New Berlin Public Library Circulation Policies

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 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.

Children may obtain their own 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 will 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).

Patrons are responsible for everything checked out on their cards. Patrons are also responsible for notifying the library if a card is lost or stolen or if there is a change of address, email, or phone number.

New Berlin Public Library is able to accept a patron’s valid library card from any of the CAFÉ Libraries subject to the terms and conditions of that card and New Berlin Public Library policies.

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.

Loan Periods
Most library items are checked out for 3 weeks. Exceptions include the following:

- Periodicals, new fiction (less than 400 pages), and DVD movies/documentaries are 1 week.
- TV series DVDs are 2 weeks.

All items must be returned by the due date to avoid fines. There is NO grace period.

Renewals and Returns
Library materials may be renewed up to two 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.

Overdue materials may be renewed, but a fine will be assessed for the time between the original due date and the date of renewal.

Online Renewals must be placed before 11:59 PM on the due date to avoid fines.
Renewals will not be accepted on materials that have holds on them.

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.

For your convenience materials from other Waukesha County Federated Libraries may be returned at New Berlin Library. Likewise, New Berlin Library items may be returned to any library in the Waukesha County Federated Library System.

Notices and Fees
Depending on the notification delivery option a patron chooses, a reminder notice will be emailed or sent by text two days before an item is due. An overdue notice will be emailed or sent by text when an item is 7 days overdue. A letter will be mailed when an item is 21 days overdue.

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, etc., all contribute to missed notices. The Library will do all it can to ensure that patrons receive notices, but it is the ultimate responsibility of our patrons to know their due dates and monitor their accounts.

The fine for overdue DVDs is $1.00 per day for each DVD to a maximum of $10.00 per item. The fine for all other materials is $.15 per day for each item to a maximum of $10.00 per item. No fines are charged on children’s materials checked out on children’s cards (under age 18) with the following exceptions: Playaway Views, Backpacks, Book Bundles and STEM kits. No fines are charged on days when the library is closed.

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 will be determined as necessary.

Patrons owing fines or fees totaling $25.00 or more will be referred to a collection agency after 2 months.