

## Circulation and Checkout

The circulation policies of the Chippewa Falls Public Library have been designed to encourage patrons to return materials on time and in good condition. The goal is to have as many people as possible use and enjoy our collections.

During library hours you can return materials in the return slots located in the center of the Circulation Desk or in any of the 3 drops just outside the entrance to the library. The three stand-alone metal drops are open 24/7 and all materials can be returned here, except hotspots, instruments, board games and Library of Things Kits. A return slot is also located on the building for returning materials after hours.

### Loan Periods

|  |         |
|--|---------|
| Books, Audiobooks, Music CDs, Playaways, Break in Bags, Board Games, Flannel Boards, Resource Kits, Library of Things Kits and Science Kits. | 3 Weeks |
| New Fiction & Non-Fiction Adult Books, TV Series, Musical Instruments and Tablets.   | 2 Weeks |
| DVDs, Magazines, Video Games, Civil Service Test Prep Materials, Lucky Day books and Hotspots.   | 1 Week  |
| Lucky Day DVDs   | 3 Days  |

### Limits

|                                |          |
|--------------------------------|----------|
| Music CD's, Audiobooks & DVD's | 10 items |
|--------------------------------|----------|

**Overdue Notices:** At 7 days overdue, notices are sent via email or telephone. Second notices are mailed at 14 and a final bill is sent at 21 days. The notice at 21 days is a bill for the lost item and failure to return a lost item will result in action by a collection agency if the account is over \$25.00.

## **Overdue Notices:**

- 7 days: Sent via email, text message or phone call.
- 14 days: Sent via email, text message or by mail.
- 21 days: Sent in the mail, this is a bill for the item.
- Failure to pay fines or fees assessed may result in action by a collection agency (For accounts \$25.00 and up)

## **Timeline for Library Collections:**

An account is sent to collections 30 days from the date printed on the final bill.

### **UMS Process Begins**

- 1 Day – 1<sup>st</sup> letter sent immediately
- 21 Days – 2<sup>nd</sup> letter is sent
- 35 Days - If patron still owes any money, or still has library materials, a phone call is made and the Unique process continues.

## **Renewals**

To renew an item you can:

- Log into your patron record at the [MORE Website](#)
- Call the 24-hour renewal hotline at **1-866-MY-RENEW**
- Call the Chippewa Falls Public Library and follow the prompts or bring your materials into Chippewa Falls Public Library or any other MORE library.