

### Registration

- Library cards are issued, at no charge, to a new patron with photo identification and proof of current residential address. (A post office box is not a sufficient example of current address.) Mail must have a current postmark.
- A parental signature is required for new patrons under the age of 14. A photo ID or proof of address is required for students between the ages of 14 – 18.
- Responsibility for all materials and any fines or charges accrued on the child's card, is held by the parent or guardian until the child is 18.
- All patrons are encouraged to use their library cards. If left at home, check out is still possible, but staff does verify, asking for address, that this person is who they say they are.

### Fee Cards

- Individuals who reside in communities that do not have libraries or library service will be charged a fee for a library card in order to use the Solon Library. The charge for this fee card is \$25.00 per person. An example of communities that would fall into this category would include Hills and Riverside. The \$25.00 is slightly higher than Johnson County residents or Solon City residents pay per capita but we also have to match fees charged by other area libraries.
- This card cannot be used at other libraries.

### Loan periods

- The standard loan period for circulating books, audio books, music CD's, puppets, puzzles and magazines is three weeks.
- All DVDS are now circulated with a one week loan period, with one renewal allowed if there is not a waiting list.
- Circulating devices may be checked out for one week at a time, with renewal allowed if there is no waiting list.
- Seniors and local school staff have a three month check out period.
- If a patron notifies the staff that they will be on vacation and they would like an extension of time, we do honor this request.

### Renewals and reserves

- Reserves are held for four days and if not picked up, once the patron has been contacted, are bumped to the next patron on the waiting list.
- Limited reserves, as a courtesy to our patrons, are placed on books not yet in our system.
- Reserves are not allowed on upcoming movies, before they are placed in our circulation system.
- Three renewals are permitted on all materials, if no other reserves have been placed on these items.
- Renewals may be made by phone or on-line.

### Interlibrary Loans

- The Solon Library participates in the state wide interlibrary loan program. This is a reciprocal system: to be able to borrow materials from other libraries, we have to be willing to loan our materials when requested.
- The loan period for ILL's is one month and can be extended, when requested, by the borrowing library.
- We currently do not charge a mailing fee for this service.

### Fines and damages

- Items are to be returned by closing time of the due date.
- Once an item is overdue and has not been returned after 21 days, the patron is reminded of their item(s) due date(s) via phone or mail and, if there are no reserves on the item(s), the materials are renewed. Overdue fines are no longer charged for late materials.
- Once a circulating device is overdue, and has not been returned after 7 days, the patron will be reminded of their item(s) due date(s) via phone or mail and, if there are no reserves on the item(s), the materials may be renewed.
- If item(s) are still overdue after 63 days, 21 days for circulating devices, materials are marked lost and the patron account is charged the cost of replacing the item(s). The patron is notified of this charge with a written notice or email. If the item is returned, the replacement cost is forgiven.
- If the total cost of the lost materials exceeds \$100, a certified letter is sent to the patron which includes the list of replacement costs and a notification that the next step is a visit by the Johnson County Sheriff's Department.

- Fees charged for damaged materials are determined by the Library director. If the replacement fee is paid for an item and then the item is returned undamaged, the money is not refunded.
- Patrons with unpaid fees of more than \$10 will not be permitted to check out additional items or use the public computers. There is no restriction on in-library use of materials.

### Confidentiality of Patrons

The Library Board of Trustees and library staff uphold the confidentiality of patron records, including but not limited to card application information, circulation, interlibrary loans placed and Internet records.

The State of Iowa has deemed patron records to be confidential as cited in Chapter 22.7 of the Code of Iowa.

Library records may be subject to disclosure to officials pursuant to a process, subpoena or court order authorized pursuant to a federal, state, or local law relating to civil, criminal, administrative or legislative investigative power. Library staff will seek legal counsel from the City Attorney's Office in the event of such request for release of library records, and will respond to the request according to advice of counsel.

The library cannot guarantee the confidentiality of information sought or received, or materials consulted or borrowed from third-party digital services to which we provide access. When patrons use those resources, they are subject to the individual third-party terms and privacy policies.

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Reviewed and updated 2015, 2017, and 2018.

The Fines and Fees section of this policy was reviewed and changed in May 2019.

Updated Feb 2020.

Updated Nov 2020 to include circulating devices.