

Circulation Policy

Introduction

One of the primary purposes of the public library is to connect people with the information they need. In keeping with our mission, the Walter E. Olson Memorial Library (OML) has created a circulation policy that centers our patrons' information needs and encourages broad and equitable resource sharing.

OML is a member of the Northern Waters Library System (NWLS) and the Northern Waters Library Network (NWLN), and abides by the member agreements of these bodies in order to provide our patrons access to Northern Waters resources, collections, and services.

Policy

Statement of Responsibility

Patrons are responsible for all materials checked out on their library account, as well as any devices used to play/access Library media. Patrons are encouraged to handle materials carefully to ensure their longevity and usability. The responsibility for the use and circulation of library materials by children rests with their parent and/or guardian (also known as "responsible party"), and therefore OML does not restrict circulation based on age.

Patrons should bring their cards to the Library for each visit. Replacements for lost cards are available for free. If a patron forgets their library card, they may present a valid photo ID or otherwise verify their identity to check out materials.

OML is a fine free library, though we continue to encourage patrons to return materials in a timely manner to allow other patrons to enjoy our shared resources.

Library staff are responsible for executing the terms of this policy. The Library Director shall be responsible for the administration and interpretation of this policy.

Limitations on Borrowing

- Any patron with \$10.00 or more in fees may not check out materials, as per OML's service agreement with Northern Waters Library Network.
- Suspension rules of other NWLS libraries will be honored at OML.
- The Library holds some materials (newspapers, historical materials, etc.) that are only available for in-Library use and may not be checked out.

- OML does not place a limit on the number of items a patron in good standing may have checked out at once, though the NWLN Integrated Library System may have in-built limitations.

Loan Periods

Loan periods are based on item type as follows:

- 21 days - audiobooks, books, cake pans, games & toys, kits, maps, music, puzzles
- 14 days - dvd/blu-ray sets, wifi hotspots
- 7 days - dvd/blu-ray/game discs, magazines, miscellaneous equipment
- 3 days - laptops, tablets
- 1 day - museum & park passes

Holds

- Patrons may request items to be held for checkout via telephone, in person, or online through the catalog. Materials may be requested from any NWLS library or through the statewide WISCAT system.
- Once received at the library, a hold remains available for ten Library business days (Monday-Saturday).
- To protect a patron's privacy, held items can only be checked out by the patron requesting them or by an authorized party.

Notices

Notices of holds, approaching due dates, and overdue materials are sent via automated email, text message, or phone call as per patron preference.

Renewals

Library staff can assist in renewing materials in person, by phone, or by email. Patrons can also renew many items by accessing their online library account. Renewals are for the same length of time as the original checkout, calculated from the date of renewal. Two renewals are allowed per item, though exceptions may be granted at the discretion of staff. Items on hold by other patrons are not eligible for renewal unless a staff member can determine that sufficient copies are available within NWLS.

Return of Library Materials

- OML maintains both an indoor and outdoor book drop. All materials that fit in the outdoor book drop may be returned there. Oversized items must be returned inside the Library during normal operating hours.
- OML materials and items borrowed through Northern Waters Library Service libraries may be returned to any library in the NWLS. Materials returned to other locations or not placed in designated return areas remain the responsibility of the patron.
- Items borrowed through the WISCAT system (i.e. outside NWLS) must be returned to OML.

Billed Materials

In an effort to remove barriers to Library use, OML does not charge overdue fines. We also make every effort to maintain the collection by cleaning and repairing items or removing items damaged beyond repair. However, materials that are lost, damaged, in need of cleaning/repair, or long overdue may result in bills on patron accounts.

- Bills may be adjusted to reflect the current price of items or to include the cost of processing a replacement.
- The assessment of damage beyond normal wear or need for cleaning is at the discretion of Library staff.
- The Library does not accept replacement copies of lost/damaged items.
- After materials are 28 days overdue, they are changed to "Billed" status and a patron's account is charged a replacement cost.
- If a patron believes that the billed item was returned, the Library can mark an item "claims returned" and remove any associated fees. Patrons are allowed a maximum of three "claims returned" items on their card.
- If a replacement fee for lost items has been paid, that fee will be refunded if lost materials are found and returned before a replacement copy has been purchased by the Library.
- If a patron accrues \$50 or more of billed items on their account, a collections process is triggered that may result in the involvement of local law enforcement. Repeated instances may result in limits or suspension of borrowing privilege at the discretion of the Director.

Adopted: December 16, 2009

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