

GREENDALE PUBLIC LIBRARY – PATRON POLICY MANUAL

Library Card and Circulation Policy

The Greendale Public Library is a member of the Milwaukee County Federated Library System. Any resident of Milwaukee County, upon presentation of proof of residency and proper identification, is eligible for a Greendale Public Library card at no cost.

BORROWER PRIVILEGES

- Borrow materials eligible for loan from the Greendale Public Library collection as well as any Milwaukee County Federated Library, in compliance with the policies of the Greendale Public Library and the Milwaukee County Federated Library System.
- Utilize the services, programs, and equipment of the library for which a borrower card is required.

REQUIREMENTS

Any resident of Milwaukee County can get a library card with proper identification. A library card may be used **only** by the person to which it has been issued. To access their account, the cardholder must present one of the following: a library card, valid government or school-issued picture ID. By registering, the borrower agrees to comply with all the rules of Greendale Public Library and the Milwaukee County Federated Library System (MCFLS). (Library cards are not issued 15 minutes prior to closing)

All applicants must provide documentation to confirm their identity and Milwaukee County residential address except for children under the age of 16. All applicants must be present, including accounts for children.

Examples of Acceptable Photo IDs

- Valid Driver's license or state ID
- Current Student Picture ID
- Current Military ID
- Passport
- Current Employment Picture ID

Examples of Acceptable Proof of Residency IDs

- A valid and current mortgage or lease agreement with your name and address. (No handwritten receipts)
- Postmarked mail received at your home **within the past month**. (No window envelopes, junk mail, magazines or handwritten envelopes)
- Utility bills (gas, electric, cable and telephone) mailed to you **within the past month**.
- Online account statement from a utility or financial institution with your current address and dated **within the past month**. (Statement can be printed or displayed from a mobile device)
- Recent report card from school
- Current school schedule with address
- Current insurance card with name and address
- Recent paycheck stub with name and address

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- Pre-printed personal Checks (with your checkbook)
- Vehicle Registration

* Please note a Post Office Box or business address is not acceptable as proof of residency but may be used as a mailing address.

* If any patron is unable to provide the above means of identification and address verification, the Library will mail you a post card. When you return the post card to the Library, this will serve as proof of residency.

Children

Children may get their own library card when they are able to print their first and last name. Children under 16 must be accompanied by a parent / guardian who can provide a signature indicating responsibility. If a parent is getting a card for their child we must see the parents picture ID and another form to verify address. The child **MUST** be present to get a library card.

Teens

Persons 16-17 may get a library card on their own, if they can provide two forms of ID as listed above. If teens do not have proper ID, they must be accompanied by a parent / guardian who can show ID as listed above.

BORROWER LIMITATIONS

Patrons 17 and younger may not borrow R rated movies without written consent of a legal parent/guardian. Inquire with staff for the relevant permission forms.

Checkout privileges and remote access to digital resources are suspended when fines exceed \$10.

A maximum of 100 items may be loaned on a patron account at any one time.

BORROWER RESPONSIBILITIES

The individual to whom the card is issued, or the parent or guardian of a cardholder under the age of 16, is responsible for the following:

- must present to the library staff at the time of check-out his/her card (if the card is not present, then some other form of positive proof of identification and residency, otherwise borrowing privileges at that time will be denied)
- The return, in good condition, of all materials borrowed
- Payment of fines incurred for any overdue, damaged or lost materials
- Reporting a lost or stolen card immediately to avoid unauthorized use
- Reporting promptly any changes in name, address, phone number and/or email address
- All patrons are encouraged to have their photograph in the circulation record for security purposes.
- Library cards are not transferrable and may be used only by the person to which it has been issued, with special permissions granted for extenuating circumstances.

LOST OR STOLEN LIBRARY CARDS

Lost or stolen library cards should be reported immediately in person or by telephone to prevent unauthorized use or access. Patrons are responsible for all use of their library cards and

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allowed to purchase replacements. Patrons must pay the non-refundable replacement cost determined by the library. Refund of replacement cost minus processing fee can be requested if item is returned within 90 days, in good condition (determined by librarian). Collection agency fee is nonrefundable where applicable.



Specific Processing Costs:

PIN NUMBER

The PIN acts as a security feature. The PIN is used for computer login at the library or to use the self-checkout stations. It is the patron's responsibility to change the PIN and/or report a lost or stolen library card immediately if the patron wishes to restrict access to the account. A PIN cannot be disclosed, changed or added over the phone. A PIN can only be changed in person with current identification provided or online through their patron account.

ADDITIONAL TYPES OF SPECIAL LIBRARY CARDS

Fee Card

Non-residents of Milwaukee County may register for a Greendale Public Library borrowing card with proper identification. This card shall have an annual fee as indicated in the Fines and Charges policy and allows non-residents access to all the materials and services of the Greendale Public Library but not the materials or services of any other member of MCFLS.



Greendale Village Courtesy Employee Card

A Village of Greendale employee may have a courtesy employee card. The employee card may be used only at Greendale Public Library and only to borrow Greendale owned items. In addition to normal registration verification the person must show proof he/she works for the Village of Greendale. This card must be renewed annually.

Student ID as Library Card, and Nonresident Student Card

A Greendale School District student who is not a resident of Milwaukee County may have a courtesy student card. The student card may be used only at Greendale Public Library and only to borrow Greendale owned items and for school-related use only. In addition to normal registration verification the person must show proof he/she is a student in the Greendale School District and does not reside in Milwaukee County. This card must be renewed each academic year.

Alternatively, Greendale School District students and St Alphonsus School students may opt-in to have their barcoded Student IDs and Student 5-digit numbers function as full-service library cards at the time of student enrollment, via the District's online enrollment process. Inquire with staff for more details. This card is valid through the estimated date of graduation.

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School/Nursing Home/Day Care Card

A School/Nursing Home/Day Care Card is a borrower's card issued to a school, nursing home or day care physically located in Greendale and identified by the name on the card. The entity assumes responsibility for materials borrowed in its name.

- School/Nursing Home/Day Care Cards are valid for one year based on the last day of the month in which the registration occurs. For example, a School/Nursing Home/Day Care Card registered on September 15, 2016, would expire on September 30, 2017.
- A School/Nursing Home/Day Care Card application requires two signatures: the Director/Principal and Chief Financial Officer (CFO). For smaller businesses these two positions may be held by the same person. If this is the case, the individual must provide two signatures. The individual's working job title should be noted after each signature.
- School/Nursing Home/Day Care Card holders must complete a new registration application each time a card is applied for. This is to ensure up-to-date signature information and a current list of authorized users.
- There is no charge for a School/Nursing Home/Day Care Card
- Use of a School/Nursing Home/Day Care Card issued by Greendale Library is restricted to our library, and to materials owned by our library.
- Everyone authorized to use the School/Nursing Home/Day Care Cards must have their names listed on the back of the application.
- School/Nursing Home/Day Care Card patrons are blocked from placing Unassisted Patron Holds. Library staff must place holds for this patron type.
- Staff-assisted holds may be placed only on material owned by Greendale Library.
- The only exception to this restriction is Bifokal Kits, which are owned by Milwaukee and West Allis libraries and may be requested and borrowed by any School/Nursing Home/Day Care Center card holders.
- The pickup location for School/Nursing Home/Day Care Card holds must be Greendale Library.

Business Card

A Business Card is a borrower's card issued to a corporate body, herein defined as a "corporation, partnership, proprietorship, government agency, special library, business or trade association" located in Greendale which has assumed responsibility for materials borrowed in its name.

- The business registering for a Business Card must be physically located in Greendale.
- Business Cards are valid for one year based on the last day of the month in which the registration occurs. For example, a Business Card registered on September 15, 2016, would expire on September 30, 2017.
- There is no charge for a Business Card.
- Business Card holders must complete a registration application (Blue) each time a card is applied for. This is to ensure up-to-date signature information and a current list of authorized users.

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- A Business Card application requires two signatures - Chief Executive Officer (CEO) and Chief Financial Officer (CFO). For smaller businesses these two positions may be held by the same person. If this is the case, the individual must provide two signatures. The individual's working job title should be noted after each signature.
- Everyone authorized to use the Business Card must have their names listed on the back of the application.
- Business address may not be a P.O. Box number. To help ensure that the registrant is truly a business, the patron must provide the business TAX ID number.
- Business Card borrowing privileges are restricted to business-related materials.
- Use of a Business Card issued by our library is restricted to Greendale Library, and the City of Milwaukee's Central Library.
- Business Card patrons are blocked from placing Unassisted Patron Holds. Library staff must place holds for this patron type.
- The pickup location for Business Card holds must be either Greendale Library or MPL Central Library.

Updated 9/20/17 to reflect change in loan period of new DVDs.

Updated 1/31/18 to reflect change in requiring additional residency ID at renewal if the photo ID has current address and no longer requiring showing photo ID if they do not have a photo in their library record. Updated 3 day materials- we no longer have them.

Updated 1/1/19 to remove \$5.00 block from library computer use.

Updated 6/9/2022 for overall clarity, revision of renewal and new account options, revision of material types, fines and charges.