

**EDWARD F. OWEN MEMORIAL LIBRARY  
CIRCULATION POLICIES**

**I. CIRCULATION SERVICES**

**Mission Statement:** The Edward F. Owen Memorial Library exists to provide materials and services to help residents of Carter Lake meet their personal, educational, and recreational needs. The library serves as an informational and cultural center for the community. The Edward F. Owen Memorial Library engages the community in lifelong learning through equal access to information and technology with experienced professional staff.

**A. Registration**

1. All residents of Carter Lake may register as borrowers by completing an application form in person, available at the circulation desk. Cards are also available to employees of the City of Carter Lake and faculty of Carter Lake Elementary School, Woodrow Wilson Junior High and Thomas Jefferson High School. The library does not have reciprocal borrowing agreements with the Omaha Public Libraries. The library does not issue temporary cards.

All borrowers must provide a photo I.D. and proof of residency within Carter Lake.

This may include, but not be limited to:

**Acceptable photo I.D.**

- \* Driver's license
- \* State issued I.D.
- \* Work I.D.
- \* School I.D.
- \* Military I.D.

**Proof of residency:**

- \* Utility bill – current month at time of registration
- \* Vehicle registration
- \* Voter registration card
- \* Bank statement - current within 30 days

Individuals 17 and younger are required to have a signature of a parent or guardian or an adult who possesses a library card from the City of Carter Lake who agrees to be financially responsible for individual 17 or younger who is being granted full access to all library resources. Without the signature of a parent, guardian or responsible cardholder, a student may be eligible for a borrower card, with limited access to the library collection, i.e., periodicals, computers and BRIDGES.

Individuals who have not established a Carter Lake residence are not eligible for a library card but are welcome to use the facilities and services.

All borrower cards are valid for 2 years. All new library cards are mailed to the address provided on the application and library materials cannot be checked out until a library card is received. New cardholders must have their library card with them when checking out and are limited to two items at any given time for a 60-day period from the issuance of a new card.

**B. Lost or Stolen Library Cards**

Lost or stolen library cards must be reported immediately in person or by telephone to prevent unauthorized use or access. Patrons are responsible for all use of their library cards and all items checked out on their accounts. Lost or stolen library cards will be replaced with photo identification.

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Borrowing privileges are suspended when a patron has items that have not been returned or lost/damaged items have not been paid for. Borrowing privileges are reinstated after materials have been returned or lost/damaged items have been paid, or some good faith restitution is made.

### **C. Homebound Program**

If you have a physical impairment which prohibits you from visiting the library the library can deliver items to Carter Lake city residents. Please call the library at 712-347-5492 or e-mail: [owenlibrary@cox.net](mailto:owenlibrary@cox.net). You may order any materials that the library circulates. The library will deliver and pick-up the items to you with a receipt showing the date by which the items should be returned. Homebound customers are not charged fines. However, homebound customers are responsible for paying fees for lost or damaged items.

### **D. Loan periods**

All books, audio, and magazines are circulated for three weeks. All DVD's are circulated for one week. Reference materials may be checked out for one week and cannot be renewed.

### **E. Fines**

The library does not charge overdue fines. If you do not return library materials by the due date, or have not renewed the items, you will not be able to check out any additional library materials until the overdue items have been returned. If any library materials are damaged, you will have to pay the replacement cost before you are allowed to check out any items again. If library materials are lost or damaged you may talk to a librarian about setting up a payment plan.

### **E. Renewals and Reserves**

All items may be renewed once as long as they are not overdue and no other patron has requested them. Request to renew materials may be made in person or over the telephone.

### **F. Failure to return borrowed items.**

Failure to return library materials for two months or more after the date the person agreed to return library materials is evidence of intent to deprive the library. Reasonable attempts will be made to contact the person including mailing letters of notice that such material is overdue. After the expiration of three (3) days following the second (2<sup>nd</sup>) mailing date, the Director may request the assistance of appropriate law enforcement agencies and/or the City Attorney to recover the materials. Lost or damaged items must be paid in full before patrons can check out. Once returned, patrons cannot check out for two months, and only 1 item at a time for a two month period from the time of return. Items are deleted off the system after 1 year from the check out date. Items returned after they have been deleted off the system will require a \$5.00 processing fee. Missing DVD cases will require a \$10 charge for case, insert, and barcode. Missing Audio CDs will require a \$20 charge for each missing CD.

## **II. CONFIDENTIALITY OF RECORDS**

The Edward F. Owen Memorial Carter Lake Library recognizes that the circulation records of this library are confidential in nature and advises all library employees and volunteers that such records shall not be made available to anyone including any agency of state, federal, or local government except pursuant to federal, state or local law relating to civil, criminal or administrative investigatory power. Furthermore, the library will resist the issuance or enforcement of any such process, order or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

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**III. FEES**

**A. Lamination**

The library can laminate on 8x11 size sheet at a cost of 50 cents with a limit of 5 sheets per customer.

**B. Copy Machine/Computer Printouts**

The library will charge 10 cents per page for all copies. Color copies are 25 cents with a limit of 20 copies per customer.

**C. Fax Machine**

The library will send and receive faxes for 25 cents per page.

**D. Lost/Damaged materials**

Any patron who loses or damages library materials will be assessed a fee based on the purchase price of the material. **All costs will be paid by cash or money order only.**

**IV. INTERLIBRARY LOAN SERVICES**

**A. Participation in Regional/State networks**

The Edward F. Owen Memorial Library participates in Open Access, Access Plus and Interlibrary loan for the efficient requesting of materials available at other libraries.

**B. Protocols/Procedures**

Patrons requesting materials not owned by the Edward F. Owen Memorial Library should ask for assistance from a staff member. The item is then searched for in SILO and if found, a request is sent to the lending library.

**C. Items to be requested**

In general most books may be requested through interlibrary loan. Books that are best sellers, rare books, or reference materials may not be available through ILL. Most libraries will not loan new books, very old books or audiovisual materials. Magazines are usually not loaned but specific articles may be photocopied and retained by the requester.

**D. Lending to Other Libraries.**

The Edward F. Owen Memorial Library will lend books to any library that submits a request that complies with the copyright guidelines subject to the availability of the item requested.

**V. COMPUTER USE**

**A.** One person at a time per machine unless authorized by Library staff. See Internet Use Policy.

**B.** All use of the computer must be recorded on the sign-up sheet.

**C.** Request for use of the computer will be taken on a first-come first-served basis.

**D.** Assistance in the use of the computer may be available but users are expected to know how to operate a computer.

**E.** Computer users will need to provide their own flash drive in order to save files. Files should never be saved to the hard drive of the computer.

Adopted by a vote of the Library Board of Trustees

2/24/2020