

Urbandale Public Library Circulation Policy

Library Cards

Any person, in Urbandale or other contracting or Open Access communities, who is five years of age or older, may obtain a library card free of charge with proof of current address and photo ID. Your library card is renewed every two years if there are no outstanding fines or fees.

Children under the age of fourteen must have a parent or guardian sign their library card. Iowa driver's license, passport or social security number and date of birth are required on all applications. Library patron information and circulation records are confidential. However, the library's cooperation with federal agents is required under the USA PATRIOT Act.

Library cards must be presented each time you borrow library materials or sign up to use library computers. If a card is lost, stolen or found, notify the UPL immediately. There is a fee for replacement of a lost or damaged card.

It is strongly recommended that you **do not lend your card** to others. The person to whom the card is issued is responsible for all fees and materials checked out with that card.

Urbandale residents and other contracting groups can go directly to other Iowa libraries to borrow materials, but local restrictions may apply to the services provided.

Subscription Cards

In Iowa, libraries are funded with tax dollars from city and state sources. If you are a resident of Urbandale, city taxes pay for your library services. The city of Windsor Heights also contracts with the Urbandale Public Library for library service, and Polk County reimburses the library for rural Polk County residents. Iowa also has an Open Access system throughout the state in which most public libraries participate. If you are not a resident of Urbandale or of a contracting or Open Access community, you may still check items out from the Urbandale Library by purchasing a subscription card. Subscription cards cost \$100.00 annually.

Group Cards

The library offers a group account that allows customers to link their library accounts. If you are interested in participating in a group account, please ask at the Circulation Desk for more information.

Temporary Cards

The library offers temporary cards for individuals who are living in Urbandale for a short period of time (from one to six months) for business or personal reasons. Temporary cards expire after six months and are limited to borrowing 5 items at a time. Please ask at the Circulation Desk if you would like more information about Temporary Cards.

Open Borrowing Privileges

The Library maintains a collection of materials for all ages, interests and viewpoints. It is the responsibility of the parent or guardian to monitor their child's use of library materials. The library cannot withhold materials from any patron, regardless of age.

Materials for Loan

Reference materials, current magazines, and newspapers are not checked out.	Loan Period	Item Limit	Overdue Fee per day	Maximum Fee
Books, Magazines, Puppets, Cake Pans, Pamphlets	3 weeks	None	\$0.10	\$10.00 or cost
Audio Books, CD Music	3 weeks	10	\$0.10	\$10.00 or cost
Video Cassettes	1 week	10	\$0.10	\$10.00 or cost
Non-fiction DVDs, TV series on DVD	3 weeks	5	\$0.10	\$10.00 or cost
Fiction DVDs, Blu-Rays	1 week	5	\$0.10	\$10.00 or cost
Video games	1 week	2	\$0.10	\$10.00 or cost
Downloadable audio books	1 week	3	n/a	n/a
Downloadable e-books	2 weeks	3	n/a	n/a
Equipment* Audio Cassette Player , Portable Screen	1 day to up to a week		\$0.50	\$10.00 or cost
Overhead Projector, Slide Projector, DVD Player, Video Recorder	1 day to up to a week		\$5.00	\$25.00 or cost
Telescope	1 week		\$5.00	\$25.00 or cost

* Circulating equipment may be booked for use on a specific date. You must be 18 years of age and a resident of a contracting metro community to borrow equipment.

Renewals - Materials may be renewed twice online, by telephone or in person unless the item has been placed on hold by another customer.

Returning Materials - Book drops are located in the lobby. A drive-through drop is located at the north end of the building and is open 24 hours a day. **Please use the drops.**

Holds - With a valid library card, holds may be placed at the service desks, over the phone, or via the Internet through the online catalog. Customers will be notified when a hold is available. Hold items are available for pick up approximately five days after the customer is notified. Items that are not checked out by the expiration date given in the notification will be removed from the hold shelf. Holds not yet available may be suspended if a customer cannot pick them up for a period of time due to vacation or illness.

Interlibrary Loans - If materials are not owned by the UPL, patrons can request to have books borrowed from other libraries. If the request is filled, a postage fee of \$1.25 will be charged, plus any handling fees.

Request for purchase – Customers may suggest titles that they would like the Urbandale Public Library to purchase. If a suggested item is purchased, the customer will be placed on the hold list for that item.

Overdue Notices

Borrowers are responsible for returning materials by the due date. Customers cannot borrow any library materials or use the library's computers if their fees exceed \$10.00, or if materials are more than 5 weeks overdue. Overdue fees are charged for each day the library is open. The card holder will be responsible for all fees on items checked out on their card. Please note that the library cannot guarantee the privacy of library records when attempting to collect overdue materials.

Overdue Notice Mailing Schedule:

Three weeks after due date – Reminder

Five weeks overdue – Replacement cost plus \$5.00 processing fee charged per item

Eight weeks overdue – Pre-collection notice

Ten weeks overdue – Referral to collection agency plus \$25.00 fee

According to sections 808.12 and 714.5 of the Iowa Code, concealment of library materials or failure to return library materials constitutes theft.

Refunds for the cost of the item, less the overdue fees, are made when lost materials that have been paid for are returned to the Library - in good condition - within seven months of the due date.

Damaged Materials

Each patron is responsible for repair, replacement and/or processing fee on materials damaged while checked out on their card. Please report any problems to library staff, but **do not attempt to mend any broken or damaged items or equipment.**

Approved by the Urbandale Public Library Board of Trustees 8/2011