**CIRCULATION**

**A. Borrowers**

Free library service is available to any resident of Cresco, Iowa; Iowa resident who qualifies for Open Access by living in an incorporated city with a library; or a city or rural area that contracts for library services. Library cards can be purchased by patrons who do not qualify for a free library card or Open Access for a comparative rate proportional to the taxpayers.

**B. Confidentiality of Library Records** as defined by Chapter 22 of the State Code of Iowa the following rules shall govern public access to the library’s records. Borrowers can expect thatall information about what materials and equipment library patrons are using or the content of questions they ask is confidential and may not be revealed to other members of the public or used by the employee in any manner not related to library operations. ALL requests to inspect library records must be referred to the Library Director. Circulation records and other records identifying specific users are considered confidential, as identified by library policy.

**C. Application Procedure**

New applicants are to complete the borrower’s registration form. Any nonresident that is visiting the area and staying with family/friends is asked to use the address of the household at which he/she is temporarily residing and their actual address. The card is for use only by the named cardholder. Any patron checking out materials for another person on his/her card will be held responsible for the materials borrowed, without exception. (See New Patron Sign-up Procedures).

All patrons are required to have a valid library card before borrowing materials, including interlibrary loan and equipment.

1. Restricted Usage

Persons with valid library cards are restricted from borrowing any library materials and using public computers if they have accumulated fees of $3.00 or more. When fees are cleared and/or materials returned, borrowing privileges are restored.

1. Lost or Damaged Items

Patrons are responsible for lost or damaged materials checked out on their library card. Borrowers will be assessed a fee for the cost of repair or replacement per item. Refunds are made for lost materials that are found and returned to the library in good condition.

1. Overdue fees

The library does not charge overdue fines for items that are returned late except for the hotspots, per the Hotspot Policy. The library charges fees to encourage compliance with procedures which promote fair and equal access to limited resources for all customers. Customers may be notified of overdue materials, outstanding fees, or problems with their borrower account by telephone, email notices, printed notices, and/or other means. Please note: fees apply whether or not the notification is sent or received.

* The library charges for lost or damaged library materials.
* The library charges for lost or damaged parts or pieces of library materials.
* The library may charge for repairable damage to library materials.
* Customer borrowing privileges are suspended when fee limits are surpassed, $10.00.
* More extensive measures may be taken for excessively delinquent accounts, including the use of a collection agency and/or prosecution in a municipal court.
* The library may offer programs that allow options for the payment of fees (such as a payment plan or a fee alternative program).
* The library may reduce or eliminate charges as part of a promotional activity or due to extenuating circumstances.

Overdue policies are in accordance with Iowa State Law, 714.5 Library materials and equipment--unpurchased merchandise – evidence of intention and 808.12 Detention and search of library materials and shoplifting.

**MATERIALS**

**A. General**

1. A limit of 30 items may be taken out at one time per patron.
2. Items can be returned to the circulation desks or drop boxes at the South entrance.
   1. Hotspots must be returned to the circulation desks due to the Hotspot Policy.
3. Items are on a first come, first serve basis.

**B. Reserved Materials**

1. Patrons may request that an item be held for them.
2. The patron will be notified when the item is available by their preferred communication method.

3. If the item is not claimed within 5 library days after notification, it will be given to the next patron on the reserve list, or returned to the general collection.

**C. Books and Audio Materials**

1. Materials may be borrowed for a period of 3 weeks or 21 days.
2. Materials can be renewed for an additional 3 weeks.
3. Materials can be returned to the front desk during library hours or use the outside Book drop box for convenience.

**D. DVDs**

1. DVDs may be borrowed for a period of 1-week or 7 days.
2. DVDs canbe renewed.

1. A limit of 6 (six) DVDs **per household** can be checked out.

**C. Periodicals**

1. Magazines may be borrowed for a period of 1-week or 7 days.
2. A limit of 6 (six) magazines **per household** can be checked out. This is due to the nature of publication time frames.
3. Newspapers are non-circulating.

**D. Equipment**

Equipment may be checked out for 3 consecutive days. Renewals can be made per the Director.

1. $3.00 is charged per item for each day overdue (not including the days the library is closed).
2. Equipment is to be returned to the circulation desks during operating library hours.

**E. Interlibrary Loan**

1. Patrons with valid library cards may request that the Cresco Public Library borrow items from another library.
2. There is a $2.00 charge per item to cover postage unless the item can be delivered via the IAShares Shuttle or Keystone Van service, at which point there is no service charge.
3. Due dates on interlibrary loan materials are a period of 3 weeks or 21 days with no grace period, unless determined otherwise by the lending libraries.
4. No interlibrary loan will be processed if patron has fees over $10.00.
5. Failure to pick up ILL materials requested, may result in a $2.00 shipping and handling fee assessed to the patron’s account.
6. Repeat offenses will result in a suspension of ILL service.

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