

Johnson Creek Public Library Circulation Policy

The mission of the Johnson Creek Public Library is to provide quality materials and services which fulfill educational, informational, cultural, and recreational needs of all citizens in the village of Johnson Creek and the surrounding area. In support of this mission, the library seeks to have as few restrictions on the flow of information as possible, while also protecting the community's library resources. The library does this by maintaining a database of registered borrowers and by giving patrons in good standing access to the library's collections.

The Johnson Creek Public Library recognizes a policy of open access to all collections, formats, and types of materials housed within its confines by all individuals and does not abridge or deny access to any materials because of age, background, origin, or views.

Eligibility

As a member of the Bridges Library System, the Johnson Creek Public Library serves all residents and taxpayers of Waukesha and Jefferson Counties and residents of counties who have a reciprocal borrowing agreement with Bridges Library System.

- Library cards are free.
- Library cards are issued to any person, five years of age or older.
- The parent or legal guardian must sign the child's application form in person at the library and provide identification and proof of residency for any child under the age of 16. This parental signature is not required for children who are renewing cards.
- Applicants must fill out an "Application for a Johnson Creek Public Library Card" and present it to the staff member on duty.
- Applicants must provide a valid photo ID with current address to obtain a library card. Acceptable forms of identification include:
 - Wisconsin driver's license
 - Wisconsin state identification card
 - Military identification
 - Passport
- If the photo ID does not have a current address, applicant must provide proof of address via an official piece of mail or documentation that proves residency. Acceptable forms of address include:
 - Rent/mortgage receipt
 - Internet/cable bill (not cell phone bill)
 - Utility bill
 - Bank statement

- Library cardholders are responsible for any library materials checked out on their cards. The following statement will be printed on the registration form for the patron's information and acceptance:
 - *By signing this application, I agree to obey the policies, rules, and regulations of the library (available online or upon request) and to notify the library if any information I have given has changed. I will be responsible for all charges due to any overdue, lost, or damaged materials. In the event my card is lost or stolen, I understand that I am responsible for charges on it until I notify the library of its loss or theft.*
- A customer's library card will need to be renewed every 18 months to ensure the library has current information. Customers will receive a reminder email or phone call 14 days prior to expiration date and need to call or visit the library to update their information to keep their card active.

Circulation Periods

Library cards must be presented at the time of check out. The library card may be presented in physical or digital form, but the barcode must be scannable or the numbers must be legible enough for a staff member to type them in.

Most library materials may be renewed three times for the original loan period if there are no holds on the item.

Books and other library materials may be reserved upon request. If the reserved item is not picked up within seven days, it will be taken off reserve and returned to the shelf or lent to the next customer on the reserve list.

All materials circulate for 3 weeks with the exception of the following:

- New Adult books: 14 days
- DVDs/BluRays and Electronic Games: 7 days
- Nonfiction DVDs, Adult TV Series, and CDs: 14 days
- Magazines: 14 days
- Special Items: 7 days

There are no checkout limits by format on the adult card. The only checkout limit by format on the child card is only one multimedia kit or Launchpad may be checked out at a time.

Extended loans of items owned by the Johnson Creek Public Library may be granted to teachers taking materials for classroom use; to residents of assisted living and nursing homes; and to homebound customers. Fines will be charged for overdue items with extended loan periods.

A book return for the return of library materials is located outside the front door of the library. Although audiovisual items such as, but not limited to, DVDs/Blurays, CDs, and electronic materials may be returned in the outside book return, the preferred method is to return these items, along with kits and other oversized items, when the library is open.

Fines and Fees

Current rates for fines and fees will be determined by the Johnson Creek Public Library Board of Trustees on an annual basis.

The current maximum fine for overdue materials will be determined by the Johnson Creek Public Library Board of Trustees on an annual basis. Charges incurred for the certified mailing costs for any notices will also be added.

Collected charges and fees for damaged or lost items will be forwarded to the owning library.

Customers with fines or charges of \$10.00 or more will not be allowed to check out any library materials until the fine is paid.

Overdue and Lost Materials

All library customers should benefit from the materials in the library's collection. Accordingly, the library will follow timely and regular procedures to recover as many unreturned materials as possible. These procedures will help mitigate the financial impact of long overdue and never returned materials.

Customers can choose to receive notifications either by phone, email, text, or print. These notification options can be changed at any time by contacting the library.

The schedule for overdue notices is as follows:

- Pre-Overdue Reminder – sent 3 days before due date (via e-mail only)
- 1st Overdue Notice – sent 3 days after due date (via customer preference)
- 2nd Overdue Notice – sent 14 days after due date (via customer preference)
- Final Bill for Lost Items – sent 28 days after due date (via mail only)

Failure to respond to the three notices, by not returning the overdue items and paying the fines, will result in the matter being referred to the Johnson Creek Police Department if the cost of the items not returned is \$50.00 or more. At that point, citations for theft can and will be issued.

Lost item costs are assessed by the owning library. All lost item payments will be sent to the owning library if paid at Johnson Creek.

When a customer claims that an item shown as overdue or lost on their record has actually been returned, the customer may fill out a Claims Returned Form. If the customer is a child, then the parent or legal guardian must fill out the form. The process will be:

- Item will be renewed for the full 3 renewals and customer will be reminded to look everywhere for lost item
- If item still hasn't been found after 3 renewals and customer still claims they returned the item, they may fill out a Claims Returned Form claiming they have returned item(s)
- Staff will change the item(s) status to "Claimed Returned" which will allow customer to continue to check out items as normal
- Item will remain in "Claims Returned" status for 90 days from the date the form was signed by the customer, during which a carefully documented effort will be made by the library staff to locate the item.
- If the customer locates the item within the 90 day period, the customer will be responsible for any fines accumulated.
- If after 90 days the item has not been found, the item will revert back to "overdue" on the customer's record and the customer will be required to pay for the item.

Damaged Items

When a customer checks out an item, they assume all responsibility for damages. This includes damages to the item as well as damages that may occur to their personal property. The library makes every effort to keep all library materials in acceptable working condition at the time of checkout and assumes no responsibility for damages once the item is checked out.

All items will be sent to the owning library for assessment of damages. Damage costs are determined by the owning library. All damage item payments will be sent to the owning library if paid at Johnson Creek.

Damage to Johnson Creek Public Library items will be assessed by staff members trained to repair items. The staff member(s) will determine if an item can be repaired or if the item must be removed from the collection.

- If the damage is slight and the item can still be properly used, there is no charge.
- If the damage is extensive and the item can no longer be properly used, the replacement cost will be charged.
- If a library item is out of print and the specific title cannot be replaced, a specific amount to be determined on an annual basis will be assessed.

- If an item has damage due to liquids (such as, but not limited to, water, juice, or coffee) the item will automatically be removed from the collection and the customer will be charged the replacement cost.

Once the replacement cost has been paid, the customer may take the item home, if they want to. The library will hold on to paid items for 1 month before discarding them.

Interlibrary Loan

Library card holders have access to the entire catalog in the Bridges Library System. However, if there is an item not owned by a member library, a customer may fill out an “Interlibrary Loan Request” to request the item through WisCat from another Wisconsin library. There will be a limit of five interlibrary loan requests per customer at any one time. Customers are required to conform to the rules and regulations of the library from which the materials are borrowed. Due dates are determined by the owning library. Any interlibrary loan material checked out from the Johnson Creek Public Library to an individual customer should be returned directly to the Johnson Creek Public Library.

Johnson Creek Public Library Board of Trustees

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