

Borrowing Materials

The Urbandale Public Library has established the following guidelines to facilitate access to the collection while ensuring its protection.

Loan Periods

Physical Materials

- Reference materials and newspapers do not circulate
- Video games, fiction Blu-rays, fiction DVDs, and Playaway Launchpads 7 days
- Book club kits 56 days
- Other materials 21 days

Digital Materials

- Hoopla
 - Video 3 days
 - Music 7 days
 - Other materials 21 days
- Overdrive / Libby 14 days

Equipment

- Laptop in-house use only
- Other equipment 21 days

Limit Per Card

Physical Materials

- Book club kits 2
- Video games 10
- Fiction Blu-rays and fiction DVDs 50 total
- Other materials no limit

Digital Materials

- Overdrive / Libby 5
- Hoopla 6 per month

Equipment

- All equipment 3 total

Renewing Materials

- Materials less than 37 days overdue may be renewed. Fines accrued prior to renewal are owed.
- A maximum of two renewals per material is permitted. Exceptions may be made if the material is brought into the Library.
- Renewal loan periods are the same length as the original loan period.
- Materials on hold for another cardholder may not be renewed.
- Renewal of interlibrary loan materials less than 37 days overdue is at the discretion of the interlibrary loan staff and lending library. Fines accrued prior to renewal are owed. However, interlibrary loan materials more than 36 days overdue may not be renewed.
- All checkouts of physical items, except interlibrary loan items and book club kits, are automatically renewed if not returned by the due date. Automatic renewals are subject to the same policies and fees as a manual renewal.

Reserving Materials

- All circulating materials and on-order materials may be placed on hold. Staff members are responsible for placing customer holds on certain book club kits.
- A maximum of 50 items may be on hold per account. This includes unfilled and suspended holds, as well as holds available for pickup.
- Holds are filled in the order received and are subject to availability.
- If possible, notification is made when materials are available.
- Holds must be picked up in person and checked out on the card used to place the hold or to a member of the same user group.
- Holds remain active for one year. Holds not filled within this time are canceled.

Suspension of Privileges

- Borrowing privileges are suspended if outstanding fines and fees exceed \$14.99. Materials may be renewed or reserved. Borrowing privileges are reinstated when outstanding fines and fees are below \$15.00.
- Borrowing privileges are suspended for accounts referred to a collection agency. Materials may not be renewed or reserved. Borrowing privileges are reinstated when all outstanding fines and fees are paid.

Overdue and Lost Materials

- A \$0.25 fine is charged for each material not returned by the due date. The fine is charged each day the Library is open and accumulates until the material is returned or the maximum fine reached. The maximum fine is \$10.00 per item.
- The Urbandale Public Library waives late fees for Juvenile and Teen Materials. The Board of Trustees reserves the right to modify the policy at any time. Material that is not

returned will result in suspension of borrowing privileges, effective one week after the item's due date. Fees for lost or damaged items are not waived.

- Notice of overdue materials is sent as a courtesy. Cardholders are responsible for returning materials on time whether or not an overdue notice is received.
- Notices are sent when materials are:
 - 8 days overdue - 1st notice
 - 22 days overdue - 2nd notice
 - 37 days overdue - 3rd notice, cardholder is billed the replacement cost plus a \$5.00 processing fee for each overdue material and is notified that account will be referred to a collection agency if overdue materials are not returned or replaced within 21 days of the notice date.
 - 58 days overdue - account is referred to one or more collection agencies if the cardholder owes \$30.00 or more in replacement costs, including fines and fees. In addition, non-refundable collection agency fees are owed.
- If lost materials are returned or replaced by the cardholder before the Library has repurchased the materials, each material's replacement cost and processing fee is cancelled. The accumulated daily fines, up to the maximum fine, and the collection agency fee are owed. The replacement copy must be approved by the Library. If the Library has repurchased lost materials, all replacement costs and fees must be paid.
- A refund of part of the payment may be issued if materials are returned in acceptable condition within one month of payment. The refund may be the amount paid minus the maximum fine and the processing fee. The collection agency fee is not refunded.
- The City will pursue any and all debt collection options, up to and including the State of Iowa's Offset Program.

Damaged Materials

- The cost to repair damaged materials or replace damaged components is owed by the cardholder.
- Cardholders are billed for materials damaged beyond repair. The replacement cost for each damaged item must be paid or a replacement copy provided. The replacement copy must be approved by the Library. A \$5.00 processing fee for each item must be paid.
- Notices are sent:
 - 8 days - 1st notice
 - 22 days - 2nd notice
 - 37 days - 3rd notice, cardholder is billed the replacement cost plus a \$5.00 processing fee for each overdue material and is notified that account will be referred to a collection agency if overdue materials are not returned or replaced within 21 days of the notice date.
 - 58 days overdue - account is referred to one or more collection agencies if the cardholder owes \$30.00 or more in replacement costs, including processing fees. In addition, non-refundable collection agency fees are owed.
- If materials are replaced within 6 months after the account is referred to a collection agency, each material's replacement cost is canceled. The replacement copy must be

approved by the Library. The accumulated daily fine, up to the maximum fine, the processing fee, and the collection agency fee are owed.

- After 6 months, cardholders are responsible for the entire account balance, whether or not materials are replaced.
- At the time of payment, cardholders have the option to keep materials damaged beyond repair. However, due to the nature of some damages, the Library may not be able to retain every item.
- Materials damaged in a fire or flood or lost due to theft, which are not covered by the cardholder's personal insurance, are not charged to the cardholder. A police or insurance report documenting the damage or theft must be provided.
- The City will pursue any and all debt collection options, up to and including the State of Iowa's Offset Program.

User Group

- Individual Library accounts may be linked to create a user group. A user group allows linked cardholders access to each other's confidential account information. In addition, materials on hold for a group member may be checked out on any member's card.
- A cardholder may be a member of only one group.
- A group may include up to six cardholders.
- Cardholders 14 years of age or older must sign a consent form to be added to or dropped from a user group.
- Cardholders under 14 years of age must be added to or dropped from a user group by a parent or guardian.
- Cardholders, except parents or guardians of members under 18 years of age, are not financially liable for another member.
- A group card is not issued, only a user group is created. Individual cards are retained when a user group is created. A group card is not issued.

Adopted by the Urbandale Public Library Board of Trustees May 20, 2015

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