

# REGISTRATION AND CIRCULATION POLICY

Approved by the Des Moines Public Library Board of Trustees

January 2019

## Registration Policy

### **I. Borrowing Privileges**

The Des Moines Public Library issues free library cards to any resident of Iowa who meets the application requirements outlined below. Residents of a state other than Iowa are not eligible to receive a library card, other than Library retirees as stated below.

Library cards are honored at all six locations of the Des Moines Public Library ("Library"). Certain types of cards may have borrowing restrictions. The cardholder agrees to pay all fines and fees, abide by the policies of the Library, and promptly report loss or theft of the card, and any change of name or address.

A valid Des Moines Public Library card is necessary to check out materials and to use public computers, study rooms, and Tech Central stations. A library card is not transferable, but exceptions to this restriction approved by the Library Director or his/her designee may be noted in a patron's record. The Library may refuse use of a card to anyone except the individual to whom the card is issued. The cardholder is responsible for all materials borrowed on their card. Parents/guardians are responsible for the items checked out on their minor's card(s). A minor child is defined as a person under 18 years of age.

Circulation allowances for each Patron type are listed under the Circulation Policy below.

### Account Types

For the purposes of Library accounts, all Library staff and retirees are considered Resident Patrons regardless of home address.

#### **Resident Patron Accounts**

- Residents of the corporate limits of Des Moines, the Library's service area within unincorporated Polk County, or who live within the city limits of a surrounding community that contracts directly with the Library for additional services.
- Resident Patrons have full access to all DMPL resources.
- Accounts are renewed every three years.

#### **Homebound Patron Accounts**

- Resident Patrons who cannot visit the Library due to long-term disability or illness.
- Volunteers or staff will check out and deliver or mail items to homebound patrons.
- Homebound Patrons have full access to all DMPL resources.
- Accounts are renewed every three years.

#### **Quick Card Patron Accounts**

- Residents of the corporate limits of Des Moines, the Library's service area within unincorporated Polk County, or who live within the city limits of a surrounding community that contracts directly with the Library for additional services, who do not have photo ID and/or proof of address.

- Quick Cards may be changed to another type when they provide photo ID and proof of address.
- Quick Card Patrons have access to only five (5) physical materials checked out simultaneously.
- Accounts are renewed every three years.

#### **Open Access Patron Accounts**

- Residents of other communities participating in the State Library Open Access program that do not qualify as Resident Patrons.
- Open Access Patron accounts have the same access to physical materials as Resident Patrons and limited access to digital resources and subscription services based on individual agreements with those providers.
- Open Access Quick Cards may be issued to borrowers residing in Open Access communities.
- Accounts are renewed every three years

#### **Digital Patron Accounts**

- Residents of the corporate limits of Des Moines, the Library's service area within unincorporated Polk County, or who live within the city limits of a surrounding community that contracts directly with the Library for additional services.
- Digital Patrons have access to the digital catalog and online databases, only.
- Digital Patron Accounts are issued to patrons applying online in lieu of other account types, and may be changed to Resident Patron or Open Access accounts upon showing photo ID and proof of address in person at a Library location.
- Accounts expire after two months.

#### **Educator Accounts**

- Educator accounts allow educators to check out books and audiobooks (of their choosing) for the students in their classes.
- Educator accounts are designed for educators in public schools, private schools, preschools, homeschoolers, daycare centers, and home day care providers within the city limits of Des Moines, and unincorporated Polk County residents, as well as residents of surrounding communities that contract directly with the Library for additional services.

#### **Deposit Collection Accounts**

- Deposit Collection accounts allow facilitators to check out books and audiobooks chosen by Library staff for the students in their classes.
- Deposit Collection accounts are designed for educational or community organizations within the city limits of Des Moines, and unincorporated Polk County residents, as well as residents of surrounding communities that contract directly with the Library for additional services.

## **II. Application Requirements**

- For full borrowing privileges applicant must show a photo ID and proof of current address\*.
- Acceptable forms of ID and proof of address may be found on the library website <https://www.dmpl.org/>.
- PINs (Personal Identification Numbers), selected by the patron, are required to access patron records via the online catalog and self-check terminals.
- PINs are also required to use public computers, reserve a study room, and to access most of the commercial databases available online.

\*Quick Card accounts will be issued to anyone meeting the residency requirements who does not have photo ID or proof of address.

### **III. Card Renewals, Changes of Address, Lost and Stolen Cards**

- Patrons are required to update and present proof of address information if it has changed.
- Library cards expire after three years and will be purged from the database if not used for three years. Digital Cards expire after two months.
- Stolen cards will be marked as “lost” and a replacement will be given free of charge.
- Misplaced cards will be marked as “lost” and a replacement card will be issued for a \$1.00 fee.
- Identification is required for replacement for all non-Quick cards. Quick Card holders must verify their information.

## **Circulation Policy**

### **I. Loan Periods**

Loan periods are determined by material type. Extended loan periods may be considered on a case-by-case basis by speaking with staff. Checkout limits may be found on the library website <https://www.dmpl.org/>. Book Returns are open twenty-four hours, seven days per week. Materials returned by 8:00 a.m. will be considered returned on the last day that the Library location to which the materials are returned was open.

### **II. Renewal of Materials**

Most items will be automatically renewed, for three-week periods, up to a nine-week checkout limit, provided the item does not have a hold request. After the renewal limit is reached, materials must be returned so that other Library patrons may have the opportunity to find them on the shelf.

Library of Things, Hotspots, Laptops, and Interlibrary Loans are not subject to the same renewal rules. Interlibrary loan books may be renewed only if permission is granted from the lending library.

### **III. Limits on Items Charged to a Patron**

- Resident Patrons, Homebound, Open Access: 50 items total at one time
- Quick Card patron: 5 items total at one time
- All accounts are limited to 100 hold requests total

### **IV. Fines**

- Most Library items do not accrue late fines. Exceptions include Library of Things, Laptops, Interlibrary Loans, and Hotspots. A list of applicable fines may be found on the library website [www.dmpl.org/](http://www.dmpl.org/).
- Fines are charged for each day that any Library location is open, up to a maximum of \$3.00.
- Borrowers should always be notified at time of checkout of any fines, overdue items, or available holds on their record.
- Fines may be paid in person at any Library location or online. The Library may pursue legal recourse in the event of large unpaid fines.

### **V. Lost or Damaged Materials**

#### **Lost Items**

- Items are considered lost according to the following schedule:

- Library of Things, Laptops, Hotspots, and Interlibrary Loans – 6 days after due date
- All other materials –14 days after due date
- Borrowers will be charged the original purchase cost for lost items after the time period listed above.
- Items returned within three months of the lost date will have the charge removed from their patron account.
- The Library may pursue legal recourse in the event of large quantities and/or value of unreturned items.

#### Returned Lost Items

Items that have been lost and paid for will not receive a refund after three months from the lost date. Patrons should be advised of this when paying for an item.

#### Damaged Items

When an item has been damaged but is still in useable condition, the damage will be noted on the item. Fees may be assigned depending on the level of damage, up to list price for the item. Patrons may also be charged for individual lost pieces (cases, booklets, jackets, etc.).

#### **VI. Notifications**

Patrons who have shared their phone and/or email address will be sent courtesy notices for items coming due. Notices will be sent confirming whether an item was autorenewed or not on the due date.

Patrons with lost items will be sent a notice via post 14 days after the due date listing all lost items and cost of items.

Fees apply whether or not the notification is sent or received.

#### **VI. Delinquent Borrowers**

- Borrowing privileges are blocked if fines exceed \$25.00, or if the borrower exceeds the maximum number of items which may be borrowed at one time.
- Parents or guardians of children under the age of eighteen are responsible for items checked out on their minor child's accounts, including paying fines and fees incurred by the child.

#### Bankruptcy

- The Library may receive notification when a bankruptcy including a claim regarding library fines has been discharged.
- Upon receipt, a note is made in the patron account stating that a bankruptcy release of claim regarding library fines has been granted.
- All fines, fees, or lost items discharged by said bankruptcy are forgiven from the record.

Please refer to the Des Moines Public Library Confidentiality of Library Records Policy Modified December 19, 2023.

Approved by the Des Moines Public Library Board of Trustees - January 2019

Revised - February 15, 2022

Revised – December 19, 2023