

Wichita Public Library Policy Manual

Circulation

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CIR-001 Customer Registration

A Library card will be issued to any registering customer who provides identification with name and current address, and who agrees to abide by the circulation policies of the Library.

A customer's first Library card is free. Replacement cards will be issued for lost, stolen or damaged cards at the cost of \$2.00 per card. Old Wichita Public Library borrowers' cards without barcodes and worn cards will be replaced with current cards free of charge. Customers must present some form of identification with documentation of a current address and fill out a new borrower's card application form before a new card will be issued. Parents are required to sign for minors' replacement cards and show proof of current address.

Library accounts that have been expired for three years with balances under \$9.99 and are free from messages that may prevent library use will be deleted.

There are different types of Library cards that may be issued to customers. Below is a list of these types and a brief explanation of each.

1. ADULT

An adult Library card is issued to any person living in Kansas who is 18 years of age or older or an emancipated minor.

2. E-CARD

Adults over 18 years of age may receive an E-card in order to have access to computers and electronic resources. E-cards do not permit a customer to check out material, place holds, or submit interlibrary loan requests. Address verification is not required for this card. Instead, photo identification and verification of birth date are required. E-cards expire annually.

3. FIRM

A firm card is issued to any business or organization that provides a written request on letterhead stationery. Firms must agree to be responsible for all items borrowed on the agency account. Only those persons authorized to use the card will be allowed to charge materials on the firm card. Firm cards are only issued at the Central Library and will be kept at the Central Library, although accounts may be created to allow borrowing privileges from any Library location.

4. FRIENDS OF THE LIBRARY (FRIENDS)

Issued for one year with a paid Gold Membership to the Friends of the Library, the "gold card" type allows members three days grace on overdue materials owned by the Wichita Public Library and no holds charges. Any fees associated with Interlibrary Loan items still apply to Friends of the Library accounts.

5. HOMEBOUND

A homebound card is issued for a three-year period to a person physically unable to visit the Library. Homebound cards are issued by the Programming and Outreach Division and are kept on file by the Library.

6. INTERLIBRARY LOAN (ILL)

Libraries to which the Wichita Public Library sends materials through Interlibrary Loan protocols receive accounts with the ILL card type. Libraries within Sedgwick County receive a special subset of ILL account to indicate that they make loan requests directly through the Library catalog rather than through traditional ILL protocols and systems.

7. MINOR

A minor card is issued to any person living in Kansas who is under the age of 18. A parent or legal guardian must sign the registration forms of minors, accepting legal responsibility for use of the card. Minors may use the identification of the signing parent or legal guardian. Minors who

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are married may show a marriage certificate in order to receive a library card without a parent signature.

Minors in the custody of the State of Kansas may obtain a card with a caregiver signature. The foster parent must accept responsibility for the use of the Library card and provide either a copy of a placement agreement or medical card as proof of custodial care.

Minors in foreign exchange programs may obtain a card with the signature of a host parent, providing that the host parent accepts responsibility for the use of the Library card.

Cards may be issued to classrooms during tours, but parent or legal guardian signatures are still required. Applications may be obtained in advance. (See CIR-004 Issuing Cards to Tour Groups and Classrooms.)

8. NON-RESIDENT CARD

A non-resident card is issued to any customer who lives outside the state of Kansas. The customer will be limited to two items checked out at any time on their card.

9. OUTREACH

Outreach cards will be issued to groups, schools, or agencies that are being serviced through the Programming and Outreach Division to provide bulk loans. Outreach cards are issued through this Division.

10. SELF REGISTERED

Customers who complete an online registration for a library card will be given a card type of Self Registered until the registration process is completed with library staff. Self Registered accounts will expire in six months if they are not updated.

11. STAFF

A staff Library card is issued to any current Wichita Public Library staff member. New employees will not need to re-register, but will be changed to a staff account during employee orientation. Staff status is removed from accounts at the conclusion of an employee's last day in pay status.

12. VOLUNTEER

Volunteers who serve at least four hours per month for a minimum of three months qualify for Library accounts where holds may be placed at no charge. (See also PER-007 Staff and Volunteer Benefits.)

13. WICHITA WORK RELEASE

Inmates of the Wichita Work Release Facility (WWRF) have access to the Wichita Public Library collection as required by state statute. Accounts are limited to use at the Central Library and are for the loan of books. WWRF documentation is used to create these accounts.

Related City Codes and Ordinances

City Code Section 5.92.020

City Ordinance No. 34-827 (part)

Related Form

Borrower's Card Application

Internet Access Restriction Form

Dates

11/16/2004, 5/16/2006, 8/19/2008, 2/15/2011

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CIR-002 Address Checks

Address checks are made periodically on customers' cards to keep information current. If the information has changed or is incorrect, the customer must fill out a change of address or change of name form. Proof of address or name may be requested, but is not required.

Related City Codes and Ordinances

City Code Section 5.92.020

City Ordinance No. 34-827 (part)

Related Forms

Change of Address form

Change of Name form

Date

11/16/2004

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CIR-003 Account Associations

The Library permits limited access to others' library accounts for individuals who have created associations. The use of associated accounts enables individuals to pick up hold requests, pay fees, renew materials and obtain a list of items currently checked out for their associations. No other library activity is permitted.

Associations on minor accounts must be facilitated by the guardian who accepted legal responsibility. Minors assume all responsibilities for associations when they become 18 years of age or an emancipated minor.

Adults who wish to associate their accounts must both present identification and complete an association card at the Library simultaneously. Either member may end the association at any time.

Related Forms

Start Association Card

Stop Association Card

Date

3/17/2009

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CIR-004 Issuing Cards to Tour Groups and Classrooms

Cards may be issued to groups of customers such as daycare facilities, classrooms, etc., at all locations provided the groups meet the following requirements:

- 1) Groups must notify the Central Circulation Section or branch that they wish to visit as a group and pick up borrower's card applications.
- 2) The Library must receive the group or class's applications, with valid identification with name and current address for each application, at least 7 days before the group visit.

Applications for minors who are not accompanied by their parent/guardian may be obtained in advance. Minors without identification must present something with their parent/guardian name and current address (such as a photocopied driver's license or bank deposit slip).

(See CIR-001 Customer Registration.)

Related Form

Borrower's Card Application

Date

11/16/2004, 8/19/2008

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CIR-005 Kansas Library Card

Kansas Library Cards offer access to electronic resources licensed by the State Library of Kansas. They may also be used by some public libraries as a valid form of ID for customers seeking borrowing privileges.

A Kansas Library Card may be issued to any Kansas resident. Cards are valid for three-year periods and may be renewed upon request. Applications for Kansas Library Cards may be made in person at the Library or online. Customers who have created temporary accounts online may validate their accounts by presenting identification with proof of residency to staff in any library facility.

Date

11/16/2004, 11/20/2007, 8/19/2008

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CIR-006 Interlibrary Loan

Interlibrary loan (ILL) is a worldwide sharing of materials. Items not held by the Wichita Public Library may be borrowed through ILL. Items held by the Wichita Public Library that are lost, missing or overdue for more than 2 weeks may also be borrowed through ILL.

The customer must hold a current Wichita Public Library card in good standing. (See CIR-007 Circulation of Materials.)

Requests for photocopies are only taken if the following information is provided: the title of the source, the date and issue, either the title or author of the article to be photocopied and the page number(s) on which the article appears. Only specific items may be requested; the Library is unable to fill vague subject requests.

Requests for material outside of the United States are subject to shipment costs.

The maximum cost the customer is willing to pay to receive the item or a photocopy of an article must be written on the ILL form when the request is taken. If the ILL request is made online, customers will be notified of any charges prior to the request being shipped. Any fees passed onto the Library for borrowing or photocopying interlibrary loan materials will be passed onto the customer.

A limit of three requests may be active 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. ILL items may not be renewed. The replacement cost for lost ILL items is determined by the lending library and will be charged against the borrower's record in addition to a \$25.00 processing fee.

Any fees passed onto the library for ILL items and any late fees will apply to Friends of the Library accounts.

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

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

Related Forms

Interlibrary Loan form

Dates

11/16/2004, 5/16/2006, 8/19/2008, 2/16/2010

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CIR-007 Circulation of Materials

Library materials may be checked out by anyone with a Wichita Public Library card in good standing. Customers are in "good standing" when the amount of fees or lost charges is below \$2.01 and there are no items more than 15 days overdue. To check out materials, the customer must present their Library card or show photo identification.

Items checked out from one Wichita Public Library location may be returned to any other Wichita Public Library location.

Fees of specific amounts are assessed per day on items that are returned late. Overdue items will continue to accrue a fee up to a 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.

(See CIR-007.1 Circulation Parameters.)

Related City Codes and Ordinances

City Code Section 5.92.010

City Ordinance No. 34-827 (part)

Date

11/16/2004, 8/19/2008, 5/18/2010

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CIR-007.1 Circulation Parameters

| Item Type | Loan Period | Renewal 1 Period | Charge Limit | Fine / day | Max Fine | Default Cost |
|----------------------|-------------|------------------|--------------|------------|----------|--------------|
| Art Print | 56 days | None | 2 titles | \$1.00 | \$30.00 | \$100.00 |
| Big Book | 28 days | 28 days | None | \$0.25 | \$5.00 | \$22.50 |
| Board Book | 28 days | 28 days | None | \$0.25 | \$5.00 | \$10.00 |
| Book | 28 days | 28 days | None | \$0.25 | \$5.00 | \$30.00 |
| Book Set | 56 days | None | 10 titles | \$0.25 | \$5.00 | \$13.00 |
| CD-ROM | 28 days | 28 days | 2 titles | \$0.25 | \$5.00 | \$50.00 |
| Decorative Arts | None | None | None | \$0.00 | \$0.00 | \$100.00 |
| Downloadable** | 14 days | None | 10 titles | \$0.00 | \$0.00 | \$30.00 |
| DVD | 7 days | 7 days | 8 titles | \$1.00 | \$10.00 | \$30.00 |
| Equipment | 28 days | 28 days | 2 items | \$0.25 | \$5.00 | \$35.00 |
| E-Resource | None | None | None | \$0.00 | \$0.00 | \$1.00 |
| Globe | None | None | None | \$0.00 | \$0.00 | \$75.00 |
| Graphic Novel | 28 days | 28 days | None | \$0.25 | \$5.00 | \$25.00 |
| Hi/Lo | 56 days | 56 days | None | \$0.25 | \$5.00 | \$10.00 |
| ILL | 21 days | None | 3 titles | \$1.00 | \$30.00* | \$75.00 |
| Image | None | None | None | \$0.00 | \$0.00 | \$100.00 |
| Kit | 14 days | 14 days | 1 box | \$1.00 | \$10.00 | \$100.00 |
| Large Print | 28 days | 28 days | None | \$0.25 | \$5.00 | \$30.00 |
| Magazine | 14 days | 14 days | None | \$0.25 | \$5.00 | \$5.00 |
| Manuscript | None | None | None | \$0.00 | \$0.00 | \$100.00 |
| Map | None | None | None | \$0.00 | \$0.00 | \$15.00 |
| Microform | None | None | None | \$0.00 | \$0.00 | \$25.00 |
| Music CD | 28 days | 28 days | 8 titles | \$0.25 | \$5.00 | \$17.00 |
| Newspaper | None | None | None | \$0.00 | \$0.00 | \$1.00 |
| Paperback | 28 days | 28 days | None | \$0.25 | \$5.00 | \$8.00 |
| Playaway | 28 days | 28 days | 2 titles | \$0.25 | \$5.00 | \$60.00 |
| Reference Book | None | None | None | \$1.00 | \$25.00 | \$45.00 |
| Spoken Audiocassette | 28 days | 28 days | 8 titles | \$0.25 | \$5.00 | \$30.00 |
| Spoken CD | 28 days | 28 days | 8 titles | \$0.25 | \$5.00 | \$30.00 |
| Vertical File | 14 days | 14 days | None | \$0.25 | \$5.00 | \$5.00 |
| VHS | 7 days | 7 days | 8 titles | \$1.00 | \$10.00 | \$30.00 |

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

** Parameters set by the State Library of Kansas

Dates

11/16/2004, 4/15/2005, 5/16/2006, 8/19/2008, 3/17/2009, 4/21/2009

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CIR-008 Circulation of Reference Materials

Reference materials do not circulate. Rare exceptions may be granted at the discretion of the section or branch manager to loan materials for a few hours, overnight or a week at the most. Consideration will be given to:

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

Date

11/16/2004

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CIR-009 Holds

Holds for Library materials may be made by telephone, mail, in person or using the on-line catalog by any Library customer. Customers who ask staff to place holds may be limited to up to five requests, as staff time allows.

A service fee of \$0.25 will be charged for each item that is placed on hold using the Library catalog or that is transferred between locations. This \$0.25 fee is paid when the item is borrowed. There is no charge for items that a customer has held for them at the location where they are found on the shelf, even if a Library employee calls on behalf of the customer to have the items held.

The Library will notify customers that holds are available. If an item is not picked up by the unclaimed date, a fee of \$1.00 will be assessed to the requesting customer's account. Customers who cancel their filled holds before the unclaimed date will not be assessed a hold fee.

Date

11/16/2004, 8/19/2008, 7/21/2009

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CIR-010 Lost 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 \$7.00 processing fee for Wichita 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 returned within 90 days after the item has been declared "lost" the price of the item is credited to the customer's record when the item is checked in and the price of the item is refunded to the customer. An identical replacement copy of a lost print item may be provided by the customer in lieu of paying for the item. (See CIR-012 Replacement of Lost or Damaged Items.)

The processing fee is not credited or refunded to the customer. No additional overdue fees are charged.

For those items that a customer claims to have returned, Library staff will search for the item. If the item is found, it will be checked in and all fines on the item will be waived. If it is not found, the section manager or Librarian-in-Charge may decide to put the item into a "Claims" status. No fines will be charged against the customer's record. Claims items are deleted from the system after six months.

Related Form

Search Card

Dates

11/16/2004, 5/16/2006, 8/19/2008

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CIR-011 Damaged and Lost Items

Customers who have lost library material will be charged for the replacement cost of the item and the processing fee. 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. If an item has multiple parts and one component is lost or damaged, the Library may determine if a partial fee can be assessed if the other components are in good condition. An identical replacement copy of a lost or damaged print item may be provided by the customer in lieu of paying for the item. (See CIR-012 Replacement of Lost or Damaged Items.)

An additional \$7.00 processing fee for Wichita 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 Wichita Public Library if they pay all of the costs; lending libraries shall determine if customers may keep damaged materials if customers have paid all costs.

Dates

11/16/2004, 5/16/2006, 8/19/2008, 1/19/2010

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CIR-011.1 Lost and Damaged Items Fee Schedule

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| Lost/Damaged Art Bag | \$25.00 |
| Lost/Damaged Audiocassette Case (single) | \$2.00 |
| Lost/Damaged Audiocassette Case (multi) | \$6.00 |
| Lost/Damaged Books & More Storage Box | \$4.50 |
| Lost/Damaged CD Booklet | \$2.00 |
| Lost/Damaged CD Large Booklet | \$5.00 |
| Lost/Damaged CD Case (music) | \$2.00 |
| Lost/Damaged CD Case (spoken) | \$7.00 |
| Lost/Damaged DVD Case (up to 2 discs) | \$3.00 |
| Lost/Damaged DVD Case (3 or more discs) | \$8.00 |
| Lost/Damaged CD or DVD Security Stripping | \$3.00 |
| Lost/Damaged Labels | \$0.50 |
| Lost/Damaged Map | \$5.00 |
| Lost/Damaged Plastic Bags (Children's Sets) | \$1.00 |
| Lost/Damaged Playaway Battery Cover (Each) | \$1.00 |
| Lost/Damaged Playaway Case (Each) | \$2.50 |
| Lost/Damaged Foam Insert (Each) | \$3.50 |
| Lost/Damaged Spoken Audiocassette | * |
| Lost/Damaged Spoken CD | * |
| Lost/Damaged Supplemental CD/DVD/CD-ROM | \$5.00*** |
| Lost/Damaged Vertical File Envelope | \$2.00 |
| Lost/Damaged Vertical File Item | \$5.00 |
| Lost/Damaged VHS Case | \$3.00 |

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|-------------------------------------|-----------|
| Bindery Charges | \$9.00 |
| Add \$2.50 for each additional inch | up to 12" |
| Missing/Damaged Crystal Cover | \$1.00 |
| Hardcover Damage | ** |
| Mylar/Book Jacket Cover Damage | \$1.00 |
| Page Damage | |
| Up to 5 pages – per page | \$0.25 |
| More than 5 pages | ** |

* For “large” sets (more than four audiocassettes or more than 1 spoken CD), charge \$7.00 for a lost or damaged audiocassette, or \$10.00 for a lost or damaged spoken CD.

For “small” sets (four or fewer audiocassettes or 1 spoken CD), charge the price of the set plus a \$7.00 processing fee. The Library generally cannot order replacement items for small sets.

** To be determined by the branch manager or circulation supervisor.

*** Supplemental media may be included in some books. While the media accompanies a book, it is not integral to the content.

Date

11/16/2004, 8/19/2008, 3/17/2009, 1/19/2010, 2/15/2011

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CIR-012 Replacement of Lost or Damaged Items

In keeping with the Collection Management Policy of the Wichita Public Library System, the Library does not generally accept replacement copies of lost or damaged items instead of payment.

However, print copies of the identical title and edition in excellent or new condition may be presented in exchange for the charges of replacing a lost or damaged item. Replacement copies of all other items must be approved by the Collection Development Manager or his/her designee.

If an item has multiple parts and one component is lost or damaged, the Collection Development Manager or his/her designee may determine if a partial fee can be assessed if the other components are in good condition.

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

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

Date

11/16/2004, 2/19/2008, 1/19/2010

Wichita Public Library Policy Manual

CIR-013 Fee Payment

Customers may pay fines by cash, cashier's check, check, or money order in person or through the mail. Credit card payments are accepted for account balances over \$5.00 and can be made both online and in person with a MasterCard or Visa.

Customers who want to pay for services that do not require a library card must provide valid photo identification in order to pay by check.

If a check is returned as invalid, customer privileges are suspended until the amount of the original check plus any service fee are paid per City of Wichita policy. After a customer's payment by check has been returned to the Library as invalid, that person will be asked to pay on all future transactions only by cash, money order or cashier's check.

Customers who owe \$10.00 or over may be turned over to a collections agency. Accounts with outstanding fees of \$25.00 or more may be subject to credit reporting.

Related Policies

City of Wichita Uncollected Check Policy

Date

11/16/2004, 5/16/2006, 9/21/2010, 12/20/2011

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CIR-013.1 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. A customer may not pay anything toward a balance owed if they are in the process of a bankruptcy.

When a customer is in the process of a bankruptcy, and the customer owes a debt to the Library, the customer may not check out any items.

Date

11/16/2004, 8/19/2008

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CIR-014 Refunds

Based on availability, refunds of over \$10.00 may be paid from the Library or will be paid via a check from the City Treasurer. Checks are mailed by the City Treasurer's office within two weeks of the refund request.

Refunds are kept on account for 12 months. Any credits not claimed at the end of that period will be forwarded to the State of Kansas as unclaimed property.

Related Form

Refund for Recovered Library Material

Date

11/16/2004, 8/19/2008

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CIR-015 Confidentiality of Library Records

The Kansas Open Records Act, Kansas Statutes Annotated (K.S.A.) 45-215, et seq., declares that it is the public policy of the state of Kansas that public records shall be open for inspection by any person. However, the Open Records Act places certain restrictions on this open access. At K.S.A. 45-221, the Act defines what records are not required to be disclosed at the request of citizens or public officials.

Records which libraries are NOT required to disclose include:

1. Customer registration records and circulation or loan records which pertain to identifiable individuals.
2. Library, archive and museum materials, if restrictions have been imposed as conditions of a contribution.
3. Personnel records and performance ratings; however employee names, positions, salaries, and length of service are designated as public information.
4. Building security information.
5. Correspondence between the Library and a private individual, including print and electronic formats.
6. Software programs for electronic data processes; however, each public agency must maintain a register that describes the information that is maintained on computer faculties, and the form in which the information can be made available using existing computer programs.

K.S.A. 45-218, K.S.A. 45-219 and K.S.A. 45-220 define the conditions and procedures related to requesting access including, but not limited to, the charging of fees for providing access or furnishing copies of public records.

It is the policy of the Wichita Public Library that all circulation records and other records identifying the names of library users are confidential. These records will be made available if they can be redacted to eliminate individually identifiable references. Library staff may require advance payment for reproduction costs, including estimated staff time for reproduction, review and redaction of the records requested, before the records are provided. These records will not be made available in original form to individuals (other than the card holder), groups or businesses. These records will not be made available in original form to any local, state or federal agency except pursuant to a subpoena or warrant as may be authorized under the authority of and pursuant to federal, state, and local law relating to civil, criminal or administrative discovery procedures or legislative investigative power. The Wichita Public Library will resist the enforcement of any such order, subpoena or warrant lacking facial validity.

Requests to examine or obtain information relating to circulation or registration records will immediately be referred to the Librarian-in-Charge, who will explain the confidentiality policy.

Upon the receipt of an order, subpoena, or warrant, the Director of Libraries shall consult with the appropriate legal officer assigned to the Wichita Public Library to determine if the subpoena is facially valid, requiring adherence. .

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Related Statutes

K.S.A. 45-215

K.S.A. 45-218

K.S.A. 45-219

K.S.A. 45-220

K.S.A. 45-221

Date

11/16/2004

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CIR-016 Patron Password Security

Customers may access their account through the Library catalog by using their Library card number and password. Customers may create their own passwords to guarantee privacy. If a customer forgets their password, they must present their Library card and another form of identification in person to Library staff so that staff can reset their password. Passwords cannot be given out over the telephone.

If a parent requests a password for a minor child, that parent must be the guardian listed in the minor's record and must present both the Library card and a form of identification.

Date

11/16/2004, 8/19/2008