

Circulation Policy Verona Public Library

I. Introduction

- A. The library is a member of the South Central Library System (SCLS) and adheres to the agreements made with this consortium.

- B. This policy applies to the general public, staff, board members, Friends of the Verona Public Library, and volunteers. It is designed to ensure that all users have equitable access to the services and materials regardless of race, color, gender, national origin, age, religion, sexual orientation, or disability.

II. Obtaining a Library Card

- A. An individual may apply and receive one library card free of charge.
 1. Cards are valid for 4 years and may be renewed. Cards not used in a two-year time period will be purged.
 2. Cards are accepted at all SCLS member libraries and at libraries with reciprocal borrowing agreements with SCLS.

- B. Adult residents can apply for a card by completing the following steps:
 1. Complete application (see Appendix).
 2. Present valid photo ID and proof of current address. A driver's license with current address is the easiest way to apply. If you do not have that, we will accept a photo ID (ex. school, work or military ID or passport) plus proof of address such as:
 - a piece of current mail with your name and address
 - a current lease with your name and address on it
 - a current utility bill or bank statement.
 3. If the library user does not have proof of current address the library card can be mailed, which will serve as verification of the address.

- C. Children can apply for a card by completing the following steps:
 1. Applicants under 16 years of age are required to obtain a parent or guardian's signature on the card application.
 2. Applicants under 18 without a photo ID, are required to obtain a parent or guardian's signature on the card application.

A child that resides in two households may only have one library card. The parent or guardian of the household of primary residence provides address verification per Section B.

- D. Daycare staff, teachers, or babysitters may bring pre-signed applications by the parent or legal guardian and the caregiver will be asked to vouch for the accuracy of the information on the application.

- E. Library users are responsible for informing the library of any name, address, or status changes. Upon turning 18, a new application must be completed and signed stating that all financial responsibility will be the card holder's rather than the parent's or guardian's.
- F. Verona Public Library accepts applications for library cards for non-residents living within the boundaries of SCLS provided the applicant meets the application requirements. Applications will be sent to the card holder's library of residence to be kept on file.
- G. City of Verona community organizations, city departments, schools, and local businesses are eligible to apply for a Verona Public Library Organizational Card.
 - 1. The head of the organization must sign the application form and provide a list of authorized persons.
 - 2. Each authorized person receives an individual card. The organization is responsible for any library materials checked out by their authorized persons.
 - 3. The organization is responsible for informing the library of changes regarding authorized persons.
 - 4. Cards will be issued for one year and renewals are possible as long as organizations remain in business. Organizations outside the City of Verona should apply directly to their home libraries.
 - 5. Materials for personal use or bulk loan may not be checked out on the card.
- H. Homebound: Any Verona resident who finds it difficult or impossible to visit the library in person because of temporary or permanent physical disability, is eligible for Homebound Delivery Service by contacting the Dane County Library Service. This service is available as long as the resident is homebound. The library user's existing library card will be changed to HOMEBOUND status.
- I. Temporary residents: Any individual residing in the City of Verona on a temporary or part-year basis may be issued a card upon providing permanent address and local address verification.
- J. Borrowers residing outside of SCLS may have a SCLS barcode added to their home library card or receive a Verona Public Library card, provided they meet library card registration guidelines.
- K. Milwaukee County Federated Library System has not negotiated an approved reciprocal borrowing agreement with the SCLS. Milwaukee County residents and out-of-state borrowers who do not qualify as temporary residents must purchase a library card to receive borrowing privileges at the Verona Public Library. These cards are valid for one year and cost \$75.

III. Rules for Borrowing

- A. In order to receive efficient, accurate, and confidential service library users must present their library cards each time they check out or renew materials. An exception may be made if the library user provides photo identification.

- B. Any library user with fees in excess of the library's suspension limit may not check out until the matter is resolved (see Sec. VII, E).
- C. Non-circulating materials must remain within the Verona Public Library and are available for in library use. These items may include reference materials, current newspapers local history materials, and electronic equipment.
- D. No more than two laptops or tablets may be checked out to one library card for in-library use.
- E. Library users who do not have their library cards or identification with them may request items be held for them for three days. Materials requested via telephone or email will also be held for three days.
- F. The library considers parents and/or legal guardians of children under 18 responsible for their child's use of library materials. All library materials are available for checkout regardless of age with the exception of electronic devices as stated in the Public Computer and Electronic Device Use policy.
- G. The maximum number of items a library user may have checked out at any one time is 100.
- H. The library is not liable for any damage to personal equipment that may occur from the use of library materials.
- I. Other libraries in SCLS may have their own rules for borrowing.

IV. Return of Library Materials

- A. Verona Public Library materials may be returned to any SCLS library or bookmobile. Materials returned to non-public libraries, such as school, academic, or special libraries, remain the responsibility of the library user.
- B. All returned items should be placed in either the interior or exterior book drops unless otherwise noted on the item.
- C. Receipts for lost or damaged payments will be given upon request.

V. Holds

- A. Library cardholders may request materials in person, by telephone, email, or through the online library catalog by using their barcode number and PIN/password. Callers must provide their library barcode number to request that an item be placed on hold. Holds available for pickup will be held for 8 days before expiring unless there is a request to extend the hold. Library users may request to extend their holds if no one is waiting.

- B. Hold notices are sent to library users via email, telephone, text message, or United States Postal Service (USPS).
- C. In accordance with Wisconsin Statute 43.30, holds and materials are only provided to the requesting library user or an individual authorized by the library user. A library user may designate an individual for approval on the Holds Pickup Authorization form (See Appendix). Otherwise, an authorized individual is required to provide the library user's library card. To checkout holds on the self-check machines it is necessary to use the card of the library user who placed the hold.
- D. Parents or guardians of children under 16 must complete the Holds Pickup Authorization form, but they may sign for their children. The Holds Pickup Authorization for all parties expires when each minor turns 16. At that time the 16 year-old patron must decide if they want to continue the arrangement and sign the Holds Pickup Authorization form themselves thus complying with Wisconsin State Statue 43.30.
- E. Library users may request pick-up locations other than the Verona Public Library when placing holds on items in the shared online library catalog.

VI. Loan Periods and Renewals

- A. Circulation loan periods are as follows:

Loan Period	Material Type
28 Days	Adult, teen, and children's books, audiobooks, non-fiction DVDs, kits, and board games
14 Days	New adult fiction books, fiction walk-in books, magazines, newspapers, music CDs, and video games
7 Days	Fiction DVDs and Blu-rays

- B. Walk-Ins, Red Hots, and Smokin' Hot Reads cannot be renewed or placed on hold.
- C. Library users can renew materials up to two consecutive times if there are no holds. Renewed materials are subject to the lending rules of the library where the material was originally checked out.
- D. Library users may renew their items by calling the library during open hours with their library card barcode number or by calling the automated telecirc phone number at 608-242-4700. Library users can renew items using the online library catalog with their library card barcode number and PIN/password.

VII. Outer Library Loans (OLL)

- A. Items not owned by LINK libraries must be requested as an outer-library loan (OLL) at the library where pick-up is desired. Some borrowing restrictions may apply.
- B. The loan periods and renewal rules for OLL materials are determined by the lending institutions.

- C. Verona Public Library lends its materials to all qualified libraries. Requests for materials or photocopies from individuals or libraries outside of reciprocal borrowing agreements need the approval of the Library Director.

VIII. Overdue Materials

- A. Materials are overdue if not received by closing on the date due. Daily fines are not charged on items checked out at the Verona Public Library.
- B. Library users will receive an overdue notice when items are 7 days and 14 days late. An advanced notice email may be sent two days prior to items being due. Library users may opt out of email notification.
- C. Materials that are 29 days overdue will automatically be converted to “lost”. Fees in excess of \$50.00 suspend borrowing privileges of the library user. Materials must be returned or lost fees paid to resume card privileges.
- D. Library users who believe the overdue material was returned can request a Claims Returned Form (See attached Claims Returned Form) be submitted. SCLS allows three Claims Returned submissions per library user in a twelve-month period.
- E. When checks are returned due to insufficient funds, library charges will be placed back on the patron’s account along with any bank fees that are charged to the library. Payments may be made in cash at the library or by credit card through the online catalog.
- F. Unpaid fees in excess of \$100 may be turned over to a collection agency. Library users with unpaid fees that have gone to collections will not be allowed to borrow materials from the library until their account is in good standing.

IX. Lost or Damaged Materials

- A. Library users are responsible for all checked out materials. A library user is required to pay for materials that are lost or have received damage while in the patron’s possession.
- B. Library users will be billed for the replacement cost of materials based on the retail price of the item rounded to the nearest dollar.
- C. The library will not accept replacement copies of lost material in lieu of charges.
- D. Replacement fees will be waived on items that are returned within six months of the lost date.
- E. Library users will receive a refund if they return an item that is lost and paid for within six months of the lost date.

- F. The library will comply with all Discharge of Debtor decrees by bankruptcy courts. Lost or damaged fees accrued after the date of the decree will not be cleared.
- G. Lost and damaged charges are set by the item's owning library, and library users are responsible for all special assessments for lost or damaged items.
- H. Lost or damaged fees may be waived in cases of fires, floods, or other natural or man-made disaster at the discretion of the Library Director.

X. Confidentiality of Library Records

- A. As described in Wisconsin State Statute §43.30, public library records and all circulation and other records that identify the names of library users, especially as they connect library users with material or services used, are confidential.
- B. The following exceptions to the confidentiality law are noted in §43.30(1m):
 - 1. By court order
 - 2. To persons acting within the scope of their duties in the administration of the library or library system
 - 3. To persons authorized by the individual to inspect such records
 - 4. To custodial parents or guardians of children under the age of 16 as required under §43.30(4)
 - 5. To libraries as authorized under §43.30 subs. (2) and (3)
 - 6. To law enforcement officers under §43.30(5)
 - 7. To collection agencies under §43.30(6)
- C. The following guidelines will be observed in providing any records to custodial parents or guardians of children under the age of 16 who do not have the library card:
 - 1. Library records to be supplied include items currently checked out, due dates for those items, overdue items, items on hold, items waiting to be picked up, and any fees owed, as well as any records that show use of the library's computers.
 - 2. Library records not required to be supplied include address, phone number, age, etc. of the child. This information must be edited out of any record supplied to a custodial parent or guardian.
 - 3. Library staff will request photo ID in order to determine whether the person requesting the records is the custodial parent or guardian. Library staff will accept any other set of documents that demonstrates to their satisfaction that the requestor is the custodial parent or guardian of the child whose records have been requested. Information regarding library records will be provided over the phone only when a library barcode number is provided.
- D. Records regarding patrons' use of library services shall not be made available to any agency of federal, state, or local government including law enforcement except when a warrant, subpoena, or other court order is presented, as stipulated by §43.30(1m).

- E. The following guidelines will be observed in providing records to law enforcement that provide a court order:
 - 1. The law enforcement officer/agent will be asked for identification including badge number, name of the law enforcement agency, officer/agent's name, and telephone numbers.
 - 2. The library will attempt to verify the law enforcement officer/agent's identity by calling the local headquarters of their parent agency.
 - 3. The library will attempt to contact the library's legal representation before a court order is acted upon.

- F. The following guidelines will be observed in providing records to persons authorized by the individual to inspect such records:
 - 1. These persons must have the library barcode number.
 - 2. The Holds Pickup Authorization form only grants access to pick up holds waiting for the patron but does not authorize the person to inspect patron library records.
 - 3. Information concerning materials placed on hold may only be given out to a person who provides the barcode number from the card in question, even if the person is listed on the Holds Pickup Authorization form. Individuals may be asked to present identification in person to receive this information.

XI. Library Theft Law

- A. The City of Verona, in its Municipal Code, Title 11 Sec. 11-3-4, and Wisconsin State Statute §943.61 have set forth what constitutes Theft of Library Material. The penalty for a conviction of breaking these laws is defined in the City of Verona Municipal Code, Title 1 Sec. 1-1-7 and in §943.61(5)(a) and (c).

- B. Theft of Library Materials includes:
 - 1. Intentionally removing library items from the library without checking them out.
 - 2. Failure to return an item after its proper return date after written notice.
 - 3. Marring, defacing, or damaging items owned or on loan to the library.

- C. These laws give an official or adult employee or agent of a library who has probable cause for believing that a person has violated this section in his or her presence the ability to detain the person in a reasonable manner to deliver the person to a police officer, or to the person's parent or guardian in the case of a minor. The detained person shall be promptly informed of the purpose for the detention and be permitted to make phone calls but shall not be interrogated or searched against his or her will before the arrival of a police officer who may conduct a lawful interrogation of the accused person.

- D. While the law provides the library with the option for legal police action, in most cases, the library will exhaust all other means it has at its disposal before law enforcement action is taken.

Appendix of the Circulation Policy includes:

- Library Card Application
- Holds Pickup Authorization Form
- Claims return form

This policy replaces any previous policy regarding circulation.

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