

## Policy Exceptions

The library director or the designee of the director may make exceptions to the provisions of this policy on a case-by-case basis, except when prohibited by law.

## In-Library Use of Materials

Anyone, regardless of residency, age, or library card status, may use library materials within the library building in accordance with established policies and procedures.

## Card Types & Eligibility

Standard Card	Wisconsin residents. Non-residents of Wisconsin who have paid the requisite annual fee. Non-residents are ineligible for use of most databases from home and content downloads.
Limited Card	Wisconsin residents without a permanent address. Card expires in six months and has a three item limit.
Temporary Limited Card	Non-residents of Wisconsin needing short-term service. Card expires in 90 days and has a ten item limit. Non-residents are ineligible for use of most databases from home and content downloads.
Juvenile Explorer Card	Wisconsin residents up to 15 years of age whose parent/guardian is unable to provide signature or identification necessary for a standard card. Limited to three juvenile books and usable only at Monroe Public Library.
Educator/Institution Card	Available to educators (including teachers, daycare providers, homeschooling families) and appropriate institutions. Proof of status is required.

## Guidelines for Card Use

Patrons may not check out materials unless the physical library card is presented. Electronic substitutes are not acceptable. One exception per calendar year may be given upon presentation of a photo ID, with the use of the exception noted on the patron's record. Patrons who do not have their cards with them may replace their card upon showing photo identification and paying the requisite fee; or have the materials held for one business day.

Patrons may authorize others to pick up holds on their behalf by filling out a Holds Pickup Authorization form.

Cardholders are responsible for all items checked out on their cards.

### Standard Library Card Application Requirements (Adults)

1. A registration form must be completed and signed.
2. Photo identification and proof of current address must be shown. The library can send a postcard to serve as proof of address.
3. The applicant's signature on the registration form indicates that the statement of responsibility has been read and agreed to.

### Standard Library Card Application Requirements (Minors aged 15 or younger)

1. Applicants must be at least three years old.
2. The child must be present when the card is acquired.
3. The parent or guardian of a child age 15 or younger must sign the child's application and show proper identification before a card is issued to the child. In the absence of the parent or guardian, a child may be eligible for a juvenile explorer card.
4. The applicant's signature on the registration form indicates that the statement of responsibility has been read and agreed to. In the case of a child age 15 or younger, this responsibility is held by the parent or legal guardian who signed for the card.

### Standard Library Card Application Requirements (Minors aged 16 & 17)

1. A registration form must be completed and signed by the minor. Photo identification and proof of current address must be shown. The library can send a postcard to serve as proof of address.
2. In the event the applicant does not have a photo ID, the parent or legal guardian may sign for the card and show ID. The card will then expire on the patron's 18th birthday.
3. The applicant's signature on the registration form indicates that the statement of responsibility has been read and agreed to. If a parent has signed for the card in lieu of the applicant presenting a photo ID, this responsibility is held by the parent or legal guardian who signed for the card until the card expires on the patron's 18th birthday.

### Lost, Damaged, and "Claims Returned" Materials

#### Items owned by Monroe Public Library

If the item is still in print under the same international standard code, the current retail price will be charged. If the item is no longer in print, the original purchase price will be charged. If a part (such as a DVD in a set) is lost, the entire item will be billed in most cases.

Patrons may not provide a copy of the item in lieu of payment.

No refunds will be made for items returned to the library after payment has been made.

Patrons may have no more than three “claims returned” items within a twelve-month period. Patrons with limited cards may have no more than one.

Items that are returned after an item has been replaced or withdrawn will not absolve the patron of the replacement cost.

### Items owned by other libraries

Charges for any item owned by another library will be according to the fees and policies of the library that owns the item.

## Overdue Items

Patrons will be notified by mail or e-mail of items 14 days overdue. Patrons will be notified again by mail or e-mail of items 26 days overdue.

Patrons will be billed by mail for items 29 days overdue.  
Fines are specified in the library’s *Fine & Fee Schedule*.

In accordance with SCLS standards, patrons may not check out materials if accumulated fines are \$20.00 or more. Patrons may not check out materials if the patron has an unpaid bill for a lost or damaged item.

Patrons with unreturned materials may be referred to a collection agency contracted by the library.

The library reserves the right to block the card of a minor child in the event a parent uses the child’s card to avoid paying fines on his or her own card.

The library reserves the right to report a theft to the police in the event that the a patron refuses to return materials with a total value of \$100 or more. The \$100 threshold may be reached on the patron’s card alone, or through the combined total replacement costs owed on all cards for which the patron is the signatory.

## Outerlibrary Loan Service

Requests for items not owned by the Monroe Public Library can usually be filled by transfer from another library within the South Central Library System. When items are not available within the system, staff may request them from an outside library through Outerlibrary Loan.

No more than five items may be requested through outerlibrary loan service within a seven-day period. No such limit exists for items transferred within the South Central Library System.

Due to system guidelines, items cannot be requested until they have been available for 6 months. A patron receiving a title via Outerlibrary Loan Service may not request the same title again until 6 months have elapsed.

Because of the time-consuming nature of outerlibrary loan processing, both from our library and the providing library, fines are imposed for failing to pick up an item or failing to return it. See the *Fine & Fee Schedule* for details.

## Confidentiality

Records pertaining to an individual's use of library materials and services shall remain confidential. Access to such records by individuals or organizations shall not be permitted, nor shall the staff of the library answer to a third party about what a patron of the library is reading or requesting from the library's collection. The library is subject to Wisconsin Statute 43.30. The law states the following:

"Records of any branch which is in whole or in part supported by public funds, including records of a public library system, indicating which of its documents or other materials have been loaned to or used by an identifiable individual may not be disclosed except to persons acting within the scope of their duties in the administration of the library or library system or persons authorized by the individual to inspect such records, or by order of a court of law."

The Library Board President or alternatively, any two members of the Library Board, will release confidential records, when available and provided by the Library Director, only under court order.

The full Library Board shall be informed of any such release.

## Access by Parents to Records of Minor Children Under Age 16

When parents inquire about their children's library records, the library staff will answer as required by Wisconsin Statute 43.30 as amended by Act 207.

1. The requesting parent must verify his or her identity and custodial relationship.
2. At the custodial parent's request, the library will provide the following records, if they exist: 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 or other services, or attendance at library programs.
3. The following library records will not be supplied: address, phone number, age, or date of birth. In addition, any record that contains information about any other library users, in addition to the information that must be disclosed, will first be edited to remove any information which could identify those other library patrons, such as a patron's name, address, or phone number.