



New Berlin Public Library Circulation Policies

Adult Library Cards

Residents of Waukesha County and all other Wisconsin counties except Milwaukee County* are eligible for a card at no cost after presenting current identification and proof of residence.

*Residents (including children) of Milwaukee County are required to pay a one-time fee of \$25.00. Milwaukee County residents who work in New Berlin are eligible for a library card at no charge after presenting current identification and proof of employment (e.g., check stub). The card will be renewed yearly.

Patrons are responsible for notifying the library if a card is lost or stolen or if there is a change of address, email, or phone number.

*Patrons who have a picture ID but cannot provide proof of residence, may be issued a renewable six-month library card at the discretion of the library. At least one form of valid contact (phone or email) is required. Patrons may then access the internet and online databases/services and borrow up to three physical items at a time from the New Berlin Public Library collections. Other CAFÉ library materials and interlibrary loans are prohibited.

Child Library Cards

Children may obtain a library card at age 5 or older.* A parent or guardian must be present to show current identification and sign the application. Parents or guardians are responsible for any fines or fees incurred by their children, and borrowing privileges for parents may also be suspended if a child's card has outstanding fines or fees of \$10.00 or more.

*Children that attend school in New Berlin but live in Milwaukee County may obtain a library card at no charge with current identification and proof of enrollment (e.g., report card, tuition statement).

Checking Out and Loan Periods

New Berlin Public Library is able to accept a patron's valid library card from any of the CAFÉ Libraries (Bridges Library System) subject to the terms and conditions of that card and New Berlin Public Library policies. Patrons are responsible for everything checked out on their cards and any fines or fees incurred.

All items must be returned by the due date to avoid fines. There is **NO** grace period. Most library items are checked out for 3 weeks. **Exceptions** include, but are not limited to, the following:

- **Periodicals, new fiction** (less than 400 pages), and **DVD movies/documentaries** are **1 week**.
- **TV series DVDs** and **Wi-Fi Hotspots** are **2 weeks**.
- **Specialty items, including experience passes and items from the Library of Things, have different loan periods.**

Experience Passes and some specialty items will require a signed policy and/or waiver. Patrons choosing to borrow these materials must understand and abide by these additional requirements.

Renewals and Returns

Most library materials may be renewed up to three times, provided no other users are waiting for the material. Materials may be renewed either in person, online, or by phone. The renewal period is the same as the original loan period. It runs from the date the item is renewed. Online renewals must be placed before 11:59 PM on the due date to avoid fines.

Renewals will not be accepted on materials with holds or special loan restrictions. Overdue materials may be renewed, but a fine will be assessed for the time between the original due date and the date of renewal.

*Extended loans can be granted to teachers using materials for classroom use, to residents of nursing homes, to homebound users, and to others at the discretion of the library staff. (This is only allowed when no other user is waiting for the materials.)

Interlibrary Loan - Interlibrary loans (loans of materials from outside Waukesha and Jefferson Counties) are available to all Bridges Library System patrons with valid cards. (Milwaukee County residents registered at New Berlin Public Library can also participate in this service.) Interlibrary loan materials may or may not be renewed, depending on the lending library's policies. Please contact the Interlibrary Loan Department 3-4 days before the item is due if a renewal is required.

24-hour book drops are available for the return of most library items. (Please be aware of specialty-item restrictions.) These book drops do not provide receipts for returns, and patrons are responsible for items returned through the book drops. If a return receipt is needed, please return your items in the building during open hours. If you have any questions about non-returned items, please check your account or call the library.

For your convenience, materials from other Bridges Library System libraries (Waukesha County and Jefferson County) may be returned at New Berlin Public Library. Likewise, New Berlin Public Library items may be returned to any library in the Bridges Library System.

Notices and Fees

Depending on the notification delivery option a patron chooses, a reminder notice will be emailed or sent by text 2 days before an item is due. An overdue notice will be emailed or sent by text when an item is 2 days overdue, and a second overdue notice will follow at 14 days. A letter will be mailed to the account address when an item is 21 days overdue. If an item is 60 days overdue, the account will be automatically billed for the item, and collection fees may apply.

Patrons will also be notified when their hold items are ready for checkout; the item will be held for four days at the circulation desk. Notification will be by phone, email, or text.

These notices are offered as a courtesy to our patrons; however, the library cannot guarantee that notices will be received. Interruptions in service for technical reasons, spam filters, filled mailboxes, phone carrier issues, etc., all contribute to missed notices. Therefore, it is the ultimate responsibility of our patrons to know their due dates and monitor their accounts. Please call if you have questions.

Fines

- The standard book fine is **15¢ per day** for each item to a maximum of \$10.00 per item.
- The standard DVD and Playaway View fine is **\$1.00 per day** to a maximum of \$10.00 per item.
- Wi-Fi Hotspots are **\$2.00 per day**; book club kits are **\$5.00 per day**.
- **Various fines apply for specialty items** with specific check-out and check-in requirements. Patrons are responsible for understanding these requirements.
- No fines are charged on days when the library is closed or for most children's materials checked out on children's cards with the following exceptions: Playaway Views, backpacks, book bundles and STEM kits.

Patrons with charges of \$10.00 or more on their accounts will not be permitted to borrow items until balance is paid. **All fines and fees must be paid before holds and interlibrary loan items can be checked out.**

Lost and destroyed materials must be paid at replacement cost. The Library does *not* accept replacement copies bought by patrons. The fee for damaged items, packaging, bags, and replacement parts will be determined as necessary. Patrons owing fees totaling \$25.00 or more will be referred to a collection agency after two months.

Internet Computer Use

A valid library card is required to use the public Internet computers. A patron may prepay for copies by adding money to their library card at the Reference Desk on the second floor. No searches or work products can be saved on the library computers, but work may be saved to a personal flash drive.