

Circulation Policy

Library Cards

Any Wisconsin resident may receive a library card with photo identification and proof of current address. There is no minimum age requirement for receiving a card. However, children under the age of 18 must be accompanied by a parent or guardian to receive a card. Parents and legal guardians must verify the address of minors. All library cards expire after 12 months. Cards may be renewed in person or via phone.

Children under the age of 18 who wish to check out videos and/or music must have a parent or guardian complete a permission slip that will be kept on file at the library.

Cardholder Privileges

Cardholders may borrow materials from and return materials to any of the 52 member libraries belonging to the OWLSnet.

Checkout & holds limits

Total checkouts:	150 items
Total checkouts of media & DVDs:	50 items
In-house items, laptops, hotspots:	1 item per media type
Total items on hold:	50 items

Items without holds may be renewed up to three times.

Cardholders must present their own library card to check out materials with the following exceptions:

- **Parents or legal guardians** - may check out items on their children's cards without the child present
- **Cardholders who have forgotten their cards** - may check out items once his/her identity is verified.
- **Cardholders who send someone to pick up items on hold** – the person sent may check out only the materials on hold for the absent cardholder

Cardholder Responsibilities

Cardholders are responsible for all material borrowed on their library card and are urged to report lost or stolen cards to the library immediately. In the case of card holders under the age of 18, parents and legal guardians are responsible for material checked out on their minor dependents' cards and any fines or fees that are incurred.

Cardholders are to return items on time and in the condition in which they were loaned. Damaged or lost items will be billed to the cardholder.

The replacement fee for a lost card is \$3.00.

Loan Periods

High demand books	14 days
All other books	28 days
Magazines	14 days
CDs	14 days
Laptops	14 days
High demand movies	7 days
All other movies	14 days
Videogames	14 days
Hotspots	7 days

Black Creek Village Library is a fine free library. There are no late fees on items returned after their due date. Fees will be charged for lost or damaged items. Library cards with more than \$5.00 in bills will be blocked from use.

Any unreturned materials will be billed to the library cardholder once the item is 28 days overdue. The cardholder will be billed for the full replacement cost for the item.

Cardholders may be billed for damaged items. Once payment for damaged items has been received, the borrower may have the damaged item. The library only holds damaged items for six months.

Any items (excluding laptops) without holds may be renewed up to three times.

Cards with less than \$5.00 in fees are considered in good standing. Cards that have incurred fines or fees of \$5.00 or more cannot check out library materials.

Interlibrary Loan (WISCAT)

Cardholders in good standing may request items via Interlibrary Loan provided by WISCAT.

Interlibrary Loan (ILL) may not be used to request Items that are owned or have been ordered by Black Creek Village library or another OWLSnet library. It may not be used to request newly published materials, and requests for high-demand materials may be denied.

The loan period for ILL items is determined by the lending library. Requests for renewal of ILL are not subject to the same renewal guidelines. Patrons must contact Black Creek Village Library to request a renewal from the lending library.

All ILL materials checked out at Black Creek Village Library may only be returned to Black Creek Village Library.

Future ILL requests may be denied to patrons who habitually fail to pick up requested items or return them to Black Creek Village library, those who are repeatedly overdue in the in the return of items or those who have repeatedly damaged or lost items.

Laptop Lending Policy (Internal)

Black Creek Village Library has one laptop available for check out for in-house use. Laptops may be checked out by a library patron in good standing who is at least 18 years of age. The laptop is configured with Deep Freeze, Windows antivirus, and Office 365. A usage agreement will be signed by the borrower at the time of check out. The patron must remain in the library while using the laptop.

1. Patrons wishing to check out a laptop for in-house use must be at least 18 years of age with a library card in good standing.
2. Borrowers must present their library card and a photo ID (a valid driver's license or current WI State ID) to library staff at the time of check out.
3. The borrower will complete and sign the Black Creek Village Library Laptop Use Agreement at the time of check out.
4. Laptops circulate for a period of three hours with a maximum of three renewals if no one is waiting.
5. Laptops may not be placed on hold.
6. Laptops must be returned directly to a library staff member at the Black Creek Village Library circulation desk. All items will be evaluated for damage and missing contents at the time of return.
7. Laptops are pre-loaded with anti-virus and other protective software that prevents permanent changes or harmful downloads from causing damage to the hard drive. Borrowers are not allowed to install new software onto a laptop or change existing laptop configurations. In the event that there is a legitimate need to install a basic program or make adjustments for accessibility, please inform a librarian or ask the Library Director for assistance.
8. Security settings will reset the computer each time it loses power or is restarted. Data will be lost when the laptop is shutdown or loses power. Patrons are responsible for saving any files created to an external drive. There is no option to save work to the laptop's hard drive. Best practice options include saving files on an external drive, such as a flash drive, or to the cloud.
9. The Black Creek Village Library is held harmless by the borrower for any damage, injury, or loss. The library shall bear no responsibility or liability for claims relating to the loss, damage, or interception of any information, data, work product, or other material viewed, searched, or stored on the laptop. All created files will be wiped clean upon the end of usage.
10. The Black Creek Village Library staff do not provide technical support for laptop use. Borrowers are expected to have basic familiarity and comfort with the laptop and the software they will be using independently of library staff assistance.
11. Any loss or damage of the laptop should be reported immediately. Borrowers should not attempt to troubleshoot problems on the laptop.

12. The borrower assumes full responsibility for the cost of repair or replacement in the event the computer or charging cord is lost, stolen, or damaged (up to \$752).
13. Borrowers must not engage in any illegal activities (e.g. hacking, pirating, illegal downloads of copyrighted materials, etc.) or engage in any activities inconsistent with library policies. Evidence of illegal or criminal activity will be reported to law enforcement officials.
14. Violation of any of the above conditions may result in suspension of laptop-borrowing, patron computer use, or other library privileges.

Laptop Circulation Policy (External)

Black Creek Village Library has laptops available to check out for use outside of the library. Laptops may be checked out by an established library patron in good standing who is at least 18 years of age. (An established library patron has been a library cardholder for at least one year.) A usage agreement will be signed by the borrower at the time of check out. Laptops are configured with Deep Freeze, Windows antivirus, and Office 365.

Policy Guidelines and Procedures

1. Patrons wishing to check out a laptop must be at least 18 years of age with an established library card in good standing.
2. Borrowers must present their library card and a photo ID (a valid driver's license or current WI State ID) to library staff at the time of check out.
3. The borrower will complete and sign the Black Creek Village Library Laptop Circulation Agreement.
4. Laptops must be checked out and returned to Black Creek Village Library during library hours. Laptops may be placed on hold, but do not travel through the library's delivery system and may not be returned in the book drop.
5. Laptops circulate for a period of two weeks with no renewals.
6. Laptops must be returned in person to a library staff member at the Black Creek Village Library circulation desk. All items will be evaluated for damage and missing contents at the time of return.
7. Laptops are pre-loaded with anti-virus and other protective software that prevents permanent changes or harmful downloads from causing damage to the hard drive. Borrowers are not allowed to install new software onto a laptop or change existing laptop configurations. In the event that there is a legitimate need to install a basic program or make adjustments for accessibility, please inform a librarian or ask the Library Director for assistance.
8. Security settings will reset the computer each time it loses power or is restarted. Data will be lost when the laptop is shutdown or loses power. Patrons are responsible for saving any files created to an external drive. There is no option to save work to the laptop's hard drive. Best practice options include saving files on an external drive, such as a flash drive or to the cloud.
9. The Black Creek Village Library is held harmless by the borrower for any damage, injury, or loss. The library shall bear no responsibility or liability for claims relating to the loss, damage, or interception of any information, data, work product, or other material viewed, searched, or stored on the laptop. All created files will be wiped clean upon the end of usage.
10. The Black Creek Village Library staff do not provide technical support for laptop use. Borrowers are expected to have basic familiarity and comfort with the laptop and the software they will be using independently of library staff assistance.

11. Any loss or damage of the laptop should be reported immediately. Borrowers should not attempt to troubleshoot problems on the laptop.
12. The borrower assumes full responsibility for the cost of repair or replacement in the event the computer, charging cord, or mouse is lost, stolen, or damaged (up to \$752).
13. Borrowers must not engage in any illegal activities (e.g. hacking, pirating, illegal downloads of copyrighted materials, etc.) or engage in any activities inconsistent with library policies. Evidence of illegal or criminal activity will be reported to law enforcement officials.
14. Violation of any of the above conditions may result in suspension of laptop-borrowing or other library privileges.

This program was made possible by a grant from the Public Service Commission of Wisconsin, facilitated by Friends of Appleton Library, Inc., and the Outagamie Waupaca Library System (OWLS).

Laptop Use Agreement (Internal)
Black Creek Village Library

Borrower

I have read and understand the Black Creek Village Library Laptop Lending Policy (Internal) and agree to adhere to the terms and conditions contained therein. **I understand that all data will be lost when the laptop is shutdown or loses power and am aware of the replacement cost of \$752.**

Print Full Name: _____

Signed: _____ Phone Number: _____



Library Staff Use Only

Today's Date: _____

Check-Out List:

- ___ Laptop
- ___ Power Cord
- ___ Mouse
- ___ Patron presented a library card in good standing
- ___ Patron presented a Driver's License or State ID

Staff initials: _____

Check-In List:

- ___ Laptop
- ___ Power Cord
- ___ Mouse

Staff initials: _____

Laptop Circulation Agreement (External)
Black Creek Village Library

Borrower

I have read and understand the Black Creek Village Library Laptop Circulation Policy (External) and agree to adhere to the terms and conditions contained therein. **I understand that all data will be lost when the laptop is shutdown or loses power and am aware of the replacement cost of up to \$752.**

Print Full Name: _____

Signed: _____ Phone Number: _____

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Library Staff Use Only

Today's Date: _____

Check-Out List:

- ___ Laptop
- ___ Power Cord
- ___ Carrying Case
- ___ Mouse
- ___ Patron presented a library card in good standing
- ___ Patron presented a Driver's License or State ID
- ___ Staff confirmed the cardholder's address is current

Staff initials: _____

Check-In List:

- ___ Laptop
- ___ Power Cord
- ___ Carrying Case
- ___ Mouse

Staff initials: _____

Hotspot Circulation Policy

Mobile Wi-Fi hotspots are available for check out by an adult with an OWLSnet library card in good standing. A Hotspot Circulation Agreement must be signed by the borrower at the time of check out.

1. Patron must be an adult at least 18 years old with an OWLSnet library card in good standing.
2. Borrowers must present their library card in good standing or an official photo ID (Driver's license or State ID) to library staff at the time of check out.
3. Address and phone number will be confirmed and recorded. Patron must sign the Hotspot Circulation Agreement form.
4. The hotspot is checked out for a period of one week and can be renewed up to three times. Renewals will not be permitted if there are existing holds for other patrons. If a patron has exhausted all renewals the item must be returned to Black Creek Village Library before another hotspot can be loaned to them.
5. Holds may be placed on hotspots; however, the pick up location must be Black Creek Village Library.
6. The hotspot must be returned to Black Creek Village Library in person at the circulation desk. All items will be checked at the time of return. Hotspots are circulated with the device, battery, power charging cable, and carrying case.
7. Any changes to this device, tampering or alterations is not permitted and will result in loss of borrowing privileges.
8. Borrowers attest that they have basic familiarity and comfort with the hotspot and devices they will be using. The library cannot guarantee hotspot coverage or connection to devices.
9. Black Creek Village Library and the Village of Black Creek are held harmless by the borrower for any damage, injury, or loss.
10. Any loss or damage of the hotspot should be reported immediately. Borrowers should not attempt to troubleshoot problems on the hotspot.
11. The borrower assumes full responsibility for the cost of repair or replacement in the event the hotspot is lost, stolen, or damaged. Replacement cost is \$110.
12. Borrowers must not engage in any illegal activities (e.g. hacking pirating, downloading illegal materials, etc.) or engage in any activities inconsistent with library policies.
13. Violation of any of the above conditions may result in suspension of hotspot borrowing privileges as determined by the Library Administration.
14. Due to the ongoing cost and monthly fees associated with hotspot lending, repeat violations of overdue devices will not be permitted. Library Administration retains the right to suspend hotspot borrowing privileges if hotspots are overdue more than 3 consecutive times.
15. Data will be stopped to device one (1) day after it is due, if it is not renewed on or before the original due date. Once data has been stopped, item cannot be renewed and must be returned to the library. Hotspots will be billed three (3) days after it is due.

**Hotspot Circulation Policy
Black Creek Village Library**

Mobile Wi-Fi hotspots are available for check out at Black Creek Village Library. These devices may be checked out by an adult with an OWLSnet library card in good standing. A Hotspot Circulation Agreement must be signed by the borrower at the time of check out.

1. Patron must be an adult at least 18 years old with an OWLSnet library card in good standing.
2. Borrowers must present their library card in good standing or an official photo ID (Driver's license or State ID) to library staff at the time of check out.
3. Address and phone number will be confirmed and recorded. Patron must sign the Hotspot Circulation Agreement form.
4. The hotspot is checked out for a period of one week and can be renewed up to three times. Renewals will not be permitted if there are existing holds for other patrons. If a patron has exhausted all renewals the item must be returned to Black Creek Village Library before another hotspot can be loaned to them.
5. Holds may be placed on hotspots; however, the pick up location must be Black Creek Village Library.
6. The hotspot must be returned to Black Creek Village Library in person at the circulation desk. All items will be checked at the time of return. Hotspots are circulated with the device, battery, power charging cable, and carrying case.
7. Any changes to this device, tampering or alterations is not permitted and will result in loss of borrowing privileges.
8. Borrowers attest that they have basic familiarity and comfort with the hotspot and devices they will be using. The library cannot guarantee hotspot coverage or connection to devices.
9. Black Creek Village Library and the Village of Black Creek are held harmless by the borrower for any damage, injury, or loss.
10. Any loss or damage of the hotspot should be reported immediately. Borrowers should not attempt to troubleshoot problems on the hotspot.
11. The borrower assumes full responsibility for the cost of repair or replacement in the event the hotspot is lost, stolen, or damaged. Replacement cost is \$110.
12. Borrowers must not engage in any illegal activities (e.g. hacking pirating, downloading illegal materials, etc.) or engage in any activities inconsistent with library policies.
13. Violation of any of the above conditions may result in suspension of hotspot borrowing privileges as determined by the Library Director.
14. Due to the ongoing cost and monthly fees associated with hotspot lending, repeat violations of overdue devices will not be permitted. Black Creek Village Library retains the right to suspend hotspot borrowing privileges if hotspots are overdue more than 3 consecutive times.
15. Data will be stopped to device one (1) day after it is due, if it is not renewed on or before the original due date. Once data has been stopped, item cannot be renewed and must be returned to the library. Hotspots will be billed three (3) days after it is due.

Hotspot Circulation Agreement

Print Full Name of Borrower: _____

Signed: _____ Date: _____

Library Staff– complete and keep on file until hotspot is returned.

Today's Date: _____

Staff Initials: _____

Staff Notes

Check out

- Hotspot
- Cable
- Charger
- Case
- Information card
- Patron presented a library card in good standing
- Patron presented a driver's license or state ID
- Item borrowed by patron the item was on hold for.

Staff initials:

Check In

- Hotspot
- Cable
- Charger
- Case
- Information card (replace if missing)

Staff initials: