

Policies

FINES & FEES

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The library expects materials and equipment loaned from the library to be returned in a timely manner. The library will give a copy of the checkout policy, including information on loan periods and fines, to all patrons registering for a library card. Policy brochures are readily available at all service desks.

1. Loan Periods:

- Books and audiobooks: 21 days
- Series DVDs and music CDs: 14 days
- DVDs (not series) and magazines: 7 days
- Interlibrary loan: dependent on loaning library
- Other materials: variable

2. Renewals

- Most items may be renewed up to two times if there are no holds. Interlibrary loans may be renewed subject to the loaning library's decision. Renewals may be made in person, by telephone, or online.
- Book drop returns: Items returned in the book drop before 8 a.m. will be checked in as if returned the previous day.

3. Fines

- The library does not charge late fines, with the following exceptions: HotSpot WiFi devices, items in the Library of Things, and interlibrary loan items accrue fines at \$1.00 per/day. Maximum amount of the fine for HotSpot WiFi devices and Library of Things not to exceed the cost of the device. Maximum amount of the fine for interlibrary loan items is at the discretion of the lending library.
- Items checked out physically at other Wisconsin Valley Library Service (WVLS) libraries are subject to the fines charged by that library location.
- Borrowing privileges are restricted if balance owed is more than \$5.00.

4. Lost materials

- Patrons are expected to pay for library materials that they lose. An overdue item is declared lost 5 weeks after the due date. At 12 weeks after the due date, the library notifies the City Attorney.
- There will be no refunds if a lost and paid for item is recovered. Once a patron pays the replacement cost fee, the item is considered the property of the patron. Items from the Library of Things collection are an exception if they are returned in good condition. In this instance only will a refund be

Policies

given. Refunds for materials owned by other libraries are subject to the owning library's refund rules.

- The library will not accept any materials in exchange for a lost item unless the replacement is identical or nearly identical to the lost item and is in good condition.
- The retail cost of the item will be charged. Where actual cost of the item is not specified, an average replacement cost will be charged.
- Because the library is a member of a shared system, items owned by another library are subject to fees assessed by the owning library.

5. Damaged materials

Items returned with noticeable damage beyond ordinary wear will be assessed and charged accordingly. In general, there will be charges for missing pages, food spills, pet damage, water damage, and cigarette burns.

6. Library cards and replacement cards

- The library does not charge for new library cards nor for replacement cards.