

CARTER LAKE PUBLIC LIBRARY

Circulation Policies

I. CIRCULATION SERVICES

Mission Statement:

The Carter Lake Public Library exists to provide materials and services to help residents of Carter Lake meet their personal, educational, and recreational needs. The library serves as an informational and cultural center for the community. The Carter Lake Public Library engages the community in lifelong learning through equal access to information and technology with experienced professional staff.

A. Registration:

1. All residents of Carter Lake may register as borrowers by completing an application form in person, available at the circulation desk. Cards remain valid for five (5) years before requiring renewal.
2. Cards are also available to individuals who are non-residents of Carter Lake but are employees of the City of Carter Lake and/or faculty of Carter Lake Elementary School, Woodrow Wilson Junior High, and Thomas Jefferson High School. Cards remain valid for one (1) year before requiring renewal.
3. The library does not have reciprocal borrowing agreements with the Omaha Public Libraries or Council Bluffs Public Library.
4. The library does not issue temporary cards.

All borrowers must provide a photo I.D. and proof of current permanent residency within Iowa.

This may include, but not be limited to:

- Photo I.D.
- Driver's license
- State-issued I.D.
- Work I.D.
- School I.D.
- Military I.D.

Proof of Residency:

- Utility bill - current month at the time of registration
- Vehicle registration
- Voter Registration Card

Nonresident Access:

Persons interested in obtaining access to library materials but do not hold residency in Iowa may receive a

library card after paying a \$35 registration for an individual and \$50 for families. Cards need to be renewed after a year. At the time of renewal, nonresident patrons will need to pay the registration fee to reactivate them.

Underage Access:

Individuals fifteen (15) and younger are granted Full Access to library resources with the signature of a parent or guardian who agrees to be financially responsible for the individual who is being granted access to all library resources.

Limited Access is granted to individuals ten (10) to fifteen (15) years of age **without the signature of a parent or guardian**. These individuals will be allowed to borrow only three items at any one time.

Individuals who have not established a Carter Lake residence, and do not fit the criteria outlined in paragraph A, item 2, listed above, are not eligible for a library card but are welcome to use the facility and participate in programming.

Note:

Library material cannot be checked out until a library card is issued.

B. Lost or Stolen Library Cards:

Lost or stolen library cards must be reported immediately in person or by telephone to prevent unauthorized use or access. Patrons are responsible for all use of their library cards and all items checked out on their accounts.

Lost or stolen library cards will be replaced with photo identification and a \$3.00 replacement fee.

C. Borrowing Items:

Patrons are required to present their library card or driver's license to check out materials in person.

It is the responsibility of the parent/guardian to monitor what is checked out under the child's card. Juveniles 15 and below are only allowed to check out Family DVDs without parent/guardian consent.

D. Account Limit:

Patrons may have up to 10 materials checked out on their account at once, with a maximum of 5 DVDs and 1 community pass.

E. Circulation Periods:

- Books: 3 weeks (21 days)- Will automatically renew once.
- DVDs: 5 days - This item can only be renewed in person.
- Community passes: 3 days - This item cannot be renewed
- Interlibrary loans: subject to loan period set by lending library
(Interlibrary loan is past due and the patron has not contacted the borrowing library the item cannot be renewed)
- Board games: In-Library Use Only
- Newspapers: In-Library Use Only

Note: Library staff will use their discretion to make special due dates for schools, libraries, and patrons with special circumstances who need extended check-out periods.

F. Renewals and Reserves:

All materials except community passes will automatically renew once as long as no one puts a reserve on the item and the account has less than \$10.00 in replacement fines. Renewals can also be made through the online catalog, or in person.

Materials can be reserved through the library catalog, over the phone, application, or in person. Patrons will be notified in the way specified on their account record (i.e., by email, text, or phone call). Materials are held for 3 days, after which they are returned to circulation. Individuals linked to the patrons may pick up reserves. A maximum of 5 items may be reserved at a time through the catalog.

G. Fines, Lost Items, and Damages:

The library does not charge overdue fines.

Library materials are classified as lost after they have been overdue for over 60 days.

Damaged items will be assessed by a library staff member. Any item with excessive damage may be subject to replacement. If library materials are lost or damaged, patrons may speak to a librarian about setting up a payment plan.

H. Failure to return borrowed items:

When an item has yet to be returned within 60 days, library staff will contact the patron to remind them to return borrowed items.

If the item has not been returned seven days after reminder efforts, the items will be considered lost and a “hold” will be placed on patrons' accounts and their accounts will be charged. Patrons will not be able to utilize library resources until the “hold” is resolved.

Mail notices will be sent out asking patrons to return lost items. Failure to return the items after 90 days will result in the library turning over the patron's information to collections.

I. Curbside Pickup:

The Carter Lake Public Library offers curbside pickup to patrons who have put reserves on items. This option can be chosen in the patron's online account or by phone call. Curbside is offered up to 15 minutes after opening and 15 minutes before closing. To pick up the items, the patron needs to call the library and have the following information ready:

- Name
- Address
- The last 4 digits of the library card

II. CONFIDENTIALITY OF RECORDS:

The Carter Lake Public Library recognizes that the circulation records of this library are confidential and advises all library employees and volunteers that such records shall not be made available to anyone including any agency of state, federal, or local government except under federal, state or local law relating to civil, criminal or administrative investigatory power. Furthermore, the library will resist the issuance or enforcement of any such process, order, or subpoena until a proper showing of good cause has been made in a court of competent jurisdiction.

IV. INTERLIBRARY LOAN SERVICES:

Patrons need to be in good standing with the library (i.e., less than \$10.00 in replacement fines, no missing books) to request interlibrary loan (ILL) materials.

A. Participation in Regional/State networks:

The Carter Lake Public Library participates in Open Access, and SILO for the efficient requesting of materials available at other libraries.

B. Protocols/Procedures:

Patrons requesting materials not owned by Carter Lake Public Library should ask for assistance from a staff member. The item is then searched for in SILO and if found, a request is sent to the lending library(s).

Interlibrary loan requests must come from an adult.

C. Items to be requested:

In general, most books may be requested through interlibrary loan. Books that are best sellers, rare books, or reference materials may not be available through ILL. Most libraries will not loan new books, very old books, or audiovisual materials. DVDs can also be requested through ILL.

D. Lending to Other Libraries:

The Carter Lake Public Library will lend books to any Iowa library that submits a request that complies with the copyright guidelines subject to the availability of the item requested.

E. Fees:

Interlibrary loan services are at no cost to patrons. Lost and/or damaged books are subject to fees established by the Carter Lake Public Library and the lending library.

Circulation Policies
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