

# STOUGHTON PUBLIC LIBRARY

## PATRON REGISTRATION / LIBRARY CARD USE POLICY

Revised 10-16-19



### I. Purpose

To allow the Stoughton Public Library to track the use and location of their materials, library cards are issued according to these guidelines.

### II. Definitions

A. "Valid Library Card" is defined as a library patron registration that has current residence and contact information and does not contain unresolved blocks such as charges of more than \$20.00.

B. "Limited-Use Card" – A limited use card allows the holder to check out only three items at a time and place holds on only two items at a time. It's a way to allow high-risk library users to still use the library and limit the potential loss to the Library. Once charges have been paid, then the limited use card status will be changed to normal card status.

C. "Blocks" are defined as notations in a patron's record that refer to overdue, lost or miscellaneous charges owed.

### III. Registration

Library cards are issued at the Stoughton Public Library to any resident within the South Central Library System boundaries. Persons who live within the Stoughton city limits are issued a City of Stoughton card. Those who live in Dane County outside the City Limits are issued Dane County cards. Patrons of other municipalities or governing units are encouraged to register, in person, at the appropriate library within their respective government units.

Library cards from any governmental jurisdiction included in South Central Library System may be used at any library within the System as well as those in areas that have reciprocal agreements with SCLS. Out of system cards require patron entry into the LINK database and the addition of a LINK barcode to the card before it can be used at our Library.

In order to receive a card, it is necessary to complete a short registration form provided at the Library. The Library reserves the right to deny a card to anyone who has outstanding blocks on a previous record. Photo ID and proof of current name and address information are required when registering for a card.

Registration must take place in person at the Library except in the case of those who, for some valid reason, cannot visit the library (homebound persons or children whose parents, for some reason, cannot come to the library with their child to register). In these cases a registration form may be sent home for completion and returned to the library for entering into the computer. Once address and phone information has been verified, a card will be issued.

#### A. Minors

For cards issued to anyone under age 16, a parent or guardian's signature is necessary on the registration form, and the Library will also verify the minor's address. If unable to do so, the card will be issued as limited use until such time when the minor's address can be verified.

Parents or guardians are responsible for all materials checked out on cards of children under age 16. Parents or legal guardians are also responsible for monitoring the use of their children's cards.

If library cards at the same address have fines totaling \$100 or more, no library card will be issued to further residents until total household fines have been brought below the \$100 threshold. Library staff may use their discretion to create one Limited Use card issued to a juvenile for that address if all currently issued cards at the address are Adult.

#### B. Organizational Cards

Organizational Cards are issued to allow check out of materials for use within those organizations by authorized staff and/or clients. It is necessary to secure proper authorization which consists of the signature of the director or other person in charge on institution letterhead. The organization must assume responsibility for items checked out on its card.

The same rules apply to institutional use of the library as apply to individual use, including loan periods and fine rates and payment.

#### IV. **Renewal of Cards**

Library cards expire every four years; after which it is necessary to update registration information. If there are fines or other outstanding blocks on the patron record, the card cannot be renewed until the record is cleared. There is no charge for renewal of a card.

#### V. **Limited-Use Cards**

If more than one member of a household accrues enough charges (\$50) to be sent to collections for not returning materials or not paying library charges, the Library may make the still usable cards of other members of the same household "limited use." A limited use card allows the holder to check out only three items at a time and place holds on only two items at a time. This allows people to still use the library and also limit the potential loss to the Library. Once charges have been paid, then the limited use card status will be changed to normal card status.

When issuing library cards to minors, limited Use cards will be issued if a minor's guardian has fines totaling \$20 or more.

#### VI. **Lost Cards**

Lost cards should be reported as such and replaced as soon as possible to avoid use by other persons. There is a \$1.00 charge to replace an active card whether it has been lost or stolen. Replacement cards are limited to three per year.

**VII. Change of Name/Address**

Changes to any element of the registration information need to be reported as soon as possible to insure accurate patron registration. There is no charge for new cards issued as a result of an address or name change.

**VIII. Out of State Cards**

For a fee of \$10, a temporary card may be issued to persons who will be temporarily residing in Stoughton or the surrounding area. They need to register the same as any other patron, but must include their permanent home address as well as their temporary Stoughton address. A special expiration date will be entered to cover the time that the person anticipates needing the card rather than the usual four-year period. Out of state cards will expire after one year.

**IX. Security**

Users may check out materials by presenting a valid library card at the Circulation Desk or the self-checkout stations, or by typing in their library card and pin number at a self-checkout station, if their records do not contain blocks that prohibit them from so doing. As a courtesy service, Library users with library cards in good standing, may check out once in a six month period without their cards, if they can show valid photo ID.

Checkout privileges will be denied if a user's record contains unresolved blocks such as fines of more than \$20.00. For fines less than \$20.00, staff will encourage the user to pay what they owe as soon as possible.

Library staff have the discretion of limiting checkout privileges and quantities of materials for immediate family members of a library user who has excessive fines or lost/damage charges, or for persons living in the same residence as a library user who has excessive fines or lost/damage charges.

A hold authorization form must be on file for family members to pick up each other's holds.

Cardholders will be held responsible for items checked out with their cards regardless of who uses the card. It is the owner's responsibility to control use of the card and its barcode.

**X. Confidentiality of Library Records**

A. As described in Wisconsin Statutes, Section 43.30 Public library records (1) (Appendix A), all circulation and other records which identify the names of library users, especially as they connect library users with material or services used, are confidential.

B. The following exceptions to the confidentiality law are noted in 43.30 (1m)

1) By court order

2) To persons acting within the scope of their duties in the administration of the library or library system

- 3) To person authorized by the individual to inspect such records.
  - 4) To custodial parents or guardians of children under the age of 16 as required under sub. (4) as set forth in Act 207, effective April 23, 2004.
  - 5) To libraries as authorized under subs. (2) and (3).
- C. The following guidelines will be observed in providing any records pursuant to (B) (4)
- 1) Library records to be supplied include items currently checked out, due dates for those items, overdue items, and any fines owed, as well as any records that show use of the library's computers.
  - 2) Library records not required to be supplied include address, phone number, age, etc. of the child. This information must be edited out of any record supplied to a custodial parent or guardian.
  - 3) Library staff will request photo ID in order to determine whether the person requesting the records is the custodial parent or guardian. Library staff will accept any other documents that demonstrate to their satisfaction that the requestor is the custodial parent or guardian of the child whose records have been requested.
- D. Information regarding library records will be provided over the phone only when a library barcode number is provided.
- E. Library patrons may pay fines or fees for others and for themselves without having a library card present. However, to protect patron confidentiality, no information other than the dollar amount will be given.
- F. Records regarding patrons' use of library services shall not be made available to any agency of federal, state, or local government, except pursuant to such process, order, or subpoena as may be relating to civil, criminal, or administrative discovery procedures or legislative investigative power.

## **XI. Disclaimers**

- A. A duly registered user of the Library agrees to comply with the rules and regulations of the Library, which are adopted by the Board to assure fair use of available materials by all patrons.
- B. The Library is not responsible for problems created by misuse of patron cards.
- C. Payment plans are available for Library users who owe more than \$20.00.

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