



## September 2012 Report

Presented at the October 9, 2012 Library Board Meeting

### 1. STATISTICS

Circulation:	Adult	YA	Juv.	Total	Year to Date
<b>2012</b>	<b>33,484</b>	<b>5,061</b>	<b>19,846</b>	<b>58,391</b>	<b>592,144</b>
<b>2011</b>	35,512	4,458	22,017	61,987	581,648
<b>2010</b>	38,566	4,274	21,737	64,577	615,044
<b>2009</b>	38,667	3,946	20,993	63,606	606,879
(2011/2012) +/-				(-5.9%)	(-1.81%)

#### Self-Service checkouts:

	3M	ITG	ITG#2	ITG #3	Total	of total
<b>2012</b>		<b>11,458</b>	<b>9,876</b>	<b>4,029</b>	<b>25,363</b>	<b>43.4%</b>
<b>2011</b>		11,327	10,631	4,211	26,169	42.2%
<b>2010</b>	5,464	5,849	10,511	1,402	26,060	40.3%

#### Library cards issued:

	Adult	Juveniles	Seniors	Organizations	Total
<b>2012</b>	<b>87</b>	<b>34</b>	<b>6</b>	<b>3</b>	<b>130</b>
<b>2011</b>	115	38	3	5	161
<b>2010</b>	101	19	2	4	126
<b>2009</b>	96	14	4	5	119

#### LINK holds:


	# Loaned to other LINK libraries	# Borrowed from other Lib.
<b>2012</b>	<b>17,152</b>	<b>16,024</b>
<b>2011</b>	15,631	17,259
<b>2010</b>	18,665	19,804

#### Miscellaneous:

	ILL	Visits	Study rooms use
<b>2012</b>	<b>63</b>	<b>28,304</b>	<b>452 hrs / 307 bookings</b>
<b>2011</b>	87	28,806	617 hrs. / 402 bookings
<b>2010</b>	84	26,677	626 hrs. / 393 bookings

	Fax:	PC Use	Printed sides	WIFI-Walk-in
<b>2012</b>	<b>86 users 177 pg sent</b>	<b>8,143 /2,843 hrs</b>	<b>8,386</b>	<b>766</b>
<b>2011</b>	63 users 185 pg sent	11,458 /4,417 hrs	22,663	794

## 2. LIBRARY PROGRAMS / TOURS / PROMOTIONAL ACTIVITIES

Date	Program	Attendance
9/5/2012	<b>Books &amp; Brownies: The Emerald Atlas</b> : Demonstrator, Rebecca	5
9/7/2012	<b>Techno Minutes</b> : Demonstrator, Rebecca L	2
9/8/2012	<b>Music Sharing</b> : Demonstrator, Rebecca	2
9/10/2012	<b>Kids Food Allergies &amp; Back to School</b> : Demonstrator, Amy Recob	14
9/12/2012	<b>Festive Fall Papercrafts with the staff of Anthology</b> : Demonstrator, Sachi Komai, owner of Anthology 	26
9/13/2012	<b>Apps Showcase</b> : Demonstrator, Jim	17
9/15/2012	<b>Chess Club</b> : Demonstrator, Brad Phillips & Mike Nietman	14
9/17/2012	<b>Bicultural &amp; Bilingual Indian-English Storytime</b> : Demonstrator, Svetha	24
9/17/2012	<b>Teen Advisory Committee Pizza Party</b> : Demonstrator, Rebecca	7
9/18/2012	<b>Toddler Storytime: Hide and Seek Flowers</b> : Demonstrator, Amanda	57
9/18/2012	<b>Big Kids Storytime: Hide and Seek Flowers</b> : Demonstrator, Amanda	21
9/18/2012	<b>'Tween Knitting Circle</b> : Demonstrator, Amanda	3
9/19/2012	<b>Ebooks Presentation at WAHCE</b> : Demonstrator, Jim	33
9/19/2012	<b>Tiny Tots Storytime</b> : Demonstrator, Svetha	52
9/19/2012	<b>All Ages Storytime - School</b> : Demonstrator, Svetha	42
9/19/2012	<b>Splat the Cat Book Club</b> : Demonstrator, Svetha	20
9/20/2012	<b>Baby Storytime</b> : Demonstrator, Svetha	22
9/20/2012	<b>All Ages Storytime - School</b> : Demonstrator, Svetha	49
9/20/2012	<b>Adult Book Discussion</b> : Demonstrator, Jenny Carr	14
9/20/2012	<b>Teen Readathon</b> : Demonstrator, Rebecca	5
9/21/2012	<b>Bilingual Spanish-English Storytime</b> : Demonstrator, Katy Shannon	38
9/22/2012	<b>Techno Minutes</b> : Demonstrator, Rebecca L	3
9/24/2012	<b>Bicultural &amp; Bilingual Indian-English Storytime</b> : Demonstrator, Svetha	25
9/24/2012	<b>Read It And Eat Book Club: Harry Potter/Banned Books</b> : Demonstrator, Amanda	20
9/25/2012	<b>Big Kids Storytime</b> : Demonstrator, Amanda	18
9/25/2012	<b>Techno Minutes</b> : Demonstrator, Rebecca L	2

9/25/2012	<a href="#">'Tween Knitting Circle</a> : Demonstrator, Amanda	5
9/25/2012	<a href="#">Adult Book Discussion</a> : Demonstrator, Jenny Carr 	12
9/25/2012	<a href="#">Toddler Storytime: Farms</a> : Demonstrator, Amanda	23
9/26/2012	<a href="#">Tiny Tots Storytime</a> : Demonstrator, Svetha	46
9/26/2012	<a href="#">All Ages Storytime - Dogs</a> : Demonstrator, Svetha	26
9/26/2012	<a href="#">Library Ebooks for Your Amazon Kindle</a> : Demonstrator, Jim	17
9/27/2012	<a href="#">YMCA Afterschool Outreach</a> : Demonstrator, Amanda	17
9/27/2012	<a href="#">YMCA Afterschool Outreach</a> : Demonstrator, Amanda	12
9/27/2012	<a href="#">Author Clark Kidder</a> : Demonstrator, Clark Kidder 	27
9/27/2012	<a href="#">Baby Storytime</a> : Demonstrator, Svetha	26
9/27/2012	<a href="#">All Ages Storytime - Dogs</a> : Demonstrator, Svetha	38
9/28/2012	<a href="#">Bilingual Spanish-English Storytime</a> : Demonstrator, Katy Shannon	42
9/29/2012	<a href="#">Play Literacy: Grocery Shopping</a> : Demonstrator, Svetha	18
	<b>Number of Programs / Total Attendance</b>	
	Children's	25 / 672
	Teens	4 / 19
	Adults	10 / 153
	<b>Grand Total</b>	<b>39 / 844</b>

### 3. LIBRARY EXHIBITS

Large Exhibit Case	Miniature art (Joyce Sutton)
Art Rails	Desere Mayo, photography

### 4. STAFF DEVELOPMENT: MEETINGS, PRESENTATIONS, & CONTINUING EDU.

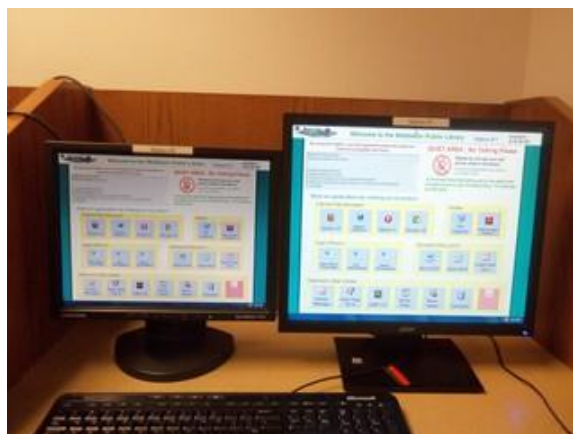
Date	Staff	Title
9/5/2012	Brendan	<b><u>ILS Committee Meeting</u></b> : Most of the meeting was devoted to the development of a Koha evaluation. Laura Page, an independent consultant, was present to help facilitate that discussion, and the committee reached some consensus about what question to ask member libraries: Are you satisfied enough with PTFS Liblime Koha to stay on our current development track for another year? We then discussed what a vote of 'Yes' or 'No' would mean.
9/6/2012	Pamela, Patrick and Dickson	<b><u>Drupal Demo</u></b> : Rose Ziech, SCLS Web Services Specialist introduced Drupal, a tool for managing and publishing websites. She provided an overview of how it works and get more information about how SCLS plans to make it available to member libraries. It was not designed for libraries who may want to use Drupal, but do their own design work.
9/6/2012	Pamela	<b><u>Get Moving Middleton</u></b> : UPS, City of Middleton Economic Development and Wisconsin Angel Network (Investors)/National Venture Capital Association.
9/7/2012	Pamela	<b><u>New Directors' Boot Camp</u></b> : The idea for this workshop came from the WAPL board discussion, as a way to make new directors serving public libraries of all sizes aware of the services, laws and guidelines specific to Wisconsin. My role was to represent WAPL and WLA. Funding came from an LSTA grant.
9/10/2012	Pamela and Patrick	<b><u>Friends of the Library</u></b> : Agenda - end-of-the-year letter. Considered ways to increase membership, currently at 219 people. Discussed the upcoming staff request for funding/programming and the Beyond the Page campaign. A big thanks from the Friends to staff who walked in this year's Good Neighborfest Parade.
9/11/2012	Pamela	<b><u>City of Middleton Department Head Meeting</u></b> : 2013 Budget process information meeting, including a new schedule for the presentations. Overall operating and debt repayment budget request would increase the mill rate from 5.65 to 6.5.
9/11/2012	Barbara Henderson	<b><u>Circulation Services Sub-Committee Meeting</u></b> : The CSSC continues it's revision of the circulation manual for all SCLS libraries. The committee worked on the "Patron Record" section of the manual and the "Patron Registration Form".
9/11/2012	Peter	<b><u>Delivery Committee</u></b> : See SCLS Delivery Committee Meeting Minutes
9/12/2012	Pamela	<b><u>City of Middleton Community Input - 2013 Budget</u></b> : Review of the budget and the Citizen Satisfactory Survey. Overall good reviews from residents. The one area everyone agrees needs some attention is streets.

9/13/2012	Pamela	<a href="#"><u>Dane County Librarians' Meeting</u></a> : Discussed Beyond the Page, WAPL and WLA issues, annual stats, and Dane County Library Services budget for 2013.
9/14/2012	Pamela	<a href="#"><u>Futureproofing Your Library</u></a> : Inspiration and ideas on the future of library services presented by acclaimed George Needham.
9/17/2012	Pamela	<a href="#"><u>Library Tour</u></a> : In preparation for this year's budget season, Mike Davis and John Lehman toured the library facility.
9/20/2012	Amanda	<a href="#"><u>ALSC Institute</u></a> : Every two years, the Association for Library Services to Children hosts an institute featuring many sessions dealing with current topics in youth librarianship. I attended sessions on incorporating technology into programming, best practices, using music with children, teaching caregivers about Every Child Ready to Read, and more. I was very fortunate to win a national scholarship to attend this institute.
9/25/2012	Rebecca Van Dan and Pamela	<a href="#"><u>Fine Tuning Facebook webinar</u></a> : How to improve our facebook page, tricks, tips, legal vs illegal, etc.
9/27/2012	Pamela	<a href="#"><u>Library Action Team</u></a> : Campaign Updates: Funds received and pledged at \$1,016,000. Promotion and advertising includes TV interviews and ads, postcards, newspaper ads and more. Reports on MCF programming demonstration fund: Humanities backpacks, Monologue performances, Outreach to Underserved Populations. Also heard about the upcoming Trivia Event.
9/28/2012	Amanda, Pamela	<a href="#"><u>Webinar: Know More with Jean and Shawn</u></a> : Jean Anderson, Shawn Brommer, and Liz Zimdars presented some of their favorite tools for obtaining advance copies of books.

## 5. LIBRARIANS' REPORTS

### Patrick Williams, Head of Information Technology

The LCD monitors in the lab have been replaced with large 19" ones. Most of the old monitors were only 15" and a lot of them were ten years old and becoming dim and fuzzy. There is also a new button on the main menu allowing patrons to toggle between two screen resolutions; the "larger print" 1024x768 and the smaller, but more-on-screen "native" 1280x1024.



A new router, firewall and two enterprise networking switches have been acquired and are in the process of being set up and installed in our network closet. They are replacing our home/small office equipment.

**Rebecca Van Dan, Head of Young Adult Services**

In September, we concentrated primarily on weeding and ordering for the Teen section. We alternated between finishing the teen hardcover fiction weeding project that Caitlin had started and the teen graphic novel and teen music CD sections, which were both full to the point that shelving was difficult, especially with the extra influx of returned materials with school starting. The Teen Graphic Novel section was completed and teen hardcover section is close to being finished.

We contacted many new teen volunteers this month as most of our summer volunteers needed time to concentrate on their studies. We trained four new teen volunteers this month.



This month we also looked at the 2012 Teen Programming Budget and found the online Friends checkbook register very helpful in drawing up a new budget for 2013. We updated the Teen Video Games binder, adding all the wii games and moving all entries to a nicer binder. We looked at the events calendar and meeting room reservation calendars for fall and spring and blocked off all teen program dates until May. Sarah H. gave Rebecca a quick overview of linking bib and item records in LinkCat. Rebecca did a display on Banned Books for the Teen section with Banned Book buttons that are free for patrons to take and attended a facebook

webinar. We also looked at practicing and fine-tuning some winter/spring programs to make sure they are feasible before sending out publicity.

### **Sarah Hartman, Head of Technical Services**

With Jason out of the office for most of this month, I had time to make a lot of progress on our Literature Collection project (see photo). In addition, we were able to keep new materials flowing with help from Vijaya and Kathy H., who unpacked boxes during the latter portion of the month. Thanks also to Katie A. in Circulation for her assistance receiving new magazines during Jason's absence.



As part of a continuing effort to increase efficiency in Technical Services, we made two changes this month. First, we are no longer writing barcode numbers by hand on the first page of books when there are multiple copies. This was done in the past in case the barcode on the front got damaged or removed, but now that we have RFID tags inside each book that record the barcode number, that is no longer necessary. Second, I created a new Generic record for our Teen Serendipity titles. Having separate records for Adult and Teen Serendipity will help pages load faster in Koha when linking, and it will be easier for our Serendipity selectors to find individual items when managing the collection.

Normally I would have attended an SCLS Collection Maintenance Subcommittee meeting this month, but it was canceled due to lack of agenda items.

**Svetha Hetzler, Head of Children's Services**

We began our fall programs this month which included our morning storytimes. This season, I added a Bicultural and Bilingual Indian-English Storytime to our Monday mornings. It's been a welcome addition.



We continued our monthly Chess Club and afternoon Kids Book Club programs. We also hosted a family and parenting workshop on food allergies with local author, Amy Recob. This past Saturday afternoon, I presented "Play Literacy Goes Grocery Shopping". We are testing out the demand for Saturday afternoon events since several patrons have expressed an interest. I was pleased with the turnout and it will be interesting to track the attendance of our Saturday afternoon events over the next few months. It's been an exciting month of programming and the momentum has been great!

I met with the SABA (South Asia Book Award) committee to discuss the plans for the upcoming awards ceremony in October and the agenda for future meetings. The first annual SABA Awards ceremony will take place on Saturday, October 13 at the Overture Center.

We made some changes to our youth services staff. Sarah Goebel and Sally Wood will be job-sharing the 24-hour/week LA II-YS position. We are so pleased to have both of them as part of the Youth Services team.

Jennifer Das is continuing her work on the Easy Reader collection development project we began this summer. The last of the books she ordered are coming in. Currently, we are assigning call letters to her acquisitions.

Our new thematic picture book collection of Princess and Transportation books is up and running. The books seem to be circulating very well. It'll be a challenge to keep the shelves stocked!

Sally Wood has worked on several displays this month. The themes have been "Back to School", "Banned Books", and "Sports". The DIY station featured "Newspapers".

I added four new "fall fun" booklists (apples, pumpkins, leaves, monster) to our Children's page on our library's website utilizing Bookletters. These booklists should help staff and patrons locate and place holds on these high demand topics.

**Amanda Struckmeyer, Head of Youth Services**

I enjoyed two weeks of vacation at the beginning of the month. Directly after my vacation, fall programming began; storytimes, 'tween knitting club, and 'tween book club are all underway. I also began a new outreach project with the YMCA. We have received a grant to fund the YMCA outreach project. This will be very helpful; it will allow us to hire an employee on a contract basis to devote time to developing the program and carrying out the site visits.



November and December 'tween programs were finalized this month. We will be hosting a

'tween author (Stacy DeKeyser) as part of the Wisconsin Book Festival in November. I worked with the Wisconsin Book Festival staff and four other SCLS librarians to create a kit for youth services librarians to use. The kit contains ready-to-use program ideas relating to the Festival's theme ("Lost and Found").

My newspaper column, "Booking It," was written and submitted to the *Middleton Times Tribune*. I continued to serve as the staff liaison to the newspaper.

On the national level this month, I continued my work as a member of the ALSC Advocacy and Legislation Committee. I was awarded a national scholarship earlier in the year which allowed me to attend the ALSC Institute in Indianapolis this month. This three-day institute is held every other year and features programs on best practices, technology, current topics in youth services, and more. In addition, I reviewed two books for *School Library Journal*.

### **Jim Ramsey, Head of Adult Services**

Traditionally, September is the month that adult programming kicks back into high-gear after the lull of August. However, given our robust programming schedule last month, this year's transition from August to September was not nearly as dramatic as in past years. Programming highlights include a papercrafts program and an author visit by Wisconsin author and historian Clark Kidder. Additionally, Jim taught two technology classes this September, one on mobile apps and the other on library ebooks for Amazon Kindles. Jim is in the process of developing more technology classes and hopes to offer at least one or two in the month of November. Jenny's two book discussions also resumed after their summer hiatus. Attendance at these discussions continues to be strong, and we're expecting a good turnout for next month's discussion of *Radioactive*, this year's Go Big Read selection.

The transition of the old Literature paperback collection into the regular fiction collection continues. As of now, only one spinner remains to be processed. With the spinners out of the way, slat-wall displays will be installed on the end-caps of the fiction shelves, allowing for a variety of topical fiction displays. Jenny, Jim and Rebecca will be creating displays throughout the year (example displays: short stories, world literature, prize-winning fiction). We are very excited about the display possibilities for this space.



Finally, Jim continues to be active in the Beyond the Page campaign, having been elected the vice-chair of the Oversight Committee earlier this month. The Oversight Committee will be in charge of reviewing grant applications for funds from the Beyond the Page endowment. Next month will be a busy time for Beyond the Page promotion: A theater program funded by the endowment and a Dane County-wide Trivia Night fundraiser will take place on October 18th and 20th, respectively. Both programs will provide great opportunities to spread the word about the campaign.

### **Brendan Faherty, Head of Circulation Services**

As we move into fall, many things are happening in Circulation. I started here at the beginning of September and have been very impressed with the dedication and knowledge of the Circulation staff as a whole. Though I am still finding my way around with certain things, it's coming along quickly and I definitely feel like a part of the team after just a month. I've been impressed with the 'team' mentality everyone has—we all work well together and that makes for a much more positive, more efficient, and friendlier work environment.

We have had a couple of staffing changes recently. Jennifer Das, long-time Page I, has started working at the desk as a Page II, as has Maria Ochoa Podell. Both Jennifer and Maria are proving quick studies and demonstrating why they were selected for the position in the first place. In addition, Joe Goad has made the jump from Page II to Library Assistant I. Joe's thorough knowledge of Circulation procedures and policies and his attention to detail have really stood out during the shifts I have worked with him.

We are also looking to hire two new Page I's to replace Jennifer and Maria's vacated positions. Barbara Henderson has received several applications and we are currently evaluating potential candidates.

As I become more and more familiar with the daily operations of the Circulation Desk, I am also always looking at ways to improve our efficiency and continue to provide exceptional service for our patrons. We are looking at the placement of the third self-check machine and other ways to encourage more self-check usage. I am working on gathering enough statistics to determine what, if anything, can be done to improve our sorter's accuracy and cut down on the number of Middleton-owned items that staff have to check in manually. I'm very interested in helping the Circulation staff in general, and the circ supervisors in particular, expand their knowledge base and comfort level with other aspects of both the Koha ILS software and the functions/uses of the South Central Library System.

## 6. DIRECTOR'S REPORT

### Library Use for September 2012:

- **September's total circulation activity is down by -5.9%** compared to 2011 September's total circulation.
- Year to date **circulation** is down by **-1.8%**, compared to 2011.
- The number of items we **Loaned** to other LINK libraries is up from 15,631 to **17,152**. The number of items **Borrowed** from other LINK libraries is down from 17,259 in 2011 to **16,024** in 2012.
- **WIFI Walkin use** was down by .5% with **766** sessions in 2012, compared to 794 in 2011.
- Last month we issued 130 new library cards, compared to 161 in 2011.
- Public fax use was up from 63 users in 2011 to **86** users in 2012. The number of pages down slightly from 185 pages to **177** pages.
- Public PC use was down in September from 11,458 sessions and 4,417 hours in 2011 to **8,143** sessions and **2,843** hours in 2012, -39% and -64% decreases respectfully.

### **Resolution Exempting the City of Middleton from the Dane County Library Tax**

City of Middleton's Common Council passed this year's resolution requesting exemption from the county library levy at their September 18, 2012 meeting.



The library offered **39** programs to all ages in September of 2012, with **844** attendees.

### **Library Facility and spaces:**

Last month, we upgraded the exhibit case with a new backdrop, metal tracking for brackets and glass shelves. A brass plaque honoring two volunteers: Kate Zimmerman and Grace was added. Additionally, the front entry also received a fresh coat of paint.

After trialing the Serendipity collections for nearly a year, we ordered a shelving unit to provide better displays. The unit holds both Adult and YA Serendipity book collections, provides an enormous amount of face-out displays and occupies the least amount of floor space of all the units we previewed. A second unit is being considered for the new Pop Culture Collection (currently located with new books and AV) and the Go Green Collection (currently located on the lower level).

### **Recent email from a patron:**

***"...I absolutely love the Middleton Library as a resource. You and your colleagues are doing a splendid job."***

### **Notation in the staff daybook:**

***"A patron told me this evening that, in her opinion, Middleton has the best selection of books out of all the libraries in the area. She gave special praise to all our librarians that compile our wonderful collection. Thought I'd share the good news :)"***

## 7. AGENDA OVERVIEW

### Revisions to the Circulation Policy (possible action item)

Middleton Public Library  
CIRCULATION POLICY

- I Purpose
- II Eligible Card Holders
- III Limitations on Borrowing
- IV Return of Library Materials
- V Holds
- VI Loan Periods
- VII Overdue Materials
- VIII Lost or Damaged Materials
- IX Lost or Damaged Library Cards
- X Privileges for Users
- XI Confidentiality of Library Records
- XII Library Theft Law

#### I Purpose

- (A) One of the primary purposes of the public library is to bring people together with the information they need. In keeping with this mission, the Middleton Public 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) Middleton Public Library is a member of the South Central Library System (SCLS) and the Library Interchange Network (LINK) and adheres to the agreements made with these consortia. Some provisions of this policy are formulated to comply with requirements of these memberships. Participation in SCLS and LINK affords liberal benefits to Middleton borrowers, who have access to the facilities, collections and services of member libraries.
- (C) This policy applies not only to the general public, but also to staff, board members, Friends of the Middleton Public Library, and library volunteers. Only materials ready for circulation and properly checked out may be taken from the library. Staff's failure to abide by this policy may result in disciplinary action.
- (D) This policy is also designed to insure that all users have equitable access to the services and materials of the Middleton Public Library regardless of race, color, sex, national origin, age, religion, sexual orientation, or disability.
- (E) The library patron is the most important person in the library. Service to patrons is not an interruption to work, but rather the purpose of it.

#### II Eligible Card Holders

- (A) The library issues cards to individuals and organizations. General cards are issued for a 4 year period. Special cards are issued for shorter periods. Middleton cards are good at all the public libraries and bookmobile in the South Central Library System. Middleton cards may also be used at public libraries with reciprocal borrowing agreements with the South Central Library System. Some restrictions may be placed on borrowers by participating libraries.
- (B) Any resident of the city of Middleton is eligible to receive a free Middleton Public Library card. All applicants 14 years of age and older must present acceptable picture and address identification at the time of application for a first card or a lost card replacement. Such identification includes driver's license or Wisconsin ID card, checkbook, official mail postmarked within 30 days, or ID listed in LINK registration guidelines. Valid Middleton/Cross Plains and Madison, Metropolitan School District school IDs are acceptable.
- (C) Middleton accepts applications for library cards for non-residents living within the boundaries of SCLS. Application requirements of the home library apply. Applications will be forwarded to the home library and a temporary card, valid for 30 days, will be given to an applicant.
- (D) Registered library users are responsible for informing the library of any name, address or status changes. If name, address or status is incorrect, patrons are allowed a one-time checkout; however the card may not be used at subsequent visits until proper verification has been presented to update the patron's library record.
- (E) Renewals of library cards are possible so long as patrons remain eligible. Patrons not using their card within 1 year of the expiration date ~~and having no outstanding charges, and having no outstanding~~ will have their registration purged and will have to reapply.
- (F) Only one card will be issued to each individual.
- (G) Cards may be issued to children at any age. Applicants under 14 years of age are required to obtain their parent's 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 a card only by the community or agency of primary residence, as stated by the parent or guardian.
- (H) City of Middleton community organizations, city departments, and local businesses may be issued organizational borrowers' cards for use by authorized individuals when the organization needs to borrow library materials for organizational purposes. The head of the organization must sign the application form and supply acceptable identification for the organization and a list of authorized individuals. These individuals will then be issued separate cards. The organization, city department, or business assumes responsibility for any library materials checked out on the card(s). All rights and responsibilities held by individual card holders will be assumed by organizational card holders. These cards will be issued for one year. Renewals are possible as long as organizations remain in business.

Organizations outside the city of Middleton should apply directly to their home libraries. It is the responsibility of the head of the organization to inform the library of staff changes.

- (I) Homebound: Any Middleton resident who, because of temporary or permanent physical disability, finds it difficult or impossible to visit the library in person is eligible for Homebound Delivery Service through the Dane County Library System. This privilege will only apply so long as the resident is homebound. Temporarily homebound patrons, who do not receive regular Dane County Library System Homebound Delivery Service, may request delivery, at the library's discretion, by the mailing of holds, if they will be unable to get to the library before holds lapse.
- (J) Temporary residents: Any individual residing in Middleton on a temporary or part-year basis may be issued a card upon providing local address verification. A suitable expiration date will be determined. Permanent address identification must be presented and the information entered into the patron record. These cards are free as well.
- (K) Borrowers residing outside of SCLS may have their home library cards barcoded for use in SCLS, providing they meet LINK registration guidelines.
- (L) Borrowers residing in a Wisconsin public library system that has not negotiated an approved reciprocal borrowing agreement with the South Central Library System may purchase a library card for use at the Middleton Public Library only. These cards are valid for one year. The fee for such a card is determined by the library board and will be reviewed annually. This section also applies to out-of-state borrowers.

### III Limitations on Borrowing

- (A) In order for all users to receive efficient and accurate service, borrowers should present their library cards each time they check out or renew materials. The only exception may be made if borrowers can provide photo identification. Staff will verify address and phone number against patron record. Patrons are limited to one checkout using a photo ID. Staff will place a note on the patron's record that a card is required at subsequent checkouts.
- (B) Any borrower with materials, fines, or fees due in excess of the library's suspension limit of \$20.00 may not check out until the matter is resolved.
- (C) Reference materials, reserve items, all newspapers, and the current issues of magazines are non-circulating and may not be checked out.
- (D) Users without their library cards or identification 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 for pickup.
- (E) 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.

- (F) The Library Director will determine limits on specific formats (book, audiovisual materials, magazines, etc.) based on the size and popularity of these collections, with the goal being to provide optimum equitable access.
- (G) The maximum number of items a patron may have checked out at any one time is 100.
- (H) Circulation services conclude at closing. The only exception is that patrons with materials in hand, at the circulation desk, may check out.

IV Return of Library Materials

- (A) Middleton Public Library materials may be returned to any public library or bookmobile in the South Central Library System. Materials returned to non-public libraries, such as school, academic or special libraries remain the responsibility of the patron.
- (B) Requests for immediate check-in will not be honored, unless the items in question have fines or fees.
- (C) Receipts for returned items will not be given.
- (D) Patrons may access and print information from their patron record at the public access terminals.

V Holds

- (A) Requests for materials may be accepted from registered patrons. Requests may be made in person or by phone or by Internet Access to LINKcat. Callers must be prepared to provide library card barcode numbers and ~~pin numbers (do we still need the "pin numbers" part? Since we can't see patron PIN numbers anyway)~~ to request holds.
- (B) There is a limit of 5 holds per day, either placed in person or requested of staff. There is a limit of 3 items per person via telephone requests.
- (C) Some items, such as those in the Browsing Collections, cannot be reserved.
- (D) Hold notices indicate a date after which materials will be returned to the shelves or to owning libraries. Patrons may request a 1-day extension to the hold if there are no other holds.
- (DE) Patrons who fail to check out holds before the expiration date may have their names added to the bottom of the hold list if they desire.
- (EF) Holds will only be given out to the patron requesting them or to persons authorized by the individual.

- (FG) Patrons may select or request LINK pick-up locations other than MID when placing holds. Items unavailable in LINKcat must be requested as an interlibrary loan at the library where pick-up is desired.

#### VI Loan Periods

- (A) Books (with the exception of adult new fiction), instruction kits, and audiobooks, circulate for 28 days.
- (B) Magazines, music CDs, new adult fiction, and ~~display books~~ discovery packs circulate for 14 days.
- (C) Feature-film DVDs and Blu-rays circulate for 7 days. Nonfiction DVDs and Blu-rays circulate for 28 days.
- (D) eReaders: Kindles circulation for 14 days and SonyReaders circulate for 28 days.
- (E) A renewal period of the same length as the initial loan period is granted for any item, unless it has been placed on hold for another patron. Items may be renewed twice. Renewals retain the borrowing rules of the library where the item was originally checked out. Renewal items do not have to be in-hand to be renewed.
- (~~EE~~) Items from Browsing Collections, such as the discovery packs, serendipity and eReaders cannot be renewed.
- (G) Phone renewals are limited to 3 selected items. Bulk renewals of all items checked out are also possible. Patron barcode numbers must be supplied by callers.
- (~~FH~~) The loan periods and renewal rules for interlibrary loan material are determined by the lending institutions.
- (GI) Middleton Public Library lends its materials to all qualified libraries. Requests for materials or photocopies from individuals or libraries outside of reciprocal borrowing agreements need the approval of the Library Director.

#### VII 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 last open day of the library.
- (B) The library does not charge daily fines on items checked out at Middleton, except for a 50 cents per day fee on interlibrary loan materials from non-Link libraries. The maximum accruing fine per item is \$10.
- (C) A bill will be sent for the cost of overdue materials plus a \$1.00 per item late fee if items are not returned by the 27th day overdue.

- (D) On the 28th day materials are overdue, the card which was used to check them out may not be used to check out any additional library material until the overdue material is returned and processing fees paid. ~~Fee~~ Twenty dollars or more in fees or fines will suspend the borrowing privileges of patrons. Suspension rules of other libraries will be honored at Middleton.
- (E) If a patron believes that the material checked out on his/her card was returned, the library can put a "claims return" on the item, and it is removed from the patron's financial responsibility. Patrons are allowed a maximum of 3 "claims returns" per patron per 12 month period. The patron is responsible for subsequent lost items on his/her card.
- (F) At any time a patron may pay for material which he believes is irretrievably lost. If lost material is subsequently found and returned within six months of the lost date, the cost of items valued at \$10 and over will be refunded, less the \$1.00 late fee per item. Middleton Public Library does not issue refunds for items under \$10.00. No Refunds are given for individual parts that are paid for (this includes inserts, single CDs from books on CDs, cases, etc.)
- (G) 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.
- (H) Materials loaned to Middleton Public Library for local borrowers fall under Middleton overdue policies, however, borrowers will be held responsible for all special assessments placed by lending institutions, including lost, missing, or damaged fees.

#### VIII Lost or Damaged Materials

- (A) Patrons are responsible for all materials checked out on their library card. A patron is required to pay for material which is irretrievably lost or has been damaged while checked out. ~~The~~ The prices charged for material which is lost or damaged beyond use are as follows:
  - (1) The current list price for all items, plus a processing fee which covers materials and work required to circulate the item.
  - (2) When current list prices are unavailable for any library material, an average replacement cost for that type of material is charged. Average replacement costs are determined by the Library Director for each type of material the Library owns. This schedule of charges shall be reviewed annually by the Library Director to reflect changes in the average cost of library materials and supplies.
- (B) In addition, at the Library Director's discretion, the library assesses charges for material damaged beyond normal wear.
- (C) The Middleton Public Library will accept patron-purchased replacement copies of lost or damaged library materials ONLY if ALL of the following conditions are met:

- Replacement item must be a brand new copy—no second-hand or used titles will be accepted.
- Replacement item must match original item EXACTLY—same ISBN, same format (hardcover/paperback for books, widescreen/fullscreen/sp.edition for DVDs, Parental Advisory/no PA for CDs, etc)
- All potential replacements must be approved by Head of Circulation Services before any charges will be waived.
- Additionally, patrons who purchase replacement items will be charged a \$5.00 processing fee for technical processing costs associated with the new item.

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(DC) Materials not returned or fees not paid, totaling \$50.00 and over, within 10 days of a final bill will have a \$10.00 processing fee added to their account; and the account will be sent to a collection agency. Borrowing privileges will be denied until the material is returned and/or all charges are resolved.

**IX. Insufficient Funds**

- (A) A \$25 fee is charged for checks returned for insufficient funds.
- (B) Payments to clear charges must be made in cash.

**X. Lost, Damaged, or Stolen Library Cards**

- (A) Cards which are lost or damaged beyond use will be replaced at a charge of \$1.00. Barcodes will be replaced free. There will be no charge for replacement of an expired card, or a card reported stolen. Middleton will comply with the guidelines for South Central Library System libraries.

**XI. Privileges for Users**

- (A) The library recognizes that senior citizens as a user group are more restricted in their mobility than the population as a whole. Therefore, the library exempts from the overdue processing fee those senior citizens who notify staff of their status when returning overdue material.
- (B) Information about their library record, including holds and overdue materials may be accessed and printed through LINKcat by patrons.
- (C) Patrons may request email notification in lieu of phone calls or mail notification.

**XII. Confidentiality of Library Records**

- (A) As described in Wisconsin Stats, 43.30 Public library records (1), all circulation and other records which identify the names of library users, especially as they connect library users with material or services used, are confidential.
- (B) The following exceptions to the confidentiality law are noted in 43.30 (1) (m):
  - (1) By court order
  - (2) To persons acting within the scope of their duties in the administration of the library or library system.
  - (3) To persons authorized by the individual to inspect such records.
  - (4) To custodial parents or guardians of children under the age of 16 as required under sub.(4), as set forth in Act 207, effective April 23, 2004.
  - (5) To libraries as authorized under subs. (2) and (3).
- (C) The following guidelines will be observed in providing any records pursuant to (B)(4)
  - (1) Library records to be supplied include items currently checked out, due dates for those items, overdue items, and any fines owed, as well as any records that show use of the library's computers.
  - (2) Library records not required to be supplied include address, phone number, age, etc. of

the child. This information must be edited out of any record supplied to a custodial parent or guardian.

- (D) Library staff may request photo ID in order to determine whether the person requesting the records is the custodial parent or guardian. Library staff will accept any other set of documents that demonstrates to their satisfaction that the requestor is the custodial parent or guardian of the child whose records have been requested. Information regarding library records will be provided over the phone only when a library barcode number is provided.
- (E) Any records regarding patrons' use of library services shall not be made available to any agency of federal, state, or local government, except pursuant to such process, order, or subpoena as may be relating to civil, criminal, or administrative discovery procedures or legislative investigative power.
- (F) Information concerning materials placed on hold may only be given out to persons authorized by the individual cardholder who provides the barcode number from the card in question. Individuals may be asked to present identification in person to receive this information.

### XIII Library Theft Law

The City of Middleton in its Municipal Code, Chapter 16.04 (Y) has adopted Wisconsin State Statute 943.61 Theft of Library Material.

- (A) In this section:
  - (1) "Archives" means a place in which public or institutional records are systematically preserved.
  - (2) "Library" means any public library, library of an educational, historical, or eleemosynary institution, organization or society, archives; or museum.
  - (3) "Library material" includes any book, plate, picture, photograph, engraving, painting, drawing, map, newspaper, magazine, pamphlet, broadside, manuscript, document, letter, public record, microform, sound recording, audiovisual materials, in any format, magnetic or other tapes, electronic data processing records, artifacts or other documentary, written or printed materials, regardless of physical form or characteristics, belonging to, on loan to or otherwise in the custody of a library.
- (B) Whoever intentionally takes and carries away, transfers, conceals or retains possession of any library material without the consent of a library official, agent or employee and with intent to deprive the library of possession of the material may be penalized as provided in sub. (5).
- (C) The concealment of library material beyond the last station for borrowing library material in a library is evidence of intent to deprive the library of possession of the material. The discovery of library material which has not been borrowed in accordance with the library's procedures or taken with consent of a library official, agent or employee and which is concealed upon the person or among the belongings of the person or concealed by a person

upon the person or among the belongings of another is evidence of intentional concealment on the part of the person so concealing the material.

- (D) An official or adult employee or agent of a library who has probable cause for believing that a person has violated this section in his or her presence may detain the person in a reasonable manner for a reasonable length of time to deliver the person to a peace officer, or to the person's parent or guardian in the case of a minor. The detained person shall be promptly informed of the purpose for the detention and be permitted to make phone calls, but shall not be interrogated or searched against his or her will before the arrival of a peace officer who may conduct a lawful interrogation of the accused person. Compliance with this subsection entitles the official, agent or employee affecting the detention to the same defense in any action as is available to a peace officer making an arrest in the line of duty.
- (E) Whoever violates this section is guilty of:
  - (1) A Class A misdemeanor, if the value of the library materials does not exceed \$500.
  - (2) A Class E felony, if the value of the library materials exceeds \$500 but not \$2,500.
  - (3) A Class C felony, if the value of the library materials exceeds \$2,500.

Adopted March 21, 1981  
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Revised June 14, 2011