

Ames Public Library Policy
Section: Library Operations
Subject: Circulation Policy

Board
Approved: 7/96
Reviewed: 9/04, 10/05, 4/09, 5/10
Revised: 9/04, 10/05, 4/09, 5/10

Policy

Ames Public Library strives to provide all customers with fair and equal access to library materials.

Library Materials and Services

All customers may have access to library materials while in the building or on the bookmobile.

Some library services require having a valid library account. To be eligible to check out library materials, customers must have a library account in good standing.

Library Accounts

Account Application and Activity:

Residents of the state of Iowa are eligible to register for a library account. Residents of cities not in compliance with Iowa's Open Access agreement are excepted.

- To open an account, customers must present a completed registration form, photo ID (required for 12 years and older), and proof of current address.
 - A photo ID may include a valid driver's license, state issued ID, school ID, or passport.
 - Proof of current address may include a valid driver's license, recent utility bill, lease, car registration, or a piece of mail received at the current address within the last 30 days.
- Library accounts are active for a period of one (1) year and must be renewed annually by verifying/updating account information and paying all fines/fees on the account.
- A photo ID is required to replace a lost or stolen library card or to retrieve a lost and found card.
- Library accounts can be closed only when all materials have been returned and all fines/fees have been paid. The Individual Account holder or adult responsible for a Family Account must request closure in person, by telephone (providing card number and proper ID), or by a written/signed request.

Account Types:

Ames Public Library offers two types of accounts: *Individual Account* and *Family Account*. Customers may have only one Individual Account and/or be the responsible adult on one Family Account.

- Individual Account
 - An Individual Account may only be used by the person opening the account.
 - Any information about the Individual Account may only be given to the person whose name is on that account.
 - Children must be at least 5 years of age to apply for an Individual Account.

- Family Account
 - A Family Account may be opened by an adult (18 years or older) who agrees to take responsibility for the account.
 - The responsible adult will add the name or names of anyone he/she wishes to share the account.
 - Family Account customers share account privileges with other family members and any member can exercise those privileges independently.
 - Information about a Family Account may be given to any person whose name appears on the Family Account.

Customer Responsibilities

- Customers are expected to comply with the library's policies and procedures.
- Customers are expected to comply with copyright laws, and the library assumes no responsibility for customer infractions of copyright laws while using library materials.
- Customers are expected to use their own library cards when checking out materials or conducting other library transactions.
- Customers with valid library accounts may request that circulating items be held for them; requests will be added to queue lists in the order they are received.
- Customers must notify the library of changes in account information (name, address, telephone numbers, etc.).
- Customers must notify the library immediately when a library card is lost or stolen; customers are responsible for all account activity until the library is notified about a lost/stolen card.
- Customers must not tamper with or alter library materials in any way.
- Customers must return library materials, including all parts and packaging, in good condition. (City of Ames Municipal Code, Sec. 15.12 Library Regulations)
- Individual Account holders and adults representing Family Accounts are responsible for managing their own accounts and for paying any fines/fees accrued on their accounts.

Fines and Fees

Some materials are designated by the library as non-circulating. Other library materials have pre-determined check out and renewal periods.

The library charges fines and fees to encourage compliance with procedures which promote fair and equal access to limited resources for all customers. Customers may be notified of overdue materials, outstanding fines/fees, or problems with their account by telephone, email notices, printed notices, and/or other means.

- The library charges a daily fine for overdue items for each day the library is open.
- The library charges a replacement fee for lost or stolen library cards.
- The library charges for lost or damaged library materials.
- Customer borrowing privileges are suspended when fine/fee limits are surpassed.
- More extensive measures may be taken for excessively delinquent accounts. A collection agency may be utilized to facilitate the overdue process.
- A list of fines and fees is available as an addendum to this policy.
- The library may offer programs that allow for options to payment of fines (such as a payment plan or a fine alternative program).