

I. USE OF THE COLLECTION *(Last amended 10/26/23)*

The collection of the Washington Public Library is available to anyone for use in the building during hours the library is open. Library borrowing privileges will not be denied or abridged for any reason not prescribed by law. Use of the library or specified library services *may* be suspended for failure to adhere to the conditions of this policy.

A. Hours

1. Regular hours

Monday-Thursday 8:00 a.m. – 7:00 p.m.

(During Farmer’s Market Season Thursday hours will be 8 a.m. to 8 p.m.)

Friday 8:00 a.m. – 5:00 p.m.

Saturday 9:00 a.m. – 1:00 p.m.

2. Holiday hours

Closed the following holidays:

New Year's Day

President's Day

Memorial Day

Independence Day

Labor Day

Veteran's Day

Thanksgiving Day

Thanksgiving Friday

Christmas Eve Day

Christmas Day

3. When a holiday falls on a Sunday, the holiday will be taken on the following Monday. When a holiday falls on a Saturday the holiday will be taken on the previous Friday. In this event, the director has the option to close the library on Saturday as an unpaid holiday for staff.

B. Library Cards

1. Borrowing privileges are obtained through registration and receipt of a valid library card from the Washington Public Library.
2. **Resident Card:** Full borrowing privileges (all items in the Library's physical collection, as well as e-resources, technology equipment and interlibrary loan) are available to persons of all ages residing in the following geographical service area:
 - a. City of Washington
 - b. Rural Washington County
 - c. Contracting cities (designation as a contracting city may be subject to change as a result of a city government's choice to maintain and fund a contract with WPL)
3. Applicant for a Resident Card must present photo ID with current address corresponding to one of the geographical areas listed above. If the photo ID does not include the applicant's current address a utility bill or other piece of delivered mail with the applicant's name and current address must be provided. Non-residents who own real estate in one of the areas listed above who wish to obtain a card must present a current property tax receipt and a current photo ID.
4. **Open Access Card:** Limited borrowing privileges are available to all Iowa residents residing in communities that participate in the State's Open Access Program. Borrowing is limited to items in the Library's physical collection, designated technology equipment and inter-library loan; Open Access borrowers are required to use Bridges consortium e-resources through their home libraries. Photo ID and address verification practices apply as outlined in #3.
5. **Temporary Card:** Temporary cards are available to persons residing temporarily in the WPL service area (i.e. Washington County and contracting cities) or to new residents who are temporarily unable to provide address verification for a resident card. Temporary card-holders are limited to checking out two (2) items at a time and Bridges e-resources access is allowed. The user's identity and permanent address must be verified through photo ID and the temporary address verified in an acceptable manner (e.g. family member's card, piece of print mail or email from a utility company, etc.). Library card applicants residing temporarily at an established shelter location must present a letter from the shelter or have been verified through the daily shelter log. Temporary cards have an expiration date of 3 months but can be renewed if necessary.
6. For full borrowing privileges, a minor under the age of 18 must have a parent present to register for a library card. If the parent currently has a valid library card additional proof of address is not required. As outlined in Iowa Code 613.16, parents are legally responsible for items checked out by their minor child.
7. **Youth Card:** Youth residing in the WPL service area may register for a library card with limited borrowing privileges without a parent present. While there is not an age

limit for eligibility for this card, youth must be able to provide a form of identification (school ID, driver's permit/license) and information that verifies their address (e.g. parent or sibling's card registration, piece of mail, school registration document, driver's license/learner's permit, etc.). Fines will not accrue for these cards and parents will not be held responsible for items borrowed. Borrowing is limited to two (2) items at a time and use of the Bridge e-consortium is allowed. Youth card-holders must pay for any lost or damaged material to continue using the card.

8. Use of fraudulent information in registering for a library card will result in denial of Library borrowing privileges.
9. By registering for a library card and the associated privileges, the individual agrees to abide by all policies and rules of the library and acknowledges responsibility for all items checked out on the card including reasonable care and protection from damage. By use of the library card the applicant agrees to pay for any lost or damaged items checked out on the card, as well as any fees assessed on the account. The customer also agrees to promptly notify the library if the card is lost or stolen.
10. Resident, Open Access and Youth cards are issued for a term of two (2) years and may be renewed for successive periods upon confirmation of current address and other information as required by the library. Temporary cards are issued for a term of three (3) months and can be extended with verification of continued residency. The Library reserves the right to verify identity and confirm customer information at any time.
11. Replacements for lost or stolen cards may be obtained upon verification of identification. No fee is required for a replacement card.
12. Library cardholders may store their card information on a mobile app (e.g. Card Star) and present the app for check-out purposes rather than their physical card if they prefer this method. Before doing so, they are advised to verify that the Library's scanner will read the barcode accurately.

C. Confidentiality of Records

1. The Library protects the records of patrons pursuant to Iowa Code:

“The records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library [shall be kept confidential]. The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the

requested release of information and a legitimate end and that the need for the information is cogent and compelling. Iowa Code § 22.7(13) (11).”

2. Custodian of Records: The WFPL Board of Trustees designates the Library Director as the formal custodian of records.
3. Confidentiality extends to information sought or received and materials consulted, borrowed, or acquired and include Internet and electronic resource search records; reference interviews and transactions, circulation records, interlibrary loan records and other personally identifiable uses of library materials, equipment or services.
4. The Library Director or the Director’s designee, as the lawful custodian of library records, is authorized to release records that are otherwise confidential if the purpose of such release is in accordance with the provisions of this policy and Iowa law. Any request to release protected records must be submitted in writing and accompanied by an order from the court as outlined in Chapter 22.7 of the Iowa Code.
5. Regarding information requests of materials checked out, the Library interprets possession of a card or card number 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.
6. The library may release information to the parent or guardian of a child under the age of 18 for the purpose of recovering overdue materials and settling accounts for lost, late or damaged material, and for other matters related to the recovery of material or charges incurred by minor children for which a parent or guardian may be considered liable.
7. WPL respects and encourages open communication between parents/guardians and their children regarding reading materials. Parents wishing to maintain knowledge of materials their minor child is checking out have several options for doing so within the parent-child relationship, including visiting the library with their child and checking out all family materials on the parent’s account, saving their child’s account information and password and logging into the account online, as well as inserting their own email address within the account and specifying an email receipt option. These are issues to be worked out between parent/guardian and child.
8. Persons attending library programs or public meetings may be videotaped or photographed as an audience member. These images may be used for library programming or promotion of library programs on the library’s website or on social media platforms.
9. The library cannot guarantee the confidentiality of information sought or received, or materials consulted or borrowed from third-party digital services to which we provide access, so we strive to put contracts in place that ensure confidentiality.

D. Circulation of Material

A valid library card provides library patrons in good standing with circulation privileges which may include borrowing materials, placing holds, requesting interlibrary loan service, and in-house and remote access to electronic information resources. Additionally, the following policy includes an approved process for recovery of overdue lost, or damaged materials.

1. Not all materials within the library are available for circulation. Non-circulating materials are listed below:
 - a. Reference books
 - b. Current magazines
 - c. Current newspapers
 - d. Contents of Genealogy Room/Greyson Archives

2. Circulating materials have the following limits in terms of time and quantity:

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| a. Books/Audiobooks | 14 days |
| b. Magazines (other than current) | 14 days |
| c. Music CDs | 14 days |
| d. Puzzles | 14 days |
| e. Entertainment DVDs | 14 days |
| f. Non-Fiction DVDs | 14 days |
| g. Mobile Hot Spots | 14 days |
| h. Meeting room equipment | varied* |

3. There are no limits on the total number of items that can be checked out on a regular resident or open-access card at one time, though Youth cards and Temporary cards have a check-out limit of two items at a time.

4. Unless indicated in the list above, materials may be renewed two (2) times unless there are reserves placed on the material.

5. In order to assure equitable access to materials, at the Library Director's discretion, temporary limits on the number of items check out of a specific type may be implemented and communicated to users.

6. Special loan periods:
 - a. Residential facilities may have special arrangements for extended loan periods: 30 days (delivered)
 - b. Teachers (including homeschooling families) may, upon request, receive the extended loan period of 30 days. After 30 days, if an item does not have a reserve on it, it may be renewed for an additional 14 day period once. Items granted an extended educational loan period must be for

instruction and not for personal entertainment use. Seasonal and other high demand items may be excluded from this policy at the discretion of the librarian.

7. Reserving materials:
 - a. Registered borrowers may place holds on circulating materials in person, by phone or online.
 - b. Borrowers will be notified by phone or e-mail that the requested material is available. Items will be held for one week before being returned to the shelf. If an item has more than one reserve it will only be held for three days before it is made available to the next person on reserve.
 - c. The Washington Public Library will adhere to all provisions of Section 22.7 of the Code of Iowa (Confidentiality of Records) when notifying patrons of the availability of a reserved book.

8. Late Fees for overdue materials: Late fees serve as a mechanism to get books returned on time and may be forgiven at a librarian's discretion.
 - a. Books, audio-recordings, videos, and magazines are covered by a seven-day grace period. No fines are levied for the first seven days after the date an item is considered due.
 - b. After the grace period has expired, the borrower will pay \$.10 per day from the date due which will accrue to a maximum amount of \$5.00, not to exceed the cost of replacement. Total accrual of fines is not to exceed \$10.00 per card, or \$20.00 per family. Any fines beyond that will be waived.
 - c. No fines will be levied for Youth cards, though no additional items can be checked out until all overdue items are returned or replaced.
 - d. Patrons with fines on their accounts exceeding \$5.00 will lose library privileges until at least a partial payment has been made and the amount of total fines owed is at or below \$5.00. In special circumstances, the Library Director will work with patrons to set up a payment plan so that patrons making required payments on schedule may still be allowed to check out materials.

9. Notification of overdue material:
 - a. The Washington Public Library will adhere to all provisions of Section 22.7 of the Code of Iowa (Confidentiality of Records) when notifying patrons of overdues, and to Sections 714.5 and 808.2 of the Code of Iowa in trying to recover overdue library materials.
 - ~~b.~~ Patrons will be notified of overdue materials by phone, email or text (depending on their preference) at 7 days and again at 14 days.
 - ~~c.~~ After 28 days overdue an item will be considered lost and the patron will be invoiced for the cost of replacement. Patrons are sent a final invoice at 60 days overdue.

- d. Invoices for materials in excess of \$50.00 that are not returned or paid for after a year of invoicing will be turned over to the Iowa Income Offset Program to assure the return of or payment for library property.
10. Lost or damaged material fees will be determined on a case by case basis, based on a reasonable assessment of the cost of replacement or repair of the materials in question. The schedule of replacement costs for items without an available or current price for replacement are listed below:
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| a. Adult non-fiction | \$30.00 |
| b. Adult fiction | \$20.00 |
| c. Large Print | \$30.00 |
| d. Paperback (F) | \$7.00 |
| e. Paperback (NF) | \$15.00 |
| f. Children's books | \$15.00 |
| g. Audiobooks | \$25.00 |
| h. J Audiobooks | \$10.00 |
| i. Videos | \$15.00 |
| j. Reference | \$50.00 |
| k. Magazines | \$3.00 |
| l. Read-along books | \$65.00 |
11. Patrons may replace materials on their own with permission of the Library Director.
12. Payment for lost materials immediately voids any fines accrued on the same materials, so that the patron does not pay both the replacement cost and fines.
13. Patrons with materials overdue by 7 days or more may not check out additional items until the overdue items are returned or replacement costs for the materials are paid. In special circumstances, the Library Director will set up payment plans under which library privileges will be restored as long as the payments agreed upon are being met.

E. Interlibrary Loan (ILL) Policy

Due to limited budget and shelving space, the Washington Public Library does not own all materials that are requested by our patrons. Interlibrary loan (ILL) is used to obtain from other libraries those materials that are beyond the scope of our collection.

1. Interlibrary loan requests are free of charge unless the item comes from an out-of-state library or any university library. If the item is obtained from an out-of-state public library or any university library there will be a \$2.00 per item fee for patrons to use the ILL service in order to offset shipping costs. The patron will be notified of the charge before the material is borrowed. The charge will be posted to the user's account if the item is ordered but not picked up by the due date.
2. The checkout period for ILL items is set by the loaning library, and is generally two (2) weeks. On occasion, the Washington Public Library may receive permission from the loaning library to extend a due date.
3. A patron may have only three (3) active ILL requests at one time. Books published within the last year are generally not eligible for interlibrary loan. Those books will be considered for purchase by the library's selectors.
4. Interlibrary loan privileges may be suspended if:
 - a. a patron habitually requests titles and does not pick them up;
 - b. materials are misused; or
 - c. materials are returned late.
5. Interlibrary loan for Bookclubs: Washington Public Library offers a special interlibrary loan (ILL) service for local bookclubs. The Library will request multiple copies of books from other libraries in order to provide bookclubs with the number of copies they need.
6. The following guidelines apply to interlibrary loan requests from book clubs:
 - a. The books should be at least 1 year old, and
 - b. The books should not be current bestsellers.
 - c. Occasionally, due to circumstances beyond our control, the Library is unable to fill a request. If this occurs, the Library staff will work with the bookclub to try to find an alternate title.
 - d. Only book club members with a Washington Public Library card may check out books through this program, due to interlibrary loan rules.
 - e. Some multiple copy bookclub sets are available from Iowa libraries and include discussion questions. Bookclubs are encouraged to choose titles that are included in the Multiple Copies List. The list is available here: <http://www.statelibraryofiowa.org/ld/k-p/multiple-copies>.
 - f. Bookclubs should designate a contact person for the bookclub, who will contact the Library with the titles and dates of the book discussions.
 - g. ILL requests should be made at least 5 weeks before the bookclub meeting. With sufficient advance notice, the Library will order the books so that they will be available approximately 4 weeks prior to the bookclub meeting. Bookclub members are responsible for returning the books on time, renewing items, or paying the overdue fines.

7. Lending to other libraries: The Washington Public Library endeavors to extend Interlibrary Loan services to all public, governmental and academic libraries. Other libraries may submit requests which will be evaluated on a case-by-case basis.
8. All individuals not holding a current Washington Public Library card who wish to borrow an item from our collection must initiate their request through their home library as an Interlibrary Loan request.
9. All library materials available for checkout to regular patrons are eligible for ILL to other libraries with the following exceptions: reference materials, newspapers, genealogy materials, e-books, art prints, electronic equipment.
10. The Library will not provide loans to other libraries of high demand material if local patrons have outstanding hold requests for those items.
11. Requests from other libraries must be submitted through the SILO Interlibrary Loan system and must be initiated by an Open Access participating library. Rush requests are accommodated only as time and staffing permit. The library will provide quick turnaround on most requests, usually responding within three (3) business days. Items commonly will be loaned for one month. This allows for transit time. Requests for extended due dates will be considered on an item-by-item basis.
12. Lost, damaged or stolen Interlibrary Loan materials are subject to the Washington Public Library rules and regulations. Upon notice that an item cannot be returned, Washington Public Library staff will provide the borrowing library with the charge for that material. Charges for lost or damaged materials, as well as overdue charges for Interlibrary Loan items are the responsibility of the borrowing library.

NOTE: In-house checkout of technology items is covered by the Library's Public Technology/Internet Use Policy

F. Mobile Hotspot Lending Policy and Agreement

1. Hotspots are for checkout for Resident patrons 18 years and older. Hotspots are not available for checkout for Open Access, Youth and Temporary cardholders.
2. The circulation period is 14 days. One renewal is allowed if there is not a hold.
3. Internet usage is not tracked by the library. Hotspots only work in the U.S. Coverage area defined by carrier.

4. Internet content filtering is not provided through the wireless hotspot. Parents/guardians are responsible for monitoring what their children access via the wireless hotspot. Parents or legal guardians may check out a hotspot for those under 18.
5. Fines will accrue at the rate of \$5.00 per day with a maximum of \$50.00 in fines per mobile hotspot.
6. Replacement cost for the lost or damaged hotspot is \$100.00.
7. Replacement cost for the protective case and cord are \$15.00 each
8. The user agrees to abide by the library's policies and rules. The user agrees to hold the library and its agents harmless from any and all claims, losses, damages, obligations, or liabilities, directly or indirectly, relating to the use of the library hotspot and internet access. Deliberate altering of any files or modifying the configuration of library-owned equipment is strictly prohibited.
9. Mobile Hotspot Lending Policy and Agreement must be signed prior to circulation of hotspot to a patron.