



## Circulation Policy

A primary function of any public library is to circulate materials to the users, i.e., allow library users to “check out” library materials for a defined period of time. Policies and procedures surrounding the circulation process should be flexible enough to accommodate special needs and unusual circumstances yet firm enough to ensure fair access to materials. These policies and procedures should also attempt to fairly balance the needs of the user with the needs of the library. They should be as “user-friendly” as possible without sacrificing library organization and efficiency.

Note: All circulation policies and procedures are subject to the judgment of the Library Director and/or Assistant Director under special circumstances. Any disputed decision by the Library Director may be taken to the Library Board for a decision. Decisions made by the Library Board are final.

### **Registering for a New Library Card**

The Greenfield Public Library (GPL) is a member of the Milwaukee County Federated Library System (MCFLS). Residents of Milwaukee County are eligible for a library card at no cost.

Milwaukee County residents 18 years of age and older can apply for a library card or upgrade a CountyCat online registration to a regular library card in person at the library. Applicants must show valid photo identification with legal name and current address. If photo identification does not include the applicant's address, the applicant must supply an additional form of ID that includes both legal name and current address.

### **Examples of Acceptable Name and Address ID:**

- valid driver's license
- valid municipal ID
- voter ID/registration information from myvote.gov
- valid and current rental lease agreement with your name and address (no handwritten receipts)
- postmarked mail received at your home within the last 30 days (no window envelopes, junk mail, or magazines)
- utility bills (gas, electric, cable, or telephone) mailed to you within the last month
- online account statement (either printed or displayed on a mobile device) from a utility or financial institution with your current address and dated within the past month
- recent report card from school
- current school schedule with address
- current insurance card with name and address
- recent paycheck stub with name and address
- pre-printed personal checks (with your checkbook)
- vehicle registration

### **Examples of Acceptable Name ID:**

- valid driver's license or state ID
- valid municipal ID
- current student picture ID
- current military ID
- valid Wisconsin license that includes physical characteristics, such as a fishing or hunting license
- passport
- birth certificate
- current employment picture ID

### **Children**

Children under 18 years of age are eligible to apply for a library card when they can independently write their first and last name on the back of the library card. To apply for a library card or upgrade a CountyCat online registration to a regular library card, children can come to the library with a parent or legal guardian, who must present two current forms of identification. One form of ID must list the parent/guardian's legal name, and the second must list the

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parent/guardian's legal name and current Milwaukee County address. (See the list above for examples.) The child must be present to apply for a library card. Legal guardians may be asked to provide guardianship papers.

### **Library Card User Agreement – Terms and Conditions**

By completing this application process and signing the signature pad, you (as an adult borrower or parent/guardian) agree to the following terms and conditions:

- I agree to be responsible for the loss or damage to materials and overdue charges on materials borrowed on my library card, including those borrowed by others with or without my consent.
- I agree to promptly pay all overdue charges, damage, and replacement costs.
- I will observe the library's rules and will give immediate notice of changes in street address, e-mail address, or telephone number.
- I agree to report the loss of my card as soon as possible and know that I am held responsible for materials borrowed on my card up to the time it is reported lost to the library.
- I agree that the parent/guardian named on the account is responsible for young people's use of library materials. I certify that all of the information provided during the application process is true, current, and correct.

### **Using Another Patron's Library Card**

Library cards are not transferable and are for the cardholder's use only. The patron issued the library card must be present at checkout when their library card is used. This includes parents using their child's library card.

### **Renewing a Library Card**

Library cards are set to expire every two years. All fines must be paid at the time of renewal.

GPL will periodically purge inactive library cards. Patrons who attempt to use a library card after its record has been purged will be required to re-register. Patrons are responsible for informing the Library of any change of address, telephone number, email, or parental responsibility for children under age 18.

Library cards applied for online can only be used for digital materials until proof of residency is provided and GPL issues the physical card. Inactive online applications are periodically purged from the database.

### **Renewing in Person at the Library**

To renew a library card, the cardholder can come to the library and present a current ID that lists the cardholder's legal name and current Milwaukee County address. (See the list above for examples.)

Minors without IDs can come to the library with a parent or legal guardian, who must present a current ID listing the parent/guardian's legal name and current Milwaukee County address. The minor and parent/guardian must be present to renew the minor's library card.

### **Renewing Library Cards Online**

Library cards can now be renewed online at [mcfls.libwizard.com/f/renewal](http://mcfls.libwizard.com/f/renewal). The cardholder or the parent/guardian of a minor cardholder must upload a picture of an ID listing the cardholder's or parent/guardian's legal name and current address. (See the list above for examples.) All submitted information will be deleted after the library card is renewed.

### **Replacement Cards**

When a library card is lost or stolen, patrons shall present a valid photo ID with proof of current address. Please report all stolen cards to the Library at 414-321-9595. If a card is presented for checkout before it is reported lost or stolen, the patron will be held responsible for all materials checked out.

### **Date-Due Receipts**

Date-due receipts are printed for all materials checked out at the circulation desk or the self-checkout stations. Due dates are also available online through the CountyCat online catalog. Be sure to check carefully for due dates and keep receipts handy in case there are any questions.

### **Forgotten Cards**

Patrons must present a valid library card to check out library materials. If a registered patron does not have his/her library card, the Library shall accept an alternative form of photo identification.

Acceptable forms of identification for adults aged 18 and above include identification showing their photo and current address. Patrons may bring in a combination of acceptable alternative IDs to have both a photo and current address. Examples include a driver's license, a state-issued identification card, a checkbook, a utility bill, student ID, a passport, or a green card.

For minors without their library card, the GPL will accept current school ID cards, driver's licenses, or learner permits as alternative IDs. Library staff may refuse to accept alternative IDs.

**Loan Periods and Fines**

Items that have been checked out may be kept for varying periods of time, depending on the item and the owning library. The chart below illustrates the different times and their loan period for GPL materials.

Item Type	Loan Period	Late Fine	Grace Period
Books, Audiobooks, Music CDs, Magazines, Kits	3 weeks	15¢ per day	3 days
Popular Books* & Book of the Month*	2 weeks	15¢ per day	3 days
DVDs, Library of Things, New Magazines	7 days	15¢ per day	3 days
Popular DVDs*	3 days	\$1.00 per day	no grace period
Explore Passes*	3 days	\$10.00 per day	no grace period
Wi-Fi Hotspots*	7 days	\$1.00 per day	no grace period
Video Games	7 days	\$1.00 per day	3 days
Laptops*	3 hours	\$5.00 per hour	no grace period

\*items are not renewable

Most 3-week, 2-week, and 7-day items have a three-day grace period. Items returned after the grace period will be charged based on the due date.

When fines on a patron's card exceed \$10.00, borrowing privileges will be blocked until the fine has been paid in full. Fines may be paid in person during regular business hours by cash, personal check, or via the CountyCat online catalog using a credit or debit card. Payments made by credit card have no minimum payment.

Patrons who have items that are overdue for longer than 28 days may also be prevented from borrowing more items until those materials have been returned and the fine paid (please see the Library's overdue materials policy). Patrons with fines will not be allowed to use another individual's library card to avoid payment of fines.

Each MCFLS library sets its own lending, fines, renewal, and replacement policies. Items checked out from GPL may not belong to GPL and may have different lending periods and fines. Please contact the owning library for more details on their loan policies.

**Item Renewals**

Items eligible for renewal may be renewed in person, over the phone (414-277-0183), or online via the CountyCat online catalog. If you are renewing materials that are due the day you are renewing them online via the CountyCat online catalog, items must be renewed by 11:59 pm/CST to avoid overdue charges. Not all items are eligible for renewal. Items cannot be transferred from one patron's library card to another library card. All items must return to the shelf for at least 24 hours before a patron can check the item out again.

Three week items may be renewed up to 7 days before the due date. Seven-day items may be renewed up to 3 days before the due date.

**Item Holds**

Items placed on hold via the CountyCat online catalog are available for pickup at the library's open holds shelf. Holds may be placed on holdable library materials in-person at the library, via phone with a staff member, or online in the CountyCat online catalog. Patrons need to have a library card in good standing and a PIN. PINs are assigned at the time of application. GPL staff does not have access to PINs. Patrons who do not know their PIN visit the library to reset it during regular business hours or reset it online through the CountyCat online catalog via the My Account link.

When materials become available, patrons can be notified by phone call, text message, or email. Notices for hold pickup are sent out four times per day: 6:00 a.m., 11:00 a.m., 2:00 p.m., and 6:00 p.m. Items are held for five days from the

date the patron is notified. When an item is not picked up, it will be sent back to the owning library or onto the next patron in cases where there is a waiting list. A new hold may be placed on the item, but the patron will go to the bottom of the existing holds list. Patrons may cancel holds by calling GPL or accessing their account online.

Patrons can check out their family members' hold items, but must check them out on their own library card.

**Library Card Holds and Checkout Limitations**

- 30-item hold limit per card
- 100 item checkout limit per card
- 30 DVD checkout limit per card
- 30 CD checkout limit per card
- 10 video game checkout limit per card
- 10 board game checkout limit per card
- 10 kit checkout limit per card
- 10 software checkout limit per card

**Overdue Notices**

Notices for materials out past their due date are sent by email and text according to the following schedule:

1 <sup>st</sup> notice	3 days before the item is due	Text, Email
2 <sup>nd</sup> notice	1 day overdue	Text
3 <sup>rd</sup> notice	7 days overdue	Text, Email
4 <sup>th</sup> notice	14 days overdue	Text, Email, Phone, Mail
5 <sup>th</sup> notice	28 days overdue, item billed for replacement	Text, Email, Mail

**Interlibrary Loan**

Materials not available in the Library or via the CountyCat online catalog may be borrowed from another library. There is currently no fee for this service. Library users are limited to five (5) active interlibrary loan (loans from libraries outside of MCFLS) requests at a time. Please visit the reference desk or call 414-321-9595 to place an interlibrary loan. The overdue fine for Interlibrary Loan items is \$1 day with no maximum fine threshold.

**Returning Items**

There are several ways items may be returned to the library. There is a materials return located inside the library, which is open during regular business hours. On the south side of the building, there is an outside material return conveniently open 24 hours a day, seven days a week.

Items may also be returned to any public library in Milwaukee County.

**Lost and Damaged Items**

Major damage to a library item that renders the item unusable to other patrons shall be charged the full replacement cost of the damaged item plus a \$5.00 processing fee. The processing fee covers the labor and supply costs necessary to make the item "shelf-ready" for patron use. Examples of such damages are: water or other liquid damage, animal or child chewing/tearing, ripped or torn covers and/or pages, warping, broken spines, etc.

When a library item has been lost or damaged beyond repair, the borrowing patron or their guardian shall be held responsible for that item's current replacement value. The Library's cost is the actual cost of the item plus a \$5.00 processing fee. Costs for replacement can be found in the item record. Please call the Library for specific details.

The Library does not accept replacement items as a substitution for lost or damaged items in lieu of paying for the item. The patron is responsible for the cost of the item plus the processing fee.

**Incomplete returns**

Patrons who accidentally return an item without a DVD or CD, forget to include a map with a travel guide, etc.... shall be notified via telephone that the material is missing. Patrons are asked to return the missing piece(s) as soon as possible. Fines will not be charged while the Library waits for the piece(s) to be returned. Reminder calls will be made; however, after 30 days of waiting for the piece(s) to be returned, the Library shall consider the item to be lost and bill the patron for the cost of the item plus a \$5.00 processing fee.

**Damage/Missing Items Fee**

When an item is returned missing a piece or with a damaged piece, the library may choose to charge the patron a \$5.00 fee instead of charging the patron for the entire replacement cost of the item. Examples of such damage or

missing pieces are missing labels or RFID tags, missing or damaged DVD or CD cases, and missing or damaged DVD or CD covers.

### **Refunds**

The Library does not issue refunds for items that have been paid for.

### **Returned Checks**

GPL accepts personal checks for fines and fee payments; however, if a check is returned for insufficient funds, the amount of the check will be placed back in the patron's account. All bank charges for non-sufficient charges are made to the City of Greenfield. Therefore, the patron will be contacted by the City of Greenfield's Finance Department and required to pay the bank processing fee charged to the City plus the original amount of the check. Payments to clear charges must be made in full with cash or money order before the patron can resume borrowing privileges. Past due accounts may be referred to a collections and/or credit reporting company.

The library reserves the right to refuse personal checks from any customer who has previously had checks returned.

### **Non-Traditional Library Cards**

#### **Fee Card**

People who live outside of Milwaukee County may purchase a fee card for \$50. This card is valid for one year and allows the cardholder and the cardholder's immediate family to borrow only items owned by the GPL. A fee card is not valid at any other libraries.

To apply for this card, the applicant must complete a fee card application and show two forms of identification. One form of ID must list the applicant's legal name, and the second must list the applicant's legal name and current address. (See list on page one or examples.)

To renew this card each year, the cardholder must pay the \$50 annual fee, pay all fines in full, and show two forms of identification. One ID must list the applicant's legal name, and the second must list the applicant's legal name and current address. (See list on page one or examples.)

#### **Business Card**

Businesses located in Greenfield may apply for a free business card. This card is valid for two years and allows authorized employees to borrow only items owned by the GPL and any business-related items from Milwaukee Public Library's Central Library. A business card is not valid at any other libraries.

To apply for this card, the applicant must complete an application that requires signatures from the business's chief executive officer and financial officer. The applicant must provide a signed letter on the business's letterhead certifying employment and show two forms of identification. One ID must list the applicant's legal name, and the second must list the applicant's legal name and current address. (See the list on page one for examples.)

To renew this card every two years, the cardholder must pay all fines in full, provide a signed letter on the business's letterhead certifying employment, and show two forms of identification. One ID must list the applicant's legal name, and the second must list the applicant's legal name and current address. (See the list above for examples.)

#### **Nursing Home/Day Care Center Card**

Nursing homes and daycare centers located in Greenfield may apply for a free nursing home/daycare center card. This card is valid for two years and allows authorized employees to borrow only items owned by GPL. A nursing home/daycare center card is not valid at any other libraries.

To apply for this card, the applicant must complete an application that requires signatures from the nursing home or daycare center's director and financial officer. The applicant must provide a signed letter on the nursing home/daycare center's letterhead certifying employment and show two forms of identification. One ID must list the applicant's legal name, and the second must list the applicant's legal name and current address. (See the list above for examples.)

To renew this card every two years, the cardholder must pay all fines in full, provide a signed letter on the nursing home/daycare center's letterhead certifying employment, and show two forms of identification. One ID must list the applicant's legal name, and the second must list the applicant's legal name and current address. (See the list above for examples.)

**Teacher Card**

Teachers who work in a Greenfield school may apply for a free teacher's card. This card is valid for the current school year and allows the cardholder to borrow only GPL-owned items. A teacher card is not valid at any other libraries.

To apply for a teacher card, the applicant must fill out an application that requires the school principal's signature. The applicant must show proof of employment at a Greenfield school and two forms of identification. One ID must list the applicant's legal name, and the second must list the applicant's legal name and current address. (See the list above for examples.)

To renew this library card each new school year, the cardholder must pay all fines in full, provide proof of current employment, and show two forms of identification. One ID must list the applicant's legal name, and the second must list the applicant's legal name and current address. (See the list above for examples.)

**City of Greenfield Employee Card**

City of Greenfield employees who live outside of Milwaukee County may apply for a free employee card. This card is valid for two years and allows the cardholder to borrow only items owned by GPL. An employee card is not valid at any other libraries.

To apply for an employee card, the applicant must fill out an application, provide proof of employment at the City of Greenfield, and show two forms of identification. One ID must list the applicant's legal name, and the second must list the applicant's legal name and current address. (See the list above for examples.)

To renew this card every two years, the cardholder must pay all fines in full, provide current proof of employment, and show two forms of identification. One ID must list the applicant's legal name, and the second must list the applicant's legal name and current address. (See the list above for examples.)