Circulation Policy

POLICY STATEMENT

The Atlantic Public Library seeks to have as few restrictions on the flow of information as possible, while also protecting the library's resources. The library does this by maintaining a database of registered borrowers and by giving customers in good standing access to the library's collections. The Atlantic Public Library strives to provide the community efficient and equitable access to library materials and information, while ensuring these same materials are available in good condition for all.

REGULATIONS

LIBRARY CARD ACCOUNTS

- Residents of Atlantic and rural Cass County are eligible for a library card account.
- Residents of the state of Iowa are eligible to register for a library card account through the State Library's Open Access system. Residents in cities not participating in Open Access can apply for a non-resident card.
- Residents of other states are eligible to register for a non-resident library card account, with the applicable fees. The fee for a non-resident card is $40 per year.
- A completed application, a valid photo ID, and proof of address are required to sign up for a library card account. Acceptable forms of identification and proof of address include:
    - Photo ID
        - Valid driver's license
        - State issued ID
        - School ID
        - Passport
    - Proof of address
        - Valid driver's license
        - Recent utility bill
        - Current rental lease
        - Car registration
        - Mail received at the current address within the last 30 days
- Library card accounts are valid for three (3) years.
- Library card accounts can only be set up with the individual present.
    - Children must be 6 years or older to sign up for a library card.
    - Parents cannot sign up children for a library card unless the child is present.
    - Those 14 and younger are required to have a parental signature for full access to all library resources. Without a parental signature, a student account may be issued which only allows digital access.
    - Exceptions can be made by board approval during extended closures.
- By setting up a library card account with the Atlantic Public Library, an individual accepts full responsibility for the use and return of all materials borrowed on this account. The individual whose name appears on the account will be charged fees by the Atlantic Public Library for any items that are lost or damaged during their use by the account holder.
- The account holder is responsible for updating their contact information with the library.

- Account holders can maintain full library privileges by returning or renewing materials on or before their due date, paying for lost or damaged items promptly, and promptly informing the library of any change in their contact information.
- Account holders must be present in order for their account to be used.
- Parents/guardians are financially responsible for the items checked out on their minor child's library account.
- Parents/guardians are responsible for guiding the selection of library materials by their children.

CONFIDENTIALITY

- All patron records and information are confidential, pursuant of Iowa Code, Chapter 22.7 (13).
- No patron information will be shared with other patrons. This includes:
    - Patron information
    - What patrons have checked out
    - What patrons are being charged for
- Any patron listed on a library card, such as a Family card, can receive information about that account's library actions.
- Library staff can use information from a patron's record to contact patrons concerning library business and for no other reason.
- The Library Director is the Custodian of the Record.
    - Any and all requests for patron information must be submitted to the Director.
    - Only legal requests from a court-issued subpoena will release specific patron records.
    - A written agreement, signed by the patron, may release this information to a recognized third person.
- Information pertaining to library online resources or website access are not kept by the library.

LOANING PERIODS

- The library sets loan periods and limits in order to provide patrons with fair and reasonable access to the library's resources.
- Items will not be due on a day the library is closed.
- Patrons with any overdue items will not be able to check out.
- PRINT
    - Books and magazines are checked out for a limit of 28 days (4 weeks) with the following exceptions:
        - Reference materials
        - Newspapers
        - Historical & Genealogical items
    - There are no limits on the amount of print materials that can be checked out at any given time.
- AUDIOBOOKS & CDs
    - Audiobooks and music CDs can be checked out for a limit of 28 days (4 weeks).
    - There is no limit on the amount of music CDs and audiobooks that can be checked out at any given time.
- DVDs
    - DVDs can be checked out for a limit of 7 days (1 week).
    - A limit of four (4) DVDs can be checked out at any given time, with these stipulations:
        - Limit of 1 TV season per account
        - Limit of 2 new movies per account
- KITS & OTHER FORMATS
    - Book club kits check out for a limit of 42 days (6 weeks).
    - Other kits that are book-based will check out for a limit of 28 days (4 weeks).
    - Other kits or formats that are activity-based will check out for a limit of 7 days (1 week).

RETURNING ITEMS

- Items can be returned:
  - In the walk-up book & media drop, located by the south entrance
  - At either service desk, in the drop located in the desk.
  - Handed to a staff person at the service desk.
- Items can be returned to another library participating in Open Access.
  - The items will not be checked in before being sent back to the Atlantic Public Library.
  - Patrons are responsible for the item until it has reached the Atlantic Public Library and checked in.
- Items from other Open Access libraries can be returned to the Atlantic Public Library.
- Items should not be left on the service desks or anywhere other than the drop. Patrons are responsible for returning their items in the proper place.

RENEWING ITEMS

- Library materials can be renewed one (1) time.
- Library materials can be renewed:
  - By phone during regular library hours
  - By accessing your account on the library's online catalog
  - By email, the item will be renewed during regular library hours
  - In person, during regular library hours
- Library materials are not available for renewal if:
  - The item is on hold for another patron.
  - The item is considered lost by the system.
  - The item has already been renewed once.
  - Exceptions to this will be made at the discretion of the library staff, on a case by case basis.

MATERIAL HOLDS (RESERVES)

- A hold is a request that places a patron in a queue for a specific title from the library catalog.
- Cardholders must be in good standing to place holds.
- Patrons can place holds on most items in the library collection:
  - By phone
  - In person
  - Online, through the library's online catalog
- Patrons placing holds must be aware that items currently checked out to another patron may not be returned by the due date.
- Patrons can be notified one of three ways when a hold comes in:
  - By phone
  - By text
  - By email
- Holds will be set aside for the requesting patron for eight (8) days before it is cancelled, moved to the next person waiting, or placed back on the shelf.
- Missing Items
  - Library items become missing when a library patron puts an item away in another area or the item is misshelved by staff.
  - Patrons should ask staff any time they cannot find an item they are looking for.

INTERLIBRARY LOAN

- Interlibrary loan is available to all patrons.
    - Open Access patrons may only request items that can be delivered through the Iowa Shares courier service.
- Patrons can request up to five (5) items at any given time.
    - Patrons can only request one textbook at a time.
    - Items newer than six (6) months will be a suggestion for purchase, not an Interlibrary Loan request.
- Requests may be made in person, by phone, or by email.
- Patrons must have library accounts in good standing.
- Titles owned by the Atlantic Public Library cannot be requested through Interlibrary Loan.
- Interlibrary loan requests will only be made to libraries in the continental United States.
- There is a $2.00 charge per item received by the Atlantic Public Library, whether the patron picks up the item or not. This charge helps cover the cost of postage. This charge must be paid when the item is checked out.
- Interlibrary loan item due dates are set by the loaning library, not the Atlantic Public Library. Items may or may not be available for renewal.
- Any and all fines or fees the loaning library charges the Atlantic Public Library will be passed on to the patron.

FINES & FEES

- Overdue Items
    - The library does not charge a fine for overdue materials. However, patrons are encouraged to return or renew materials by their due date.
    - Overdue notices are set to notify patrons of overdue items at seven (7) days and fourteen (14) days after the due date.
    - Overdue items automatically become *lost* at 30 days overdue. The item may still be returned without replacement fee if it is in good condition.
    - A *payment due* notice will be sent for items that are 60 days past the due date.
    - At 90 days past due the item can no longer be returned without generating a replacement fee.
    - Date due warnings can be sent via text or email, three days before an item is due.
    - Overdue notices are first done by phone, text, or email. Second, lost, and payment due notices are by mail.
- Items missing pieces
    - Patrons who return items with missing pieces will be contacted. If the missing pieces are not returned, the patron will be charged for the cost of replacing the piece or the entire item.
    - The item will remain checked out to the patron until the pieces are returned or paid for.
    - The cost for these pieces varies on the type and whether the piece is replaceable, or the whole item needs replacement. *See Appendix A*.
- Damaged Items
    - Damage includes, but is not limited to:
        - Ripped pages
        - Liquid damage
        - Excessive markings
        - Broken cases
        - Broken discs
        - Pest infestation (bedbugs, fleas, etc.) in returned materials (see details in procedures)
    - Costs for damaged items will vary, depending on the item. *See Appendix A*.

    - Normal wear and tear for library materials is expected.
- Lost items
    - Lost items are those items checked out to patrons and never returned.
    - Lost items will be considered lost after thirty (30) days overdue.
    - The cost of the item and letter fee will be charged to the patron's account.
    - Patrons with lost items on their card will be blocked from checking out.
    - Lost items can be returned to the library within 90 days (three months) after the due date for a waiver of the lost charges.
    - Lost items returned to the library 90 days (three months) or more after due date will be charged for the item. The patron will be able to keep the item but must pay the charges.
- Refunds
    - Refunds are only available for paid lost items that were returned within 90 days of due date.
    - If a patron finds a lost item after they have paid for it, a refund will be available, but only for 30 days after payment has been received.
    - The lost item must be in good condition when returned.
    - The patron must request the refund. A staff member will submit paperwork to the library director.
    - Payment will come from the City of Atlantic as a check, following the next Library Board of Trustees meeting.
- Lost library (patron) card
    - Lost cards can be replaced for a fee.
    - Patrons may request a new library card at no charge when their account is due to be renewed.

PROCEDURES

LIBRARY CARD ACCOUNTS

- When a patron requests to sign up for a library card account:
    - Please request a photo ID and proof of address.
    - Hand the patron a library card application and request they fill it out in pen.
    - Check Apollo to make sure they do not have an account already.
    - While the patron is filling out the application form, staff can begin to fill in the necessary information from the patron's photo ID and/or proof of address.
    - Make sure to select the correct type of card. The following are available for use:
        - Patron (one person per account)
        - Family (more than one person per account; main card holder must be an adult)
        - Business
        - Student (digital access only – no parental signature required)
        - School (adult educator)
        - Homebound
        - DO NOT use New Member
    - Open Access and non-resident patrons are limited:
        - Patron
- When the patron is finished filling out the form, please verify the information matches their proof of address and that they have completed the entirety of the form.

- Staff will finish filling out the information in Apollo, including how patrons will be contacted for overdues, date due warnings, reserves, and check out receipts.
- Staff must hit save. The expiration date is automatically set for three years.
- Staff will give the patron a brochure with the library hours, information about the library, and a card with their barcode number written on it. The patron is now in the system.
- These forms are set away from the circulation desk, to protect patron confidentiality.
- Open Access
    - Pursuant with Iowa Library Services, most libraries in Iowa participate in Open Access. This means patrons from across the state can sign up for library cards at most of the libraries around the state. The process is the same for other library cards.
    - There is no fee.
- Non-resident cards
    - Patrons must purchase their library card. These should expire every year. Staff will need to change the expiration date, and inform the patron, before information is entered, concerning non-resident cards.
    - Non-resident card accounts are $40 per year.
        - The fee for a non-resident card closely matches what a patron living in city limits pays in property tax each year for library service.
- If a minor 14 or younger wishes to sign up for a library card, their parent must be present for a patron account to be issued. A student account can be issued without the parent present.
- Minors under six (6) years of age are not eligible for library cards.
- Patrons can have a patron or family card account and a business or school card account. Patrons CANNOT have a patron card account and a family card account or a patron card account and a student card account.
- Library card applications must be done in person. Temporary cards may be created electronically during extended closures like COVID-19 public health disaster.
- When a patron needs to renew their library account, the steps required are the same as if they were signing up for a new card.
    - They must be present.
    - They need to fill out a new form or sign an account renewal form printed from Apollo and show proof of address.
    - Do not issue a new patron barcode unless the account has not been renewed since 2016. Just update the existing account. Patrons may request a new card at no charge when the account is due for renewal.

CONFIDENTIALITY

- Patron records are confidential. No information, including items checked out, check out history, or contact information should be shared with any other member of the public or staff.
- Patron information shall be used for library use only. All other uses will be subject to discipline.
- When calling patrons for holds or overdues, staff will not share the titles of materials unless they are speaking to the account holder themselves. If it is a family card, that information can be shared with anyone whose name is on the account.
    - Titles of items should not be left in messages.
- All legal requests must go through the Library Director. Staff are not to provide any information to anyone.

LOANING PERIODS

- Library items are not due on days when the library is closed.
- Books, magazines, music CDs, kits, and audiobooks:
    - Check out for four (4) weeks, or twenty-eight (28) days

    - No limit on the amount that can be checked out
- DVDs
    - Check out for one (1) week, or seven (7) days
    - Each account can check out a total of four (4) DVDs with these limits:
        - One (1) tv season
        - Two (2) new movies per account
- Newspapers and Reference/Historical materials
    - No check out
- Kits & Other formats
    - Book club kits check out for 6 weeks
    - Kits that are book-based follow book checkout of 4 weeks (28 days)
    - Kits that are activity-based and other formats (including games) check out for 1 week (7 days)
- Patron type limits
    - Family cards have the same limits as patron cards
    - Business and school accounts should be used only for items related to each. Patrons should not be using these accounts for personal items.
    - Student accounts allow access to digital resources only.

RETURNING ITEMS

- Staff can accept items being returned when at the service desk.
- Staff should check the book drops at the service desk regularly.
- Staff should check the outside drops before opening, at noon, at 3:00, and an hour before close.

RENEWING ITEMS

- When a patron requests to renew an item:
    - Staff will pull up the patron's record
    - Staff will find the item to renew on the patron's card. There will be a Y or an N next to the item, Y for yes, N for no – renewals allowed.
    - If the item can be renewed, staff will renew the item.
- Items brought into the library by a patron to be renewed should be checked in, then checked back out to the patron, as long as there are no holds on the item.

MATERIAL HOLDS (RESERVES)

- When a patron requests to put an item on hold, staff will:
    - Check the library's online catalog
        - If the item is available, help the patron find the item.
        - If the item is not available, staff will place a request on the item for the person
    - Requests for holds can be made in person, by email, or by phone.
    - Patrons can request items from the library's catalog as long as they have an internet connection.
- If a patron requests a BRIDGES item, the hold request must go through the BRIDGES system. Holds are not available on these items from Apollo.
- When a hold comes in for a patron, staff will either notify the patron by phone, or Apollo will notify the patron via text or email.
    - Call notifications by staff should be made the same day the item is available.
    - Staff will write down the attempts they have made to notify the patron on the hold slip.
- When a hold expires:

- Staff will check the hold shelf every day for holds that expired the day previously.
- These holds will be pulled off the shelf and checked in.

- Staff will run a reserves list each day, to pull items patrons have placed on reserve online.
  - Click on Reserves and Overdues.
  - Click on Reserve Search List.
  - Find the items on the list and check in the items. A hold slip should print for each item.
- Missing Items
  - When a patron looks for an item that says it is 'In' but is not on the shelf, staff shall:
    - Visit the shelves where the item should be located. Look behind materials, and on the shelves surrounding the shelf the item should be located.
    - Offer to place the patron on hold for the item, for when it appears.
    - Apologize to the patron for the inconvenience and assure the patron the staff will look for the item.
    - The staff should then update the item to Missing.
      - Go to Materials and Edit Materials.
      - Look up the item.
      - In Item Holdings, click on Problems.
      - Click on Add New.
      - Change the Type to Other.
      - Change Location to Missing.
      - Add your initials.
      - Click on Update Problem.
  - A Missing Report shall be run every month to search the library for items marked missing.
    - In Reports, click on Material Problems
    - Change the Start and End dates.
    - Change Location to Missing.
    - Sort by Call Number.
    - Click on View.

INTERLIBRARY LOAN

- When a patron requests an item not owned by the library, staff will:
  - Fill out an Interlibrary Loan request form with the title and author of the item, as well as format (book, audiobook, Large Print, etc.), ISBN, and any other information available
    - Staff should first check the library catalog to verify the item is not owned by the library.
    - If the item is newer than six (6) months, no Interlibrary Loan request will be made. A suggestion for purchase can be done.
    - Staff need to verify the information the patron is giving them is correct by looking the item up on www.amazon.com or www.worldcat.org
  - Enter the patron information, including name and contact information
    - Staff should look up the patron information to make sure there are no fees or fines on their account or overdue materials.
    - Staff need to verify contact information with the patron.
    - Open Access patrons may request an ILL to be delivered on Iowa Shares. If the item cannot be delivered on Iowa Shares, they must request from their "home" library.
  - Let the patron know there is a $2 fee per item. This fee must be paid when the item is checked out.

    - Let the patron know the process for Interlibrary loan can take up to eight (8) weeks to get materials from other libraries.
- When a request has been submitted:
    - Staff will check SILO to see if the item is available for request.
    - If the item is not available through SILO and the member is a resident of Atlantic, rural Cass County or a contracting city, the request will be sent to the Southwest Library Service office for OCLC procedures.
    - Staff will check the SILO or OCLC systems to see if and when an item will be arriving.
- When an item comes in to the library:
    - Once the items are at the library, staff will open the containers they arrived in, without ruining the container. These will be used to ship the items back.
    - Staff will put the information for the item into Apollo.
    - The due date will be assigned to the item and written on an ILL bookmark, which will then be placed in the item.
    - A fee of $2.00 per item will be added to the patron's record.
    - The patron will be notified by phone, text, or email that the item is available.
    - The ILL item will be held on the hold shelf until the patron picks up the item or the due date is reached.
    - The $2.00 fee must be paid when the item is checked out.
- Renewing ILL items
    - All renewal requests must be submitted to the lending library.
    - There is no guarantee renewals will be available.
- When an Interlibrary loan item is returned to the library
    - Staff will check in items in Apollo and SILO.
    - The item(s) will be re-packaged for Iowa Shares courier service or USPS shipping.
    - Staff will use the Post Office to mail items not eligible for Iowa Shares delivery.

FINES & FEES

- Overdue Items
    - The library does not charge for overdue materials.
    - Patrons cannot check out if they have ANY overdue items.
    - Overdue notices are set to notify patrons of items at seven (7) days and fourteen (14) days after the due date.
    - Staff will run the overdues every day and check to make sure the items are not on the shelves in the library before setting Apollo to notify patrons.
        - Staff will print off the Overdue Stages 1, 2, and 3 lists and check the shelves.
        - Any items on the list found on the shelves should be checked in immediately.
        - For Stage 1, staff will click on Regenerate & Notify in Apollo, once both floors have been checked.
        - For Stage 2, staff will click on Regenerate & Notify, once both floors have been checked. Notices will be printed.
            - Staff will double-check patron records to note all charges and overdue materials.
            - Letters will be mailed.
    - Items thirty (30) days overdue will be considered *lost* (Overdue Stage 3). Patrons will be billed for the item but may return the item in good condition to waive the replacement fee. A letter fee of $2 will not be waived.

- Items sixty (60) days overdue (Overdue Stage 4) will generate a *payment due* notice. Letters will be sent by certified mail. A certified letter fee of $5 will be added. If there is no response within 2 weeks to the payment due notice, the account may be turned over to the local police.

- Items missing pieces
  - When items are returned, staff will inspect each item to make sure all the pieces are accounted for, before checking in the item.
  - If a piece (for example, a disc for an audiobook) is missing, staff will look up the patron information, and fill out a problem contact form. THE ITEM WILL NOT BE CHECKED IN.
  - The staff will notify the patron they returned the item missing parts.
    - If the patron is still in the building, staff can offer the item back to them, so they can return the complete set.
      - Staff will offer to renew the item.
    - If the patron is not in the library, staff must call the patron to notify them of the missing pieces.
      - Staff will tell the patron the item will not be checked in until all pieces are returned.
      - Staff will offer to renew the item.
      - A note will be placed in the patron's record, noting the item and what is missing. This note will be deleted when the piece is returned and the item checked in.
  - The item missing pieces will be set on the bookshelf for Missing Items.
  - Items missing pieces will go through the overdue notification process.
  - If the missing piece cannot be found, the patron will have to pay for the piece or market value for the entire item, if the piece cannot be replaced. *See Appendix A*.
- Damaged Items
  - When items are returned, staff will inspect each item for any damage.
    - Damage does not include pages falling out or broken spines. This is normal wear and tear.
  - If an item is damaged, staff will look up the patron information, and fill out a problem contact form. THE ITEM WILL NOT BE CHECKED IN.
    - In the case of a pest infestation, each item will be bagged individually in freezer bags and put into the pest tote. Library staff will notify the library director that a pest infested item has been returned.
    - Any other item(s) that were touching the identified infested item should also be bagged and set aside in case of cross contamination.
  - The staff will notify the patron of the damage to the item.
    - If the patron is still in the building, staff can discuss with the patron about paying for the item.
    - If the patron is not the in the library, staff must call the patron to notify them of the damage.
      - Staff will keep the item on hand for twenty-eight (28) days for the patron to claim the item or to refute the damage.
        - If the item is moldy or otherwise unsafe to keep in the library, the item will be thrown away.
    - The patron will be charged the entirety of the item if necessary. *See Appendix A*.
    - Items will be charged to a patron's account for the full market value of the item.
    - In the case of a pest infestation, staff will use discretion on whether they can identify who returned the infested item. If staff can confidently identify, the patron will be contacted in the following way(s):
      - The first instance will be a conversation, in person or by phone, notifying the account holder of pest infestation with a request to return any additional library materials already bagged separately.

- The second instance from the same household within two months will be a letter repeating the same information with a warning that another instance will result in suspension of borrowing privileges.
- The third occurrence within four months will receive printed notice of suspension of borrowing privileges of physical materials until verification of household extermination is provided to the library director. Member accounts eligible for digital library services will still be able to access those services.
- Each communication will be noted on the corresponding member account(s).

- Lost items
  - Items are considered lost after twenty-eight (28) days overdue.
  - The market value of the item will be charged to the patron's record.
  - Patrons with lost items on their accounts will be blocked from checking out.
  - If a patron reports they have lost an item:
    - Staff will pull up the patron's record in Apollo
    - Click on Manage Fines and Problems
    - Add New and Attach to the lost item
    - Choose Lost/Destroyed.
    - The patron then has the option of paying at this point or having the charges applied to their record.
- Refunds
  - If a patron pays for a lost item and then finds the item, refunds are available within 30 days of paying for the item.
  - The item must be in good condition when returned.
  - To issue a refund:
    - Staff must print the patron's transaction history, found in Manage Fines and Problems.
    - The amount paid for the item must be noted.
    - Staff will inform the patron a refund will be mailed to them from the City of Atlantic in the next 30 days.
    - Staff must fill out a refund request form to give to the Library Director.
    - The Library Director will add the refund to the Library Board of Trustees meeting, so they can approve a refund.
    - The City of Atlantic will issue a check.
  - Refunds for lost items after 30 days or for items in bad condition will not be processed. The patron can keep the item.
  - Items paid after more than 90 days overdue are not eligible for a refund at any time.
- Lost library card
  - If a patron requests a new library card before the account is due for renewal, there will be a $3 fee.
  - Patrons may request a new card at the time of renewal for no fee.

GUIDELINES

LIBRARY CARD ACCOUNTS

- Patrons must be present to sign up or renew their library account.

    - Exceptions to this: Staff can renew patron cards for a limit of one year if the patron is unable to make it into the library. Staff can issue new patron cards or extend account expiration during an extended closure. Staff must verify:
        - Address
        - Phone
        - Contact preferences
    - Non-resident library accounts must be renewed in person.
- Homebound patrons
    - Homebound patrons include homebound individuals, nursing or retirement homes and communities, and daycares.
    - An authorized person can set up a library card account for a homebound individual.
    - Library card applications can be mailed to homebound individuals.
    - Staff check out materials to homebound individuals.
    - Volunteers deliver materials to homebound individuals and return their materials for them.
- Educators needing certain subject or topics can call ahead to the Youth Services Librarian.
    - The Youth Services Librarian or Youth Services Assistant is then authorized to check out materials on the educator's behalf.
    - Materials can be delivered to or picked up by the educator.
- Family members can pick up hold items and check out on the family member's card for that hold item.
- Student accounts
    - Student accounts are for students in Atlantic ages 6-14 who apply for a library card without a parental signature.
    - Student accounts only provide access to digital resources.
- Family card accounts
    - A family card can be set up without all members of the family present. The first name listed on the family account will be the one responsible for all materials and fees listed on the account.
    - Family accounts can only be created if the first name listed is a legal adult.
    - If a family member creates his/her own patron account, his/her name will be removed from the family account.

CONFIDENTIALITY

- Staff should reply to any requests for confidential information:
    - "The library strives to protect the privacy of our patrons. I cannot not share that information."

LOANING PERIODS

- If a patron has the limit of DVDs checked out, but claims they were placed in the drop, staff can check out more DVDs to this patron. Staff do not need to check in the DVDs first.
- Library must ask business or school cards which items should be placed on the business or school card. Personal items shall be placed on their patron or family account.
- Checkout limits can be extended up to two (2) weeks after the due date, at the staff's discretion. Staff are to use their judgement when a patron requests a due date extension.

RETURNING ITEMS

- Staff shall encourage patrons to return items in the drop.

RENEWING ITEMS

- Staff can change the due date for the following reasons:
    - Patrons will not be able to make it in, due to weather or illness.
    - Patrons have been sick or in the hospital, and unable to make contact with the library.
    - Patron has lost the item but would like a little extra time to look for the item.
    - Patron has an item checked out, but it has a missing piece.
- In these instances, library staff can change the due date to add an additional two (2) weeks.
- Items renewed more than once at the staff's discretion cannot be renewed a third or fourth time.

MATERIAL HOLDS (RESERVES)

- Holds can be extended two (2) days for patrons who cannot make it into the library within the eight (8) day window.
    - Patrons must request this extension.
    - Staff will change the date on the hold slip.
    - Items will be left on the hold shelf until the extended date has passed.
- Missing Items
    - No guidelines.

INTERLIBRARY LOAN

- If the library owns a title, but it is also requested by the patron for Interlibrary Loan, the item can be requested if:
    - The item owned by the library is missing, lost, or damaged.
    - The item is for a book club, and multiple copies are needed.
    - The item is being requested in a format the library does not own.

FINES & FEES

- Overdue Items
    - Staff shall offer to renew any due or overdue items on a patron's account when they try to check out.
    - If a patron says they've returned an item in the drop and it's overdue, staff will go ahead and check out the items they are wanting to check out. Staff do not need to check in overdue items before checking out to the patron.
- Items missing pieces
    - Patrons with items missing pieces may take care of this in three ways:
        - Return the missing piece
        - Pay to replace the missing piece.
            - The library will pass the charge from the library vendor to replace the piece to the patron.
        - If the missing piece cannot be replaced, the patron will be charged market value for the entire item.
            - Patrons can pay this charge.
            - Patrons can find an exact match for the item and bring that item in to replace the item missing pieces.
                - In this instance, a $5 processing fee will be charged, to cover library costs.
- Damaged Items
    - If a patron claims the damage done to the book was done before they checked it out:
        - Staff will make a note in the patron's record, but not one that pops up at Circulation

        - Staff will request the patron make a note of the damage or point it out to the staff or notify the staff when they return the item.
        - Staff will check in the item and set it aside for weeding.
    - Patrons can take care of damaged item charges in two ways:
        - Patrons can pay the cost for the item.
        - Patrons can find an exact match for the item (i.e. a hardback book to replace a hardback book, or a 2-disc DVD set to replace a 2-disc DVD set) and bring that item in to replace the damaged item.
            - In this instance, a $5 processing fee will be charged, to cover library costs.
    - Pest infested items:
        - Each item will be bagged and placed in the pest tote. The library director will be notified.
        - The library director or their designee will place member notes on all accounts belonging to the household. Additionally, material notes will be placed on any other materials that are still out to the same household.
        - The items may be treated or discarded at the discretion of staff. If the damage to the material is too great, the patron may be required to pay for its replacement.

- Lost Items
    - Patrons with lost items may take care of these in two ways:
        - Patrons can pay the cost for the item.
        - Patrons can find an exact match for the item (i.e. a hardback book to replace a hardback book, or a 2-disc DVD set to replace a 2-disc DVD set) and bring that item in to replace the lost item.
            - In this instance, a $5 processing fee will be charged, to cover library costs.
- Refunds
    - Refunds must be approved by the Library Board of Trustees and checks cut from the City of Atlantic.
    - After thirty (30) days, a refund is no longer available. Staff will welcome the patron to keep the item they paid for.
- Lost library cards
    - Patrons may request a replacement for a $3 fee when their account is not due for renewal.
    - Patrons may request a replacement for no charge when the account renews. Staff should not suggest a replacement as it affects all digital services they may use.

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Circulation Policy - Appendix A

Missing Pieces charges	
Description	Charge
Missing barcode	$2.00

Audiobooks & Playways		
Missing disc from an Audiobook	$10.00	If the individual CD can be replaced
Missing case for Audiobook	$8.00	
Missing Playaway case	$5.00	
Missing sleeve from Audibook case	$2.00	

DVDs & BluRays		
Missing or damaged case from DVD or BluRay	$5.00	
Missing or damaged disc from multiple disc set	$10.00	If the individual disc can be replaced

Music CDs		
Missing or damaged case for Music CD	$3.00	
Missing or damaged disc from multiple disc set	$5.00	If the individual CD can be replaced

Miscellaneous Items		
Missing or damaged bag (for kits or home delivery)	$5.00	
Missing book from a kit	$10.00	If the book can be replaced
Missing disc from a kit	$10.00	If the CD can be replaced

Processing Fee charges	
Description	Charge
Book	$5.00
Audiobook, DVD, BluRay, CD	$7.00
Kit/Game	$7.00
Lost Notice sent by first-class postage	$2.00
Payment Due notice sent by certified letter	$7.00

Library Charges & Fees		
Description	Charge	
Printouts & photocopies - black & white	$0.10	each side
Printouts & photocopies - color	$1.00	each side
Ledger copies	$0.20	each
Laminating - large format roll	$3.00	per linear foot
Laminating - letter-sized pouch	$1.00	each
Laminating - small-sized pouch	$0.50	each
Interlibrary Loan fee	$2.00	per item
Faxing - sending & receiving	$1.00	per page
Ear buds	$2.00	when available
USB Flash Drives	$5.00	when available
Library card replacement	$3.00	when account is NOT due for renewal
payment by credit or debit card	$0.30	plus 3.10% of amount due