

BETTENDORF PUBLIC LIBRARY INFORMATION CENTER CIRCULATION POLICY

Purpose

The purpose of the Bettendorf Public Library Information Center Circulation Policy is to define approved practices for the registration of library patrons; circulation of library materials; reciprocal borrowing/lending practices and procedures; fines and fees schedule; and the suspension of patron privileges.

A valid library card provides library patrons in good standing with circulation privileges which may include borrowing materials, placing holds, requesting interlibrary loan service, and in-house and remote access to electronic information resources. Additionally, the following policy includes an approved process for recovery of overdue, lost, or damaged materials. See *Fines and Fees Schedule (Appendix A)*.

Confidentiality

In order to protect patron confidentiality, library staff cannot disclose patron account information to anyone other than the cardholder. See the Library's *Confidentiality Policy* and *Iowa Code 22.7 "Examination of Public Records - Open Records"* (Appendix C). *ALA Code of Ethics (Appendix D)*

Custodian of Records

The Library Director or the Director's designee is the official custodian of library records. The custodian of the Library's records shall not release confidential records without a court order pursuant to Iowa Code 22.7 (13). Please see the Library's *Confidentiality Policy* for details.

Registration, Eligibility, Borrowing and Responsibility

A. Registration

- Individuals of all ages may apply for a library card with proper identification and proof of residence. Parental signature is required for children under the age of 14 yrs. Patrons must be present to be issued a library card.
- Proper identification sources include the following: Photo ID (valid Iowa Driver's License or Non-Driver ID, Military ID, School ID, or U.S. Passport). If photo ID does not provide verification of current local residency, supporting documentation verifying residency within the City of Bettendorf is required.
- Supplementary forms of identification may include, but are not limited to: mail received at the patron's residence; automobile registration; rental lease/agreement; utility bills for place of residence.
- Individuals who are unable to provide proof of residence at the time of their initial visit may be eligible for a New Borrower card, providing limited access to the library collection until proof of residence is confirmed.

** Note: **RENEWAL**- Library cards expire after a period of three (3) years. Photo ID and proof of current residence are required to renew library cards.

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B. Residency Requirements

- *Bettendorf Cards*- Individuals residing or owning property within the City of Bettendorf.
- *Open Access Cards*- Individuals residing outside the library consortium, *but within the state of Iowa*, and served by a library participating in Iowa's *Open Access* program. As patrons of non-resident status, Open Access patrons are ineligible to place reserves on items not owned by the Bettendorf Public Library, request acquisitions, request test proctoring (see *Examination Proctoring Policy*), or access the Library's online databases via remote connection. The Library does not offer non-residents unserved by a participating Open Access library the option to purchase library card at a fee.
- *Temporary Cards*- Individuals residing within the City of Bettendorf, for a period limited to one to six weeks, may be issued a short-term library card upon application, without fee. Identification, such as a hotel/motel receipt, will be required as well as proof of residential address. Cards will expire upon termination of temporary residence timeframe.
- *New Borrower Cards*- Individuals eligible to receive *Bettendorf*, *Open Access* or *Temporary* library cards, but unable to provide proof of residency at the time of registration. New Borrower cards may be used for a one-time checkout of two items. Proof of residence must be provided to borrow additional library materials.

Note:

1. By mutual agreement, public libraries within the Rivershare Libraries Consortium agree to issue library cards to patrons residing within the library service areas of these communities, in accordance with approved circulation/registration practices of the consortium.
2. Library cards will not be issued to out-of-state residents.
3. Students of Academic Libraries. In accordance with guidelines of the Iowa *Open Access Program*, "*a student's local library is the school or academic library where the student attends.*" Therefore, non-resident students of Iowa academic institutions should use the library card issued by their academic library for Open Access purposes.

C. *Self-registered Cards*- Patrons who register online must present, in-person and within one month of registering, proper identification and proof of address to obtain a library card with full privileges. Self-registered patron cards are temporary and allow limited access to online resources, but may not be used to borrow materials until a regular card is obtained.

D. Eligibility

Bettendorf Public Library honors library cards held by patrons in good standing from the following institutions: Bettendorf Public Library Information Center; all Rivershare Consortium participating libraries; Iowa libraries participating in the State Library of Iowa's *Open Access* program, in accordance with the statewide *Open Access* agreement. Some services may be limited.

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E. *Borrowing Privileges*

A valid library card is required to check out library materials, excluding materials intended for in-house use.

F. *Responsibility*- Cardholders take full responsibility for *all* materials borrowed on their card and for payment of fines and fees assigned to the card.

- Patrons assume responsibility for notifying library staff if their library card, or material charged to their card, is lost or stolen. *Lost or stolen library materials should be reported to staff prior to most recent due date.
- No restriction in quantity or selection of content is placed on cardholders of any age. *Note: Library staff does not act in place of the parent.* Parents who authorize (by signature) the registration of their minor children assume complete responsibility for any/all items and/or charges associated with their minor child's account.
- Patrons will honor all participating consortium and State Library of Iowa (SILO) reciprocal and interlibrary loan policies and procedures. Please see Circulation staff for program details.

G. *Courtesy Checkout*

In the interest of providing optimum customer service, checkout without a library card may be possible under limited circumstances, under the following conditions:

- Patron is a current Bettendorf Public Library patron with a valid registration recorded within the online database.
- Patron provides a valid photo ID at time of checkout. Patrons less than 14 yrs. of age without required photo ID must be accompanied by a parent or legal guardian who presents the required identification (See *Registration*).
- Patron is an eligible non-resident, residing within an *Open Access* service area (Iowa), and registers for Bettendorf Public Library privileges according to this policy's *Registration* guidelines. *All Bettendorf Public Library policies apply.*

Length of Loan

Most library materials will be due **21 days** from the day they are checked out, with the following exceptions:

- Entertainment DVDs and Blu-ray discs- **1 week** loan period.
- Rapid Reads- **2 week** loan period.
- DIBS (Book Discussion Kits) - **6 week** loan period.
- Print Reference Materials- **1 day**. Excludes high-demand items. See staff for details.
- Remote controls for in-house projection systems located within library meeting rooms- **1 day** loan period.
- Tablets- **2 hour** loan for *in-house use only*. ** Patron must be 16 yrs. of age or older for independent checkout. Tablets must be returned to the Library's Youth or Information desks (depending on checkout location) no less than 15 minutes prior to library closing. See *Computer and Electronic Access Policy* for *Age Guidelines* and *Permissions*, as applicable.

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Circulation periods may be extended at the discretion of the Library Director, or designee.

Renewal of Materials

- All materials that circulate to the public are eligible for renewal except items *on reserve*.
- Materials may be renewed in-person, by phone, through the automated phone renewal system, or online.
- Bettendorf cardholders may renew materials belonging to Bettendorf Public Library twice before material is returned to library shelves for circulation.

Holds- Reserved Materials

A. Interlibrary Loan (SILO and OCLC) - Residents of the state of Iowa are eligible to reserve materials through their home library in accordance with existing State Library of Iowa interlibrary loan policy and procedure, at no charge. Bettendorf Public Library cardholders may request items through SILO or OCLC under the following conditions:

- Items may be requested through interlibrary loan when: an item is not available through the Bettendorf Library or any other member libraries within the local library consortium; an item is missing; the Library does not have access to a full-text copy of the item via an online resource.
- Loans are made *library to library* on behalf of the patron, not directly to the patron.
- Borrowers are limited to five (5) items in-process at one time. Items must be returned by the due date and in good condition.
- Materials borrowed through SILO or OCLC for Bettendorf patrons must be returned to the Bettendorf Public Library. Patrons who fail to do so will be charged the replacement cost of the item, plus processing fees.
- Due date is determined by the *lending* library and generally ranges from 2-6 weeks, with no renewal.
- Fines and fees associated with interlibrary loan items will be assessed at the rates defined by this policy within the Bettendorf Library's *Fines and Fees Schedule (Appendix A)*
- The Bettendorf Public Library will loan materials via interlibrary loan to any library that complies with the National Interlibrary Loan Code.
- All materials within the Bettendorf Public Library's collection are available for loan with the exception of: Reference materials; kits (such as DIBS), newspapers; high-demand items such as NEW materials; items on reserve; and microfilm.
- Requests for photocopies of certain items may be permitted in accordance with Federal Copyright Law.

B. System Holds (Consortium) - Residents served by any member library within the Rivershare Libraries Consortium may place system holds on library materials, either in-person, by phone, or through the shared Rivershare online catalog, at no charge.

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- *New release materials may be available for local pick-up only.*
- Items borrowed via “system hold” from another consortium member library may be returned to any consortium member library, by the due date, for return to the owning library.
- Items borrowed via “system hold” are subject to the policies and procedures of the local consortium and owning library. See staff for details.

C. Reserves- Requests for advanced reserve of in-house items may be placed for all items that circulate.

Reserves, interlibrary loans and system holds will be checked out to the library card associated with the request. Exception: Patrons wishing to allow materials to be picked up by another individual should provide that individual with the proper library card, or file written permission with library staff, in advance, for transfer of items to another library card or individual.

Suspension of Circulation and Remote Access Privileges

- A. Individual Cards- Circulation and some remote access privileges will be blocked for patrons with: \$5.00 or more in fines and fees; five (5) or more overdue items.
- B. Expired Cards- Circulation and other access privileges will be blocked when a patron’s library card expires. An expired card may be renewed once the patron’s address is verified (in-person) by photo ID. Bettendorf Public Library can renew the library card of any patron served by a participating Rivershare member library. Exception: Rivershare consortium *academic* library patrons must renew library cards at the student’s academic institution.

Overdue Materials

The Library charges fines for materials which are not returned to the Library by the associated due date. This process is in place to protect the public’s access to, and investment in, the Library’s collection of materials, and establish a method for the recovery of overdue or lost items.

Patron Overdue Notification Schedule:

1. First Notice of overdue items will be issued 10 days after due date and sent to each patron upon verification.
2. Second Notice of overdue items will be issued 20 days after due date and mailed to each patron upon verification.
3. Third Notice in the form of a bill listing overdue items and their replacement price will be issued 30 days after due date and mailed to each patron after verification.
4. Accounts maintaining a balance of \$50.00 or greater for longer than 30 days will be turned over to a collection agency and a \$10.00 service fee will be added.
5. Fine amounts vary based on material type. Please see *Fines and Fees Schedule* for details. (*Appendix A*)

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6. Fines may be waived, in-full or in-part, by the Circulation Manager as authorized by the Library Director, on items belonging to the Bettendorf Public Library Information Center (only) on a case-by-case basis.

If attempts to retrieve materials are not successful, the Library may submit patron charges to a collection agency, issue a municipal infraction (UNAUTHORIZED RETENTION OF LIBRARY MATERIALS- *APPENDIX G*), or notify patron by certified mail and pursue reclamation as stipulated within the *Code of Iowa 714.5* and *808.12* (See *Appendices E and F*).

Bankruptcy Guidelines- Existing fines and fees will be waived and patron privileges reinstated upon the Library's receipt of an official letter of bankruptcy discharge from the clerk of the appropriate bankruptcy court. Discharge of library debts incurred prior to the discharge date will be facilitated by the Library's Circulation Manager under authorization of the Library Director.

Retrieval of Overdue Materials

Notification- Courtesy notices are sent via automated notification (either by phone, text or email) at regular intervals to cardholders with overdue library materials. The last notice is a bill sent via U.S. Mail for the replacement cost of the item.

Library accounts with outstanding charges may be submitted to a collection agency and/or to a local law enforcement agency for further action. (See *Appendix E- Code of Iowa, Chapter 714.5, Theft of Library Materials and Equipment.*)

Refunds- Lost items which have been paid for may be returned within 60 days of payment date for a refund of amount paid, less the overdue fine associated with the item, if material is returned in complete and good condition.

Lost/Damage Materials

- The replacement cost for a lost or damaged item is charged to the account on which the item was checked out at the time that it was lost or damaged.
- Borrowers are responsible for materials which were checked out on lost or stolen cards prior to notification to the Library of card loss, with a maximum liability of \$50.00.
- The replacement cost of the item will be assessed according to the price reflected within the Library's online catalog database. Item costs are defined by the Library's *Materials Replacement Cost Schedule* (See *Appendix B*).
- Patrons may not replace lost or damaged items with like or in-kind materials. Replacement of library materials is facilitated by, and at the discretion of, library staff, as assigned.
- Replacement or repair costs may be waived, in-full or in-part, by the Library Director or designee, on a case-by-case basis.

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Suspension of Privileges

Under authorization of the Library Director, library privileges may be cancelled for any patron if a pattern of abuse of privileges has been established.

APPENDIX A- FINES AND FEE SCHEDULE

Purpose

As approved, this schedule defines fines and fees for overdue, lost, or damaged materials, and other fee-based services.

Library Cards

Library cards and/or replacement library cards are available to Bettendorf Public Library patrons at no charge.

Overdue Fines

Fines for overdue library materials are assessed, as follows:

- General Library Materials: 10¢ per item/per day
- Reference Materials \$5.00 per item/day.

Once items are returned the maximum overdue fines on Bettendorf Public Library items will not exceed 50% of an item's replacement value, as defined by the Library's *Materials Replacement Cost Schedule*. (see Appendix B)

Fines may be waived, in-full or in-part, on items belonging to the Bettendorf Public Library (only), on a case-by-case basis, at the discretion of the Library Director, or Circulation Manager as designee.

Materials belonging to Rivershare member libraries are fined according to the policy of the lending library.

Overdue Materials Collection Fees

The Library utilizes a collection agency service for outstanding long overdue library materials. Library accounts for which a bill has been sent may be submitted to a collection agency and/or to a local law enforcement agency for further action. (See *Appendix D: Code of Iowa, Chapter 714.5 Theft of Library Materials and Equipment*)

- Collection Agency Service Fee: \$10.00 per notice.

Unclaimed Interlibrary Loans and System Holds

A fee of \$1.00 per item may be charged for interlibrary loans or reserved items that remain unclaimed three (3) days after notification.

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Replacement of Lost/Damaged Materials

Fees for the replacement of lost or damaged items will be assessed according to the item price reflected within Library's online catalog database. Item costs are defined by the Library's *Materials Replacement Cost Schedule* at the time of acquisition. (See *Appendix B*).

NOTE: Patrons may not replace lost or damaged items with like or in-kind materials. Replacement of library materials is facilitated by, and at the discretion of, library staff. Replacement costs may be waived, in full or in part, at the discretion of the Library Director, or Circulation Manager as designee.

Printing

- Color printing: 25 cents per page.
- Black and white printing: 10 cents per page. **When logged into public computer stations with a library card, patrons receive a 50 cent credit for printing (daily).
- 3-D Printer: 25 cents per gram of filament.

Supplies

- Ear-buds: \$1.00 each
- Flash Drives: Market cost
- Book Bags: Market Cost

Meeting Rooms

See *Meeting Room and Study Area Policy*

Audio/Visual Equipment

See *Meeting Room and Study Area Policy*

APPENDIX B- MATERIALS REPLACEMENT COST SCHEDULE

FORMAT	REPLACEMENT COST
Adult nonfiction hardcover and paperback	\$15.00
Adult fiction hardcover	\$15.00
Adult fiction paperback	\$9.00
Adult large print fiction and nonfiction	\$23.00
Young adult fiction hardcover	\$11.00
Young adult fiction paperback	\$6.00
Young adult nonfiction hardcover	\$18.00
Young adult nonfiction paperback	\$13.00
J nonfiction hardcover/JUV nonfiction hardcover	\$18.00
J fiction hardcover	\$11.00
J fiction paperback	\$6.00
Picture book	\$12.00
Readers	\$15.00
Board Books	\$7.00
Adult DVD	\$22.00
Adult CDBOOK	\$42.00
J DVD	\$12.00

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J CDBOOK	\$32.00
Blu-ray	\$29.00
Playaway Audiobook	\$75.00
Playaway View	\$105.00
Tablet	Market Replacement Cost
Music CD	\$15.00
J Kit	\$13.00
DIBS	\$100.00 for total kit replacement/\$9.00 per book
Launchpad	\$96.00
Periodical	\$4.00
Puppets	Library cost
Reference	Library cost
Single missing/damaged disc in multi-disc DC/DVD set	\$10 per disc

Schedule Approved by Bettendorf Public Library Board of Trustees

February 1993	November 2005	April 2015
April 1994	November 2007	Sept 2015
December 1996	January 2008	Aug 2016
August 1998	January 2011	Dec 2016
December 2001	October 2011	Apr 2017
April 2002	September 2013	
June 2003	October 2014	

APPENDIX C- CODE OF IOWA 22.7: CONFIDENTIAL RECORDS

The following public records shall be kept confidential, unless otherwise ordered by a court, by the lawful custodian of the records, or by another person duly authorized to release such information.

13. The records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library. The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling.

18. Communications not required by law, rule, procedure, or contract that are made to a government body or to any of its employees by identified persons outside of government, to the extent that the government body receiving those communications from such persons outside of government could reasonably believe that those persons would be discouraged from making them to that government body if they were available for general public examination.

APPENDIX D- ALA CODE OF ETHICS

Professional Ethics: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted." (Source: Code of Ethics of the American Library Association)

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APPENDIX E- CODE OF IOWA, CHAPTER 714.5, THEFT OF LIBRARY MATERIALS AND EQUIPMENT.)

714.5 LIBRARY MATERIALS AND EQUIPMENT -- UNPURCHASED MERCHANDISE -- EVIDENCE OF INTENTION.

The fact that a person has concealed library materials or equipment as defined in section 702.22 or unpurchased property of a store or other mercantile establishment, either on the premises or outside the premises, is material evidence of intent to deprive the owner, and the finding of library materials or equipment or unpurchased property concealed upon the person or among the belongings of the person, is material evidence of intent to deprive and, if the person conceals or causes to be concealed library materials or equipment or unpurchased property, upon the person or among the belongings of another, the finding of the concealed materials, equipment or property is also material evidence of intent to deprive on the part of the person concealing the library materials, equipment or goods.

The fact that a person fails to return library materials for two months or more after the date the person agreed to return the library materials, or fails to return library equipment for one month or more after the date the person agreed to return the library equipment, is evidence of intent to deprive the owner, provided a reasonable attempt, including the mailing by restricted certified mail of notice that such material or equipment is overdue and criminal actions will be taken, has been made to reclaim the materials or equipment. Notices stating the provisions of this section and of section 808.12 with regard to library materials or equipment shall be posted in clear public view in all public libraries, in all libraries of educational, historical or charitable institutions, organizations or societies, in all museums and in all repositories of public records.

After the expiration of three days following the due date, the owner of borrowed library equipment may request the assistance of a dispute resolution center, mediation center or appropriate law enforcement agency in recovering the equipment from the borrower.

The owner of library equipment may require deposits by borrowers and in the case of late returns the owner may impose graduated penalties of up to twenty-five percent of the value of the equipment, based upon the lateness of the return.

In the case of lost library materials or equipment, arrangements may be made to make a monetary settlement.

Section History: Early Form [C62, 66, 71, 73, 75, 77, § 709.21; C79, 81, § 714.5]

Section History: Recent Form: 85 Acts, ch 187, §2; 87 Acts, ch 56, §1, Referred to in § 808.12

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APPENDIX F- CODE OF IOWA, CHAPTER 808.12, DETENTION AND SEARCH IN THEFT OF LIBRARY MATERIALS AND SHOPLIFTING

808.12 DETENTION AND SEARCH IN THEFT OF LIBRARY MATERIALS AND SHOPLIFTING.

1. Persons concealing property as set forth in section 714.5, may be detained and searched by a peace officer, person employed in a facility containing library materials, merchant, or merchant's employee, provided that the detention is for a reasonable length of time and that the search is conducted in a reasonable manner by a person of the same sex and according to subsection 2 of this section.

2. No search of the person under this section shall be conducted by any person other than someone acting under the direction of a peace officer except where permission of the one to be searched has first been obtained.

3. The detention or search under this section by a peace officer, person employed in a facility containing library materials, merchant, or merchant's employee does not render the person liable, in a criminal or civil action, for false arrest or false imprisonment provided the person conducting the search or detention had reasonable grounds to believe the person detained or searched had concealed or was attempting to conceal property as set forth in section 714.5.

Section History: Early Form

[C62, 66, 71, 73, 75, 77, § 709.22--709.24; C79, 81, § 808.12]
Referred to in § 714.5

APPENDIX G- CITY OF BETTENDORF MUNICIPAL CODE: SEC. 2-72. UNAUTHORIZED RETENTION OF LIBRARY MATERIALS- ENFORCEMENT:

Any person who removes or retains library materials beyond the date of required return shall be guilty of unauthorized retention of library materials and may be prosecuted by municipal infraction. Library materials shall be defined as any material offered by the library for the use of the public off the premises of the library. The library director or the director's designee shall be charged with the enforcement of this section. (Ord. 12-91, § 1, 4-2-1991)

Policy Reviewed/Revised by the Bettendorf Public Library Board of Trustees

Revised	July, 1991	Revised	September, 1999	April 2015
Revised	May, 1993	Revised	March, 2002	May 2015
Revised	March, 1995	Revised	May, 2002	June 2015
Revised	September, 1995	Revised	February, 2004	Dec 2015
Revised	December, 1995	Revised	June, 2005	August 2016
Revised	January, 1996	Revised	November, 2005	Dec 2016
Revised	January, 1998	Revised	August, 2010	Apr 2017
Revised	November, 1998	Revised	March, 2011	
Revised	May, 1999	Revised	February 2012	
Revised	September, 1999	Revised	May 2014	
Revised	May 1999	Revised	March 2015	