



Mediapolis Public Library
Library Operations/Service Policy
Adopted by the Mediapolis Public Library Board of Trustees

I. Use of the collection

A. Hours of Operation

Monday – 10:00 – 6:00
Tuesday – 10:00 – 6:00
Wednesday - 10:00 – 6:00
Thursday - 10:00 – 6:00
Friday - 10:00 – 6:00
Saturday - 10:00 – 2:00
Sunday – Closed

2. Holiday hours

Closed the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Veteran's Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve Day
Christmas Day

B. Patrons

The collection of the Mediapolis Public Library is available to anyone for use in the building during regular library hours. In order for any patron to take items outside of the building, the patron must have a current complete and verified borrower's record on file.

1. Borrowers

- a.** Library borrowing privileges will not be denied or abridged because of national origin, sex, race, creed, background.
- b.** Residents or property owners of the incorporated city of Mediapolis are considered "city" patrons.
- c.** Residents or property owners of rural areas and townships of Des Moines County are provided library service through the contract for service between the City of Mediapolis and Des Moines County. Such areas are Sperry, Dodgeville, Yarmouth, and Morning Sun. These patrons are considered "county" patrons.
- d.** Residents of any other incorporated area in the State of Iowa that participates in the Open Access program administered through the State Library are considered "Open Access" patrons.

e. The Mediapolis Public Library, in cooperation with the State Library of Iowa, has signed an agreement to participate in the Open Access Program which means we will extend borrowing privileges at no charge to any holder of a valid library card held by non-residents from a service area of a participating Open Access library. However, we will not loan items to residents of a jurisdiction which does not have a current contract with an Open Access library on file.

****Borrowing privileges for all types of patrons are the same.**

Distinctions are made for reporting and record-keeping purposes only.

2. Library Cards

a. Application cards for adults and children, requesting information regarding name, address, phone number, birthdate and ID, are required.

b. A form of picture ID with CURRENT address and name is required. We will also take a picture of you that will allow you to check out items without your card in hand.

c. There are no age limits on applying for a library card.

1. The Mediapolis Public Library requires an adult signature on any juvenile card if they are to be allowed to check out R Rated materials and/or be able to use the "unsupervised" internet computers.

2. Valid cards will be updated every two years.

3. Replacement cards will be issued at the cost of \$2.00 per replacement.

4. Each patron must have their own library card, although juveniles may use a parent's card. The card holder (name on the card) of the card used to check out materials is responsible for the materials and their return to the library, and will be assessed fines or invoiced for missing books as appropriate.

5. When prospective borrowers apply for the right to use the library, they accept certain responsibilities as library users.

Borrowers accept the following responsibilities:

--To abide by the written and implied rules of the library

--To pay any fees or fines charged to them for failure to abide by said rules

--To give the library verbal and/or written notice of any change of household address or phone number.

6. The Mediapolis Public Library reserves the right to refuse borrowing privileges to any patron who does not accept or comply with any of the borrower's responsibilities.

C. Circulation of materials

1. Non-circulating materials (unless special permission)

Microfilm

Computer software and equipment

Contents of genealogy section

Meeting room equipment

2. Circulating Materials

Books/Books on Tape 14 days

Periodicals (Children & Adult) 14 days

Entertainment DVDs (limit 4) 7 days

TV Series DVDs (limit 4) 7 days

New Release DVDs (limit 4) 2 days

Nonfiction DVDs 14 days

DVD limits are 4 per household not per card holder

Interlibrary loan materials Loan based on lending library

****Teachers and day care providers may, upon request, receive the extended loan period of 30 days.**

3. Reserving materials

- a.** Registered borrowers may reserve circulating materials online, in person, by phone or by email or text.
- b.** Borrowers will be notified by email, text, or phone that the requested material is available. Items will be held for one week before being returned to the shelf. If an item has more than one reserve, it will only be held for three days before it is made available to the next person on reserve.
- c.** Patrons may place their own reserves online on any internet computer. Their library card must be in good standing.
- d.** The Mediapolis Public Library will adhere to all provisions of Section 22.7 of the Code of Iowa when notifying patrons of the availability of a reserved book.

4. Renewing Materials

- a.** Borrowers may renew items online, via text, in person or by phone on material not past due, not reserved for another patron, and not borrowed on inter-library loan. For ILL items we must contact the loaning library before granting any renewals.
- b.** No renewals on items past due except in person, with the overdue item visible to the librarian and only after the fines have been paid for the item.
- c.** There is a maximum time limit for the renewal on items, unless additional time has been granted by the Library Director. A patron will not be allowed to have an item longer than 60 days on books and no longer than 30 days on DVDs. If the items are considered "new" then those times will be less.

5. Overdue Materials

a. Fines

- 1.** As of November 1, 2020, a "conscience" (or donation) box will be provided in lieu of daily fines.
- 2.** Materials that are lost or damaged will be assessed a replacement cost by staff, cost of the material plus \$2.00 will be the usual charge for lost materials.
- 3.** Any patron whose items are 30 days past due will lose borrowing privileges until his or her account is cleared of outstanding items, fines and fees.
- 4.** Any fines and fees that exceed \$10.00 will result in suspension of all library privileges including but not limited to computer usage. The Library Director may restrict a patron's privileges upon clearing their account if that patron has become habitual.
- 5.** Patrons with related accounts (of the same family and/or household) will not be restricted based on fines or fees on accounts other than their own.
- 6.** There are no fines on Interlibrary loan materials unless that material is lost or damaged. If an item is lost or damaged, the patron will accrue any fee charged by the lending library.

b. Notification of overdue material

- 1.** The Mediapolis Public Library will adhere to all provisions of Section 22.7 of the Code of Iowa when notifying patrons of overdue items, and to Sections 714.5 and 808.2 of the Code of Iowa in trying to recover overdue library materials.
- 2.** Any item not on hold for another patron will automatically be renewed the first time and a notice will be sent to the patron via the method they have chosen, advising them that their item has been renewed.
- 3.** A first notice will be phoned, texted, or emailed when an item is 2-13 days overdue asking that the item be returned or renewed. The second notice will be phoned, texted, or emailed

with the item is 14 or more days overdue asking that the item be returned. The third notice will be mailed when the items are 16 or more days overdue, asking that the item be returned, or that the replacement costs be paid. It also covers any fine amounts over \$5.00 that have not been paid for more than 30 days. This written notice gives the patron 30 days to make payment. The fourth notice will be mailed when 46 days have passed and the item or fines are still outstanding. The patron is now responsible for the replacement costs, as at this point the item has been replaced.

4. When library patrons have materials with a replacement value of \$75.00 or more and/or have items that are overdue more than 90 days, and all other recourse has failed to result in the return of, or reimbursement for, these materials, the matter may be turned over to the County Attorney for further action.

c. Lost and/or damaged material

1. Lost or damaged material fees will be determined on case to case basis, based on a reasonable assessment of the cost of replacement or repair of the materials in question plus a \$2.00 processing fee.

2. Schedule of replacement cost for items without an available or current price for replacement.

Adult nonfiction \$30.00

Adult fiction \$20.00

Paperback (F) \$7.00

Paperback (NF) \$15.00

J Book cassettes \$15.00

DVDs \$30.00

Magazines \$4.95

Children's books \$15.00

Audio books \$25.00

3. Patrons may replace materials on their own with permission of librarian. They will owe the processing fees.

4. Patrons with lost or damaged materials will be invoiced one month from their original due date, or when it is determined that the materials are lost or damaged, and re-invoiced quarterly until payment has been made.

5. Payment for lost materials immediately voids any fines accrued on the same materials, so that the patron does not pay both the replacement cost and fines.

d. Suspension of Library Privileges

The library privileges (checking out materials and using computers) of patrons with outstanding invoices will be suspended until materials have been returned or payment has been made in full. In special circumstances, the Library Director will set up payment plans under which library privileges will be restored as long as the payments agreed upon are being met.

6. Reference Requests

a. Whenever possible the Mediapolis Public Library staff will go to lengths to assist patrons in finding the answers to legitimate research questions.

b. Each patron request will be given equal consideration and every effort will be made to answer it as accurately and completely as possible within a reasonable time frame.

c. Staff may assist the patron in searching at least 5 resources/addresses including in-house materials, non-fiction books, periodicals, and Internet databases.

d. All reference questions are confidential.

- e. Specific medical, legal, and tax questions cannot be answered by the library staff.
- f. Homework help is available keeping in mind that the answers will not be given, just direction on finding the answers to any specific questions. However, staff time may be limited in working with one individual unless an appointment is made in advance.
- g. In-person reference help will take priority over telephone requests.
- h. Online searches will be given to the library director and performed in a timely manner.
- i. Reference interviews will be conducted in a professional manner for all reference questions, whether it be in-person, via the telephone, or electronically.
- j. Email reference requests will be handled in the same manner as telephone requests, professionally and timely yet secondary to in-person requests.
- k. For reference questions out of the scope of this library and its reference sources we will forward such requests to Southeastern Library Services as our back-up reference service.

7. Interlibrary Loan

- a. Interlibrary loans are transactions in which library materials are borrowed from one library by another library.
- b. Mediapolis Public Library takes part in a statewide ILL program with a system called SILO. This system includes all participating Iowa Libraries and offers to loan their materials to other Iowa Libraries free of charge through a program called Access Plus. MPL also participates in a national program called OCLC which enables the library to borrow materials from other libraries throughout the nation.
- c. Any patron with a valid borrower's card may use the interlibrary loan service.
- d. Interlibrary loan is used only when the Mediapolis Public Library does not own the item that is requested or does not deem it favorable to purchase the requested item. Interlibrary loan can only be used for items that are at least 6 months old because most libraries will not loan recent acquisitions to other libraries.
- e. Whenever possible, all interlibrary loans will be processed by the library director or library staff within one week of the request. Patrons will be notified by phone, text or email when the item is received by the library or if the item is unavailable within four weeks of their request.
- e. A patron can have requests for not more than five items in process at any one time.
- f. Patrons who opt to use the interlibrary loan service agree to abide by any date due or renewal restrictions that other libraries place on their materials and agree to pay any costs associated with damages or overdue fees that they may incur.
- g. A limit of 12 interlibrary loan items per fiscal year may be enforced. Exceptions may be made with the approval of the Library Director.

8. Programs

Mediapolis Public Library will strive to offer programs for patrons of all ages. Preschool story hours, reading programs for children, young adults as well as adults will be provided as resources are available. Our current offerings include but are not limited to:

- a. Weekly story hours for preschoolers
- b. Summer Reading Program for youths
- c. Monthly morning book discussion group for adults
- d. Monthly evening book discussion group for adults

9. Confidentiality of Records

The Mediapolis Public Library Board of Trustees endorses the principle of confidentiality of records as it pertains to library registration and circulation records, and to the protection of the privacy of the individual.

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