unauthorized, remains the responsibility of the person to whom the card was issued. If a borrower's card is lost, that fact must be reported to the Circulation Department staff so that the lost card may be invalidated. The cardholder will be held responsible for any use made of the card prior to its being reported lost.

If a borrower has incurred fines or other financial obligations to the library or to another library within the Manitowoc-Calumet Library Automation Resource Sharing Consortium (LARS) to the extent that the patron falls in the delinquent category in the patron database, that person cannot borrow library materials until the fines or other obligations have been cleared.

AUTHORIZATION FOR A PERSON TO CONDUCT BUSINESS ON YOUR BEHALF

Surrender of the borrower's card to another person, or surrender of written, emailed or delivered notices from the Library to another person, constitutes authorization to that person to conduct business with the Library on the cardholder's behalf. Business includes check out of materials, use of the bookable or other public use (Internet) computers, payment of fines, viewing of records about the cardholder held by the Library, etc.

Patrons may also sign a written Privacy Waiver Authorization. The Waiver requires the signature of the cardholder and the names and library card numbers (barcodes) of all persons being authorized to do business on the cardholder's behalf. In order to conduct business once a Privacy Waiver is in effect, the

authorized person must present his or her own valid library card issued by the Manitowoc Public Library, Lester Public Library (Two Rivers), Kiel Public Library, Brillion Public Library, New Holstein Public Library, or Chilton Public Library. Checked-out materials are the responsibility of the person whose card is presented.

BORROWING PRIVILEGES – PARENTAL RIGHTS & RESPONSIBILITIES

The Library upholds and affirms the right and responsibility of parents to determine and monitor their children's use of all Library materials and resources, including the Internet. Library users, whether children or adults, are the final selectors in when making any use of Library materials and services, and are responsible for their individual choices and decisions.

Although a custodial parent or guardian is ultimately responsible for any and all use made of the Library by his or her minor child, the Library will provide assistance by disclosing information available about the child's use of the Library and/or by restricting the child's borrowing privileges, Internet use, or access to other Library services, as stated below.

Because the disclosure of records and/or restricting of borrowing privileges is a serious matter, the Library will require that the custodial parent or guardian provide proof of identity and of the relationship with the child. See information above under "Conducting Business on Another's Behalf." In the event that the child's borrower's card, overdue notice mailer, or privacy waiver is not available, most often the parent's driver's license is adequate to prove identity and relationship with the child. However, if the Library's record of the child's address is different from the address on the parent's driver's license, additional proof of the relationship with the child will be required. Additional proof may include the child's birth certificate, divorce decree or other court order awarding custody, or some other proof that establishes identity and relationship.

The Library will notify the minor child, who is 13 years and older, of the custodial parent's or guardian's request to view records maintained by the Library about the child and/or to restrict the child's borrowing privileges, Internet use, or access to other Library services. The child will be advised of his or her privacy rights under Library policy and State law.

1. **DISCLOSURE.** A custodial parent or guardian of a child under the age of 16 may request in writing that the Library disclose any records relating to that child's use of the library's documents, or other materials, resources or services. The request for disclosure must be done in person, usually by appointment. Once the request for disclosure is made in conjunction with a member of the Library's Management Team, the Library will print out or otherwise disclose information available at the time of the request. If information is retained but not readily available, a date for release of the information will be negotiated.

Types of information that are usually readily available include: items currently checked out, overdue fines and associated titles, titles and prices of lost or damaged items, the child's barcode and/or PIN number, and notes in the child's record. The Library does not retain, and thus cannot disclose, information related to items previously checked out and returned on or before the date due, websites visited by patrons, or reference questions asked by patrons. Other types of information may be retained but may not be readily available at the time of the

request.

The request for disclosure covers only the “snapshot” of records available on that day. In other words, the disclosure cannot cover records of future borrowing, requests for periodic updates on borrowing, or the like.

2. RESTRICTION OF BORROWING PRIVILEGES / INTERNET USE.

A parent or guardian may request in writing that his or her child's borrowing privileges be restricted to materials located in the Youth Department or other broad restriction (such as videos). In the same manner, a parent or guardian may request that his or her child be denied the use of the Library’s Bookable or other public use (Internet) computers. Once the restriction is negotiated with a member of the Library’s Management Team, the Library will provide its best efforts to enforce the restriction requested. However, the Library cannot guarantee that materials a parent or guardian finds objectionable will not be checked out by his or her minor child. Additionally, Library staff cannot monitor the use made by minors of any library material or resources or services while the minor is present in the building. The parent or guardian remains responsible for monitoring the items checked out from the Library by a minor child and/or the minor child’s use of the Internet and other resources or services at the Library.

Information regarding the borrowing restriction shall be recorded in the database of registered borrowers maintained on the library's automated system. Borrowing restrictions shall remain in effect until the library is notified by the parent or guardian, or by the child upon reaching the age of eighteen. If a minor age 13-17 receives a borrower’s card without the signature of a parent or legal guardian and borrows materials objectionable to their parent or guardian, the library will impose restriction of borrowing privileges upon written request.

The Library reserves the right to block the use of the card of a minor whose parent or guardian falls into the delinquent category because of unreturned materials, or because the account has been referred for collection agency action. Borrowing by a minor will be allowed if the parent or guardian is delinquent due to the accumulation of fines, but all materials have been returned to the library, and fines total less than the threshold at which patrons become delinquent. Similar rules apply to use of the Bookable or other public use (Internet) computers.

The Library reserves the right to block the use of a custodial parent’s or guardian’s borrower’s card when the minor child’s card falls into the delinquent category because of unreturned materials, or because the account has been referred for collection agency action. Borrowing by a custodial parent or guardian will be allowed if the child’s account is delinquent due to the accumulation of fines, but all materials have been returned to the library, and fines total less than the threshold at which patrons become delinquent. Similar rules apply to use of the Bookable or other public use (Internet) computers.

EXPIRATION OF BORROWER’S CARDS

Manitowoc Public Library borrower cards must be renewed annually. Patrons will be asked to update the name and address information in the database each year as part of library procedure. Effective September 1, 2009, all library card fines, fees and outstanding balances must be paid in full before the

borrowing privileges are renewed.

Cards not used for more than an interval to be established by the library are subject to being purged from the database of registered borrowers. In the event borrower's registration information is purged from the database, the borrower will be required to complete a new application form and will be issued a new borrower's card at no charge.

Cards issued to minors will expire automatically on their eighteenth (18th) birthday. Upon presentation of an expired card for use, the library will verify the borrower's address, will inform the borrower that he or she is now assuming financial responsibility for any materials borrowed on the card, and require that the responsibility statement be signed on an application form and on the borrower's card.