

Village of Mukwonago
Notice of Meeting and Policy Committee Agenda

LIBRARY BOARD OF TRUSTEES MEETING
Wednesday, March 1, 2023

Time: **11:00 am**

Place: **Mukwonago Community Library or via Zoom**

Zoom login

<https://us02web.zoom.us/j/82641532826?pwd=c0ZhaUVMZEkwXp0T1dLMEkzY1pVUT09>

Meeting ID: 826 4153 2826

Passcode: 742739

1. Call to Order

2. Roll Call and Introduction of Guests

3. Approval of Minutes

3.a Minutes from May 26, 2022

[Policy Committee Meeting Minutes 20220526_unapproved.pdf](#)

4. Discussion/Action Items

4.a Public Space Usage Policy

Discussion and possible action on revisions to the Public Space Usage Policy.

MetaSpace 511 Lead Innovator Nancy Aycock will be present to provide context and answer questions.

[DRAFT Public Space Usage Policy_for Policy Committee 20230301.pdf](#)

[CURRENT Public Space Usage Policy_approved 20210812.pdf](#)

4.b Circulation Policy

Discussion and possible action on revisions to the Circulation Policy. Circulation

Supervisor Emily Ceithamer will be present to provide context and answer questions.

[DRAFT Circulation Policy_for Policy Committee 20230301.pdf](#)

[CURRENT Circulation Policy_approved 20210812.pdf](#)

5. Referral Items

6. Confirm Next Meeting Date

7. Adjourn

It is possible that a quorum of, members of other governmental bodies of the municipality may be in attendance at the above stated meeting to gather information. No action will be taken by any governmental body at the above stated meeting other than the governmental

body specifically referred to above in this notice. Please note, upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities through appropriate aids and services. For additional information or to request this service, contact the Municipal Clerk's Office, (262) 363-6420.

Mukwonago Library Board

Policy Committee **DRAFT Meeting Minutes**

Meeting of Thursday, May 26, 2022

I. REGULAR ORDER OF BUSINESS

A. The meeting was called to order at 1:02 p.m., May 26, 2022 by Policy Chair Howard Pringle. In attendance were committee members Trustees Diane Magolan and Howard Pringle. Trustee Carol Stienstra attended the hybrid meeting by Zoom. Also in attendance was Library Director Abby Armour.

B. Public Comment.

There were no public comments.

C. The minutes of the February 24, 2022 Policy Committee meeting were reviewed. The minutes were approved as submitted.

Motion by Magolan, second by Stienstra. Approved unanimously.

II. NEW BUSINESS – DISCUSSION / ACTION ITEMS

A. Display Case and Posting Policy

Library Director Armour presented a draft of a revised and reformatted Display Case and Posting Policy to both comply with the newly approved formatting standards and also to incorporate statements of access and transparency from the Library Bill of Rights. The Committee reviewed the revision and reformatting and recommends that the revised policy be forwarded to the Board for approval and adoption at its June meeting.

Motion by Magolan, second by Stienstra. Approved unanimously.

B. Finance Policy

Director Armour presented a working draft of a completely revised and rewritten Finance Policy that incorporates disparate policies and procedures into a single whole. The new policy incorporates the existing Finance Policy, Fund Disbursement Policy and Finance Procedures and further breaks out all of the components of the varying funds and accounts held by, or usable by the Library. This was a significant piece of work and should prove extremely beneficial to future directors and Board members and is an important component of any succession planning. The Committee reviewed the rewritten and reformatted policy and recommends that the revised policy be forwarded to the Board for approval and adoption at its June meeting.

Motion by Stienstra, second by Magolan. Approved unanimously.

C. Public Behavior Policy

Director Armour presented a working draft of a rewritten Public Behavior Policy that incorporates an existing Public Behavior Procedure and existing Theft of Library Materials Policy into a single Public Behavior Policy. This revision would convert a procedure into policy so as to comply with the requirements of the Waukesha County Library Standards that were adopted in 2022 and bring the Library into full compliance with all standards. The Committee reviewed the rewritten and reformatted policy and recommends that the newly developed policy replace the existing procedure and incorporate the Theft of Library Materials Policy and be forwarded to the Board for approval and adoption at its June meeting in order to comply with Waukesha County Library Standards.

Motion by Pringle, second by Stienstra. Approved unanimously.

III. REFERRAL ITEMS

No referrals.

IV. NEXT MEETING DATE(S)

The next meeting of the Policy Committee is scheduled to be held Thursday, August 4, 2022 at 11:00 a.m. at the library and in hybrid format for those unable to attend in person. The Committee will continue reviewing policies in accordance with the review schedule..

V. ADJOURNMENT

Magolan moved, second by Stienstra that the meeting be adjourned. Motion passed unanimously. The meeting adjourned at 1:39 p.m.

Minutes submitted by Howard Pringle, May 26, 2022

Mukwonago Community Library
DRAFT Public Space Usage Policy

Approved _____ - Last reviewed March 1, 2023

The purpose of this policy is to enumerate and provide rules for the various spaces available on Library property. The Mukwonago Community Library values the pursuit of individual and community goals by ensuring the open exchange of diverse materials and ideas. The Library makes many spaces available for public uses which support and further our mission, vision, and values.

- I. General Rules for All Library Spaces
- II. Library Spaces with Designated Use
 - A. Library Grounds
 - B. Children's Area
 - C. Teen Area
 - D. MetaSpace 511
- III. Library Spaces Available for Reservation and Private Use
 - A. Rules for All Reservations and Private Use
 - B. Community Room
 - C. History Room
 - D. Community Room
- IV. Staff Only Areas

I. General Rules for All Library Spaces

The primary purpose of the Library's public spaces is to enable the Library to fulfill its mission and provide safe spaces for all ages to read, create, study, connect, and learn.

- A. Library users and staff must follow all state, federal, and local laws as well as all Library policies, rules, and procedures when on Library property.
- B. Use of Library spaces may not disrupt the use of the Library by others. Refer to the Public Behavior Policy for guidance on acceptable and unacceptable behavior. Any individual, group, or organization that is disruptive, disorderly, or prevents others from using the Library's collections and/or services will be asked to leave and can be refused use of Library spaces in the future.
- C. Interior Library spaces are only available to the public during Library business hours. No Library users will be allowed inside the Library building before opening time and all Library users must exit the Library building before closing time.
- D. The Library provides and maintains ADA accessible doors, walkways, bathrooms, and other accommodations to ensure all Library users can fully access the Library facilities. Nothing shall block walkways, doors, or access to facilities.
- E. Library property is under video surveillance in accordance with Wis. Stat. § 942.08.

- F. The Library staff may observe any meeting, program, or use of any Library space at any time.
- G. The Library reserves the right to make special accommodations for the needs of the Village of Mukwonago and/or the Friends of the Library.
- H. Library spaces and equipment may not be used for commercial demonstrations, sales, promotion of products or services, or any other private business gains. Fund-raising and charitable contributions are allowed with permission of the Library Director.
- I. No outside food is allowed inside the Library building. Only non-alcoholic beverages in covered containers are allowed. Library staff may provide snacks during designated programs but will disclose this to participants before the program begins. When using the Community Room, a group or organization may request to bring in snacks or light meals. See Section III for more information.
- J. Smoking, e-cigarettes, tobacco products, and vapor products are prohibited on all Library property.
- K. The Library cannot be responsible for personal equipment, supplies, materials or personal items used or left in the building.
- L. Parent(s)/guardian(s) are responsible for the actions and choices of their children under the age of eighteen (18) while on Library property, whether the parent(s)/guardian(s) are present or not.
- M. For and in consideration of the use of the Library spaces and facilities, any individual, group, or organization using same hereby agrees to indemnify and hold harmless the Mukwonago Community Library from any and all actions or suits relating to its use of such spaces and facilities. Further, such person or group agrees to reimburse the Library for any and all costs for repair of any and all damage as may be caused directly or indirectly to the spaces and/or facilities by such use thereof. If any individual, group, or organization refuses to pay for the damage, the matter will be referred to the Village Attorney for legal action.

II. Library Spaces with Designated Use

The Library provides several areas to the public that have special uses. Each space has specific rules to ensure the safety and enjoyment of the intended users.

- A. Library Grounds
 - The Library provides a parking lot, grassy areas, and gardens for public use and enjoyment.
 - i. Except when in violation of federal, state, or local laws, anyone is welcome to enjoy the Library grounds, even when the Library building is closed.
 - ii. Free public wifi extends to the Library grounds and is available at all times.
 - iii. Vehicles may not stay in the parking lot for more than twenty-four (24) hours. Authorities may be contacted if Library staff have concerns about a vehicle on Library property.

- iv. No one is allowed into the drainage ditches on the north and south side of the Library except for authorized maintenance personnel.

B. Children's Area

The Children's Area is located on the south side of the Library building and is delineated by the bookshelves containing the children's collection. This area is intended for children ages zero (0) to twelve (12) to read, play, and enjoy with their parent(s)/guardian(s).

- i. Parent(s)/guardian(s) are responsible for their child's actions and choices and must supervise their child at all times in accordance with the Public Behavior Policy.
- ii. For the safety and security of the children in our community, adults who are not accompanied by a child will be asked to leave this area.
- iii. The play area is developmentally appropriate for ages zero (0) through eight (8).

C. Teen Area

The Teen Area is located on the north side of the Library building and is delineated by the bookshelves containing the teen collection and the bold colored walls. This area is intended for tweens/teens ages twelve (12) to eighteen (18) to read, study, and enjoy.

- i. Teens are not required to have parent/guardian direct supervision, though parent(s)/guardian(s) may accompany their teen into the space.
- ii. For the safety and security of the teens in our community, adults who are not accompanied by a teen will be asked to leave this area.

D. MetaSpace 511

MetaSpace 511 ("five eleven") is a makerspace for the whole community. It is intended to be a collaborative work space for making, hands-on learning, and sharing that uses high-tech tools like advanced software and emerging technologies as well as low- to no-tech tools. The purpose is to provide a safe, enjoyable space to build community around all things making.

- i. Physical Aspects of the Space
 - a. Located on the south side of the Library Building in a self-contained room approximately 20'x40'. Maximum capacity is 30 people.
 - b. Offers integrated hearing loop.
 - c. Includes kitchen sink and adjustable tables and chairs.
- ii. Usage
 - a. All users must have a valid Café Library card.
 - b. The MetaSpace is only available to use by appointment or during Library programs held in the space.
 - 1. Library programs – Special programs are frequently offered for the enjoyment and education of the community. These programs are free and will be advertised alongside all other Library programs with information about intended audience, duration, and expectations.

2. Appointments – Library users may contact the MetaSpace to schedule a specific time to work with trained Library staff and/or use the equipment.
 - c. Before using the equipment in the space, all users must sign a user agreement form indicating that they understand all policies, rules, and safety guidelines.
 1. Adult users eighteen (18) years of age and older – may sign the user agreement themselves.
 2. Minor users under the age of eighteen (18) – must have a legal parent/guardian sign the user agreement in person at the Library.
 - d. Use of the MetaSpace tools and equipment is free. However, some equipment requires consumable materials that may need to be purchased. Please contact the MetaSpace to learn more.
 - e. Library staff reserve the right to deny the use of tools, equipment, or consumable materials, or to halt, delete, or cancel the creation of items that violate any Library policy or law. Misuse or abuse of MetaSpace facilities may result in suspension of privileges.
 - f. While we encourage small business owners and entrepreneurs to use the MetaSpace, the facilities are not intended for volume production, fund-raising, or commercial enterprises.
- iii. Safety Requirements
- The MetaSpace has numerous pieces of equipment that, if mishandled or unsupervised, may cause bodily harm or property damage. The following rules are intended to ensure Library users and staff are safe in the space.
- a. Appropriately trained Library staff must always be available to supervise the space while in use.
 - b. Minors under the age of eight (8) are not allowed in the space except for designated Library programs or at the discretion of the trained Library staff.
 - c. Minors under the age of twelve (12) must be accompanied by a parent/guardian who must remain with and directly supervise the user while in the space.
 - d. All users must undergo an orientation with trained Library staff to learn about the MetaSpace's unique facilities and equipment before they are allowed to use the space.

III. Library Spaces Available for Reservation and Private Use

The Library offers several spaces, listed in this section, that are available for reservation for private use. When a reservable Library space is not needed for Library activities, it may be available for use by both non-profit and for-profit groups, subject to the policies and fees established by the Mukwonago Community Library Board of Trustees.

A. Rules for All Reservations and Private Use

- i. The Library Board subscribes to the tenets of the Library Bill of Rights, which states in part, "Libraries which make exhibit spaces and meeting rooms available to the

- public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.”
- ii. Public use of Library rooms is subject to availability and compliance with the terms of this policy.
 - iii. Library spaces are to be used for informational, educational, cultural, and civic needs. No Library spaces will be used for party-type functions.
 - a. Individuals may use Library spaces for studying, collaboration, teleconferencing, and common interest groups.
 - b. Non-profit groups may use Library spaces for the purpose of educational, cultural, recreational, social, service, and civic activities.
 - c. For-profit agencies may use Library spaces for meetings, staff training, educational seminars, or team-building activities for a nominal fee.
 - iv. Approval to use the Library space does not constitute endorsement by the Mukwonago Community Library, or by Library staff, of the groups or individuals or their beliefs. Meetings and events held in the Library are not sponsored by the Mukwonago Community Library. Unless sponsored or co-sponsored by the Library, publicity for public events in Library facilities must not imply sponsorship by, or affiliation with, the Library and must contain the statement, “This program is neither sponsored, co-sponsored, nor endorsed by the Mukwonago Community Library.” A sample of the literature may be required prior to distribution for approval by the Library Director or their designee. The use of the name, address, or telephone number of the Mukwonago Community Library as the address or headquarters of any group, other than a Friends Group, is prohibited.
 - v. The Library reserves the right to cancel a reservation if a room is needed. Whenever possible, a forty-eight (48) hour notice will be given. This right will not be exercised except in emergency situations.
 - vi. In the event a question is raised as to the objectives and activities of any organization requesting the use of the Library spaces, the Library Board of Trustees shall be the final authority in granting or refusing permission for the use of the room.
 - vii. Library spaces may not be used by a group that has abused the facility in its earlier use or has violated any of the regulations set forth in this policy.
 - viii. Requests to reserve a Library space must be made in writing on an application form and submitted to the administrative office.
 - a. The application form must be filled out by a responsible adult member representing the group or organization and who will be the primary contact responsible for supervision, incurred damages, and enforcing this policy. Groups of minors under the age of eighteen (18) must have the application signed by a sponsoring adult who must directly supervise the entirety of the meeting.

- b. The application form must be on file before the group or organization is allowed to use the Library space. Any applicable fees are due before each meeting takes place. If requesting exemption from fees, proof of nonprofit status must be presented at that time.
- c. No recurring meeting reservations will be allowed except for Library-sponsored or co-sponsored events. The primary contact must request each use individually with a new application form every time.
- d. Request for the use of the Library spaces should be made well in advance of the meeting date to allow for better chances of approval. Reservations cannot be made more than three months (90 days) in advance.
- e. Groups intending to use the Library spaces must conform to the capacity limitations of the respective room they are reserving.
- f. In the event of disputes or conflicts arising from the use or intended use of the public spaces, the decision of the staff member at the Info Desk will be final.
- g. Reservations may begin any time after the Library building is open to the public. All rooms must be vacated 15 minutes prior to the Library closing time. A member of the Library staff must secure the space after use. Users only have use of the room for the time specified, which includes set-up and clean-up time.
- h. All users are required to leave the space in order after use. Tables and chairs must be returned to their original locations. The room must be left in the same state it was as it was when the reservation began.
- i. Displays may not be affixed directly to the walls of the Library spaces. Library fixtures may not be removed from the walls. Items may not be removed from the display cases.
- j. The Library Board of Trustees expects that any group utilizing the Library spaces will comply with the provisions of the Americans with Disabilities Act (ADA) which require that a meeting or materials at a meeting be provided in an accessible format in response to a request.
- ix. Some Library spaces have applicable fees. See the “viii. Fee Structure” section under each space for all fees associated with use of that space.
 - a. There is no fee for groups from a school, government, or nonprofit organization. Proof of non-profit status may be requested. These may include, but are not limited to:
 - Civic improvement and community groups and organizations
 - Cultural, historical, and artistic groups and organizations
 - Educational and literacy groups and organizations
 - County and Village governments and programs
 - b. For-profit or private groups will be charged a fee. These may include, but are not limited to:

- Local businesses conducting a meeting
- Homeowners Associations or Condominium Associations conducting member meetings
- Individuals or businesses to conduct classes, workshops, or seminars

B. Library Community Room

- Location: off entrance foyer
- Room Configuration: 12 tables and 120 chairs available. Can be partitioned. Room includes projector with ability to cast Windows/iOs/Android to the screen, sound system, microphones, and hearing loop. Kitchen facility includes microwave, sink, and refrigerator. Users who wish to borrow this equipment must request it when they complete the application form.
- Room Capacity: 120 (seated) for full room, 75 (seated) for medium partition room, 20 (seated) in each of 2 small partitioned rooms
- Groups may bring in snacks or light meals to the Community Room. A food clean-up fee and deposit must be paid in advance.
- Each group is responsible for providing their own supplies and for set-up and removal of the same.
- Groups wishing to store items or supplies at the Library before/after the room reservation must obtain prior permission from the Library Director.
- Damage to any Library facilities or costs beyond the deposit amount will be billed to the sponsoring organization or individual who filled out the application form.
- Fee Structure for the Community Room:
 - For-profit or private groups fees for use:
 - The (full) Library Community Room is defined as the entirety of the room with no partitions (120 seated participants): \$100 fee.
 - The Library Community Room can be divided with partition walls into a medium room (75 seated participants): \$75 fee and two small rooms (20 seated participants each): \$25 fee.
 - There is a \$15 food clean up fee if snacks/light meals are to be served. Additional charges may be assessed for staff time associated with your event that exceeds routine clean up and maintenance.
 - An additional \$100 deposit is required on reservations that include light meal service. This deposit will be returned after the meeting, minus any costs associated with clean up or maintenance of the space.

C. History Room

- Location: Adult area, north side of building
- Room Configuration: Fixed – tables with chairs. Upon request, the Library can provide equipment to project video. Users who wish to borrow this equipment must request it when they complete the application form.
- Room Capacity: 14 (seated)

- iv. Food is NOT allowed in the History Room. Covered beverages are allowed.
- v. Each group is responsible for providing their own supplies and for set-up and removal of the same.
- vi. Damage to any Library facilities will be billed to the sponsoring organization or individual who filled out the application form.
- vii. Library staff has discretion to allow use of the History Room as a Study Room. No more than four (4) people may use the room. More than four (4) people constitute a formal request to reserve the room and an application form must be filled out.
- viii. Fee Structure for the History Room:
 - a. For-profit or private groups: \$25 fee.

D. Study Rooms

- i. Location: Adult area, north side of the building
- ii. Room Configuration: 2 rooms. 1 table, 4 chairs (each room). A whiteboard and markers are available upon request.
- iii. Room Capacity: maximum of four (4) users in each room
- iv. Food is NOT allowed in the Study Rooms. Covered beverages are allowed.
- v. Study rooms are available on a first-come, first-served basis. Library staff have discretion to reserve the room for special circumstances.
- vi. Library staff may ask users to vacate the room after two (2) hours of use to allow others to use the space.
- vii. Users must request use of a Study Room at the Info Desk. All adults and any minors who are able to visit the Library unaccompanied are welcome to use the Study Rooms.
- viii. Fee Structure for the Study Rooms: none

IV. Staff Only Areas

Several areas within the Library building are designated as “Staff Only.” These areas are off limits to Library users unless expressly permitted by authorized Library staff. These areas include:

- A. Behind the Circulation Desk, Info Desk, or Youth Services Desk
- B. Staff offices, staff workspaces, and staff bathroom
- C. Custodial and maintenance closets
- D. Library basement (except in a tornado emergency)
- E. Locked storage and display cabinets

Adopted by the Board of Trustees of the Mukwonago Community Library on _____

Revision History

- December 15, 2016** Consolidation of previously approved Meeting Room, History/Conference Room and Study Room policies into single Public Space Usage Policy. "History/Conference Room" changed to "History Room" throughout policy.
Paragraph 14 of "Guidelines for Use of All Library Spaces" revised to require only a Library staff member to secure the space and to eliminate Library or Village Trustee responsibility for securing the building.
Repetition of fees, etc.in various parts of policy eliminated for clarity.
- December 21, 2017** Section 1, Paragraph 5 "(please see below)" removed. Missing reference. Section 1, Paragraph 14 revised to read "The Library Director or her/his designee may observe any meeting or program at any time".
Section III removed. Space no longer exists. Moved to MetaSpace 511 Policy.
- November 15, 2018** Section I, Paragraph 17 and Section II, Paragraph 3 removed "100 Acre Hideout" as space no longer exists.
- August 12, 2021** Added clarifying section "II. Applicable Fees" to define nonprofit and for-profit organizations.
Update "Fee Structure" and the room application process under "Guidelines for Use of All Library Spaces."
- March 9, 2023** Merged "MetaSpace 511 Procedures" into Public Space Usage Policy.
Added sections for "Library Spaces with Designated Use" and "Staff Only" Policy updated for clarity and consistency throughout.

Mukwonago Community Library

Public Space Usage Policy

Approved 12 August 2021

Use of Library Public Spaces

The Mukwonago Community Library values the pursuit of individual and community goals by ensuring the open exchange of diverse materials and ideas. In support of our values and our mission, the library makes several public spaces available for public uses which support and further our mission.

Public use of library rooms is subject to availability and compliance with the terms of this policy. When the public spaces are not being used by the library or library-sponsored or co-sponsored events, the space will be made available to the public on equal terms regardless of the beliefs or affiliations of individuals or groups requesting their use.

Public spaces are to be used for general information, educational, cultural, and civic needs, including activities such as discussion groups, panels, forums, lectures, conferences, seminars, and meetings. The public spaces are intended to host organized meetings and are not available for party-type functions.

Approval to use the public spaces does not constitute endorsement by the Mukwonago Community Library, or by MCL staff, of the groups or individuals or their beliefs. Meetings and events held in the library are not sponsored by the Mukwonago Community Library, unless agreement to such sponsorship, or co-sponsorship, has been provided in writing by the Library Director or his/her designee prior to scheduling of the meeting room. Unless sponsored or co-sponsored by the library, publicity for public events in library facilities must not imply sponsorship by, or affiliation with, the library and must contain the statement, **"This program is neither sponsored, co-sponsored, nor endorsed by the Mukwonago Community Library."** A sample of the literature may be required prior to distribution for approval by the Library Director or her/his designee.

This policy does not apply to use of spaces by the Mukwonago Community Library or programs sponsored or co-sponsored by the library.

I. Guidelines for Use of All Library Spaces

- (1) The primary purpose of the Library's public spaces is to enable the Library to extend its own programs to the Mukwonago community. The Library reserves the right to cancel a reservation if a room is needed for that purpose. Whenever possible, a forty-eight (48) hour notice will be given. This right will not be exercised except in emergency situations.

- (2) When a public space is not needed for Library activities, it may be available for use by both non-profit and for-profit groups, subject to the policies and fees established by the Mukwonago Community Library Board of Trustees.
- (3) The Library Board subscribes to the tenets of the Library Bill of Rights, which states in part, "Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use."
- (4) In light of the special relationship that the library shares with other village departments, the library reserves the right to make special accommodations for their needs.
- (5) Non-profit groups may use the public spaces for the purpose of educational, cultural, recreational, social, service and civic activities. For-profit agencies may use the public spaces for staff, educational, training or team-building seminars and activities for a nominal fee. Library facilities may not be used for commercial demonstrations or for sales promotion of products or services.
- (6) The fact that a group is permitted to meet at the Library does not, in any way, constitute an endorsement of the group's policies or beliefs. The use of the name, address, or telephone number of the Mukwonago Community Library as the address or headquarters of any group, other than a Friends Group, is prohibited.
- (7) In the event a question is raised as to the objectives and activities of any organization requesting the use of the public spaces, the Library Board of Trustees shall be the final authority in granting or refusing permission for the use of the room.
- (8) Use of the space may not disrupt the use of the library by others. Any group or organization that is disruptive or disorderly will be asked to leave and can be refused use of the library spaces in the future. Persons using these spaces are subject to all library rules and regulations.
- (9) The public spaces may not be used by a group that has abused the facility in its earlier use or has violated any of the regulations set forth in this policy.
- (10) Groups intending to use the public spaces must conform to the capacity limitations of the respective area they are reserving.
- (11) Requests for use of the public spaces must be made on an application form, available at the Library's Circulation Desk. Groups of young people under eighteen (18) years of age must have the application signed by a sponsoring adult who must be present for the entirety of the meeting.

- (12) The application form must be filled out by a responsible member representing the organization and who will be the primary contact. A new form must be filled out annually and, if requesting exemption from fees, proof of nonprofit status must be presented at that time.
- (13) The application form must be on file before the group or organization is allowed to use the library spaces. Any applicable fees are due before each meeting takes place.
- (14) No recurring meeting reservations will be allowed except for library events or library-sponsored or co-sponsored events. The primary contact must request each use individually.
- (15) Request for the use of the public spaces should be made well in advance of the meeting date to allow for better chances of approval. Reservations cannot be made more than three months (90 days) in advance.
- (16) In the event of disputes or conflicts arising from the use or intended use of the public spaces, the decision of the Librarian in Charge will be final.
- (17) Reservations may begin any time after the Library is open to the public. The room must be vacated 15 minutes prior to the library closing time. A member of the Library staff must secure the space after a meeting. Groups only have use of the room for the time specified, which includes set-up and clean-up time. The Library Director or her/his designee may observe any meeting or program at any time.
- (18) Each organization is required to leave the space in order after use. Tables and chairs must be returned to their original locations.
- (19) Smoking and the use of e-cigarettes is prohibited in all areas of the Library building.
- (20) Only non-alcoholic beverages with lids may be consumed in the library. Snacks and light meals are permitted **only** in the Library Community Room. A food/beverage clean-up fee and deposit must be paid in advance (please see the Fee Structure in the relevant room sections below).
- (21) Displays may not be affixed directly to the walls of the public spaces. Library fixtures may not be removed from the walls. Items may not be removed from the display cases.
- (22) For and in consideration of the use of the Library facilities, any group using same hereby agrees to indemnify and hold harmless the Mukwonago Community Library from any and all actions, suits, relating to its use of such rooms and facilities. Further,

such person or group agrees to reimburse the Library for any and all costs for repair of any and all damage as may be caused directly or indirectly to the rooms and /or facilities by such use thereof. If any organization refuses to pay for the damage, the matter will be referred to the Village Attorney for legal action.

(23) The Library Board of Trustees expects that any group utilizing the public spaces will comply with the provisions of the Americans with Disabilities Act which require that a meeting or materials at a meeting be provided in an accessible format in response to a request.

(24) Library users agree to abide by the following code of conduct:

All conduct that materially disrupts the use of the library facilities, collections, or services, or is defined as unacceptable in this library's environment is prohibited.

II. Applicable Fees

There is no fee for groups from a school, government, or nonprofit organization. Proof of non-profit status may be requested. These may include, but are not limited to:

- Civic improvement and community groups and organizations
- Cultural, historical, and artistic groups and organizations
- Educational and literacy groups and organizations
- County and village governments and programs

For-profit or private groups fees. These may include, but are not limited to:

- Local businesses conducting a meeting
- Homeowners Associations or Condominium Associations conducting member meetings
- Individuals or businesses to conduct classes, workshops, or seminars

See the “Fee Structure” section under each space for all fees associated with use of that space.

III. Library Community Room

Location: Off Entrance Foyer

Room Configuration: 12 tables and 120 chairs available. Can be partitioned. Kitchen facility (no stove)

Room Capacity: 120 (seated) for full room, 75 (seated) for medium partition room, 20 (seated) in each of 2 small partitioned rooms

Availability and Use:

- (1) The Library can provide a microphone, screen, LCD projector, sound system and laptop computer. Users who wish to borrow this equipment must request it when they reserve the date.

Damage to any Library equipment will be billed to the person/organization responsible for the reservation, including repair/replacement.

The Library staff will connect all electronic equipment

- (2) The Library cannot be responsible for personal equipment, supplies, materials or personal items used or left in the building.
- (3) Only non-alcoholic beverages with lids may be consumed in the library. Snacks and light meals are permitted only in the Library Community Room. A food clean-up fee and deposit must be paid in advance (please see the Fee Structure section below).

Each organization is responsible for providing their own supplies and for set-up and removal of the same. Any extra cleaning required as a result of having snacks and light meals in the Library Community Room will be deducted from the deposit. Costs beyond the deposit amount will be billed to the sponsoring organization.

Fee Structure:

There is a \$15 food clean up fee if snacks/light meals are to be served. Additional charges may be assessed for staff time associated with your event that exceeds routine clean up and maintenance.

An additional \$100 deposit is required on reservations that include light meal service. This deposit will be returned after the meeting, minus any costs associated with clean up or maintenance of the meeting room.

For profit agencies may use the Library's meeting rooms for staff educational, training or team-building seminars and activities. The following fees apply:

The (full) Library Community Room is defined as the entirety of the room with no partitions (120 seated participants): \$100 fee.

The Library Community Room can be divided with partition walls into a medium room (75 seated participants): \$75 fee and two small rooms (20 seated participants each): \$25 fee.

All fees must be paid in advance. Checks should be made payable to the Village of Mukwonago.

IV. History Room (when used as a conference room)

Location: Adult area, north side of building

Room Configuration: Fixed – table with chairs

Room Capacity: 14 (seated)

Availability and Use:

- (1) The Library can provide a screen, LCD projector, and laptop computer. Users who wish to borrow this equipment must request it on the meeting room application.

Damage to any Library equipment will be billed to the person/organization responsible for the reservation, including repair/replacement.

The Library staff will connect all electronic equipment

- (2) The Library cannot be responsible for personal equipment, supplies, materials or personal items used or left in the building.

- (3) Beverages with lids are permitted in the History Room. Food is NOT allowed.

Fee Structure:

For profit agencies may use the Library's meeting rooms for staff educational, training or team-building seminars and activities.

History Room (14 seated participants): \$25 fee.

All fees must be paid in advance. Checks should be made payable to the Village of Mukwonago.

V. Study Rooms

Location: Adult area, north side of the building

Room Configuration: 2 rooms. 1 table, 4 chairs (each room)

Room Capacity: 4

Availability and Use:

- (1) Study rooms 1 & 2 are provided for quiet study for no more than 1-4 individuals.
- (2) Study rooms may be used on a first-come, first served basis. They may be used up to 2 hours, but users may continue use if there is no demand. The library will NOT maintain a reserve list. Although the library does not take reservations, exceptions will be made when a librarian must proctor an exam or special circumstances require a discretionary decision from the Reference Librarian.
- (3) Users must register and sign-out at the Adult Reference Desk. Users under the age of 18 must provide a library card or photo ID. In the event that 2-4 users under 18 years of age wish to utilize a study room, at least one individual in the group must provide a library card or photo ID and sign-in. The library card/ID will be held at the reference desk during the duration of time the study room is in use and will be returned upon sign-out and inspection of the room.
- (4) A whiteboard is available; dry markers may be requested at the Reference Desk. Patrons with current library cards in good standing may also checkout laptops for use in the study rooms.
- (5) Beverages with lids are permitted in the study rooms. Food is NOT allowed. Users of the rooms are responsible for leaving the rooms in a neat and orderly condition. Any activity that is disruptive to other library users is prohibited. Failure to comply with the policy may result in the denial of future use.
- (6) The study rooms must be vacated 10 minutes before library closing time.
- (7) The library is not responsible for unattended belongings or loss or damage to personal items.

VI. History Room (when used as a Study Room)

Location: Adult area, north side of building

Room Configuration: Fixed – table with chairs

Room Capacity: 4

Availability and Use:

- (1) In the event that both study rooms are in use, Reference staff may allow use of the History Room as a study room. The following conditions are to be applied:
 - a. Reference staff must check the calendars to determine whether the room is booked for another group.
- (2) Study Room Policy is enforced under these circumstances-- with the following exception:
 - a. At least one user **MUST** be 18 years of age and provide a library card or photo ID. **NO EXCEPTIONS!** This user must sign-in & assume responsibility for the use of the room.
- (3) **NO MORE** than 1-4 people may use the room. More than 4 people constitute a formal request to reserve the room via the Administrative Office. This process requires the completion of the Meeting Room application and the appropriate policies apply. Refer these request to the Administrative Office.
- (4) If study rooms are available but 1 – 4 individuals require a larger working area, the Reference Librarian may make a discretionary decision and allow use of the History Room.
- (5) Beverages with lids are permitted in the History Room. Food is **NOT** allowed.

Adopted by the Board of Trustees of the Mukwonago Community Library on 12 August 2021

Revision History

15 December 2016 Consolidation of previously approved Meeting Room, History/Conference Room and Study Room policies into single Public Space Usage Policy. “History/Conference Room” changed to “History Room” throughout policy.

Paragraph 14 of “Guidelines for Use of All Library Spaces” revised to require only a Library staff member to secure the space and to eliminate Library or Village Trustee responsibility for securing the building. Repetition of fees, etc.in various parts of policy eliminated for clarity.

- 21 December 2017** Section 1, Paragraph 5 “(please see below)” removed. Missing reference. Section 1, Paragraph 14 revised to read “The Library Director or her/his designee may observe any meeting or program at any time”. Section III removed. Space no longer exists. Moved to MetaSpace 511 Policy.
- 15 November 2018** Section I, Paragraph 17 and Section II, Paragraph 3 removed “100 Acre Hideout” as space no longer exists.
- 12 August 2021** Added clarifying section “II. Applicable Fees” to define nonprofit and for-profit organizations. Update “Fee Structure” and the room application process under “Guidelines for Use of All Library Spaces.”

Mukwonago Community Library
DRAFT Circulation Policy
For Policy Committee March 1, 2023

The purpose of this policy is to provide rules and guidelines to ensure that Library users understand their rights and responsibilities when borrowing items. The Mukwonago Community Library strives to maintain the most liberal lending policy possible without allowing some borrowers to abuse their borrowing rights to the detriment of others. The Mukwonago Community Library is a member of the Bridges Library System and the CAFE Network. Some provisions of this policy are formulated to comply with requirements of these memberships. Participation in Bridges and CAFE affords benefits to Mukwonago area residents, who have access to the facilities, collections, and services of the twenty-four (24) member libraries in Waukesha and Jefferson counties. This policy applies not only to the general public, but also to staff, Library Board members, Friends of the Library members, Village employees, and Library volunteers.

- I. Eligible Card Holders
- II. Special Library Cards
- III. Renewal and Expiration of Library Cards
- IV. Cardholder Responsibilities
- V. Holds for Pick Up Inside the Library
- VI. Holds for Pick Up in the Outside Smartlockers
- VII. Loan Periods
- VIII. Overdue Materials
- IX. Lost or Damaged Materials
- X. The Thingery
- XI. Interlibrary Loan

I. Eligible Card Holders

The Library issues cards to individuals and/or organizations wishing to borrow physical and/or digital materials. General cards are issued for an eighteen (18) month period. Cards may be used at all member libraries within the Bridges Library System. Some restrictions may be placed on borrowers by member libraries.

- A. Any resident of the State of Wisconsin is eligible to receive one (1) free library card.
- B. All applicants must be physically present at the time of registration.
- C. Children of any age are welcome to get a library card. The State of Wisconsin defines a child as a minor under the age of eighteen (18). The Library recognizes

that legal parents/guardians are ultimately responsible for their child's choices and actions.

- i. Minors ages zero (0) through fifteen (15) must have a legal parent/guardian with a valid ID physically present to sign for the Library card.
 - ii. Minors ages sixteen (16) through seventeen (17) who provide a valid ID do not need a parent/guardian physically present and may sign for a library card by themselves.
 - iii. If a parent's/guardian's library card is blocked because of outstanding unreturned materials (not overdue fines), the materials must be returned or the replacement cost paid before any minor in the household is issued a card.
 - iv. Minors residing in two households may be allowed a separate card to each legal guardian who claims responsibility for items check out on and usage of that card.
- D. All applicants must present identification which is proof of name and current address. Acceptable proof includes a Wisconsin driver's license, Wisconsin ID card, passport, military ID, or an official piece of postmarked mail no older than 30 days. Other acceptable identification is at the discretion of the Library staff.
- E. Library card privileges include, but are not limited to, the following:
- i. Checkout of physical items in any of the Bridges Library System member libraries, dependent upon item and availability limitations
 - ii. Checkouts on digital platforms including the Wisconsin Digital Library accessibly via Overdrive or the Libby app
 - iii. Access to online databases purchased by the Bridges Library System and/or Mukwonago Community Library
 - iv. Privileges to use the Library's computers and MetaSpace 511

II. Special Library Cards

The Library offers four (4) types of special Library cards.

- A. Temporary Cards - Temporary cards may be issued to adults eighteen (18) years of age and older who have seasonal, transitional, or temporary residence in the area. Temporary cards may be turned into full Library cards with appropriate proof of residency.
- i. Length of Activation- Issued for a three (3) month period. Temporary cards can be renewed one (1) time for another three (3) months.
 - ii. Maximum Checkout - Three (3) items out at any given time. Cardholders are not allowed to borrow items in the Thingery.
 - iii. Maximum Holds - Three (3) holds at any given time

- iv. Fines and Fees - Cardholders assume responsibility for all library materials, fines, and fees on the card.
 - v. Privileges - Includes all non-borrowing privileges such as use of computers and MetaSpace 511 as well as digital checkouts.
- B. Outreach Cards – Outreach cards are for individuals confined to their home due to illness, age, disability, or other qualifying circumstances. Any Mukwonago area resident who is deemed temporarily or permanently unable to visit the Library in person is eligible for Outreach status and services. Each request for service is assessed on a case-by-case basis. All requests are filled at the Library’s discretion.
 - i. Length of Activation- Issued for an eighteen (18) month period. Renewable with continued proof of residency.
 - ii. Maximum Checkouts - Outreach cards may not check out Library materials inside the Library. Instead, Library staff will work with the cardholder to select items, check them out, and deliver them to the individual’s residence.
 - iii. Maximum Holds – No holds for pick up in the Library.
 - iv. Fines and Fees - Outreach cards will not be assessed overdue fines. Outreach cardholders are responsible for all items checked out on their cards and will be charged the standard fees for any lost or damaged item.
 - v. Privileges – Includes digital checkouts.
- C. Community Organization Card – Local community organizations, governmental agencies, and businesses that reside in the Village of Mukwonago may be issued a Library card.
 - i. Length of Activation- Issued for an eighteen (18) month period. An authorized individual of the organization must apply for the Library card. Appropriate identification must be presented as the time of application. To renew the card, the current authorized individual must reapply.
 - ii. Maximum Checkouts – May check out the maximum allowable limit of items.
 - iii. Maximum Holds – May place the maximum allowable holds on items.
 - iv. Fines and Fees - The organization assumes responsibility for all library materials, fines, and fees on the card.
- D. Mukwonago Area School District Cards – The Library recognizes the special relationship it shares with the Mukwonago Area School District (MASD) in ensuring all children in the community have access to high-quality resources. In order to support, but not supplant, curricular material needs, each school in MASD may apply for a school card to obtain materials for curricular use.

- i. Length of Activation- Issued for one (1) school year. An authorized individual of the school (preferably the School Library Media Specialist) must apply for the Library card. Appropriate identification must be presented as the time of application. This individual will serve as the point of contact for coordinating loans. The school principal must co-sign the application. To renew the card each school year, the current authorized individual must reapply.
- ii. Maximum Checkouts – May check out the maximum allowable limit of items. With the permission of the Library Director, school cards may check out more items than the limit provided they are items owned by the Mukwonago Community Library.
- iii. Maximum Holds – May place the maximum allowable holds on items. With the permission of the Library Director, school cards may place holds on more items than the limit provided they are items owned by the Mukwonago Community Library.
- iv. Fines and Fees - School cards will not be assessed overdue fees. The school is responsible for all items checked out on its card and will return all items by the last day of the school year. The school will be charged the standard fees for any lost or damaged item and will pay for these items by the end of the school's fiscal year.

III. Renewal and Expiration of Library Cards

In order to maintain a current, accurate database of cardholders, all Library cards must be renewed periodically.

- A. Library cards are active for eighteen (18) months whereupon the cardholder needs to contact the Library for renewal.
- B. Cardholders are responsible for informing the Library of any changes to their account including name, address, and contact information.
- C. When a cardholder becomes a legal adult by turning eighteen (18) years of age, their card will be updated in the following manner.
 - i. The cardholder's Library card will be temporarily blocked until the cardholder visits the Library to fill out an application claiming responsibility for the card as an adult.
 - ii. Once the application is updated, the card's status will be updated to "Adult" and the cardholder will be allowed loaning and access privileges of adult users.
 - iii. Once the application is updated, all fines, fees, and replacement costs on the card will be deleted and the cardholder will start fresh as an adult.

- D. All Library cards, regardless of their status, that have been expired for three (3) years or more will be completely deleted from the system.

IV. Cardholder Responsibilities

- A. Cardholders or the legal parents/guardians of minor cardholders are responsible for all items, fines, fees on their library card. Cardholders are responsible for understanding and following all policies, loan periods, and special requirements for items they check out.
- B. Cardholders are responsible for their own library card and must notify the Library immediately if they believe their card to have been lost or stolen. Cards presented at checkout will be presumed to have the permission of the cardholder to be used by the individual presenting it at the time.
- C. Lost or damaged cards will be replaced at a charge of \$1.00.
- D. In order to maintain privacy and receive accurate service, borrowers must present their Library card at the time of check out. The Library card may be presented in physical or digital form, but the barcode must be scannable or the numbers must be legible enough for a staff member to type them in.
- E. Users without their Library cards may request that selected items be held for them for up to twenty-four (24) hours. Non-holdable materials are not eligible for this privilege.
- F. Any cardholder with \$10.00 or more of fines and/or fees on their card may not check out items. Suspension rules of other libraries will be honored at all CAFÉ Libraries.
- G. Any cardholder with five (5) or more items overdue at the time of checkout is blocked and will need to return overdue items before further check outs are permitted.
- H. Responsibility for the choice and use of library materials by children rests with their legal parents/guardians. Therefore, no borrowing restrictions are placed on children once they have obtained their legal parent's/guardian's signature on the library application.
- I. Mukwonago Community Library materials, with the exception of Thingery items, may be returned to any member library in the Bridges Library System.

- J. The maximum number of items allowed per library card is a total of 250 items. Cardholders may check out any combination of items up to the maximum **except** for the following limits:

"This Just In" DVDs/Blu-rays	5 item limit
"This Just In" books	10 item limit
STEAM kits and children's kits	10 item limit
Magazines	25 item limit
Audio Books	15 item limit
Video Games	10 item limit
eReader	1 item limit
Interlibrary Loans	5 item limit
Thingery Items (except hotspots and Explore Passes)	8 item limit
Explore Passes	2 item limit
Hotspots	1 item limit
Laptops (in-house use only)	1 item limit

V. Holds for Pick Up Inside the Library

- A. Cardholders can request items to be put on "hold" to be picked up at a later time on the hold shelf. Requests may be made in person, by phone, on the library system's CAFÉ Catalog, or via the Café app. All requests require the cardholder's library card and phone requests also require confirmation of cardholder's registered address.
- B. To reduce errors and ensure privacy, holds can only be checked out on the card that held the item. Cardholders may choose to have another person pick up their holds by giving their card to the person or providing access to their card on the Café app for this purpose.
- C. There is a limit of fifty (50) holds for all library materials except for Interlibrary Loan items which are limited to five (5) items. Some items, including "This Just In" titles and items in the Thingery, are not holdable. Please check the Café Catalog for availability.
- D. Cardholders have five (5) days to pick up their items. Items exceeding the given "hold to" date will be reshelfed or returned to their owning library.
- E. Cardholders may request that pending holds be inactivated until such time the cardholder desires the item(s).

- F. The system will automatically cancel holds when a patron fails to claim the requested items before the “hold to” date. The system allows a cardholder to reactivate a cancelled hold for 60 days. When a cardholder opts to reactivate a cancelled hold, their name will queue to the bottom of the hold list.
- G. Patrons may select or request CAFÉ pick-up locations other than Mukwonago when placing holds. Items not found in the CAFÉ Catalog, which result in Interlibrary Loan requests, must be requested at the library where pick-up is desired.

VI. Holds for Pick Up in the Outside Smartlockers

- A. The Library offers 24/7 access to pick up holds inside smartlockers located outside the front entryway.
- A. All cardholders with a valid Café library card may request to pick up their hold in the smartlockers.
- B. Pickup location must be selected at the time of placing the hold. Items will not be taken from the inside holds shelf and put in the smartlockers.
- C. Items that are not holdable and/or not available for shipment to other libraries—such as Thingery items and “This Just In” items—are not available for pickup in the smartlockers.
- D. Notification will be sent to the cardholder when the hold is ready to be picked up. Items may not be available for pickup immediately after placing a hold.
- E. Cardholders have three (3) days to pick up their items. Items exceeding the given “hold to” date will be reshelfed or returned to their owning library. There will be a \$5.00 fee assessed to the cardholder if the items in the lockers are not picked up on time. Repeat offenders may lose smartlocker privileges at the discretion of the Library Director.
- F. Items placed in the smartlockers are *already checked out* to the cardholder who placed the hold. Once the items are placed in the smartlockers for pickup, the items are the cardholder’s responsibility.
 - i. Cardholders may choose to have another person pick up their hold in the smartlocker by giving their access code to the person.
 - ii. If the cardholder notices damage to the items when they remove them from the lockers, they must notify the Library immediately.

VII. Loan Periods

Circulating items (meaning items that are checked out by cardholders for use outside the Library) have loan periods to ensure the items are returned in a timely manner for other Library users to enjoy.

A. Circulation loan periods are as follows:

Audiobooks, Books, Music CDs	21 days	3 renewals
eReaders, Great Courses on DVD, TV Series on DVD	14 days	3 renewals
"This Just In" Books and DVDs/Blu-rays	14 days	No renewals
Video games, DVDs/Blu-rays, Magazines	7 days	3 renewals
Most Thingery items	7 days	No renewals

B. A renewal period of the same length as the initial loan period is granted for any item unless the item has been placed on hold by another patron.

C. Renewals are possible via the CAFÉ online catalog, the Café app, or by calling or visiting the Mukwonago Community Library. All renewals require the cardholder's library card and phone renewals also require confirmation of cardholder's registered address.

D. The loan periods and renewal rules for Interlibrary Loan materials are determined by the lending institutions.

VIII. Overdue Materials

Materials are considered overdue if not received by the date due. Materials returned in the book drop when the library is not open are considered to have been returned on the library's last open day.

A. Daily fines are assessed per item as follows:

Books, Audiobooks, Magazines, Music CDs	\$.25 per day
DVDs/Blu-rays, Video Games	\$.50 per day
"This Just In" Books, DVDs, Blu-rays, \$1.00 video games, Interlibrary Loans, eReaders,	\$ 1.00 per day

B. Maximum fines are assessed per item as follows:

Books, Audiobooks, Interlibrary Loan, Music CDs, DVDs/Blu-rays, Video Games, eReaders, and all "This Just In" items	\$ 10.00
Magazines	\$6.00

- C. The Library sends out courtesy notifications when items are overdue. The cardholder is responsible for returning the materials on time and paying all fees incurred, regardless of whether they received a courtesy notification. It is the cardholder's responsibility to update their notification preferences and keep track of the items on their account.
 - i. A courtesy notification is sent when items are seven (7) days overdue.
 - ii. Another courtesy notification is sent when items are fourteen (14) days overdue.
 - iii. A notification is sent at twenty-eight (28) days informing the cardholder of the replacement costs of the unreturned items.
 - iv. A bill is mailed via USPS at forty-five (45) days notifying the cardholder that the items are considered lost and they will be assessed the replacement costs of the overdue materials.
 - v. After day sixty (60), cardholders with lost items totaling \$25.00 and over may be sent to a collection agency and a \$20.00 service charge will be billed to the account.
 - vi. After day one-hundred-eighty (180) a collection agency may report unpaid cardholders to a credit reporting agency.
- D. If a cardholder's payment by check is returned for insufficient funds, the original amount will be placed back on the cardholder's account. Additionally, if the bank charges the library an insufficient funds charge, the fee the Library incurs will be passed on to the cardholder. After a check is returned from the bank for insufficient funds, payments to clear charges must be made in cash.
- E. A cardholder may pay for material which they believe is irretrievably lost at any time. No refunds will be issued once payment is made. If the item is later returned, the cardholder may keep the item.
- F. The library will comply with all Discharge of Debtor decrees by Bankruptcy Courts. Only overdue materials as of the date of the decree will be cleared and suspensions removed.
- G. Materials loaned to Mukwonago Community Library for local borrowers fall under Mukwonago Community Library's overdue policies. However, borrowing cardholders will be held responsible for all special assessments placed by lending institutions.
- H. Any cardholder with good cause, who feels charges warrant review, may request a one-time waiver to reduce library fines and/or fees assessed by the Mukwonago Community Library. Request forms are available at the Circulation

Desk and will be reviewed by both the Circulation Supervisor and Library Director. Not all requests may be granted.

IX. Lost or Damaged Materials

Cardholders are responsible for all materials checked out on their library card. A cardholder is required to pay for material that is irretrievably lost or has been damaged while checked out.

- A. The price of replacement of Mukwonago Community Library materials is determined by the current cost to replace the item as charged by the library vendor plus a \$5.00 processing fee.
- B. When materials are returned with damage that does not require replacement of the item, charges are assessed as follows. All item damage is subject to additional fees assessed at the discretion of the Circulation Supervisor or Technical Services Supervisor.

Barcode, RFID tag	\$1.00
Torn pages, damaged covers, disc ID hubs, labels, missing programs, game cases	\$2.00
Cover art	\$3.00
Zipper pouches	\$5.00
eReader carrier	\$15.00
Audio books: damaged or missing discs	refer to supervisor
CD Audiobook cases	capacity 1-12: \$7.00 capacity 13-19: \$8.00 capacity 20-29: \$9.00 capacity 30+: \$13.00
Music CD cases	capacity 1-2: \$2.00 capacity 3+: \$5.00
DVD cases	capacity 1-2: \$1.00 capacity 3-4: \$2.00 capacity 5-6: \$3.00 capacity 7-8: \$4.00 capacity 9+: \$5.00
Blu-ray cases	capacity 1: \$1.00 capacity 2: \$2.00 capacity 3+: \$3.00

X. The Thingery

The Thingery is our lending library of things. The Thingery is an assortment of equipment, Explore Passes to parks and attractions, and specialty items to check out for

free. The collection provides diverse opportunities for lifelong learning, creativity, and engagement by providing the physical tools necessary to explore new areas of interest and learn new skills.

A. Eligible Cardholders

- i. Adult cardholders eighteen (18) years of age and older may sign an optional Thingery lending form accepting responsibility for damage, liability, and costs.
- ii. Minor cardholders under the age of eighteen (18) cannot check out Thingery items.
- iii. Cardholders from Milwaukee County are not allowed to check out items from The Thingery. Exceptions will be made for educators employed at a local school or daycare seeking to borrow items for classroom use.
- iv. Temporary cardholders are not allowed to check out Thingery items.

B. Checkout, Renewals, and Returns

- i. Thingery items must be checked out and returned to the Circulation Desk of the Mukwonago Community Library in their original packaging. Explore Passes may be returned in the bookdrop.
- ii. Most items within The Thingery are not eligible for holds. Each request for an item to be held will be handled case-by-case by the Technical Services Supervisor. The Library Director will have final discretion.
- iii. Most items within The Thingery are limited to a seven (7) day checkout. Some Explore Passes are limited to a three (3) day checkout.
- iv. There are no renewals allowed on any Thingery items.
- v. Library staff inspect, clean, repair, and sanitize all Thingery items upon their return.

C. Lending Periods

- i. The maximum number of Thingery items allowed per library card is eight (8) items.
- ii. Some items, such as the Wifi hotspots, are limited to only one (1) checkout of the item per library card.
- iii. Explore Passes are limited to two (2) checkouts at the same time.
- iv. Lending restrictions are variable depending on the Thingery item. Due to continuing changes in new and available items, please check the item record in the CAFÉ Catalog or ask a Library staff member if you have a question about restrictions on borrowing an item.

D. Fees and Replacement Costs

- i. A \$5.00 fee (per item) will be charged to the cardholder's account if Thingery items are returned in the bookdrop (with the exception of the

- Explore Passes) or returned to a library other than the Mukwonago Community Library.
- ii. All items within The Thingery have an overdue due daily fine of \$1.00. Explore Passes overdue fines will be assessed at \$50.00 per day.
- iii. All specialty items and some Explore Passes have a replacement cost of over \$200.00.
- iv. Due to the wide variety of items within The Thingery, all replacement and damage costs will be left to the discretion of the Technical Services Supervisor and/or the Library Director. Factors such as current retail price, administrative and processing fees, staff time, item availability from vendor, standard costs for unreplaceable pieces, etc. will all be taken into consideration during the assessment.
- E. The Mukwonago Community Library is not responsible for injury, loss, or damage that may occur from use of an item from within The Thingery. The responsibility to protect against injury, loss, or damage is the cardholder's. Cardholders will be responsible for any damage to The Thingery items while in their possession.

XI. Interlibrary Loan

When a cardholder is unable to find an item in the Café Catalog, they may request an interlibrary loan from outside the Bridges Library System.

- A. Cardholders may request an interlibrary loan by contacting the Library in person or by phone. All requests require the cardholder's library card and phone requests also require confirmation of cardholder's registered address. All interlibrary loan requests must be submitted under the requesting borrower's library card, not on family members' cards.
- B. Library staff will make every effort to locate the requested item in the state-wide system. Cardholders will be notified if the item is unavailable.
- C. Any cardholder with materials, fines, or fees due in excess of the library block limit of \$10.00, or with one (1) or more interlibrary loan items overdue may not request Interlibrary Loan material until the fee is paid or the item is returned. Cardholders having five (5) or more Café items overdue and are blocked must return overdue items and pay all fees before submitting an interlibrary loan request.
- D. All interlibrary loan material that is checked out from the Mukwonago Community Library must be returned to the Mukwonago Community Library.
- E. Loan periods for interlibrary loan material are subject to the owning library.

- F. Renewals may be available; requests must be submitted through the interlibrary loan office only and are at the discretion of the owning library.
- G. Fines for overdue Interlibrary Loan material are \$1.00 per day. Replacement costs are at the discretion of the owning library.

Adopted by the Board of Trustees of the Mukwonago Community Library on _____

Revision History

August 12, 2016	Removed Section C to reflect changes in Bridges policy.
January 5, 2021	Added Section B to clarify procedures.

Mukwonago Community Library
Circulation Policy
Approved: August 12, 2021

- I. Purpose
- II. Eligible Card Holders
- III. Lost or Damaged Library Cards
- IV. Limitations on Borrowing
- V. Return of Library Materials
- VI. Interlibrary Loan
- VII. Holds
- VIII. Loan Periods
- IX. Overdue Materials
- X. Lost or Damaged Materials, Miscellaneous Fees
- XI. The Thingery

I. Purpose

- (A) The Mukwonago Community Library strives to maintain the most liberal lending policy possible without allowing some borrowers to abuse their borrowing rights to the detriment of others.
- (B) Mukwonago Community Library is a member of the Bridges Library System and the CAFE Network. Some provisions of this policy are formulated to comply with requirements of these memberships. Participation in Bridges and CAFE affords liberal benefits to Mukwonago area residents, who have access to the facilities, collections and services of 24 public libraries in Waukesha and Jefferson Counties.
- (C) This policy applies not only to the general public, but also to staff, board members, Friends of the Mukwonago Community Library and library volunteers. Only materials ready for circulation and properly checked out may be taken from the library.

II. Eligible Card Holders

- (A) The library issues cards to individuals and/or organizations. General cards are issued for an 18-month period. Cards may be used at all 24 libraries within the CAFÉ system. Some restrictions may be placed on borrowers by participating libraries.
- (B) Any resident of the State of Wisconsin is eligible to receive a CAFÉ library card. All applicants must present identification which is proof of name and current address (WI driver's license, WI ID card, an official piece of postmarked mail no older than 30 days, other acceptable identification is at the discretion of the library staff).

- (C) Temporary cards may be issued to individuals that have seasonal or temporary residence in the area. Applicants must provide identification (see B) with proof of both the temporary and permanent residence. Individuals who reside at a correctional institution must provide a completed application signed by a parent/guardian, and include the individual's home address.

Temporary cards are issued for a 6 month period. Restrictions include a maximum of 5 items checked out at any given time; no more than 5 holds placed on the card, all holds must be picked up by the card owner with their card at the Mukwonago Community Library.

- (D) Mukwonago accepts applications for library cards from non-county residents.
- (E) Registered library users are responsible for informing the library of any changes to their accounts, this includes; name, address and municipality, phone, email, and how one chooses to receive library notifications.
- (F) Only one card will be issued to each individual.
- (G) Cards may be issued to children at any age and a parent or legal guardian must sign the application form in person. Applicants 16 years of age or older do not need parental signature. If the parent or guardian is present and can show identification with present name and address the card may be given to the child immediately. If a parental library card is blocked solely due to accumulated unpaid fines, any minors in the household will be allowed to get a card. However, if a parent's card is blocked because of outstanding unreturned materials, the materials must be returned or the replacement cost paid before any minor in the household is issued a card. Children residing in two households will be issued a card only by the community or agency of primary residence as stated by the parent or guardian.
- (H) Mukwonago area community organizations, governmental agencies, and local businesses may be issued organizational borrowers' cards for use by authorized individuals when the organization needs to borrow library materials for organizational proposes. The head of the organization must sign the application form and supply acceptable identification. The organization, governmental agency, or business assumes responsibility for any library materials checked out on their respective library card.
- (I) Outreach: "Outreach" is defined as being confined to one's home due to illness, age, disability, or other qualifying circumstance. Individuals must have no other means of receiving library service. Each request for service is assessed on a case-by-case basis. More specifically, any Mukwonago area resident who is deemed temporarily or permanently unable to visit the library in person is eligible for Outreach status. This

privilege will only apply so long as the resident is homebound. Temporary homebound patrons who do not qualify for scheduled service may request delivery, but all requests are filled at the library's discretion.

Outreach users will not be assessed overdue fines; however every attempt should be made to return materials in a timely manner. Participants are, however, responsible for all items checked out on their Outreach library cards and will be charged the standard fee for any lost or damaged item. Loan periods are extended at the discretion of the home library.

III. Lost or Damaged Library Cards

- (A) Lost or damaged cards will be replaced at a charge of \$1.00.

IV. Limitations on Borrowing

- (A) In order to maintain privacy and receive accurate service, borrowers must present their library card at the time of check out. The library card may be presented in physical or digital form, but the barcode must be scannable or the numbers must be legible enough for a staff member to type them in.
- (B) Any borrower with materials, fines, or fees due in excess of the library block limit of \$10.00 may not check out until the fee is paid. Patrons having 5 or more items overdue at the time of checkout are also blocked and will need to return overdue items before further check outs are permitted.
- (C) To accommodate patrons' use of advancing technology, the library will allow use of smartphone apps in lieu of traditional library cards.
- (D) Reference materials and all newspapers are non-circulating and may not be checked out.
- (E) Laptop computers can be checked-out for in-library use to any Mukwonago Community Library patron in good standing who presents a valid CAFE library card or photo identification. All non-library card identification will be held at the Reference desk until the laptop is returned in good order. This patron is the only person authorized to use the computer.
- (F) Users without their library cards may request that selected items be held for them for 24 hours. Materials found on the shelf in the library in response to telephone requests may also be held for 24 hours or placed on hold and held for five days. Browsing material is not eligible for this service.

- (G) It is the policy of the library that responsibility for the use of library materials by children rests with their parents and/or legal guardians. Therefore, no borrowing restrictions are placed on children once they have obtained their parent's signature on the library application.
- (H) The maximum number of items allowed per library card is a total of 250 items. Users may check out any combination of items up to the maximum except for the following limits:

"This Just In" DVDs/Blu-rays	5 item limit
"This Just In" Books	5 item limit
Audio Books	15 item limit
Video Games	5 item limit
eReader	1 item limit
Interlibrary Loans	5 item limit
Laptops (in-house only)	1 item limit

V. Return of Library Materials

- (A) Mukwonago Community Library materials, with the exception of Thingery items, may be returned to any public library in the Bridges Library System.
- (B) Requests for immediate check-in will not be honored, unless the items in question have fines or fees.

VI. Interlibrary Loan

- (A) Loan periods for Interlibrary Loan material are subject to the owning library.
- (B) Any borrower with materials, fines, or fees due in excess of the library block limit of \$10.00, or with one or more Interlibrary Loan items overdue may not request Interlibrary Loan material until the fee is paid or the item is returned. Patrons having five or more Café items overdue and are blocked must return overdue items and pay all fees before submitting an Interlibrary Loan request. All Interlibrary Loan requests must be submitted under the requesting patron's card, not on family members' cards.
- (C) Renewals may be available; requests must be submitted through the Interlibrary Loan office only and are at the discretion of the owning library.
- (D) All Interlibrary Loan material that is checked out from the Mukwonago Community Library must be returned to the Mukwonago Community Library.

- (E) Fines for overdue Interlibrary Loan material are \$1.00 per day. Replacement costs are at the discretion of the owning library.

VII. Holds

- (A) Requests for materials from registered patrons may be made in person, by phone, on the library system's CAFÉ Catalog, or via the Café app. Requests for materials made over the phone will require the user's library barcode number and confirmation of address on the card.
- (B) There is a limit of 50 holds for all library materials except for Interlibrary Loan items which are limited to 5 items. Some items, including "This Just In" titles and items in the Thingery, are not holdable. Please check the Café Catalog for availability.
- (C) Hold notifications include a date by which materials should be claimed and checked out.
- (D) Items exceeding the given "hold to" date/s will be reshelfed or returned to their owning library. Patrons may request that pending holds be inactivated until such time the patron desires the item/s.
- (E) The system will automatically cancel holds when a patron fails to claim the requested items before the "hold to" dates/s. The system allows a patron to reactivate a cancelled hold for 60 days. When a patron opts to reactivate a cancelled hold their name will queue to the bottom of the hold list.
- (F) Patrons may select or request CAFÉ pick-up locations other than Mukwonago when placing holds. Items not found in the CAFÉ Catalog, which result in Interlibrary Loan requests, must be requested at the library where pick-up is desired.
- (G) Laptops for in-house only are available on a first come-first served basis.

VIII. Loan Periods

- (A) Circulation loan periods are as follows:

Audiobooks, Books, Music CDs	21 days
"This Just In" Books, eReaders, Great Courses on DVD, TV Series on DVD	14 days
Video games, DVDs/Blu-rays, Magazines, "This Just In" DVDs/Blu-rays	7 days
Laptops (in-house only)	1 hour

(B) A renewal period of the same length as the initial loan period is granted for any item, unless the item has been placed on hold by another patron. Items may be renewed 3 times. Renewals are permitted on all materials with the exception of “This Just In” titles. eReaders may be renewed once and only if there are no pending holds.

(C) Renewals are possible via the CAFÉ online catalog on the library’s website or, by calling the Mukwonago Community Library circulation desk. Walk-in renewals require the library card or the materials-in-hand.

Phone call renewals do not require the library card, but staff must request address and phone verification before renewing. Renewals cannot take place if any part of the information is invalid, the patron will then need to supply a library card number.

(D) The loan periods and renewal rules for Interlibrary Loan materials are determined by the lending institutions.

IX. Overdue Materials

(A) Materials are considered overdue if not received by the date due. Materials returned in the book drop when the library is not open are considered to have been returned on the library’s last open day.

(B) Daily fines are assessed per item as follows:

Books, Audiobooks, Magazines, Music CDs	\$.25 per day
DVDs/Blu-rays, Video Games	\$.50 per day
“This Just In” Books, DVDs, Blu-rays, \$1.00 video games, Interlibrary Loans, eReaders,	\$ 1.00 per day

(C) Maximum fines are assessed per item as follows:

Books, Audiobooks, Interlibrary Loan, Music CDs, DVDs/Blu-rays, Video Games, eReaders, and all “This Just In” items	\$ 10.00
Magazines	\$6.00

(D) Electronic or telephone overdue notices are sent when items are 7 days overdue. At 14 days, an additional electronic or telephone overdue notice is sent out. On the 28th day, notices with the replacement costs of overdue items are sent. At 45 days items are considered lost and the library account will be assessed the replacement costs of overdue materials. The patron will receive the bill via U.S. Mail. On the 60th day, accounts with lost items with a balance over \$25.00 may be sent to a collection agency

and a \$20.00 service charge billed to the account. At 180 days, the collection agency may report overdue accounts to a credit reporting agency.

- (E) If a patron's payment by check is returned for insufficient funds, the amount of the original fine will be placed back on the patron's account. Additionally, if the bank charges the library an insufficient funds charge, the fee the library incurs will be passed on to the patron. After a check is returned from the bank for insufficient funds, payments to clear charges must be made in cash.
- (F) Fees or fines of \$10.00 or more will suspend the borrowing privileges of patrons. Suspension rules of other libraries will be honored at all CAFÉ Libraries.
- (G) A patron may pay for material which he believes is irretrievably lost at any time.
- (H) The library will comply with all Discharge of Debtor decrees by Bankruptcy Courts. Only overdue materials as of the date of the decree will be cleared and suspensions removed.
- (I) Materials loaned to Mukwonago Community Library for local borrowers fall under Mukwonago Community Library's overdue policies, however, borrowers will be held responsible for all special assessments placed by lending institutions.
- (J) Any patron with good cause, who feels charges warrant review, may request a one-time waiver to reduce library fines/fees. Request forms are available at the Circulation Desk and will be reviewed by both the Circulation Supervisor and Library Director.

X. Lost or Damaged Materials, Miscellaneous Fees

- (A) Patrons are responsible for all materials checked out on their library card. A patron is required to pay for material that is irretrievably lost or has been damaged while checked out. The prices charged for materials that are lost or damaged beyond use are as follows:
 - (1) The price of replacement of Mukwonago Community Library materials is determined by the current cost of the item as charged by the library vendor plus a \$5.00 processing fee. The following replacement costs are applicable for special items:
 - a. Laptops (in-house only) \$500 (no less than)
 - (2) When materials are returned with damage that does not require replacement of the item, charges are assessed as follows:

Barcode, RFID tag	\$1.00
Torn pages, damaged covers, disc ID hubs, labels, missing programs, game cases	\$2.00

Cover art	\$3.00
Zipper pouches	\$5.00
eReader carrier	\$15.00
Audio books: damaged or missing discs	refer to supervisor
CD Audiobook cases	capacity 1-12: \$7.00 capacity 13-19: \$8.00 capacity 20-29: \$9.00 capacity 30+: \$13.00
Music CD cases	capacity 1-2: \$2.00 capacity 3+: \$5.00
DVD cases	capacity 1-2: \$1.00 capacity 3-4: \$2.00 capacity 5-6: \$3.00 capacity 7-8: \$4.00 capacity 9+: \$5.00
Blu-ray cases	capacity 1: \$1.00 capacity 2: \$2.00 capacity 3+: \$3.00

Please Note: All item damage is subject to additional fees assessed at the discretion of the Circulation Supervisor or Technical Services Supervisor.

- (B) eReaders and Thingergy items must be returned to the Mukwonago Community Library Circulation Desk only. If an eReader or Thingery item is returned in a book drop or to another library, a fee of \$5.00 will be charged.

XI. The Thingery

The Thingery is our lending library of things. The Thingery is an assortment of equipment, experiences, Explore Passes (definition on pg.11), and specialty items (definition on pg. 11) to check out. The collection provides diverse opportunities for lifelong learning, creativity, and engagement by providing the physical tools necessary to explore new areas of interest and learn new skills.

Eligible Card Holders

- (A) A valid CAFÉ library card in good-standing is required to borrow from The Thingery. Most items (specifically the specialty items and the Explore Passes) within The Thingery require that the borrower must be 18 years of age or older to check out a specialty item and must have a signed “Mukwonago Community Library Thingery Lending Form” on file.

Limitations on Borrowing

- (A) The maximum number of Thingery items allowed per library card is five (5) items. Some items, such as the Wifi hotspots, are limited to only one (1) checkout of the item per library card.
- (B) Lending restrictions are variable depending on the Thingery item. Due to continuing changes in new and available items, please check the item record in the CAFÉ Catalog or ask a library staff member if you have a question about restrictions on borrowing an item.

Return of Library Materials

- (A) The Thingery items must be checked out and returned to the Circulation Desk of the Mukwonago Community Library, with the exception of Explore Passes. Explore Passes may be returned in the bookdrop.
- (B) The Thingery items must be returned in the original library container, pouch, or bag.
- (C) A \$5.00 fee (per item) will be charged to the borrower's account if The Thingery items are returned in the bookdrop (with the exception of the Explore Passes) or to a library other than the Mukwonago Community Library.

Holds

- (A) Most items within The Thingery are not eligible for holds. Each request for an item to be held will be handled case-by-case by the Technical Services Supervisor or the Library Director will have final discretion.

Loan Periods

- (A) Most items within The Thingery are limited to a 7-day checkout. Some Explore Passes are limited to a 3-day checkout.
- (B) There are no renewals allowed on any Thingery items.

Overdue Materials

- (A) All items within The Thingery have an overdue due daily fine of \$1.00, with the exception of the Explore Passes. Explore Passes overdue fines will be assessed at \$50.00 per day.

Lost or Damaged Materials, Miscellaneous Fees

- (A) Due to the wide variety of items within The Thingery, all replacement and damage costs will be left to the discretion of the Technical Services Supervisor or the Library Director.

Factors such as current retail price, administrative and processing fees, staff time, item availability from vendor, standard costs for unreplaceable pieces, etc. will all be taken into consideration during the assessment.

(B) All specialty items and some Explore Passes have a replacement cost of over \$200.00.

Proper Use and Liability

(A) The Mukwonago Community Library is not responsible for injury, loss, or damage that may occur from use of an item from within The Thingery. The responsibility to protect against loss or damage is the borrower's. Patrons will be responsible for any damage to The Thingery items while in their possession.

(B) Library staff inspect and sanitize all items upon their return.

Definitions

Explore Passes: Passes which circulate to venues such as including but not limited to the Milwaukee County Zoo, Milwaukee Art Museum, or Betty Brinn's Museum.

Awesome Notables: These are specialty items unique to Mukwonago Community Library and may include, but are not limited to, sewing machines, GoPro cameras, virtual reality headsets, and video game consoles.

Adopted by the Board of Trustees of the Mukwonago Community Library on 12 August 2021

Revision History

18 August 2016	Removed Section XI. Confidentiality of Library Records – new standalone policy created Removed Section XII. Library Theft Law Removed – new standalone policy created Revised Section I (B) to reflect change from WCFLS to Bridges Library System Revised Section IV (G) to update number of items patron may check out Revised Section V (A) to reflect change from WCFLS to Bridges Library System Revised Section VIII (B) to reflect change in the number of renewals permitted Revised Section IX (B) to reflect change in fine schedules for video games
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	Revised Section IX (D) to reflect change to collection agency service charge Revised Section X (A) (2) to update damaged item fees and revise media case breakouts
16 February 2017	Loan and fee schedules updated to reflect acquisition of Wi-Fi hotspots and Streaming Media Devices
19 April 2017	Revised Section IV (A) to allow a one-time check-out with proper photo ID. Revised Section IV (G) to change circulation loan limitations on DVDs, Blu-Rays, Magazines, and Music CDs.
18 May 2017	Revised Section IV (E) to reflect use of laptops for check-out in-house. Revised Section IV (H) to reflect maximum number of items for laptop check-out. Revised Section VIII (A) to reflect loan period for laptop check-out. Revised Section X (A) to reflect lost or damaged materials, miscellaneous fees for laptop check-out.
20 July 2017	Revised Section IX (D) to reflect changes to overdue materials notifications.
17 August 2017	Revised Section II (A) & (B) to reflect change to 18 month expiration period. Revised Section VIII (A) to reflect inclusion of new categories in loan periods.
17 January 2019	Change language under Section VI. Interlibrary Loans, Item E to "Fines for overdue Interlibrary Library materials are \$1.00 per day. Replacement costs are at the discretion of the owning library."
17 January 2019	Change language under Section VII. Holds, Item B to "There is a limit of 40 total holds for all library materials, except Blu-ray and Interlibrary Loan. Blu-ray and Interlibrary Loan holds are limited to 5 titles. Fines for overdue material are \$1.00 per day. Replacement costs are at the discretion of the owning library."
17 January 2019	New Item created under Section IX. Overdue Materials dealing with the handling of payments to the library rejected due to insufficient funds and associated fees.
21 March 2019	Revised policy to remove a number of items from the existing policy in order to simplify the policy, make it easier to maintain and to incorporate

the item types into a new policy section XI which deals specifically with The Thingery and the items in that collection.

- 12 December 2019** Revised Section IV, Paragraph A to read ‘in lieu of a library card, the Library Director or his/her designee may allow check-out with proper photo ID.’ The one-time checkout with proper photo ID was eliminated.
- 09 July 2020** Revised Section VII, Item B. Total holds for all library materials changed from 40 to 50.
- 12 August 2021** Revised throughout to be consistent with increased Thingery scope.