### SERVICE POLICY

Revised 10-30-19

**REGISTRATION AND BORROWERS:**

 Free Library service is available to all residents of Mitchellville and Polk County and all participants in the State Library’s Open Access Program.

1. A borrower’s card will be issued to anyone after that person or guardian has completed the registration form and has presented an acceptable form of identification. Acceptable forms of identification include driver’s license, voter registration card or utility bill, or any postmarked mail with name and street address.
2. Cardholders are responsible for all material checked out on their cards. Library users are not allowed to check out materials on another person’s card unless the cardholder is present and gives permission.
3. The use of the Library or its services may be denied for due cause such as destruction of Library property, failure to return materials or pay fines (refer to appendices), disturbance of other patrons or any objectionable conduct on the Library premises.
4. All Library cards will have a two year expiration date for records to be updated.

**PRIVACY OF RECORDS:**

1. All records, formal and informal, in the Mitchellville Public Library relating to patron registration and the subsequent circulation by patrons of materials are considered to be confidential in nature.
2. To prevent an unreasonable invasion of personal privacy, the contents of registration and circulation records shall not be made available to anyone except under the written order of the Library Director, such order having been issued pursuant to a proper legal process, order or subpoena under the law.
3. Upon receipt of any process, order or subpoena, the Library Director shall consult with the Library Board and legal counsel of the City to determine if such process, order or subpoena is proper and in full compliance with proper legal authority and if there is a showing of good cause of its issuance.
4. This policy is based on the “Policy on Confidentiality of Library Records,” adopted by the Council of the American Library Association. (See Appendix G)

**LOAN PERIODS:**

 Equipment will be loaned to responsible Library cardholders. The borrower must know how to operate equipment correctly. Any difficulties encountered in operation should be reported. Equipment will be loaned to children only with parental consent.

 Patrons may check out up to 50 books and audiobooks. There is a limit of 5 new books per family and a limit of 4 DVD’s per card, only 2 may be new.

 The following guidelines will be used in loaning materials and equipment from the Mitchellville Public Library:

1. Three Day Loan
2. New DVD – may not be renewed.
3. Seven Day Loan

 a. Magazines

 b. Discovery Packs

 c. All DVDs except new

3. Twenty-one Day Loan

 a. Books (5 new books limited– may not be renewed)

 b. Read-a-longs

 c. Puzzles and puppets

 d. Audio books

**TEACHERS AND HOME SCHOOL INSTRUCTORS:**

 To provide teachers/home school instructors/child care providers with an extended loan period, Library material may be borrowed for a four-week period. The request for an extended period needs to be made at the time of checkout. Materials kept beyond the extended return date are overdue and the patron will be notified. Although they will not be charged a fine, there will be a charge for damaged or lost materials. Realizing that demands for materials vary, the Library reserves the right to recall any material when overdue that may be requested by another patron.

**FEES AND FINES:**

 Violators of the Library’s Policy on Fees and Fines will be dealt with as per section 741.5 of the Iowa Code. See Appendices.

1. A fine of $.10 per day/per item will be charged for all overdue materials except videos and Discovery packs. A fine of $1.00 per day will be charged for videos and Discovery packs. The maximum fine for a single overdue item is $10.00. A patron’s borrowing privileges will be suspended if his fine total exceeds $20.00. Privileges will be reinstated when the fine is paid in full.

 The full replacement cost and a $3.00 processing fee for materials will be charged to the borrower for materials that are lost or damaged beyond repair.

**LIBRARY HOURS:**

Monday Closed

Tuesday 10:00-6:00

Wednesday 10:00-8:00

Thursday 10:00-6:00

Friday 10:00-6:00

Saturday 9:00-2:00

Sunday Closed