

A. Background: the Bridges Library System and the statewide Interlibrary Loan system

The EGPL is a member of the Bridges Library system which comprises twenty-four public libraries in Waukesha and Jefferson Counties. Participation in the Bridges system affords many benefits to the patrons of the EGPL by providing access to facilities, collections and services of the twenty-four public libraries.

In addition to membership in the Bridges system, the EGPL also participates in a statewide interlibrary loan service. Through this service patrons may obtain items from libraries outside of the Bridges System which are not available at the EGPL or any other Bridges System Library. Interlibrary loan (ILL) is the process whereby library materials, or copies of materials, are requested by, received by, or provided by one independent library to another. The libraries involved in the interlibrary system are not under common administration and, for purposes of this policy, the transfer of materials between EGPL and any library outside the Bridges Library system is an ILL. Some provisions of this policy are included to comply with the requirements of both the Bridges system and the statewide ILL system. Any ILL material checked out from the EGPL must be returned directly to the EGPL.

B. REGISTRATION

Patrons are required to comply with the rules and regulations of the library from which materials are borrowed. Thus, any material borrowed from the EGPL is subject to the due dates specified in this Policy or otherwise required by the EGPL.

Any Wisconsin resident may apply for an EGPL library card after presenting a valid photo ID and proof of current residence. Children under 18 years of age must be accompanied by a parent or legal guardian presenting a valid photo ID and proof of current residence. Items checked out on such a child's card are the responsibility of the parent or custodial guardian. To qualify for a card, a child must be able to print their full name.

EGPL cardholders are responsible for any library materials checked out on their cards. The following statement is printed on the application form for the patron's information and acceptance:

The cardholder or legal guardian agrees to comply with all policies and procedures authorized by the Boards of Trustees of Bridges member libraries. The cardholder or guardian agrees to pay fines for items returned overdue and to pay replacement charges for materials lost, damaged or stolen. This card remains the property of the issuing library and a replacement fee for lost cards will be charged. In case this card is lost or stolen, notify the issuing library immediately, otherwise the cardholder or guardian is responsible for any unauthorized use.

C. FEE CARDS

The annual fee for EGPL cards for Milwaukee County residents who borrow library materials is \$40.

The annual fee for EGPL internet/computer use cards for Milwaukee County residents is \$10.

D. EXPIRED CARDS

To ensure the accuracy and integrity of the database, library cards expire every 18 months. Patron information will be verified before renewing any patron card for another 18 months. To request renewal of an expired or expiring card, patrons shall present their valid photo ID and proof of current residence. Patrons will receive a reminder email 30 days prior to expiration date of their current card, if the patron's current email address is on file.

E. LOAN PERIODS

Library cards must be presented at the time of check out. The library card may be presented in physical or digital form. At the discretion of the library staff, alternative forms of valid ID such as a driver's license may be accepted.

The total number of checkouts allowed per card (adult or child) at any given time is 250.

The circulation periods for borrowed items are as follows:

3 DAYS:

Experience passes

7 DAYS:

7-day DVDs, Blu-rays, memory kits & Roku

Music CDs

Magazines

Adult new fiction books

Puppets

14 DAYS:

14-day DVDs & binge boxes

21 DAYS:

Adult new nonfiction books

Regular fiction & nonfiction

Large print & paperbacks

CD Books and Playaways

Juvenile books and magazines

F. RENEWALS

Most library materials may be renewed three times for the original loan period if there are no holds on the item. Renewals may be requested by phone, in-person or website.

G. HOLDS

Patrons may place their holds using the catalog, either at the library or online, or they may request, either in person or over the telephone, that library staff place holds for them. No more than 100 holds may be attached to a patron's library account at any given time. A patron who puts a hold on an item will receive notification as soon as a copy is available. A hold expires after five days on the hold shelf. If any item is not claimed before the hold expires, it will be offered to the next person on the hold list or, if no one else is waiting, returned to the circulating collection.

H. FINES AND CHARGES

i. Background

It is the responsibility of each patron to return by the due date all borrowed library materials in an undamaged condition to the EGPL or other public library in the Bridges system, excluding ILL materials and certain other items as may be prescribed by the EGPL staff. Patrons who fail to return undamaged materials within the specified time limit are subject to fines and charges prescribed by the EGPL.

The due date applicable to borrowed material is stated on the checkout slip that accompanies the borrowed material. Each patron is responsible for keeping track of due dates for borrowed materials and returning the materials on time. Patrons who fail to return materials on time or whose borrowed materials have been lost, stolen or damaged are subject to one or more of the fines, charges and other consequences described in this Policy.

ii. Overdue notification process

The schedule for overdue notices is as follows:

Pre-overdue reminder notice- sent three days before due date of borrowed item

1st overdue reminder notice- sent fourteen days after due date

2nd overdue notice-sent 28 days after due date

Bill for lost items – sent 42 days after due date

Overdue notification is a courtesy, and the EGPL cannot be responsible for emails or phone calls not received due to invalid or incomplete information provided or other issues outside the control of EGPL.

iii. Fines for overdue materials

Fines are charged for items that are returned after their due date. Fines are charged based on the schedule below and are subject to adjustment by EGPL as noted:

DVDs, Blu-rays, Rokus and Memory kits: **\$1 per day**.

Books and all other materials: **10 cents per day** for all materials except for children's materials which are billed at: **5 cents per day**.

Interlibrary loan materials: **10 cents per day**.

Experience passes: **\$50 per day**.

The maximum overdue fine for any item returned in good condition, **excluding experience passes**, will not exceed **\$5**.

Fines may be paid at any Bridges System library. EGPL accepts payment by cash or check. In addition, fines of \$5 or more may also be paid using a credit or debit card through a patron's account in the CAFE system. A convenience fee will be incurred when using a credit or debit card.

Note: EGPL reserves the right to revise the fine schedule following prior notification by EGPL on its website and posting within the library.

iv. Charges for damaged, lost or stolen materials

Patrons with long overdue (6 weeks overdue or more), damaged, lost or stolen library material will be charged the item's replacement cost and the current processing fee all as determined by the Library Director. Once the replacement cost has been paid on a damaged item, the patron may take the item home. EGPL will retain damaged items for one month before discarding them.

EGPL does not accept donated replacement copies of lost, stolen or damaged materials.

Refunds (excluding the processing fee) are given if lost materials are returned to EGPL in good condition within six months of the payment date along with the original EGPL receipt of payment for the replacement cost. **No refunds will be given for experience passes.**

Recovered material that does not qualify for a refund becomes the property of the patron who paid EGPL the charge for such material.

EGPL reserves the right not to replace the damaged, lost or stolen material if the Library Director determines that resources are better deployed for other purposes. When materials are returned with damage that does not require, in the judgement of library staff, replacement of the item, charges will be assessed on a case by case basis.

v. Denial of Borrowing Privileges

Borrowing privileges will be denied when a patron:

- Has unpaid fines or charges of **\$20** or more.
- Has an unpaid bill for the replacement cost of a lost or damaged item.

The Library Director may waive denial of privileges if there are sufficient extenuating circumstances in the Library Director's sole discretion.

vi. Replacement of lost or damaged library cards

The replacement fee for a lost or damaged library card is **\$1.00** (excluding replacement of a card due to normal wear and tear for which there is no charge). Appropriate identification will be required to obtain a replacement card. Please notify EGPL immediately if a card is lost or if there is an unauthorized use of the card. Upon notification, the card will be barred from further use.

vii. Charges for copying, faxing and printing

The charge for photocopying and printing is **15 cents** per page side for black and white copies and **50 cents** per page side for color copies. The charge for faxes is **\$1** per page.

I. APPEALS AND COMMENTS

Appeals and Comments may be made to:

EGPL Library Director
13600 Juneau Boulevard
Elm Grove, Wisconsin 53122

J. ADOPTION

Adopted by the Library Board of Trustees on September 19, 2022, to be effective October 1, 2022. This Circulation Policy also replaces, effective October 1, 2022, the Fines and Charges Policy last amended and approved by the Board on November 15, 2021.