

I. USE OF THE COLLECTION *(Last amended 12/29/22)*

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). Temporary card-holders are limited to checking out two (2) items at a time and Bridges e-resources access is allowed. The user's permanent address must be verified through photo ID and the temporary address verified in an acceptable manner. Library card applicants residing temporarily at an established shelter location must present a letter from the shelter.
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 their birthday, address and must provide information that verifies their address. 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. A

photo ID with proof of address (as outlined in #3 above) is required. Youth cardholders 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 two (2) 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:

a. Books/Audiobooks	14 days
b. Art prints (limit 2)	60 days (no renewals)
c. Magazines (other than current)	14 days
d. Music CDs	14 days
e. Board & Card Games	14 days
f. Entertainment DVDs	14 days
g. Non-Fiction DVDs	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. (See Section B – Library Cards)

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, 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. There is no grace period for art prints.
 - d. Art print fines are \$.50/day and accrue to a maximum amount of \$5.00, not to exceed the cost of replacement.
 - e. No fines will be levied for Youth cards, though no additional items can be checked out until all overdue items are returned or replaced.
 - f. 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.
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 sent their first overdue notice by e-mail if a valid address is provided
 - c. After 30 days overdue an item will be considered lost and the patron will be invoiced for the cost of replacement. Patrons are re-invoiced at 60 days overdue, with a final invoice sent at twelve months 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. Paperback (F) | \$7.00 |
| d. Paperback (NF) | \$15.00 |
| e. Children's books | \$15.00 |
| f. Audiobooks | \$25.00 |
| g. J Audiobooks | \$10.00 |
| h. Art Prints | \$125.00 |
| i. Videos | \$15.00 |
| j. Reference | \$50.00 |
| k. Magazines | \$3.00 |
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. The borrowing privileges (checking out materials and using computers) of patrons with outstanding invoices will be suspended until materials have been returned or payment has been made in full. 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 are 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.

G. Library Conduct

1. The Washington Public Library strives to maintain public spaces that are:
 - a. Comfortable and welcoming,
 - b. Safe and secure
 - c. Clean and healthy
2. Library patrons and staff should enjoy a comfortable and welcoming environment. Library users are asked to be respectful of each other and behave in a manner that does not disrupt others or interfere with the normal operation of the library. Examples of prohibited disruptive behavior include:
 - a. Using threatening or abusive language.
 - b. Fighting or challenging to fight, running, shoving or throwing things.
 - c. Creating unreasonable noise. Using audible devices without headphones of using headphones set at a volume that disturbs others.
 - d. Failure to comply with staff requests.
 - e. Sleeping.
 - f. Staring at or following other library patrons.
 - g. Impeding entry into the library or impeding passageways through the library with physical presence or personal property.
 - h. Engaging in audible conversation in areas designated for quiet study.
 - i. Adults may not use seating in the children's or young adult area of the library if they are not accompanied by a child or young adult.
3. The Washington Public Library is committed to providing a safe and secure environment for all. Committing or attempting to commit any activity that would constitute a violation of any federal, state or local criminal law or ordinance is prohibited on library property. Examples of prohibited activities include but are not limited to:
 - a. Harassing, threatening or bullying another person.
 - b. Defacing or destroying library property.

- c. Possessing, consuming, selling or being under the influence of alcohol or illegal drugs.
 - d. Soliciting, panhandling or gambling
 - e. Leaving personal property unattended.
 - f. Remaining in the library after regular closing hours.
 - g. Theft of library materials or the personal property of other patrons or staff members.
 - h. Stalking, harassing, or intimidating patrons or library staff anywhere on library property.
4. The Washington Public Library will maintain an environment that is clean and healthy for all users. Examples of prohibited behaviors include but are not limited to.
- a. Consuming beverages in an unlidded container or any type of food, except during specified programs where food is offered.
 - b. Using cigarettes, e-cigarettes, chewing tobacco or other tobacco.
 - c. Personal hygiene or odor that constitutes a nuisance to others or poses a health risk.
 - d. Bringing animals into the building, with the exception of service animals or animals taking part in library program presentations.
 - e. Introducing bed bugs or other pests via returned materials or personal belongings.
 - f. Use bathrooms for unreasonable or unintended purposes including bathing and laundering.
5. Library privileges may be suspended for engaging in prohibited behavior at the discretion of supervising library staff, either temporarily or permanently. The patron has the right to appeal the suspension of privileges to the director and/or Library Board of Trustees by submitting a written letter of appeal.
6. Unattended Children:
- a. The library is a public building and all patrons, including minors, are welcome. However, at no time will the Library assume the responsibility of surrogate care provider for children in the Library. All children under the age of 8 years of age must have a parent or caregiver present in the library at all times. A caregiver is defined as someone 13 years of age or older who has the mental and physical capacity to care for the child should an emergency arise.
 - b. In the event a child under 8 years of age is left unattended the staff will attempt to contact a parent, guardian or other care giver. If a parent, guardian, or care giver cannot be located within one half hour, the Washington Police Department will be called and the child will be given into their custody.

- c. If unattended children are left at the library for more than fifteen minutes after normal or weather-related library closings, the Washington Police Department will be called and the child will be given into their custody.
7. Library Access for Registered Sex Offenders Subject to Exclusionary Zones:
- a. The purpose of this policy is to ensure that the Library is in compliance with Iowa State law that excludes registered sex offenders convicted of sex offenses against minors from public libraries. This policy adopts the definitions of Iowa Code Chapter 692A, as amended.
 - b. The Library Director acts as “library administrator” for purposes of Iowa Chapter 692A. The Library Director will not give written permission for a registered sex offender convicted of sex offenses against minors to be present on library property. Issuance of a library card to a registered sex offender convicted of sex offenses against minors does not constitute written permission from the library administrator for that offender to be present on library property. Individuals may appeal this decision, as it relates to them, to the Library Board of Trustees.
 - c. Registered sex offenders convicted of sex offenses against minors may be eligible for library service, depending on their residence address. They may register for a card directly via telephone or through a designee, making arrangements for a person of their choosing to select, check out, and return materials using that card. Under any of these circumstances, the sex offender convicted of sex offenses against minors will remain responsible for all activity on their card. They may access information resources via telephone or online. They are not eligible for homebound delivery of materials.
 - d. Registered sex offenders convicted of sex offenses against minors may not loiter, as defined under Iowa Code Section 692A.101(17), as amended, within three hundred (300) feet of library property without the written consent of the Library Director.
 - e. Violations of this policy will be immediately reported to law enforcement, and violators will lose all library privileges.
 - f. Attendance at Open Public Meetings: Sex offenders convicted of sex offenses against minors wishing to apply for written permission to attend an open public meeting at the library must submit a written request to the Library Director.
 - g. Library as a polling location: State law provides for an exemption for the purpose of voting. Persons prohibited from being on library property will

be allowed on library property solely for the period of time reasonably necessary to exercise the right to vote in a public election if the library is named a designated polling location.

- h. Reinstatement: Privileges may be restored to any offender whose name has been removed from the Sex Offender Registry upon written proof of said removal. Proof may include presentation of a copy of the written notice of removal. Removal must be verified by a search of the Sex Offender Registry completed by authorized library personnel. Library personnel will have up to 24 hours to verify said removal from the registry. Upon verification all rights will be reinstated.