

Jack Russell Memorial Library
Library Cards and Borrowing Privileges Policy

Library cards are available for free to Wisconsin residents. In order to check out library materials library patrons shall present their library card. Patrons are issued two copies of a library card: a key chain size card and wallet size card.

The library card applicant's preferred ID is a driver's license or Wisconsin State ID. If the driver's license or Wisconsin State ID does not show a current home address, another form of identification will be required in addition to the driver's license or Wisconsin State ID. Applicants must provide proof of residence at the time of registering for a library card. The proof of residence provided must contain a complete name along with current and complete residential address. A PO Box will not be accepted as a residential address. A rural route box without a number will also not be accepted. Acceptable identifying documents that constitute proof of residence include:

1. A current and valid WI driver's license/ID card plus one of the following items if the address is not current.
2. A current and valid driver license/ID card from another state and/or country, passport, green card, military ID plus one of the following items if the address is not current.
 - a. Any other official identification card or license issued by a Wisconsin governmental body or unit
 - b. An employee ID card with a photograph, but not a business card
 - c. A real property tax bill or receipt for the current year
 - d. A residential lease for the current year
 - e. A picture ID or fee card from a university, college or technical college
 - f. Vehicle registration
 - g. Checkbook with pre-printed personal checks
 - h. A utility bill for a period commencing not earlier than 90 days before the application date
 - i. A bank statement not more than 90 days old
 - j. A paycheck not more than 90 days old

If the mailing address is different from the residence address library applicants should enter it in the alternate address line on the application. A PO Box is acceptable as a mailing address.

Library cards are issued to children age five and up. Children under the age of 16 need a parent or legal guardian's signature. The parent or legal guardian ID and/or proof of residence will serve as proof of residence for youth under the age of 16. The parent or legal guardian must accompany the youth applying for a library card and they are required to co-sign the application. Children residing in two households will be issued a card where their primary residence is, as stated by the parent or legal guardian. The parent or legal guardian is required to provide identification as confirmation of signature. Should the parent or legal guardian have an account with the Library which is delinquent, the minor child will not be issued a library card until the parent or legal guardian's account status is remedied. If the parent or legal guardian has an objection to this denial, they may request in writing a review of the decision by the Library Director. The Library Director's decision will be final.

To comply with Wisconsin State Statute, 43.30(1m), library card applicants 16 and 17 years of age need to present a Wisconsin driver's license or Wisconsin State ID with current address at the time of application. Applicants in this age range may also present a current school ID card from a local school along with proof of residence (see above for acceptable identifying documents that constitute proof of residence). If they choose, applicants in this age range may apply for a library card the same way children under the age of 16 do (see above).

When applicants are able to provide only one acceptable identifying document that constitutes proof of residency, then they shall be given the option to register for a card that provides access to the public internet computers and restricts material checkout to three items. In order to get the restriction removed from the applicant's card, they shall bring in the identifying document they did not have when applying for their card (i.e. proof of local residency or WI driver's license).

Library cards are valid indefinitely, with an automatic address check every 2 years. Patrons are responsible for informing the Library of any change of address, telephone number, email or parental responsibility for children under age 15.

Replacement Cards

When a library card is lost or stolen, patrons shall present a valid photo ID along with proof of current address and pay a \$5.00 replacement fee. Please report all stolen cards to the Library at 262-673-8240. If a card is presented for checkout before it is reported lost or stolen, the patron is still responsible for all materials checked out on it. If the card is broken, bring the pieces to the Library and a staff member will replace it for free.

Date Due Receipts

Date due receipts are printed for all materials checked out at the circulation desk or the self-checkout stations. Due dates are also available online through the trio catalog. Be sure to check carefully for due dates and keep receipts handy in case there are any questions.

Forgotten Cards

Patrons must present a valid library card in order to checkout library materials. If a registered patron does not have his/her library card, then the Library shall accept an alternative form of photo identification.

Acceptable forms of identification for adults aged 18 and above include identification showing their photo and current address. Patrons may bring in a combination of acceptable alternative ID's to have both photo and current address. Examples include driver's license, a state issued identification card, checkbook, utility bill, student ID, passport, or green card.

For minors without their library card, the Library will accept current school ID cards, driver's license or learners permit as alternative IDs. For minors without any acceptable alternative ID, such as elementary school aged children, Library staff shall ask for the minor's full name, home address, phone number and birthday, including year, to verify minor's identification. Library staff may refuse to accept alternative ID's.

Patrons may borrow only on their own card when using an alternative form of ID for checkout.

Loan Periods and Fines

Type of Item	Loan Period	Fine per Day
Adult & Young Adult Books	28 days	\$.10
New Adult & Young Adult Fiction	14 days	\$.10
Children's Books	28 days	\$.10
DVD's***	7 days	\$1.00
Non-Fiction DVD's***	14 days	\$1.00
TV Series on DVD***	14 days	\$1.00
Blu-rays***	7 days	\$1.00
Books on CD	28 days	\$.10
Music CD's	14 days	\$.10
Magazines	14 days	\$.10
Playaways	28 days	\$.10
Video Games***	14 days	\$1.00

There are no grace periods. Fines are assessed the day after an item is due.

When a patron's card has reached \$10, borrowing privileges will be blocked until the fine has been paid. Fines may be paid in person during regular business hours by cash, personal check or via the Monarch catalog using a credit or debit card. Library staff cannot accept or process credit or debit cards. Any patron wishing to utilize electronic payment must access their account through the Monarch Online Catalog and make their own payments.

Patrons who have items that are overdue for longer than 56 days may also be prevented from borrowing more items until those materials have been returned and the fine paid (please see the Library's overdue materials policy). Patrons with fines will not be allowed to use another individual's library card as a way of avoiding payment of fines or using the library's public access computers.

Renewals

Items may be renewed in person, over the phone (262-673-8240), or online via the trio catalog up to two times, as long as no one else is waiting for the item. If you are renewing materials that are due the day you are renewing them online via the trio catalog, items must be renewed by 11:59pm/CST to avoid overdue charges.

Holds on Items

Items placed on hold via the Monarch catalog are available for pickup at the library's circulation desk. Holds may be placed on all library materials via in-person at the library, via phone with a staff member or online in the Monarch catalog. Patrons need to have a library card in good standing and a pin number. Pin numbers are assigned at the time of application. JRML staff does not have access to pin numbers. Patrons who do not know their pin number may call the library to have it reset via phone during regular business hours or reset it online through the Monarch Catalog via the My Account link.

When materials become available patrons have the option to be notified either by phone or email. Notices for hold pick up are sent out once per day. Items are held for seven days from the date the patron is notified. When an item is not picked up, it will be sent back to the owning library or onto the next patron in cases where there is a waiting list. A new hold may be placed on the item but the patron will go to the bottom of the existing holds list.

When picking up items that are on hold, for the patron's protection and to comply with Wisconsin State Statute, 43.30(1m), the card in which the item was placed on hold must be presented. This means that when a husband wants to pick up his wife's holds, he must present her card and vice versa. The same is true for parents wanting to pick up holds on their children's cards.

Hold N Go contactless pickup for items placed on hold is available during regular business hours. It can be set-up through the myLIBRO app or by calling the library to setup an appointment. Pickup is limited to items which were previously requested and is unavailable without a reservation. Library patrons using this service accept financial responsibility for all materials checked out to their library card, regardless of whether they successfully pick up materials. Items will remain on the hold n go shelf for 24 hours after the appointment as a courtesy

Interlibrary Loan

Materials not available in the Library or via the trio catalog may be borrowed from another library. There is currently no fee for this service. Library users are limited to five (5) active interlibrary loan (loans from libraries outside of Monarch) requests at a time. Interlibrary Loan staff may make exceptions to these limits in special circumstances. To place an interlibrary loan, please visit the reference desk or call 262-673-8240.

Returning Items

There are several ways items may be returned to the Library. There is a materials return located inside the Library which is open during regular business hours. On the East side of the building is a drive thru materials return conveniently open 24 hours a day, seven days a week. Materials returned in the drive thru before the library opens to the public are considered returned the previous open day.

Items may also be returned to any public library in Dodge, Ozaukee, Sheboygan or Washington County. Please note that items returned to public libraries outside of the above mentioned counties may be subject to late fees.

Lost and Damaged Items

Minor damages to library materials that do not affect the enjoyment or operation of the items by other patrons shall be assessed a minimum fee of \$3.00. Examples of such damages are: ripped covers, a single torn page, minor scribbling, damaged lock on DVD case, etc....

Major damage to a library item that renders the item unusable to other patrons shall be charged the full replacement cost of the damaged item plus a \$5.00 processing fee. The processing fee covers the labor and supply costs necessary to make the item "shelf-ready" for patron use. Examples of such damages are: water or other liquid damage, animal or child chewing/tearing, ripped or torn covers and/or pages, warping, broken spines, etc.

When a library item has been lost or damaged beyond repair, the borrowing patron or their guardian, shall be held responsible for that item's current replacement value. The Library's cost is the actual cost of the item plus a \$5.00 processing fee. Costs for replacement can be found in the item record. Please call the Library for specific details.

The Library does not accept replacement items as substitution for lost or damaged items in lieu of paying for the item. The patron is responsible for the cost of the item plus the processing fee.

Incomplete returns

Patrons who accidentally return an item without a DVD, Blu-ray or CD, forget to include a map with a travel guide, etc... shall be notified via telephone that the material is missing. Patrons are asked to return the missing piece(s) as soon as possible. Fines will not be charged while the Library waits for the piece(s) to be returned. Reminder calls will be made however, after 30 days of waiting for the piece(s) to be returned, the Library shall consider the item to be lost and bill the patron for the cost of the item plus a \$5.00 processing fee.

Damage/Missing materials fees (when not charging for replacement) are as follows:

Missing tray from DVD or CD cases	\$3.00
Missing or damaged lock from DVD, CD or Playaway Cases	\$3.00
Damaged or Lost DVD, CD or Playaway Cases	\$5.00
Removed or damaged RFID Tag	\$3.00
Removed or damaged barcode	\$3.00

Missing pair of 3D glasses	\$3.00
Missing booklet from music CD albums	\$5.00
Lost or damaged magazines	\$6.00
Missing map from travel books	\$5.00

Refunds

The Library does not issue refunds for items that have been paid for.

Returned Checks

JRML accepts personal checks for fines and fee payments; however, if a check is returned for non-sufficient funds, the amount of the check will be placed back on the patron's account. All bank charges for non-sufficient charges are made to the City of Hartford. Therefore, the patron will be contacted by the City of Hartford's Finance Department and required to pay the bank processing fee charged to the City plus the original amount of the check. Payments to clear charges must be made in full with cash or money order before the patron can resume borrowing privileges. Past due accounts may be referred to a collections and/or credit reporting company.

The Library reserves the right to refuse personal checks of any customer who previously has had checks returned.

Teacher Cards

The Library offers teacher cards as a service to teachers, preschools, licensed childcare centers, homeschool families and public and private schools serving students in grade K-12. Teachers may use these cards when classroom projects call for materials beyond the school's media center scope.

A teacher card makes it possible to have a library card for professional use as well as one for personal use. Teacher cards can only be used for curriculum-related materials, not for personal reading or viewing interests. The Library reserves the right to withdraw this privilege if repeatedly abused by a patron.

To apply for a teacher card, you will need:

1. A personal library card in good standing from the Jack Russell Memorial Library or a library in the Monarch Library System.
2. Proof of employment at an educational facility (I.D. with name and school, letter from principal/director, etc...), a homeschool state certificate or a childcare license.

Teacher cards will not be charged overdue fines. The Library will bill for lost, non-returned or damaged items. Standard loan periods with two renewals apply as well. Teacher cards are limited to 100 checkouts at a time.

Teacher Cards are only valid at the Jack Russell Memorial Library.

Holds can be placed with this card for curriculum-related materials that will be handled in the same manner as on a personal library card. Holds for multiple copies of a single title will require assistance from staff and are limited to 10 copies. If the same request for items happens annually, the JRML will encourage the school library the teacher is affiliated with to purchase the necessary items. Future requests of those same items may be denied as the JRML supplements but cannot be a substitute for fully supporting school curriculum needs for ongoing annual curricula. Please contact the Youth Services Librarian for more information.

Teacher cards are only valid during the school year, beginning September 1 through June 12. All cards expire and are renewable in person. Exceptions for use during the summer months may be granted on a case by case basis with approval from the Youth Services Librarian or Library Director.