

Your Library Card & Account

This policy outlines the benefits and responsibility of cardholders at the Monona Library, and explains the library's process for assigning fees, issuing refunds, and registering new users.

Cardholder Benefits:

- A valid library account in good standing is required to make use of most library services.
- Monona Library cardholders are members of the [South Central Library System](#) (SCLS) and may use their Monona Library card at any other library in SCLS.
 - Patrons with a library account from an SCLS member library need not apply for a card at Monona; your card is valid at Monona Library.
 - A Monona Library card gives you access to [LINKcat](#), the shared catalog of all SCLS LINKcat member libraries. Items can be placed on hold & borrowed from any of these libraries. Library materials may also be returned to any SCLS member library.
 - Other SCLS member libraries may have different policies related to circulation and fees, particularly overdue fees. When checking out at another library, please confirm if they charge overdue fees.
- You are allowed to have up to 100 items checked out to your account.
- Your library card can also be used to access online resources the library subscribes to, available on our [website](#).

Cardholder Agreements:

From the South Central Library Card Application:

- I will be responsible for all materials checked out on this card, including materials checked out by others with or without my consent, unless I have previously reported the loss of my card.
- I will report a lost or stolen card, or any change of personal information (name, address, phone, email), immediately.
- I will comply with all library rules and policies.
- I understand that there will be charges for overdue, lost, damaged and stolen library materials.
- I understand that the library provides access to a broad range of resources and that it is my responsibility to judge for myself and for my children or minor dependents what resources are appropriate for my/our personal use.

From the Monona Library:

- You may only borrow materials on your own card.
- You are financially responsible for all unreturned items charged to you or your child's account.

- The outdoor bookdrop is open 24 hours a day, 7 days a week for materials to be returned. If for some reason the bookdrops are full, do not leave items next to or outside the book drop; you are responsible for items left outside the book drop.

Account Management & Borrowing:

- Due date receipts can be printed for all materials checked out if requested. Due dates are also available online through [LINKcat](#).
 - Most materials may be renewed two times unless they are on hold for another patron. Items may be renewed in person, over the phone, or online via [LINKcat](#).
- Holds may be placed on most items in the SCLS shared [LINKcat](#) catalog. All items on hold for pickup at Monona Public Library are held on self-service pick-up shelves near the Main Desk. Holds are organized alphabetically by patrons' last names and are shelved spine-label down to ensure privacy.
 - Any patron may request that their holds be held behind the Main Desk.
 - Items may be placed on hold online on [LINKcat](#), by calling the Library, or by visiting the Main Desk. Note: Some materials may not be placed on hold or renewed, and are only available to checkout by coming to the library.
 - You may designate someone else to pick up your holds by filling out a Holds Pickup Authorization sheet and submitting it to library staff.
 - Materials not available in the South Central Library System may be requested from another library system. There is no fee to reserve these items. To place an Outerlibrary loan, please visit the Main Desk or call the library.
- If you forget your library card, a photo ID is required to check out materials.
- Any lost library cards found and turned in will remain at the Monona Library to be claimed. If the found card is not claimed after three (3) months from the date found it will be deactivated. You must present a Photo ID to claim your lost card.

Fees:

- A replacement library card for a lost or damaged card is \$1.00.
- The library charges for lost or damaged library materials, and/or lost or damaged pieces of library materials. The library may charge for repairable damage to materials.
 - Returning lost materials in good condition will clear the charges.
 - Severe damage to a library item will result in being charged for the full replacement cost of the item, as assessed by library staff based on item value, library barcodes & RFID tags, and staff time in processing new materials.
 - The Library does not accept replacement items as substitution for lost or damaged items. The patron is responsible for the cost of the item.
 - Parts missing charges are not to exceed one half the cost to replace the entire item. Common parts missing charges include:
 - Book on disc/CD \$10.00 per disc
 - CD plastic case missing \$5.00
 - DVD case missing \$5.00

- Library kits (various) amount per item as described or as assessed by library staff based on the item's entire cost
- When charges on your library account exceed \$20.00, you may not check out additional materials at the Monona Public Library or place holds.
- On a quarterly basis, the library will review accounts owing over \$50.00 and contact patrons about payment or the return of lost items to reduce charges.
 - The library will make at least two attempts to contact patrons, but if the charges over \$50.00 are not resolved with payment or the return of lost items, the library will debar a borrower's account.
 - Appropriate documentation will be left to indicate that the patron can be reinstated if charges are resolved.
- There is a charge of \$30.00 on checks returned for insufficient funds.
- The library director may reduce or eliminate charges due to extenuating circumstances.

Refund Policy:

- Lost library materials must be paid for. Lost materials owned by Monona Public Library that are later located by the patron may qualify for a refund if returned within 180 days from the date of the item was recorded as lost by the Monona Public Library.
- Refunds for items returned within the 180 days will be issued after other charges and fines are paid on the account. If the amount then exceeds \$15, a \$1 processing fee will be deducted from the amount refunded before the refund is issued. No refunds are issued for items valued at less than \$15.

Obtaining a Library Card

- To open a borrower account, patrons must present a completed registration form, valid photo ID (required for persons age 14 and older), and proof of current residence.
 - A photo ID must have your name and photo. It may include a valid driver's license, state issued ID, school ID, or passport.
 - Proof of current residence must have your name and current address. It may include a valid driver's license, recent utility bill, lease, or an official online account such as a school portal or utility bill paying website.
- Cards may be issued to children at any age.
 - Applicants under 14 years of age are required to obtain their parent or guardian's signature on the card application and have parent or guardian present.
 - Parents or guardians applying for cards for their children must have each child present to be issued cards.
 - Children residing in two households will be issued one card only by the community or agency of primary residence, as stated by the parent or guardian.
- The first card issued by Monona Public Library is free of charge. Replacement cards are issued for a \$1.00 fee, and are only issued upon the presentation of a photo ID.
- Library borrower accounts are active for a period of four (4) years and must be renewed by verifying/updating account information. At the time of renewal, a patron is entitled to a free replacement card if needed or desired.

- If you are not a resident of a SCLS county but are a resident of the state of Wisconsin, you may be able to borrow materials from the Monona Public Library. Upon presentation of identification with your current address and a valid library card from your local library, the Monona Public Library will enter you into our computer system and attach a barcode number to your card. You will then be able to borrow materials from us.
 - **Exception: If you live in Milwaukee County you will not be able to borrow materials from us.** Milwaukee County has not signed an agreement with South Central Library System for exchange of library services.

Amended and Approved by the Library Board on March 16, 2021