

CIRCULATION

Customer Registration

A library card will be issued to any individual filling out an application form and who agrees to abide by the circulation policies of the Library. Identification showing the patron's current address is required at the time of the initial registration. Children under the age of 14 will be issued cards after obtaining the signature of a custodial parent or legal guardian agreeing to be financially responsible for materials checked out on the card. A computer use permission slip shall be signed by a parent or guardian in order for children under the age of 17 to use Internet computers.

A customer's first library card is free. Replacement cards will be issued at the cost of \$3.00. A customer may have only one active patron card number at a time. A card may be issued to an organization/group that provides a written request. Organizations/groups must agree to be responsible for all items borrowed on their agency's account. Guest cards are on file at the circulation desk and may be used at the discretion of staff for visitors to the Library. Cards expire every 6 months and may be renewed if the customer is in good standing with the Library. A copy of the Library's rules and regulations for material circulation and computer use will be given to each card applicant. A signature on the library card indicates acceptance of the rules and regulations.

Related Forms

Appendix A: Patron Card Application/Computer Access for Minors

Date

6/16/1992; 12/17/2001; 10/23/2009; 9/22/2016

Change of Information

Library customers are required to make updates to their card application when personal information (address, phone, etc.) changes.

Date

10/23/2009.

First Time Card Users

First time users are limited to checking out two items on their first visit. After those items are returned, they may check out the number of materials they need within established limits.

Date

6/16/1992; 12/17/2001; 10/23/2009.

Kansas Library Card

Kansas Library Cards offer access to electronic resources licensed by the State Library of Kansas. A Kansas Library Card may be issued to any Kansas resident. Cards are valid for a three-year period and may be renewed upon request. Applications for Kansas Library Cards may be made in person at the Library.

Date

10/23/2009; 1/24/2014.

Interlibrary Loan

Interlibrary loan (ILL) is a worldwide sharing of materials. Items not held by the Eureka Public Library may be borrowed through ILL. Items held by the Eureka Public Library that are lost, missing or overdue for more than one month may also be borrowed through ILL.

The customer must hold a current Eureka Public Library card in good standing.

If the request is for a photocopy of an article, the maximum cost the customer is willing to pay to receive the photocopy must be written on the ILL form when the request is taken. Any fees passed onto the Library for borrowing (other than postage) or photocopying interlibrary loan materials will be passed on to the customer.

A limit of two requests may be in process at the same time.

The lending library sets due dates for ILL materials. Fines will be charged for overdue items according to the circulation parameters set for ILL loans. The replacement cost for damaged/lost ILL items is determined by the lending library and will be charged against the borrower's record.

If a lending library places restrictions on an item's use, the Eureka Public Library will honor those restrictions.

Failure to comply with circulation policies will result in the loss of interlibrary loan privileges.

Date

10/23/2009.

Circulation of Materials

Library materials may be checked out by anyone with a Eureka Public Library card in good standing. Customers assume responsibility for all items checked out on their card. Misuse of library accounts by not returning or damaging library materials may result in the loss of borrowing privileges. In the case of lost cards, customers will be held responsible for all items charged to their account until the card is reported lost.

To check out materials, customers must present their library card. If customers do not have their card, they may show some form of identification in order to check out their items. This requirement may be waived if the patron is known to on-duty staff.

Customers are in “good standing” when the amount of fees or lost charges is below \$10.00 and there are no items more than 15 days overdue.

Fees of specific amounts are assessed per day on items that are returned late. Overdue items will continue to accrue a fee up to the maximum limit until they are returned. Items that are renewed are subject to the maximum limit separately for each due date. Certain items may not be renewed.

No member of the staff will determine what may be checked out by a patron. Parents or legal guardians may place restrictions on their minor child’s account.

Date

6/16/1992; 12/17/2001; 10/23/2009; 9/22/2016.

Circulation Parameters

Item Type	Loan Period	Renewal	Charge Limit	Fine/day	Max Fine	Default Cost	Book Drop Fee
Audio CD	21 days	21 days	none	\$0.10	\$10.00	\$20.00 abridged/\$40.00 unabridged	none
DVD/Videocassette must be 14 to checkout/17 or older for R rated	3 days	3 days	3 titles	\$1.00	\$10.00	\$25.00 single/\$50.00 set	\$1.00
21 day item	21 days	21 days	5 titles-juvenile/ none- adults	\$0.10	\$10.00	\$15.00 - paperback/ \$30.00 – hardback/ \$20.00 – cake pan	none
7 day item	7 days	7 days	none	\$0.10	\$10.00	\$5.00	none
1 day item	1 day	1 day	none	\$0.10	\$10.00	\$5.00	none
Reference	In-house/none	NA	NA	NA	NA	NA	NA
ILL (interlibrary loan)	Varies*	Varies*	2 titles	\$0.50 – books/ \$1.00 - other	\$30.00**	Varies*	none
Internet	In-house/ see Internet policy	NA	NA	NA	NA	NA	NA
Equipment	In-house	NA	NA	NA	NA	NA	NA

* Varies according to the lending library’s stipulations.

**Fees continue to accrue until item is declared lost and billed (max. 30 days.)

Date

6/16/1992; 12/17/2001; 10/23/2009.

Internet Policy

Eureka Public Library offers free public access to the Internet. To use public computer stations provided by the library, a customer must have a specific computer assigned to him/her by staff at the circulation desk. Visitors may have a computer checked out to them by using a guest card (available at the front desk). Eureka Public Library also offers free wireless network access. Wireless networks are not secure.

Use of the library's Internet computers is on a first come-first served basis. As a condition of use, customers must agree that if another person needs computer access, they (the original customer) will make the computer available within 20 minutes of being notified by library staff that another person is waiting.

Although Eureka Public Library uses a virus checker, library computers are not guaranteed to be virus-free. If customers put information on a storage device or connect other peripherals to library computers, they do so at their own risk. Eureka Public Library is not responsible for damage to a customer's storage devices or other equipment/accessories, or for any loss of data, damage, or liability that may occur from customer use of library computers.

Library computers, Internet access, and the wireless network should be used in a responsible manner. This means avoiding physical or other damage to the computer or Internet sites and not using the computers, Internet, or wireless network in an illegal or unacceptable manner. This use includes but is not limited to sending threatening, obscene, abusive, harassing or spam messages and hacking; not accessing or exhibiting visual depictions that are child pornography, harmful to minors, or obscene as defined by the Kansas Children's Internet Protection Act; violating individual privacy rights, including unauthorized disclosure, use, and dissemination of personal information regarding minors; violating copyright laws and software licensing agreements; accessing or attempting to access secure data in an unauthorized manner; and interfering with system operations, integrity, or security. Misuse of the library's computers, Internet connection, or wireless network may result in temporary or permanent loss of computer privileges. Additionally, misuse of the computers, Internet, or wireless network may result in notification of appropriate law enforcement officials.

Eureka Public Library is concerned for the safety and security of users who access online information and has instituted the following Internet safety policy.

Internet Safety Policy

Public access to the Internet and online services has become an integral part of Eureka Public Library's programs and services. The intent of this policy is to meet the provisions of the Kansas Children's Internet Protection Act, as well as provide guidelines for patrons and staff regarding online computer use of Internet accessible computers.

The purpose of the Internet Safety Policy of Eureka Public Library is to implement and enforce technology protection measures to: ensure that no minor has access to visual depictions that are child pornography, harmful to minors, or obscene; and ensure that no person has access to visual depictions that are child pornography or obscene while using a public access computer.

This policy document will be reviewed by the Eureka Public Library Board at least every three years.

Legal Requirements

The Eureka Public Library's Internet Safety Policy complies with the applicable requirements of subsection (b) and L. 2013, ch. 98, sec. 1, and amendments thereto, commonly known as the Kansas Children's Internet Protection Act.

Eureka Public Library has in place a policy of Internet safety for minors, including the operation of a technology protection measure or other process that blocks or filters online access to visual depictions that are child pornography, harmful to minors or obscene as defined in L. 2013, ch. 98, sec.1.

Supervision and Monitoring

Subject to staff supervision, technology protection measures may be disabled only for bona fide research or other lawful purpose.

It shall be the responsibility of all members of the Eureka Public Library staff to supervise and monitor usage of the online computer network and access to the Internet in accordance with this policy and the Kansas Children's Internet Protection Act.

Patrons who encounter web sites which they believe should be blocked but which are not, or who are prevented from accessing web sites which they believe should not be blocked may submit a complaint. This should be given in writing to the library director and include the URL of the site in question and whether the request is to block or unblock it. Staff shall examine the site and determine whether it should be blocked or unblocked. If the technology protection measure being used is a regional service, the information and recommendation shall be forwarded to the appropriate regional staff.

Complaints about enforcement of this policy or observed patron behavior which violate this policy shall also be submitted in writing to the library director providing as much detail as possible.

The library shall inform patrons of the provisions of this policy, including the standards used and procedures for complaint, by making the policy available on the library's web site and in print at the circulation desk.

Parents and guardians, NOT the library or its staff, are responsible for the Internet information selected and/or accessed by the children. A permission slip must be signed by the custodial parent or legal guardian before a minor can use an Internet computer. Eureka Public Library shall use a DNS-based filter and such filter will be configured as nearly as possible to prevent access to items detailed in CIPA/KS-CIPA.

Library staff will be happy to help with basic Internet instruction for those unfamiliar with its use; however, staff cannot provide in depth training in using the Internet or other software programs. In addition, staff members will not physically enter any personal information (included but not limited to names, addresses, phone numbers, social security numbers, credit card numbers, etc.) for customers.

Related Codes and Statutes

Section 1460, Title 18, U.S. Code

Section 2256, Title 18, U.S. Code

K.S.A. 21-4301c

Date

6/16/1992; 12/17/2001; 10/23/2009; 1/24/2014; 9/22/2016.

Circulation of Reference Materials

Reference materials do not circulate. Rare exceptions may be granted at the discretion of the library director to loan materials for no more than 48 hours. Consideration will be given to:

- Older editions, when newer editions are owned.
- Materials that can be replaced.
- Materials of modest monetary value.

Date

10/23/2009.

Holds

Holds for catalogued library materials may be made by telephone, mail, email, on the web site or in person. The Library will notify customers when their holds are available. The customer must pick up the item within 72 hours unless other arrangements are made with the library staff. Holds cannot be guaranteed on non-catalogued items.

Date

6/16/1992; 12/17/2001; 10/23/2009.

Renewals

All items may be renewed one time unless a hold has been placed on that item. Renewals made by telephone, mail, email, on web site or in person.

Date

6/16/1992; 12/17/2001; 10/23/2009.

Lost/Non-Returned Items

If a customer does not return an item within 30 days of the date it was due, the item will be declared "lost," and the customer will be charged for the price of the item. An additional \$5.00 processing fee for Eureka Public Library materials or a \$25.00 processing fee for interlibrary loan materials will be charged to offset costs related to item replacement and fees assessed by lending libraries. If the item is still in print, the customer will be charged that price for replacement. If the item is no longer in print and a different title has to be substituted, the price for replacement will be the default price on the "Circulation Parameters" chart.

Refunds for lost materials will be made when the item is returned within 6 months of payment and is in good condition. Receipt for the payment of the material or the cancelled check should accompany the request for refund. The accumulated fine will be deducted from the refund. Payments of over \$10.00 will be made by check and may take up to 30 days to be issued. Processing fees are not returned or credited to the customer.

If a person's home has been damaged by fire or natural disaster and such incident is properly documented, the patron is not required to pay for library materials lost or damaged in the disaster.

If library materials are stolen from a patron's home or automobile, the patron will not be held responsible for the items provided a copy of the police report is submitted to the Library.

For those items that a customer claims to have returned, library staff will add a note of "CLAIMS RETURN" to the customer's account. No fines for that item will be charged to the customer's account.

Customers who do not return items after being notified by library staff will be considered in violation of Eureka City Code 12-412 and K.S.A. 12-1227 and K.S.A. 12-1228.

If there is no response to the Library's requests for return of materials, the debt will be sent to a collection agency and/or the Kansas Setoff Program. Any administrative fees associated with debt collection will be charged to the patron.

Related Codes and Statutes

Eureka City Code 12-412
 K.S.A. 12-1227
 K.S.A. 12-1228

Date

6/16/1992; 12/17/2001; 10/23/2009; 9/22/2016.

Damaged Items

Customers who return material that is damaged may be charged for that damage. If the material is damaged beyond repair, the customer is charged for the replacement cost of the item. An additional \$5.00 processing fee for Eureka Public Library materials or a \$25.00 processing fee for interlibrary loan materials will be charged to offset costs related to item replacement and fees assessed by lending libraries.

The customer may keep the damaged items owned by the Eureka Public Library if they pay all the costs; lending libraries shall determine if customers may keep damaged interlibrary loan materials if customers have paid all costs.

Related Codes

Eureka City Code 12-411

Date

10/23/2009.

Lost/Damaged Items Fee Schedule

Non-returned items	See previous Circulation Parameters chart
Lost/damaged audio CD	\$5.00
Lost/damaged DVD/videocassette case	\$3.00
Damaged periodical	\$3.00
Book damage (interior): Up to 5 pages – per page More than 5 pages	\$0.25 **
Book damage (exterior)	**
Lost/damaged book jacket	\$1.00
Lost/damaged book bar code	\$1.00
Lost/damaged labels	\$0.50
Damaged audio CD	**
Damaged DVD/videocassette	**

** To be determined by the library director.

Date

10/23/2009.

Replacement of Non-Returned, Lost or Damaged Items

The Eureka Public Library does not generally accept replacement copies or substitutions for non-returned, lost or damaged items instead of payment.

However, a copy of the identical title and edition in excellent or new condition may be presented in exchange for the charges of replacing a non-returned, lost or damaged item. Any replacement copy must first be approved by the Library Director.

The processing fee still applies to all accepted replacement items. The replacement copy becomes the property of the Library and is not returned to the customer in the event a lost item is found.

Interlibrary loan materials are not owned by the Eureka Public Library and are not eligible for this alternative.

Date

10/23/2009.

Fee Payment

If a check is returned for insufficient funds, customer privileges are suspended until the amount of the original check plus a \$35.00 service fee is paid.

The Library reserves the right to initiate legal action to recover items and fees totaling more than \$25.00 on any account.

Date

10/23/2009; 9/22/2016.

Bankruptcies

If a customer declares bankruptcy and the Library is named in the bankruptcy, the Library ceases all efforts to collect the debt owed to the Library.

When a customer is in the process of a bankruptcy, even if the customer does not owe anything to the Library, the customer may not check out any items so that those items may not end up being waived when the bankruptcy is discharged.

Date

10/23/2009.

Refunds

Based on availability, refunds of under \$10.00 may be paid from petty cash. Refunds of over \$10.00 will be paid by check within 30 days of the refund request.

Refunds are kept on account for 12 months. Any credits not claimed at the end of that time will be removed from the customer's account.

Date

10/23/2009.