

Clear Lake Public Library Circulation Policy

The Clear Lake Public Library is a member of the My Online Resource (MORE) Consortium of Libraries and adheres to the agreements made with this consortium. The Clear Lake Public Library offers access to partner libraries' materials through the Sierra online catalog. The Clear Lake Public Library is part of the IFLS Library System and adheres to the agreements made with this system.

Library Cards

A valid MORE Consortium Library Card is required to check out library materials and to use interlibrary loan services. Once a card has been issued, materials may be checked out without the physical card with a photo id, verification of address and birthdate, or barcode in MORE app. Written or verbal permission for a family member to pick up library materials may also be granted. All library cards must be renewed annually.

Registrations

People

Patrons may register for a MORE library account online for access to non-physical electronic resources. Patrons must provide: full name, Wisconsin residential address, county of residence, birthdate, and email address. Patrons who register online may later get a MORE-member library card with full privileges by following the standard registration process.

Free library cards will be issued to persons of any age who are residents of the State of Wisconsin. Out-of-state residents who own real estate in Wisconsin and who wish to borrow library materials from the Clear Lake Public Library are required to show proof of payment of Wisconsin real estate tax in order to register for a library card.

To receive a card, an applicant, 16 years or older, must fill out a MORE Library Borrower Registration Form and provide one piece of non-expired photo identification showing name and current residential address. Acceptable identification includes a current driver's license, state issued ID card, student ID with photo, school ID with photo, current U. S. military ID, federally recognized Tribal ID, or a U. S. passport. If the acceptable identification does not have a current address on it, a bill, paystub or rent certificate with the current address and dated within the last month will be accepted with the photo ID.

Minors, defined as 16 years or younger, must fill out a MORE Library Borrower Registration Form and have their Library Card application signed by a parent or legal guardian in the presence of an employee of the Clear Lake Public Library. If an applicant is unable to fill out the form, the parent or legal guardian may do so. The parent or legal guardian must provide

identification as stated above. The parent or legal guardian is responsible for the minor child's reading, listening, or viewing of library materials, and payment of any fees or charges incurred by the child.

Only one card will be issued to an individual. Previous MORE accounts and associated fines, fees or restrictions will be honored and enforced at the Clear Lake Public Library.

Patrons are responsible for all uses made of their library card. Any loss or theft of a patron's library card should be reported as soon as possible. If the library card is not reported as lost or stolen, the patron will be liable for any action taken on the card. A new card can be issued upon request with presentation of one of the above accepted forms of identification. A replacement fee of \$1.00 may be charged. Patrons who utilize another patron's card without consent are committing theft under WI State Statute 943.201.

As a member of the MORE consortium of libraries the Clear Lake Public Library abides by the following for a removal of a card from the system: As of September 21, 2018, MORE Directors Council approved the deletion of patron records with expiration dates 3+ years past, CIRCACTIVE dates 1+ year past, and owing less than \$5 in fines. Patron records created via online patron registration will be deleted 1 year after the date of last use.

Confidentiality of Patron Records

The staff at Clear Lake Public Library recognize all patrons' rights to privacy. Individuals, regardless of age, are guaranteed confidentiality regarding their library registration and borrowing records under Wisconsin Statute 43.30. This confidentiality extends to information sought or received; including library materials consulted or borrowed, databases and internet search records, reference interviews, interlibrary loan requests, registration records and other documents or electronic records which would link the individual with particular materials or services.

The following exceptions to the confidentiality law are noted in Wisconsin Statute 43.30:

- by court order
- to persons acting within the scope of their duties in the administration of the library or library system
- to persons authorized by the individual to inspect such records
- to custodial parents or guardians of children under the age of 16 under sub. (4)
- to libraries under subs. (2) and (3)
- to law enforcement officers under sub. (5)

Upon receipt of a court order or subpoena, the Library Director will contact the System Administrator and the village attorney.

Institutions

Institution non-charging cards may be issued to the following organizations:

- Government agencies and departments
- Hospital departments
- Businesses
- Senior apartment complexes, Nursing homes and group homes
- Schools and classrooms, including homeschoolers
- Pre-school and licensed daycare centers
- Professional offices and clinics
- Schools of Higher Education
- Religious institutions
- Service organizations

Cards will be issued only after receipt of a letter of application on letterhead, from a financially responsible officer of the institution, expressing the institution's acceptance of responsibility for all fines, fees, and charges, including charges for damaged or lost materials. The letter must designate a contact person within the organization for handling any library matters. The same privileges and policies which apply to individual cardholders will also apply to institutional cardholders.

Holds

- The maximum number of holds allowed at one time is 100.
- Holds may be placed through the MORE online catalog, over the phone or in-person.
- Patrons will be notified when the item is available by their specified preference of automated phone call, email, or text message. Once a hold item has arrived at the Clear Lake Public Library it is available for pickup for 8 days excluding Saturdays, Sundays, and Holidays the Library is closed.
- Patrons, who do not find what they are looking for in the MORE online catalog, are encouraged to speak with a library staff member. The Clear Lake Public Library participates in a statewide interlibrary loan service. Library staff can search for items in other libraries throughout the state and Minnesota. (<https://iflsweb.org/knowledge-base/ill-policies/>)

Checkout

- The maximum number of items checked out at any one time is 200.
- For Adult and Juvenile patrons, the loan period for most items checked out at Clear Lake is 3 weeks. For Institutions and Home Delivery patrons the loan period for most items is 4 weeks. (Items borrowed from libraries outside the MORE Consortium follow the owning library loan rules; Lucky Day Items are checked out for 3 days)
- A receipt showing items and due dates will be provided at checkout. Patrons may also view their account status using the MORE online catalog.

Items may be renewed up to two times provided no one else has reserved the item. Renewals can be made through the MORE online catalog, in person or over the phone. (Lucky Day Items cannot be renewed; items borrowed from libraries outside the MORE Consortium can sometimes be renewed 1 time)

Overdue Notices and Bills

Courtesy notices

- Implemented in January, 2017
- Sent via email to patrons who have an email address on their patron registration
- Inform patrons that their checked-out items are nearly due

Overdue notices

- Can be sent by telephone, e-mail, or mail
- First notice: sent when item is 7 days overdue
- Second notice: sent when item is 14 days overdue

Bills

- Must be mailed
- Sent when item is 21 days overdue

Patrons are encouraged to sign up for Library Elf, (www.libraryelf.com) a free service to help you keep tabs on your library materials.

Money owed

All patron types are blocked by the system from checking out any materials or placing holds via the catalog if their cards meet any of the following criteria:

- The amount owed for fines, manual charges and replacement costs combined is \$10.00 or more.

- Any item goes to billed status. The full replacement cost must be paid to restore the patron to good standing.

Lost or Damaged Items

- The Clear Lake Public Library will not charge fines on late items except for Lucky Day items.
- The Clear Lake Public Library will charge for the replacement of lost items. Replacement fees are assessed based on list price at the time of purchase and addition to the MORE online catalog. Replacement fees can be paid online in the patron's MORE account (library staff cannot handle credit/debit cards) or in person by cash or check. Checks returned with insufficient funds will result in the original fee being placed back on the patron's account along with any bank fees that are charged to the library. Refunds will not be given for lost items that have been paid for and later found and returned to the library. The patron may keep the item.
- Clear Lake follows the MORE guidelines for damaged item billing (iflsweb.org/knowledge-base/damaged-items-procedure). The patron may keep the damaged item if it is still available.
- With prior permission from the Clear Lake Library Director, Clear Lake will accept a new, identical item (with same ISBN or product number) to replace the lost or damaged item.

Returning items

Most items may be returned to any library within the MORE Library System.

Exceptions

- Inter-library loans (Items from libraries outside the MORE Consortium) must be returned to the Clear Lake Public Library.
- Clear Lake Lucky Day Items must be returned to the Clear Lake Public Library
- Snowshoes must be returned to the Clear Lake Public Library

Approved by the Clear Lake Public Library Board of Trustees on December 5, 2023.