

*Hackley Public Library
316 W. Webster Avenue
Muskegon, MI 49440*

== POLICY ==

GENERAL LIBRARY ACCOUNT POLICIES

Purpose

The Hackley Public Library maintains the following Circulation Policy and implied procedures to ensure that we provide those residing in our designated service area with consistent and equitable access to materials.

1. Account
Persons wishing to borrow materials from the Hackley Public Library must have a valid library account.
2. Responsibility
The adult person to whom a library card has been issued is responsible for any use made of the card. The adult who signs for a juvenile card is responsible for that card.
3. Lost or stolen library cards
Patrons are responsible for notifying the Library if their Library Card is lost or stolen. The cardholder is responsible for any items borrowed on a card that has not been reported lost or stolen.
4. Replacement of library cards
The replacement fee for a lost card is \$2.00. Library cards worn from expected wear and tear are replaced free of charge. Under certain circumstances, a library card may be replaced for no cost at the discretion of the library staff.
5. Expiration Date and Renewal
Library cards expire three years from the date of issue or renewal.

Patrons can renew their card 60 days before the expiration date. A patron must be physically present in the Library with appropriate documentation to renew their account.

Patrons can renew for one year if there are no changes or updates with verbal verification of account information, either in person or over the phone.

A patron is eligible for an optional free physical card replacement at renewal.
6. Library Card In Good Standing
A library card will be considered eligible for full borrowing privileges if it meets all the

following criteria:

- a. Active/unexpired
 - b. Fines under \$10
 - c. No billed items
 - d. No items are overdue by more than one (1) circulation period
 - e. No pending account update issues
 - f. No other manual blocks
7. Acceptance of library cards from other libraries
- a. The Hackley Public Library accepts library cards in good standing issued by any other libraries belonging to the Lakeland Library Cooperative.
 - b. The Hackley Public Library does not accept MLibrary Cards (Suburban Library Cooperative).

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LIBRARY CARD TYPES AND REGISTRATION

1. Adult Card

- a. Library patrons age 18 or older may apply for a library card.
- b. The person must sign the registration form promising to observe library rules and pay all fines or fees charged to them.
- c. The person must present a driver's license, a state ID card, or an alternative. Refer to Circulation Policy 2003 for acceptable forms of identification and proof of residency.
- d. The adult patron applying for a library card must complete a registration form supplying the following information:
 - 1) Name
 - 2) Address, including county. The address of residence is needed if it is different from the mailing address (i.e., post office box)
 - 3) Telephone number
 - 4) Driver's license number or state ID card (or other proofs of identity and residence as detailed in Policy 2003)
 - 5) Date of birth
 - 6) Email Address (optional)

2. Adult Limited Use Card

(Please refer to policy 2004 - *ADULT LIMITED USE LIBRARY CARD*)

3. Juvenile Cards

- a. Children between the ages of 2 and 17 may apply for a library card if a parent or guardian is willing to assume responsibility for the content of materials borrowed on the card and is ready to pay all fines or fees charged to the card if the juvenile patron is not able to pay.
- b. The adult responsible for applying for a library card must complete a registration form supplying the following information:
 - 1) Juvenile's legal name
 - 2) Address, including county. The residence address is needed if it is different from the mailing address (i.e., post office box).
 - 3) Guardian's telephone number
 - 4) Juvenile's date of birth
 - 5) Email address (optional)
- c. The adult responsible for a juvenile card must also supply the following information:

- 1) Name
 - 2) Address. The residence address is needed if it is different from the mailing address (i.e., post office box). When possible, the address should match the child's address.
 - 3) Telephone number (if any).
 - 4) Drivers license number or state ID card (or other proofs of identity and residence as detailed in Policy 2003).
- d. The responsible adult must sign the juvenile's library card application, promising to assume responsibility for the content of materials borrowed on the juvenile card and pay all fines or fees charged to the juvenile card.
- e. Juveniles that live in split households are eligible to be signed up for two library accounts: one for each guardian they reside with. These accounts will be merged when the juvenile turns 18.

4. Juvenile Limited Use Library Card

- a. Juvenile Limited Use cards may be issued to young people living in the City of Muskegon or living elsewhere and attending any school located in the Muskegon Public Schools district or the City of Muskegon without an adult signature or adult ID verification.
- b. Juvenile Limited Use cards are issued for six (6) months. Juvenile Limited Use cards can be renewed for six (6) months.
- c. Juvenile Limited Use library cards are issued maximum for three (3) items. One (1) item may be non-print.
- d. A maximum of three items at a time can be checked out on a Juvenile Limited Use library card. Items can be turned in, and new items can be checked out as long as there are never more than three items out.
- e. Juvenile Limited Use cards may be used to access library computers.
- f. Juvenile Limited Use cards have full digital material access.
- g. A juvenile applying for a Juvenile Limited Use card must complete a registration form supplying the following information:
 - 1) Name
 - 2) Address
 - 3) Telephone number
 - 4) A form of identification, if available for Middle and High School students
 - 5) Date of birth

5. Student Digital Card (School Aged Students Only)

- a. Application and Eligibility - Students currently enrolled at any school in our service area who do not have a full access card are eligible for a digital student access card.

Homeroom teachers and school administrators approve and submit minimal student information for the application process, including name, homeroom teacher, and age.

- b. Registration - Student Digital Cards are intended to provide temporary, limited access to the Library's online collections and resources that require a library card for access.

The duration of the card registration is the current school year. A student may be re-enrolled each year upon request of the student's school administrator or homeroom teacher.

Student Digital Cards cannot be used to borrow physical items. Students are welcome to visit the Library with a parent or guardian to register for a full access card.

6. Emancipated Minors

An otherwise qualified person may be issued an adult card if they are an emancipated minor under 18. Documentation proving legal emancipation is required.

7. Issuing and Renewing other Libraries' Patron's Cards

The current reciprocal card issuing relationships are with the Muskegon Area District Library (MADL) and the White Lake Community Library.

The Hackley Public Library will issue and renew cards for patrons residing in the Muskegon Area District Library and the White Lake Community Library service area in a spirit of cooperation. HPL will follow the policy and procedures outlined by their assigned library to issue and renew these cards. Hackley Public Library cards can be issued and renewed at these libraries for HPL patrons, following HPL policy and procedure.

All other LLC libraries must obtain their library borrowers' cards at the public library serving their home area. Hackley Public Library may renew existing library cards from other Lakeland Library Cooperative (LLC) member libraries with proof of address and current photo I.D. for one (1) year.

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=== POLICY ===

PROOF OF IDENTIFICATION AND RESIDENCY

Both identity and residency must be verified by legal documentation. To establish these, we ask potential cardholders to produce **either** one (1) item from Column A **or** one (1) item from Column B **and** one (1) from Column C.

COLUMN A	COLUMN B	COLUMN C
<p><u>Proof of Identity & Residence</u></p> <p><i>A Michigan-issued Driver’s License or State Identification that has the current address.</i></p>	<p><u>Proof of Identity Only</u></p> <p><i>Any government, municipal, or institutionally issued documentation or card with name and photo.</i></p>	<p><u>Proof of Residence Only</u></p> <p><i>Any document postmarked mail or bill states the registrant’s name and current address. The document must be issued or postmarked within the last one (1) month period when appropriate. This document may be presented physically or digitally.</i></p>
<ul style="list-style-type: none"> ● Current Michigan Driver’s License ● Current Michigan Identification Card 	<ul style="list-style-type: none"> ● Current Michigan Driver’s License or Identification without a current address. ● Current Out-of-State Driver’s License ● Current Out-of-State Identification Card ● Permanent Resident Card “Green Card.” ● Passport ● Military Identification ● Work Badge ● Student Identification ● Transit Card 	<ul style="list-style-type: none"> ● Property Tax Bill ● Utility Bill ● Cell Phone Bill ● Letter that has been received at address.

When a person has no identification, a library card may be issued at the discretion of the Adult Services Supervisor or Youth Services Supervisor.

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ADULT LIMITED USE LIBRARY CARD

The Library may issue a Limited Use Card to adults temporarily residing in the Hackley Public Library Service area who do not have a Library Card issued by a public library within the Lakeland Library Cooperative. Examples of use include but are not limited to those who lack the required documentation to gain a full access card, are experiencing transitory housing, or are attending a college or university.

Some examples of a “transitory housing” situation are individuals sheltering in missions, individuals living in a supervised facility or foster care home (such as the Rescue Mission, facilities operated by Pioneer Resources, Health West, or Everywoman's Place), and college/university students attending classes in the service area.

Limited Use Cards are issued at the discretion of library staff to provide temporary access to library materials if a permanent solution is not possible. The Library reserves the right to restrict the use of a Limited Use Card for any reason.

1. A Limited Use Cardholder is permitted to have three (3) items out at a time with other restrictions on the types of materials.
 - a. May be used for logging into a Public Computer Station.
 - b. Restricted from borrowing a Hotspot.
 - c. Limited to one audiovisual item
 - d. Full digital material access.
2. The cards are issued for six (6) months and can be renewed for additional six (6) months periods as needed.
3. A full access card will be issued if the individual presents documentation to establish identity and residency. Please refer to policy *2003 - PROOF OF IDENTIFICATION AND RESIDENCY* for further details.
4. Adults who are applying for a limited use card must complete a registration form providing the following information:
 - 1) Name
 - 2) Address
 - 3) Telephone number
 - 4) A form of identification, if available
 - 5) Date of birth
 - 6) Email address (optional)

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NONRESIDENT/UNSERVED LIBRARY CARD

Unservd patrons do not live in the Hackley Public Library (HPL) service area, do not own property in the HPL service area, or do not live in the service area or contract area served by any member of the Lakeland Library Cooperative.

Kent District Library (KDL) and Grand Rapids Public Library (GRPL) cardholders are exceptions. Their library cards are not part of the shared integrated library system (ILS) but may be issued a parallel account if their account is in good standing.

1. Nonresident/Unservd patrons may purchase an HPL card by paying an amount representing the amount paid annually for library services by property owners in the HPL service area.
 - a. The annual fee for a Nonresident/Unservd Library Card is \$75 annually.
 - b. A Nonresident/Unservd Library Card can be purchased for one or more three (3) month periods, at 1/4th the annual fee per quarter.
2. All members of the household living may use a Nonresident/Unservd Library card at that address.
3. A Nonresident/Unservd Patron card is good only at HPL.
4. An Unservd Patron card does not give the borrower Lakeland Library Cooperative privileges including placing holds and receiving interlibrary loans.

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LOAN POLICIES

The Hackley Public Library (HPL) offers a wide variety of print, audio, and digital materials for borrowing. A valid library card in good standing is required to borrow or renew materials.

1. The following chart indicates loan period length, number of renewals, and hold availability:

<u>Category</u>	<u>Loan Period*</u>	<u>Renew**</u>	<u>Hold</u>
Books and New Books	21 days	2	Y
Seven Day New Books	7 days	0	N
Reference & Local History	0	0	N
Newspapers	0	0	N
Magazines	7 days	2	Y
Audio (Music CD & Books on CD)	21 days	2	Y
DVDs	7 days	2	Y
Wi-Fi Hotspots	21 days	0	Y
Book Club in a Bag/ Binge Bag	6 weeks	0	Y

The HPL reserves the right to alter loan periods, renewals, and holds.

* Loan periods, renewing status, and hold status shall conform to Lakeland Library Cooperative standards, except in local circumstances.

**Renewal

- a. Items that are eligible for renewal will renew automatically.
- b. Materials on hold for another patron are restricted from being renewed.

2. Digital Resources

The digital collections that Hackley Library patrons have access to may follow different policies about checking out materials and renewals.

- a. Please refer to the individual app for details on borrowing.
- b. Patrons do need to have a library card in good standing to borrow items from the digital collections.

3. Hotspots

HPL loans Wi-Fi Hotspots to allow patrons to connect Wi-Fi-enabled devices to the internet. Hotspots offer Internet access to smartphones, tablets, and other wireless-enabled devices through a cellular network. Service is subject to the availability of the cellular network where the hotspot is used.

To check a hotspot, the following criteria must be met:

- a. 18 years of age or older
- b. Read and sign the Hotspot Agreement.
- c. Photo ID and maintain a library card for one (1) month at initial checkout.

Other Hotspot Borrowing Policies

- a. Only one (1) hotspot may be checked out per HPL Library Card.
- b. Hotspots may be checked out and returned only at the HPL service desk.
- d. Overdue mobile hotspots are deactivated immediately after the date it is due back to the Library.
- e. Patrons are responsible for connecting their internet devices to the Hotspot.
- f. Patrons will have a card issued for at least one (1) month before the first checkout.
- g. The patron is responsible for costs associated with loss or damage of the mobile hotspot and accessories.
- h. If a Hotspot is deactivated due to not being returned on time, a patron will NOT be able to check out AND place a hold on a hotspot for 30 days.

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FINES AND REPLACEMENT

The borrower of items from the Hackley Public Library (Library) is responsible for returning materials to the Library by the due date. Failure to receive a notice does not excuse the borrower of this responsibility.

A. Fines and Fees

1. The Hackley Public Library does not charge fines for materials returned late. Please return items on or before the due dates, considering that due dates may differ depending on the material's format.
2. The Library does not rent materials nor charge fees for the use of materials.
3. Interlibrary Loan:
 - a. Overdue fines charged by other libraries for items borrowed on interlibrary loans from Lakeland Library Cooperative or MeL lending libraries will be charged and collected for remittance to the owning library.
 - b. The Library will pass on all rental, usage, or associated loan fees charged by other libraries for items lent to Hackley patrons by other libraries.

B. Lost and Damaged

1. When a patron has lost an item and has no expectation of retrieving it, that material will be considered "lost." The shelves are always checked before an item is designated lost.
2. When a patron returns an item damaged beyond normal wear and tear. A supervisor will determine if an item is damaged.
3. Borrowers are legally responsible for paying for items lost or damaged. These charges cover the cost to the library for replacing the item, plus processing.
4. Charges for lost or damaged materials must be cleared before the patron can check out or renew materials.
5. Whenever possible, the cost of a replacement item will be adjusted to match the current market cost for the item plus an additional processing fee. Otherwise,

- borrowers will be charged the cost of replacement listed in the Library catalog.
6. The replacement cost for a hotspot includes the device, power cord, case, and protective sleeve.
 7. If the borrower locates and returns an item within six (6) months in good condition, the amount paid will be refunded, excluding any processing fees.
 8. The selecting librarian has discretionary power to accept items lost beyond six (6) months of the returned material and issue a refund for the generic fine for a lost item.
 9. The Hackley Public Library cannot modify or negotiate for the modification of fees associated with items borrowed from other Libraries.
 10. Borrowers who have incurred lost or damaged materials fees of \$80 or more will have their information turned over to a collection agency after six (6) months. The Library will add a \$9.85 collections fee to accounts sent to the collection agency. The collection agency fee cannot be waived or reduced.

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CLAIMS RETURNED

When a patron reports that they have returned an item the library circulation system indicates is still checked out to them, the staff person on duty will check the shelf for the item. If the item is not found on the shelf, the staff person will encourage the patron to look for the item again.

If the customer still cannot find the item and still claims the item was returned, the item will be set to "claims returned" in the system at the discretion of a supervisor. This will not affect the customer's borrowing privileges.

The Library reserves the right to limit the number of "claims returned."