

Kendall Young Library maintains a Circulation Policy and applicable procedures to ensure that all patrons are provided with consistent and equitable services from Library staff members and that every patron has clear knowledge of their rights as a KYL cardholder.

Borrower Eligibility

Any person who resides within Webster City or Hamilton County is eligible for a library card, upon application with proper identification.

Kendall Young Library is a participant in the State of Iowa's Open Access program, a statewide reciprocal borrowing program. Iowa residents may receive library services from Kendall Young Library through Open Access. Proper identification is required.

Registration

Registering for a library card must be done in person. Applicants age eighteen (18) or older are required to provide proper photo identification and proof of current address.

Children under the age of 18 are issued library cards when the parent or guardian provides a valid photo identification, proof of current address, and has signed the "statement of responsibility." The child must be present for the issuance of the card. Guardians may be asked to provide documentation of guardianship. If the child has an official state ID or driver's license, this may be used instead of the parent's ID.

The following items will be accepted by Library staff as valid forms of identification. A photo ID is defined as an item containing photo of applicant with first and last name, a birthdate and issue date:

- Valid Driver's License
- State Identification Card
- Military Identification Card
- Passport
- Consular Identification card

The following items will be accepted by Library staff as current valid proof of address. This list is not limited; proof of address is defined as a document on the list below, or a subsequently approved document containing the applicant's current physical address with their first and last name. Proof of address documentation not on the list below must be dated within the last 30 days of application:

- Property Tax Receipt
- Recently Postmarked Mail (for example, utility or phone bill)
- Lease Agreement
- Insurance Card
- Bank statement

- Voter Registration Card
- Vehicle Registration Card
- Pay stub
- Check with an Imprinted Address

(Procedure: Staff will make a photocopy of the patron's ID and proof of address)

Cardholders are responsible for the safekeeping and use of their card, including all items and fines charged to their account, unless the card has been reported lost or stolen.

Library cards are not transferable to others, and patrons must use their own card to borrow materials. Family members may not use the cards of other members of the family unless consent has been given. The Library interprets possession of a card as consent to use it unless it has been reported lost or stolen, or there is reason to believe that consent has not been given.

Temporary Cards

A temporary resident of Hamilton County may apply for a temporary card. Identification showing place of permanent residence and the local temporary residence are required. Temporary cards are limited to having three items on loan at a time and are not eligible for Interlibrary Loan services.

Library Card Expiration and Account Updating

So that the Library can maintain accurate contact information of our patrons, Kendall Young Library cards are set to expire 3 years from the date of initial registration or the date of a card renewal. Cards may be renewed by showing appropriate identification to reconfirm the address. Library cards will not be renewed for patrons with overdue materials or a balance owed to the Library until their accounts are cleared.

Patrons may login to their online account to update the address, phone number, email address, and certain other account preferences associated with their library card. Patrons who have legally changed their names must fill out a new registration card and provide proof of name change (updated photo ID, legal papers, marriage certificate, etc.). The Library reserves the right to request that a patron complete a new registration form.

Library cards not used for 3 years and that have no charges will be purged from the system if they are not renewed within one year.

Lost Cards

If your card is lost or stolen, please notify the Library immediately to avoid unnecessary charges. There is a replacement charge for a lost card. Cards damaged by regular wear and tear may be replaced by the Library at no cost to the patron at time of renewal.

Borrowing

Patrons are required to present their Kendall Young Library card or photo ID when borrowing materials. A patron may only borrow a total of 50 items of all types. New patrons checking out items for the first time are limited to three items. The Library reserves the right to continue or lower the limit.

The Library requests that its patrons respect the Library's property, its loan policies, and cooperate with the library to ensure that borrowed materials are returned in good condition, in the allotted loan periods, so that others may also enjoy the library's resources.

The library will not restrict a patron's access to library materials due to age. Parents who are concerned about their children's access to materials should accompany them to the library and assist them in making selections.

Loan Periods

MATERIAL TYPE	LOAN PERIOD	RENEWAL	ITEM LIMITS
New Adult Fiction Books < 400 pages	1 week	2 renewals	
General Hardcover and Paperback Books	3 weeks	2 renewals	
DVDs and Blu-Rays	1 week	2 renewals	5 total video items
Books on CD	3 weeks	2 renewals	10
Children's Books on CD, Kits, Vox Books & Wonderbooks	3 weeks	2 renewals	
Magazines	1 week	2 renewals	10
Library of Things	1 week	No renewals	1
Music CDs	3 weeks	2 renewals	
VHS	1 week	2 renewals	
Sheet Music	3 weeks	2 renewals	
Historical CDs	1 week	2 renewals	
Art Print	6 weeks	1 renewal	2
Interlibrary Loan	Varies	Varies	3

Renewals

- All materials that circulate to the public are eligible for renewal except items on reserve and Library of Things.
- Materials may be renewed in-person, by phone or online.
- Cardholders may renew materials belonging to Kendall Young Library twice before materials are returned to library shelves.

Overdue Fines

The Library charges fines for materials which are not returned to the Library by the associated due date. This process is in place to protect the public's access to, and investment in, the Library's collection of materials, and establish a method for recovery of overdue or lost items.

There is a grace period of one day on all borrowed items. If items are not returned or renewed within the grace period, overdue fines will be charged for each day following the due date according to the chart below. Fines for Juvenile library patrons are limited to DVDs, Blu-Rays, Library of Things, art prints, and historical CDs.

Fines for overdue library materials are assessed, as follows:

- General Library Materials: 10¢ per item/per day
- Library of Things: \$2.00 per item/per day
- Interlibrary Loans: 50¢ per item/per day

The maximum fine for all materials is \$6.00.

Parents are responsible for the library accounts of their children and their borrowing privileges are linked together. If the borrowing privileges of a child are blocked due to accumulated fines or fees, the borrowing privileges of the parent may also be blocked. If the privileges of a parent are blocked, all children linked to the parental card may also be blocked until the reason for the block is resolved.

Overdue Notices

The Library is required to provide patrons with two formal overdue notices indicating that they have not returned an item: the first at one to two weeks overdue and the second three weeks later. The Library reserves the right to send out additional notices and to vary the format for dispensing the notices, with the exception of the second overdue letter, which will be mailed.

Suspension of Borrowing Privileges

The borrowing privileges are blocked when:

- Patron with library account balances of \$5.01 and more
- Patron has more than 5 overdue items
- Patron has any items overdue more than 30 days

Patrons are not eligible to checkout materials, use internet access computers, or Interlibrary Loan services until the account is paid in full or the patron has negotiated a payment plan with library staff.

Any patron that has required repeated notifications for past due materials, has been referred to a materials recovery agency, had legal intervention for the return of materials, or has damaged or lost library-owned materials may be limited in borrowing privileges or have accounts restricted temporarily or indefinitely.

Book Drop

The Library maintains an outdoor book drop for out patrons' convenience. Items returned via the book drop when the Library is closed will be backdated to the last day the Library was open. Returns made while the Library is open are treated as being returned during that day.

Damage may occur when materials are returned in the book drop. When damaged materials are found in the return box, staff will determine if the damage occurred due to the drop box or if the patron is responsible.

Reserves

Patrons may request materials in person, by telephone, or online that may currently be checked out by another patron or are on order for the library or being processed. Patrons must have their library card or photo ID if placing the hold in person, or their card number and PIN if placing the hold online. If placing the hold by telephone, patrons may have to provide their card number; if the patron does not have the card number available they must provide their name and one additional identifier matching the information on their account (i.e. address, phone number, email, date of birth).

Items will be held for 3 days after the patron has been notified of the availability of the item. Although their holds will be fulfilled, patrons with an account with fines greater than \$5.00 will be unable to borrow the items. The Library reserves the right to cancel holds that are older than six months and have not been fulfilled.

Lost or Damaged Materials

Library patrons are expected to return library materials in the same condition as when borrowed, less wear from normal use. Patrons will be charged the original purchase price of lost items or materials damaged beyond repair. If the item is no longer available, the patron will be charged the cost to purchase a replacement. The replacement will be similar quality and content. Patrons who lose or damage a single item in a set will be responsible for the replacement of the entire set if a single replacement item cannot be acquired. Patrons may not provide a replacement for lost or damaged items with like or in-kind materials.

A flat fee will be charged when the following items are lost or damaged:

- Magazines \$5.00
- Audiobook CD if available individually \$15.00
- Music CDs \$15.00

Material Reported Returned

If a patron believes that they have returned an item that has been marked overdue, they may initiate a "reported returned" status. Library staff will search for the items for 60 days, and we request that the patron does likewise at home. At the end of 60 days, the library will bill the patron if it is determined that the items have not been returned.

Refunds

Patrons may request a refund for items they have paid to replace but later found and returned to the Library. If the lost item is found within one year of the Checkout date, it may be returned for a refund minus a \$6.00 processing fee. If your payment totals less than \$6.00 at the time of return, there will be no reimbursement. Patrons are required to keep and show the "Lost Item Payment Receipt" for payment.

Materials located after the one year time limit are not eligible for a refund. There are no refunds for ILL items.

Material Recovery

The library will pursue all legal avenues to retrieve library materials, property and/or compensation for library materials and property that is overdue, lost, stolen or damaged. Library accounts with outstanding charges may be submitted to a collection agency and/or to a local law enforcement agency for further action. See Appendix ##: Code of Iowa, Chapter 714.5, Theft of Library Materials and Equipment.

Delinquent accounts that are referred to a material recovery agency and/or law enforcement will be charged a service fee per agency.

Returned Checks

A service charge will be added to the amount of all returned checks. Patrons must pay the service charge in cash before a checkout is allowed.

Exceptions

The Director of Kendall Young Library upon application and demonstration of sufficient cause may grant exceptions to this policy.

Circulation Services policy reviewed and revisions accepted by the Kendall Young Library Board of Trustees:
12/14/99, 10/9/01, 4/8/03, 1/10/06, 8/14/07, 8/10/10, 10/12/10, 12/13/11, 5/8/12, 1/15/13, 9/10/13, 6/11/14,
3/20/17, 4/17/17, 10/19/2020