

POLICY

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AUTHORIZED BY: Library Board of Trustees
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11/12, 3/14, 2/17 8/22, 6/23

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INTRODUCTION

Since March, 2003, the Chippewa Falls Public Library (CFPL) has been a member of the MORE (My On-Line REsource) consortium, a fee-for-service of the Indianhead Federated Library System. Although consortium libraries share a catalog and their library's resources, individual members follow the specific rules and guidelines of their local circulation policies; these policies may conflict with the policies of other members. MORE is continually developing uniform policies designed to fit all or most library situations and to ensure the smoother running of the consortium.

The policies outlined below reflect the operations in Chippewa Falls and are designed to help effectively circulate and likewise protect the materials owned by the Chippewa Falls Public Library.

This policy is based on the following underlying principles:

- 1) All materials at the Chippewa Falls Public Library (CFPL) shall be made accessible to anyone holding a valid MORE library card, subject to the provisions set forth in this policy.
- 2) All adult library users are responsible for the materials checked out on their card. Parents or legal guardians are responsible for any library materials used or borrowed by their minor children.
- 3) This library will honor all reciprocal borrowing and interlibrary loan agreements established by the CFPL Board with other cooperating agencies.
- 4) Circulation records shall be treated as confidential and the library reserves the right to restrict access to these records.
- 5) The use of this library or its services may be denied for the following reasons: failure to return library materials or to pay penalties; destruction of library property; disturbance to other users; or any other objectionable conduct on library premises.
- 6) Borrowing privileges at the CFPL shall not be denied or abridged because of sex, or social, religious, racial, economic, or political status.

REGISTRATION

When applying for a borrower's card, prospective patrons must fill out and sign an application form. Written proof of current address must be shown by all applicants, their parents or legal guardian. This must include a picture ID with current address with backup address verification, if necessary (**see Appendix I**). There is no waiting period before borrowing privileges begin.

No one shall use another person's library card to borrow materials, except:

- 1) Volunteers may check out materials for patrons registered in the Home Delivery Program.
- 2) Any patron may check out hold shelf material(s) for another patron as long as they are "linked."

Reserved items and interloaned items shall be checked out to the person who reserved or requested the item, with the exceptions noted above.

Types of cards issued at Chippewa Falls:

- 1) Resident card. Issued to anyone who is a permanent resident of or who owns property in Wisconsin, provided existing contracts with cooperating governing bodies and agencies remain in effect. Proof of permanent address must be furnished; if a person is in the process of moving, proof of temporary residence will be accepted until proof is available.
 - ◆ Signature of a parent or guardian is required on the application for a library card in the case of persons under the age of 16. Identification must be verified in writing. The parent or guardian must present him or herself to verify the ID by showing a document containing the address. **(See Appendix I)**.
 - ◆ Foreign-exchange student: A non-resident foreign national studying in the US for a semester or school year and residing with a “host family.” These students shall have a host parent co-sign their application.
 - ◆ Caregivers can get a temporary card for anyone under age 16 that they are caring for. Definition of a caregiver is a person who gives care to people who need help taking care of themselves. Examples include children, the elderly, or patients who have chronic illnesses or are disabled. The Caregiver must be 18 years old or older.

- 2) Non-resident card: Issued to anyone who is not a resident of Wisconsin, permanent or part-time.

The card is available for a fee will be assessed, payable at the time of application. Issued to anyone who is residing in the area on a temporary basis, (i.e. lives at a local address for a set amount of time but will leave the address and not return at the end of a relatively brief, established time.)
- 3) Institutional cards: Used by persons who borrow materials for use by groups of persons in an established institution. Institutional cards are not to be used by employees of an institution for their own personal purposes unrelated to their work. An application and a “Service Agreement” must be signed by a financially-responsible officer of the institution, which include:
 - ◆ governmental agencies and departments; hospital departments; businesses; nursing homes; group homes; schools; pre-schools and daycare centers; university departments; churches; service organizations

- 4) Interlibrary Loan card: Issued to libraries for their use in circulating materials to non-MORE-member libraries.

All new cards are restricted with no checkout on electronic equipment for a waiting period--30 days in good standing.

REPLACED CARDS

Although there is no expiration date for the physical library passcard, the MORE system prompts all patron records for an update annually based on the applicant’s birth date. Vital data must be verified at this time, with any changes noted; showing of ID is not required, except in the case of a change of name and/or address. A new card will be issued to a patron in the following instances:

- 1) Non-use. Patrons who have not used their card in three years will be deleted from the circulation files. These patrons will need to reapply for a card by presenting proof of current address and filling out a new application. There will be no charge.

- 2) Name change. Cardholders who have undergone a name change will need to reapply for a card by presenting proof of identification and filling out a new application. There will be no charge.
- 3) Juvenile to Adult. Patrons who turn 16 and thus change their status must apply for a new card [*Fill out new application*]. There will be no charge.
- 4) Damage. Patrons whose card has become worn or damaged and is not usable will be issued a new card; they do not need to reapply for a card.
- 5) Loss. Patrons who have lost their card will be required to get a new one for a fee. They do not need to reapply.

LENDING PERIODS

These are fairly standard throughout the MORE consortium.

21 days

Two renewals available on all material, unless material is on hold:

- ◆ General fiction and non-fiction; Wisconsin Studies books; Resource kits; Audiobooks; CDs

14 days

Two renewals available on all material, unless material is on hold:

- ◆ New adult fiction and non-fiction books

7 days

Two renewals available on all material, unless material is on hold:

- ◆ Magazines; pamphlets; newspapers; college catalogs; videocassettes; DVDs; energy meters

Non-renewables:

- ◆ Test tutors, Lucky Day/Best Seller DVDs, Lucky Day/Best Seller Books.

Other:

- audiovisual equipment -- 24 hours -- can be extended depending on availability
- reference materials -- 24 hours -- must be arranged with information services staff
- interloan items -- variable -- set by lending library

Patrons borrowing audiovisual equipment must possess a valid passcard and must sign a "Statement of Borrower's Responsibility" and return equipment by hand delivery to the CFPL circulation desk. All extensions on reference materials and interlibrary loan items must be cleared through the Information Services Desk.

Parents or guardians with large fines cannot use the child's card without the child present.

PATRON NOTIFICATION

It is the responsibility of the borrower to keep track of items checked out on his or her card and to return said items when they are due.

All patron types:

Overdue notices are sent via e-mail or telephone when items are 7 days overdue. Notices will be mailed when items are 14 and 21 days overdue. The notice at 21 days will constitute a bill. Checkout on individual cards is prohibited when:

- ◆ At least one item has been billed

- ◆ Fines accrue to an assessable maximum. Charges are noted on an Addendum to this document.
- ◆ Patrons have items which have been billed or damaged that cost under \$10.00 - the library director or head or assistant head of circulation will put on note on the patron's record as a block will not appear.

The owning library is responsible for notifying patrons when items are unreturned or have missing pieces.

CFPL patron-types:

Overdue notices are sent via e-mail or telephone when items are 7 days overdue. Notices will be mailed when items are 14 and 21 days overdue. The notice at 21 days will constitute a bill and includes a 30-day collection insert.

Collection of fines and fees:

Per Wisconsin Act 169 (See Appendix II) library patrons are subject to the actions of the Unique Management Collection Agency (See Appendix III). If an item has not been returned after 50 days, the collection agency takes over the account. Information about uncollectible fines, overdue materials, and missing or damaged parts may be released to the Unique Management Collection Agency. Library staff may release information about overdue materials when the cardholder has at least one item that is 50 days overdue and fines/fees totaling \$25.00 or more. The collection agency engaged in this task will be deemed an agent of the library and will, in accordance with *Wisconsin Statute 43.30 "Public library records,"* be required to maintain confidentiality regarding the identity of any individual who borrows or uses the library's documents or other materials, resources or services. In certain circumstances, the Chippewa Falls Police Department will act as agents of the library to recover materials **(See Appendix IV).**

CHARGES FOR LATE MATERIALS

Most of the materials are fine free. Items that accrue fines are noted on **Appendix V.**

There is no "grace period" on overdue library items.

Overdue fines will accrue to a maximum on CF material; maximum amounts differ at MORE member libraries. Maximum charges are noted on an Addendum to this document.

CHARGES FOR DAMAGED OR LOST MATERIALS

Patrons who cause minor damage to CFPL library material may be subject to a fee based on a determined scale of charges.

Patrons who lose library material will be charged the price listed on the item record. Charges are noted on **Appendix V** to this document.

Should a patron locate and return a paid-for item in usable condition within 30 days, that patron shall be given a refund equal to the price of the item, minus any fine that had accrued before payment.

Refunds are processed by the library director or assistant. No refund will be given one month after a lost item is paid for.

In certain instances, actual items may be substituted for replacement cost. The library director or will make this determination.

All charges will be administered by the library director or circulation services coordinator.

Charges are noted on an **Appendix V**.

Patrons found to have defaced or vandalized library property or failed to return library materials will be subject to prosecution under section 9.35(1) and 9.41(2) of the Municipal Code of the city of Chippewa Falls (**see Appendix VI**) and Wisconsin Statutes 943.61(2) (**see Appendix VII**).

Patrons who declare personal bankruptcy must follow the rules applied to Public Libraries. (**See Appendix VIII**).

PATRON APPEAL PROCEDURE

In the event that a patron objects to a particular fine, fee or circulation practice involving him or her, the following procedure shall apply:

- 1) The complainant will be referred to the circulation service coordinator who will meet with the person to determine if correct procedure has been followed; if not, the coordinator will move immediately to correct the situation.
- 2) If, following the above review, it is determined that the patron is objecting to a properly-followed procedure but is still unsatisfied, the circulation services coordinator will refer the complaint to the library director.
- 3) If the problem cannot be resolved through informal discussion, the complainant will be invited to file a "Request for Waiver of Chippewa Falls Public Library Charges" form (**See Appendix IX**).
- 4) If the patron is still not satisfied. The library director will arrange a hearing for the patron at the next regularly-scheduled library board meeting.
The decision of the library board will be final.

INTERLIBRARY LOAN

Responsibility for items lost or damaged while on loan to MORE patrons shall lie with the individual borrower; charges for lost or damaged interloan items will be levied against the patron as billed by the lending institution. The CFPL does reimburse the lending library if we are unable to collect from the individual borrower.

POLICY REVIEW

It is recommended that this policy be reviewed and revised as needed, but at least every two years by the Chippewa Falls Public Library Board of Trustees.

Appendix I

List of Acceptable Documents to Establish Identity

1. US Passport (unexpired)
2. Unexpired foreign passport with I-551 stamp or attached INS form I-94 indicating employment authorization
3. Permanent Resident Card or Alien Registration Receipt Card with photograph (INS FORM I-551)
4. Unexpired Temporary Resident Card or Employment Authorization Documents with photograph (INS form I-688, I-688a, or I-688b)
5. Current Employer Picture ID
6. Current Student Picture ID
7. Birth Certificate
8. Valid WI Hunting or Fishing License
9. Facesheet (A one-page summary of important information about a patient)
10. Driver's license or identification from
 - a. US federal or
 - b. US state or
 - c. US possession,
 - d. local or
 - e. tribal government, or
 - f. military (including Coast Guard and Merchant Mariner)

provided it contains a photograph and information such as name, birth date, address.

If the patron has no Photo ID (examples, group home residents, Amish) Give the patron a library card with a P-Type of 35 CF Restricted. Send a postcard to the patron to bring in at their next visit (it must be our postcard for proof). Can check out 3 items until the postcard we sent them (it must be our postcard for proof) is brought in as proof of ID and ADDRESS.

If current address is not on provided identification, a utility bill (or other bill) bank documents (statement, checkbook), current school report card, current insurance card, paycheck stubs, vehicle registration, postmarked mail or housing lease/mortgage document that includes the applicant's name may be used. Or a postcard may be sent to the applicant's address to bring in at the next visit. Issue a card with a P-Type of 35 CF Restricted until proof of address or postcard are brought in.

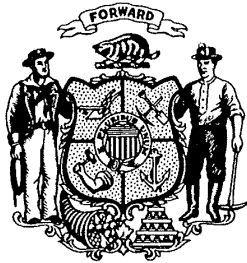
See policy for guidelines on additional card types, transitory residents, exchange students and guardianships.

Additional documentation may be needed. Persons not able to meet these requirements will be considered for a library card on a case by case basis.

Appendix II

Wisconsin Act 169

State of Wisconsin



2015 Senate Bill 466

Date of enactment: **February 29, 2016**

Date of publication*: **March 1, 2016**

2015 WISCONSIN ACT 169

AN ACT to renumber 43.30 (1b) (a); and to create 43.30 (1b) (ae) and 43.30 (6) of the statutes; relating to: authorizing certain libraries to notify collection agencies and law enforcement agencies of delinquent accounts.

The people of the state of Wisconsin, represented in senate and assembly, do enact as follows:

SECTION 1. 43.30 (1b) (a) of the statutes is renumbered 43.30 (1b) (ag).

SECTION 2. 43.30 (1b) (ae) of the statutes is created to read:

43.30 (1b) (ae) "Collection agency" has the meaning given in s. 218.04 (1) (a).

SECTION 3. 43.30 (6) of the statutes is created to read:
43.30 (6) (a) Subject to par. (b) and notwithstanding sub. (1m), a library that is supported in whole or in part by public funds may report the following information as provided in par. (c):

1. Information about delinquent accounts of any individual who borrows or uses the library's documents or other materials, resources, or services.

2. The number and type of documents or materials that are overdue for each individual about whom information is submitted under subd. 1.

(b) If a public library discloses information as described in par. (a), the information shall be limited to the individual's name, contact information, and the amount owed to the library.

(c) A library may report the information as described in par. (a) to any of the following:

1. A collection agency.

2. A law enforcement agency, but only if the dollar value of the individual's delinquent account is at least \$50.

SECTION 4. Initial applicability.

(1) This act first applies to delinquent amounts that accrue on the effective date of this subsection.

* Section 991.11, WISCONSIN STATUTES: Effective date of acts. "Every act and every portion of an act enacted by the legislature over the governor's partial veto which does not expressly prescribe the time when it takes effect shall take effect on the day after its date of publication."

Appendix III

Letter from UMS abiding by confidentiality statement



Privacy Notice

At Unique Management Services, we're committed to protecting and respecting personal privacy. This notice explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding this notice and our privacy practices should be sent by email to privacy@unique-mgmt.com or by writing to Privacy Department, Unique Management Services, 119 East Maple Street Jeffersonville, IN 47130. Alternatively, you can call and ask to speak with the Privacy Department at 1 812 285 0886.

What information is being collected?

As we are a Data Processor, the personal information the Data Controller submits to us may include name, address, phone number(s) and date of birth. We take all measures to ensure that our processing activity is strictly in line with security and privacy expectations of the controller and that we will not share this information with anyone except as request by the Data Controller.

How it will be used?

We may use the personal information to contact the Data Subject regarding their obligations arising from any contracts entered into by the Data Subject and the Data Controller.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfill our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract with the Data Controller.

Who will it be shared with?

We will not sell or rent your information to third parties. We will not share personal information with third parties for marketing purposes. We may pass the personal information to our third party service providers for the purposes of completing tasks associated with contacting the Data Subject. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep the information secure and not to use it for their own direct marketing purposes.

What are the data subject's rights?

The Data Subject has the right to ask for a copy of the information Unique Management Services holds about the Subject.

How can you object or complain?

Any questions, objections or complaints can be emailed to our Privacy Department at privacy@unique-mgmt.com.

Appendix IV Wisconsin Statutes 43.30 Public Library Records

(1b) In this section:

(ae) "Collection agency" has the meaning given in s. 218.04 (1) (a).

(ag) "Custodial parent" includes any parent other than a parent who has been denied periods of physical placement with a child under s. 767.41 (4).

(b) "Law enforcement officer" has the meaning given in s. 165.85 (2) (c).

(1m) Records of any library which is in whole or in part supported by public funds, including the records of a public library system, indicating the identity of any individual who borrows or uses the library's documents or other materials, resources, or services may not be disclosed except by court order or to persons acting within the scope of their duties in the administration of the library or library system, to persons authorized by the individual to inspect such records, to custodial parents or guardians of children under the age of 16 under sub. (4), to libraries under subs. (2) and (3), or to law enforcement officers under sub. (5).

(2) A library supported in whole or in part by public funds may disclose an individual's identity to another library for the purpose of borrowing materials for the individual only if the library to which the individual's identity is being disclosed meets at least one of the following requirements:

(a) The library is supported in whole or in part by public funds.

(b) The library has a written policy prohibiting the disclosure of the identity of the individual except as authorized under sub. (3).

(c) The library agrees not to disclose the identity of the individual except as authorized under sub. (3).

(3) A library to which an individual's identity is disclosed under sub. (2) and that is not supported in whole or in part by public funds may disclose that individual's identity to another library for the purpose of borrowing materials for that individual only if the library to which the identity is being disclosed meets at least one of the requirements specified under sub. (2) (a) to (c).

(4) Upon the request of a custodial parent or guardian of a child who is under the age of 16, a library supported in whole or part by public funds shall disclose to the custodial parent or guardian all library records relating to the use of the library's documents or other materials, resources, or services by that child.

(5)

(a) Upon the request of a law enforcement officer who is investigating criminal conduct alleged to have occurred at a library supported in whole or in part by public funds, the library shall disclose to the law enforcement officer all records pertinent to the alleged criminal conduct that were produced by a surveillance device under the control of the library.

(b) If a library requests the assistance of a law enforcement officer, and the director of the library determines that records produced by a surveillance device under the control of the library may assist the law enforcement officer to render the requested assistance, the library may disclose the records to the law enforcement officer.

(6)

(a) Subject to par. (b) and notwithstanding sub. (1m), a library that is supported in whole or in part by public funds may report the following information as provided in par. (c):

1. Information about delinquent accounts of any individual who borrows or uses the library's documents or other materials, resources, or services.

2. The number and type of documents or materials that are overdue for each individual about whom information is submitted under subd. 1.

(b) If a public library discloses information as described in par. (a), the information shall be limited to the individual's name, contact information, and the amount owed to the library.

(c) A library may report the information as described in par. (a) to any of the following:

1. A collection agency.

2. A law enforcement agency, but only if the dollar value of the individual's delinquent account is at least \$50.

History: 1981 c. 335; 1991 a. 269; 2003 a. 207; 2007 a. 34, 96; 2009 a. 180; 2015 a. 169.

Appendix V

Schedule of Chippewa Falls Public Library Fines and Fees

DVDs

Damaged (deeply scratched or broken) will be given to Circulation Department to bill.

Cost of single case replacement: \$5.00

Cost of single case with insert: \$6.00

Cost of 4 capacity: \$8.00

Cost of 6 capacity: \$9.00

Books with CD's

If the CD is lost or deeply scratched or broken. Give to Circulation Department to bill.

Children's Dept lost or deeply scratched or broken will be determined by Children's Dept whether or not it needs to be billed.

Audiobooks on CD

Damaged (deeply scratched or broken) discs give to Circulation Department to bill.

Cost of 10 capacity case replacement: \$13.00

Cost of 20 capacity case replacement: \$16.00

Cost of 40 capacity case replacement: \$23.00

Music

If the CD is lost or deeply scratched or broken give to Circulation Department to bill.

Charge \$1 for damaged cover artwork.

Cost of 1 capacity case replacement: \$5.00

Cost of 2 capacity case replacement: \$6.00

Playaways

Damaged give to Circulation Department to bill.

Cost of replacement case \$5.00

No charge for battery doors-Children's Librarian has replacements.

Do not check in item if it is damaged or if items are missing or lost. Give to CIRC supervisor. Children's Department has a 3-ring binder to identify what piece might be missing for many of the kits.

If patron does not respond after being notified about the missing piece, check with Children's Department before billing. There may be replacement pieces available.

Charges for damage, \$4.00 Replacement Bag

Hotspots

\$2.00 per day late fee
Maximum \$20.00/item

\$10.00 fee returning in the book drop or at another library

\$200.00 fee if the unit is lost, stolen or not returned

Generally, \$100.00 fee, if returned with damage, replacement cost for micro-USB cord and AC adapter varies.

Charges for Late Materials

All materials are fine free except for the following which are assessed daily after the due date:

- **Best seller / Lucky Day DVDs: \$0.50**
- **Best seller / Lucky Day Books: \$0.10**
- **Science Kits: \$0.10**
- **Flannel Board & Resource Kits: \$0.10**
- **Break-in Bags: \$0.10**
- **Board Games: \$0.10**
- **Library of Things Kits: \$1.00**
- **Hot spots: \$2.00**

Charges for Lost Library Cards

Replacement (Key) Card: \$2.00

Copier/Fax costs

Copier costs: 10 cents per sheet black and white. 50 cents per sheet color.

Fax costs: Outgoing: \$1.50 first sheet
\$1.00 additional sheets

Incoming: \$1.00 per sheet

Appendix VI

Municipal Code of the City of Chippewa Falls

9.35 (1) - LIBRARY MATERIAL REGULATIONS. (Cr. #75-10)

No person shall fail, on demand, to return any book, periodical, pamphlet, picture, phonograph record, film or other article or property belonging to or in charge of the Chippewa Falls Public Library which may have been borrowed by such person or entrusted to his or her custody, after the due date thereof, and no person shall remove from the library any book, periodical, pamphlet, picture, phonograph record, film or other article or property without first having the same charged to his or her account.

9.41 (2) - THEFT OF LIBRARY MATERIAL

INTENT TO DEPRIVE PROHIBITED. No person shall intentionally take and carry away, transfer, conceal or retain possession of any library material without the consent of a library official, agent or employee and with intent to deprive the library of possession of the material

Appendix VII

Wisconsin Statutes 943.61 (2)

943.61 Theft of library material.

(2) Whoever intentionally takes and carries away, transfers, conceals or retains possession of any library material without the consent of a library official, agent or employee and with intent to deprive the library of possession of the material may be penalized as provided in sub.

Appendix VIII

PERSONAL BANKRUPTCY AND WHAT IT MEANS FOR PUBLIC LIBRARIES

The following is culled from a conversation between League of Wisconsin Municipalities Assistant Legal Counsel, Dan Olson, and Chippewa Falls Public Library Director Rosemary Kilbridge on January 13, 2005.

When library borrowers declare personal bankruptcy, you should wait to take any action until you have been contacted directly by bankruptcy court. Following official notification, these rules apply to the library situation:

- ◆ All overdue fines on items checked out on the bankruptee's card must be erased.
- ◆ All overdue fines on items checked out on the cards of the bankruptee's minor children must be erased.

Fines are considered debts, and all of the minor children's debts are considered debts of the parent.

- ◆ All unreturned items checked out on the bankruptee's card must be either returned or paid for.
- ◆ All unreturned items checked out on the cards of the bankruptee's minor children must be either returned or paid for.

Unreturned items are library property; they are not debts. You cannot declare property not yours to be yours, and thus part of your bankrupt estate. Mr. Olson used the analogy of a neighbor who, having borrowed your lawn mower and subsequently declaring personal bankruptcy, must still return your lawn mower. The library can pursue appropriate avenues to retrieve any and all unreturned property.

Appendix IX

Request for Waiver of Chippewa Falls Public Library Charges

You may appeal Library fines or charges for lost or damaged materials if you believe the charges have been mistakenly assessed or that extenuating circumstances warrant reduction or cancellation of your Library charges. The waiver process is an opportunity to make a **one-time** appeal to the Library in these circumstances.

Fines and Charges

Fines for overdue and lost material are implemented to help keep Chippewa Falls Public Library material available to patrons. Library patrons are responsible for knowing the Library's Fines Policies. Failure to understand these policies will not excuse you from payment of overdue fines or billed Library materials. All patrons are responsible for late return fees, damaged item replacement fees and billed items.

Appeals process

All appeals must be made on the Request for Waiver of Chippewa Falls Public Library Charges Form with any supporting documentation and submitted to the Library Circulation Desk. You will receive a written response of the decision within 10 business days.

Please note that your overall library record will be considered as one of several criteria in determining the outcome of the waiver. Requests for appeals are most often approved in cases of documented Library error or extreme hardship such as long-term hospitalization, fire or theft. In cases of fire, you may still be responsible for the cost of the damaged materials but we may provide you with an invoice for your insurance company for reimbursement.

Fines will not be waived if the request is based on any of the following reasons:

- Lack of knowledge of Library policies
- Disagreement with fine or fee structure
- Forgot due date
- Non-receipt or late receipt of courtesy overdue notice
- Outdated information in your library account
- Material loaned to a third party
- Being out of town or on vacation
- Inclement weather

Date
Full Name
Library Card Number
Address
Title of Item(s)
Barcode of Item(s)
Amount of Requested Waiver

Basis of Appeal

Suggested Remedy

Appendix X

Timeline for Library Collections

7 Days	1 st Library notice is printed. <i>(Only by email, TNS or text message)</i>
14 Days	2 nd Library notice is printed.
21 Days	Library replacement bill is printed* Bill is mailed with a 30-day collection warning insert.
51 Days	Accounts with a \$25 balance and our P-type automatically go to UMS.

UMS Process Begins

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

UMS Phone Number: 800-879-5453

*Manual charges (for damaged items, etc.) will have to be handled manually.

**There is no follow-up for patrons with less than \$25 owed on their account.