



Bettendorf Public Library and Information Circulation Policy

Purpose

The purpose of the Bettendorf Public Library Information Center Circulation Policy is to define approved practices for the registration of library patrons; circulation of library materials; reciprocal borrowing/lending practices; and the suspension of patron privileges.

A valid library card provides library patrons in good standing with circulation privileges which may include borrowing materials, placing holds, requesting interlibrary loan services, and in-house and remote access to electronic information services.

Registration, Eligibility, Borrowing and Responsibility

Registration

Individuals of all ages may apply for a library card with proper photo identification and proof of residence. Parental signature is required for children under the age of 14 yrs. Patrons must be present to be issued a library card.

Card Types

- *Bettendorf Cards*—Individuals residing or owning property within the City of Bettendorf
- *Open Access Cards*—Individuals residing outside the library RiverShare consortium, but within the state of Iowa, and served by a library participating in Iowa's Open Access Program. Some services may be limited with an Open Access Card.
- *Temporary Cards*—Individuals residing within the City of Bettendorf, for a period limited to one to six weeks, may be issued a short-term library card upon application, without fee.
- *New Borrower Cards*—Individuals eligible to receive *Bettendorf*, *Open Access* or *Temporary* library cards, but unable to provide proof of residency at the time of resignation.
- *Self-registered cards*: Self-registered patron cards are temporary and allow limited access to online resources, but may not be used to borrow materials until a regular card is obtained.

Note:

- By mutual agreement, public libraries within RiverShare Libraries Consortium agree to issue library cards to patrons residing within the library service areas of these communities, in accordance with approved circulation/resignation practices of the consortium.
- Library cards will not be issued to out-of-state residents.

Responsibility

Card holders take full responsibility for all materials borrowed on their card and for payment of fees assigned to the card. Patrons assume responsibility for immediately notifying library staff if their library card, or materials charged to their card is lost or stolen. Patrons will honor all participating and State Library of Iowa (SILO) reciprocal and interlibrary loan policies and procedures. Please see Circulation staff for program details.

No restriction in quantity or selection of content is placed on cardholders of any age.



Bettendorf Public Library and Information Circulation Policy

Renewal of Materials

Eligible physical materials that circulate to the public will automatically renew once through the library's PAC, with the exception of items on reserve.

Card holders may request to renew materials belonging to Bettendorf Public Library beyond the automatic one-time renewal before items are due back to the library. Patrons must contact library staff directly in-person, by phone, or via email to extend length of loan. Circulation periods may be extended at the discretion of the Library Director, Circulation Services Supervisor, or designee.

Holds—Reserved Materials

Requests for advanced reserve of in-house items may be placed for all items that circulate through the online catalog, or by contacting Library Staff directly.

Residents of the State of Iowa are eligible to reserve materials through their home library in accordance with existing State Library of Iowa interlibrary loan policy and procedures, at no charge. Bettendorf card holders are encouraged to contact Library Staff for more information about Interlibrary Loan Service.

Overdue/Lost materials, Refunds, and Suspension of Circulation and Remote Access Privileges

Suspended Privileges

Circulation and some remote access privileges will be blocked for patrons with \$10.00 or more in fees; five (5) or more overdue items. Accounts maintaining a balance of \$50.00 or greater for longer than 30 days will be forwarded to a collection agency and a \$10.00 service fee will be added, which cannot be waived.

Circulation and other access privileges will be blocked when a patron's card expires. An expired card may be renewed once the patron's address is verified (in-person) with photo ID and proof of residence. Bettendorf Public Library can renew the library card of any patron served by a participating RiverShare public library.

Overdue materials

The Bettendorf Public Library believes in providing all library patrons with fair and equitable access to library resources. Therefore, the library does not charge overdue fines on library materials, with the exception of a few small or specialized collections (see *Appendix A: Fines and Fees Schedule* for more details).

The Library Board of Trustees empowers library staff to set clear procedures to ensure materials used by the community are returned in a timely manner. If attempts to retrieve materials are not successful, the Library may submit patron charges to a collection agency, issue a municipal infraction (*Unauthorized retention of library materials—Appendix B*), or notify patron by certified mail and pursue reclamation as stipulated within the *Code of Iowa 714.5* and *808.12*.



Bettendorf Public Library and Information Circulation Policy

Retrieval of Overdue Materials

Notification—courtesy notices are sent via automated notification (either by phone, text, or email) at regular intervals to cardholders with overdue library materials. The last notice is a bill sent via U.S. Mail for the replacement cost of the item. Library accounts with outstanding charges may be submitted to a collection agency and/or to local law enforcement for further action.

Refunds

Lost items which have been paid for may be returned for a refund of amount paid and are determined on a case-by-case basis by the Circulation Services Supervisor, Library Director, or designee. Library staff will notify the patron by phone when a refund is available for pick-up, and will hold funds for no more than 60 days.

Lost/Damaged Materials

- The replacement cost of a lost or damaged item is charged to the account on which the item was checked out at the time it was lost or damaged
- Borrowers are responsible for materials which were checked out on lost or stolen cards prior to notification to the Library of card loss, with maximum liability of \$50.00
- Replacement cost of the item will be assessed according to the price reflected within the Library's online catalog database.
- Patrons may not replace lost or damaged items with like or in-kind materials.
- Replacement or repair costs may be waived, in-full or in-part, by the Library Director, Circulation Services Supervisor, or designee, on a case-by-case basis.

Suspension of Privileges

Under authorization of the Library Director, library privileges may be cancelled for any patron if a pattern of abuse of privileges has been established.

Policy Reviewed/Revised by the Bettendorf Public Library Board of Trustees

Revised	July, 1991	September, 1999	April 2015
Revised	May, 1993	March, 2002	May 2015
Revised	March, 1995	May, 2002	June 2015
Revised	September, 1995	February, 2004	Dec 2015
Revised	December, 1995	June, 2005	August 2016
Revised	January, 1996	November, 2005	Dec 2016
Revised	January, 1998	August, 2010	Apr 2017
Revised	November, 1998	March, 2011	Mar 2019
Revised	May, 1999	February 2012	Nov. 2019
Revised	September, 1999	May 2014	December 2021
Revised	May 1999	March 2015	January 2023

APPENDIX A—FINES AND FEES SCHEDULE

As approved, this schedule defines fines and fees for overdue, lost, or damaged materials, and other fee-based services.

Library cards and/or replacement library cards are available to Bettendorf Public Library patrons at no charge.

Overdue Fines

Generally, the Bettendorf Public Library does not charge overdue fines for library materials. However, there are some small or specialized collections that collect overdue fines due to high demand/low quantities available to the community, or in an effort to maintain good working relationships with partnering organizations:

- Reference materials: \$1.00 per item/day
- Courtesy Admission Pass: \$1.00 per day
- Hot Spots: \$1.00 per day

As part of the RiverShare Libraries consortium, we honor the rules and restrictions other RiverShare member libraries may attach to their own materials lent to Bettendorf Library cardholders.

APPENDIX B—CITY OF BETTENDORF MUNICIPAL CODE: SEC 2-72. UNAUTHORIZED RETENTION OF LIBRARY MATERIALS- ENFORCEMENT

Any person who removes or retains library materials beyond the date of required return shall be guilty of unauthorized retention of library materials and may be prosecuted by municipal infraction. Library materials shall be defined as any material offered by the library for the use of the public off the premises of the library. The library director or the director's designee shall be charged with the enforcement of this section (Ord. 12-91, § 1, 4-2-1991)