

The purpose of the Circulation Policy is to affirm the rights of all people to free and equal access to information. The West Bend Public Library is dedicated to providing respectful, courteous service in an inclusive and non-discriminating environment. This policy is set forth to outline use of the library, including library card registration, access to materials and technology, and the process of overdue fines and lost or damaged items. The West Bend Public Library supports the American Library Association's Library Bill of Rights, which states "A person's right to use a library should not be denied or abridged because of origin, age, background or views (Article V)."

1. Library Hours

- A. The Library will have regular business hours posted
- B. The Library will close for legal, city holidays; occasional library staff training, city events and inclement weather

2. Confidentiality of Patron Information

- A. The Library Board of Trustees and library staff upholds the confidentiality of patron records, including but not limited to card application information and circulation
- B. The State of Iowa has deemed patron records to be confidential as cited in Chapter 22.7 of the Code of Iowa
- C. Library records may be subject to disclosure to officials pursuant to a process, subpoena or court order authorized pursuant to a federal, state or local law relating to civil, criminal, administrative or legislative investigative power. Library staff will seek legal counsel from the City Attorney's Office in the event of such request for release of library records and will respond to the request according to advice of counsel.
- D. 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. When patrons use those resources, they are subject to the individual third-party terms and privacy policies.

3. Library Cards

- A. A Library Card will be issued free of charge to residents of the city of West Bend, rural counties surrounding West Bend and communities participating in Iowa's Open Access Program
- B. Proof of Residence may be asked for at the time of registration for a library card. This may be in the form of non-personal mail or a library postcard may be mailed to a new residence to confirm address as needed. Identification may be asked for at the time of registration. A driver's license or student ID is preferred; however, any other official ID may be used.
- C. Children may register for a library card at any age when they can accurately provide full name, address, phone number and birthdate. A library postcard may be sent to the child's home and returned to the library to confirm the child's address.

- D. Legal guardian permission must be provided for children who are unable to provide accurate registration information
- E. A new card will be issued with probationary rules for the first 30 days, after that time, if the patron has no overdue items or fines the probationary period will be lifted. A patron may be limited in the number of items he/she may check out at a time at the discretion of library staff if he/she consistently has overdue materials or due to large fines on their account.

4. Use of Library Materials

A. Check Out Loan Periods

- i. Books, audiobooks, puppets and puzzles are loaned for a (3) three-week period
- ii. Electronic formats such as eBooks or downloadable audiobooks through Bridges and/or other vendors are subject to the vendor loan period
- iii. Magazines and select reference materials are loaned for a (1) one-week period
- iv. DVDs and other movies are loaned for a (1) one-week period
- v. Certain West Bend Public Library equipment may be borrowed at no charge for use outside the library. To be eligible to check-out equipment, the borrower must be at least 18 years of age, have a West Bend Public Library Card, with current address and phone number, and have a photo identification. Before checking out, all borrowers must read and sign an equipment agreement/checkout form. (see page 5 of circulation policy) Any non-profits who want to check out equipment must have an authorized officer or member sign the equipment agreement. Upon request, the checkout time may be extended. Equipment is assumed to be in good working condition at the time of check out. Equipment will be inspected and inventoried after each use and the borrower shall be responsible for the cost of any repair or replacement parts, up to the cost of replacement. If the equipment is lost, stolen or damaged beyond repair the borrower is responsible for the full replacement cost. Failure to pay will result in suspension of check-out privileges and possible revocation. Borrowers may also be subject to criminal prosecution under Iowa Code 714.5

B. Renewals

- i. Items can be renewed for additional loan periods if there are no holds in the reserve list for the items. Please call the library to renew items.

C. Interlibrary Loans

- i. Library cardholders may request materials through Interlibrary Loan that are not owned by the West Bend Library. Items borrowed through interlibrary loan are due by the date established by the lending library. Renewals may be possible. There is a \$3.00 donation requested per item to be paid when the item is received. Patrons are responsible for replacement cost for lost or damaged materials and any additional fees charged by the lending library.

D. Online Resources

- i. Patrons have access to a variety of electronic resources including reference and job skill databases, eBooks, audiobooks and magazine subscriptions. These links are available on the library website www.westbend.lib.ia.us A library card may be required for some of these resources.

5. Equipment and Materials for In-House Use**A. Technology**

- i. Multi-Function Copy/Print/Scan/Fax Machine available for fees for printed copies, faxes sent or received and scans emailed or saved. Please see Multi-Function Policy for current rates
- ii. Public Use Computers are available on a first come-first served basis. During heavy use times, time limits may be established. Those patrons doing work will have priority over those playing games

B. Genealogy Materials and/or Reference Material

- i. Several local history publications are available for use in the library
- ii. West Bend Journal archives are available online at www.advantage-preservation/paloalto
- iii. Some reference books are available for in library use only

6. Homebound Delivery Service

- A. All of the above services are available to everyone. If someone is housebound (whether temporarily or permanently) and cannot avail themselves of our services, library personnel will deliver library materials to their home. If materials in a portion of our library are inaccessible to a patron, because of permanent or temporary handicap, library personnel will aid the patron by moving or getting the material for them.

7. Overdue Materials and Fines Structure

- A. Patrons are asked to return items by the due date or to renew those items before or on the due date.
- B. Patron will be notified of overdue material when past the due date.
- C. The West Bend Public Library does not collect overdue fines. Items not returned for more than 90 days are subject to the replacement cost of the materials.
- D. Iowa Code addresses the theft of library materials or equipment in sections 714.5 and 808.12. Patrons may refer to these sections of the Iowa Code for more information.
- E. Library patrons will be billed the replacement cost for items not returned for more than ninety (90) days past the due date.
- F. Parents or legal guardians are responsible for all assessed library replacement fees for minor children according to Iowa Code section 613.16.
- G. Items that patrons "claim returned" will be searched for in the library for 60 days and then will be considered lost and the card-holder may be billed replacement fees.
- H. Lost and overdue materials and/or fines will affect the patron's ability to check out materials at other BEACON participating libraries.

8. Reconciliation & Suspension of Library Accounts

- A. Library material check out will be suspended/BLOCKED when patrons have items overdue for 90 days past the due date.
- B. Patron accounts will return to good standing upon return of all overdue items.
- C. Lost materials/replacement charges are the responsibility of the cardholder whose account bears the overdue items or the legal guardian for minor children.
- D. Payment is required for replacement costs for unreturned long overdue (past 90 days) and damaged library materials or replacement copy of the same title/material type may be substituted for payment. Patrons may set up a monthly payment plan with library director. Patrons who set up a monthly payment plan will be allowed to check out two (2) items at a time during payment period until the account has returned to good standing.

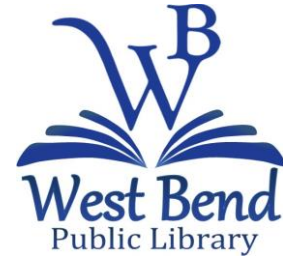
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West Bend Public Library

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EQUIPMENT AGREEMENT/CHECK OUT FORM (for items of \$200 value or more)

Date _____ Equipment Barcode _____
Patron Name _____ Patron Library Card # _____
Address _____
Phone Number _____
Valid Photo ID# _____ Expiration Date _____

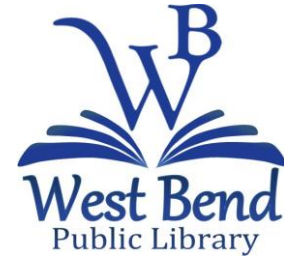
- I am over the age of 18 and have a library card in good standing
- I understand I must have a valid Photo ID, such as Driver’s License, State ID, Military ID, Student ID or Passport to check out equipment
- I have read the Equipment Use Policy and agree to the terms of use
- I am aware that library personnel are not responsible for teaching me how to use the equipment or for retrieving information lost on the equipment
- I accept responsibility for the security of the equipment while I have it checked out
- I understand that the checkout period is 30 days and that my account will be restricted if the item(s) are not returned within 7 days after the due date. Please contact us to see if the checkout period can be renewed
- All equipment checked out must be returned to the front desk
- I agree to wait up to 15 minutes while staff verifies the original condition of the equipment before checking it in
- I understand I will be billed up to the full cost of the equipment if it is not returned or is damaged while in my custody
- I understand that the replacement cost of the equipment, up to the full cost will be applied to my library account if the equipment is not returned, or if it or its components are damaged while in my custody
- I understand that keeping equipment one month past the due date may result in charges of theft as described in Iowa code 714.5

My signature below indicates that I have read the above and agree to the terms of use. My signature also indicates that I am responsible for the care and custody of the equipment that I have checked out from the West Bend Public Library.

PRINT NAME _____ DATE _____

SIGNATURE _____ STAFF INITIALS _____

West Bend Public Library



EQUIPMENT USE POLICY

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IOWA CODE 714.5 Library materials and equipment — unpurchased merchandise — evidence of intention. 1. The fact that a person has concealed library materials or equipment as defined in section 702.22 or unpurchased property of a store or other mercantile establishment, either on the premises or outside the premises, is material evidence of intent to deprive the owner, and the finding of library materials or equipment or unpurchased property concealed upon the person or among the belongings of the person, is material evidence of intent to deprive and, if the person conceals or causes to be concealed library materials or equipment or unpurchased property, upon the person or among the belongings of another, the finding of the concealed materials, equipment or property is also material evidence of intent to deprive on the part of the person concealing the library materials, equipment or goods. 2. The fact that a person fails to return library materials for two months or more after the date the person agreed to return the library materials, or fails to return library equipment for one month or more after the date the person agreed to return the library equipment, is evidence of intent to deprive the owner, provided a reasonable attempt, including the mailing by restricted certified mail of notice that such material or equipment is overdue and criminal actions will be taken, has been made to reclaim the materials or equipment. Notices stating the provisions of this section and of section 808.12 with regard to library materials or equipment shall be posted in clear public view in all public libraries, in all libraries of educational, historical or charitable institutions, organizations or societies, in all museums and in all repositories of public records. 3. After the expiration of three days following the due date, the owner of borrowed library equipment may request the assistance of a dispute resolution center, mediation center or appropriate law enforcement agency in recovering the equipment from the borrower. 4. The owner of library equipment may require deposits by borrowers and in the case of late returns the owner may impose graduated penalties of up to twenty-five percent of the value of the equipment, based upon the lateness of the return. 5. In the case of lost library materials or equipment, arrangements may be made to make a monetary settlement. [C62, 66, 71, 73, 75, 77, §709.21; C79, 81, §714.5] 85 Acts, ch 187, §2; 87 Acts, ch 56, §1; 2016 Acts, ch 1011, §121

