

Town Hall Library Policy Manual	Circulation Policy	Approved: June 2024
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Eligible Card Holders

- A. The library issues cards to individuals and/or organizations wishing to borrow physical and/or digital materials. General cards are issued for an eighteen (18) month period. Cards may be used at all member libraries within the Bridges Library System.
- B. Any resident of the State of Wisconsin is eligible to receive one (1) free library card.
- C. All applicants must be physically present at the time of registration.
- D. Children of any age are welcome to get a library card. The State of Wisconsin defines a child as a minor under the age of eighteen (18). The library recognizes that legal parent(s)/guardian(s) are ultimately responsible for their child's choices and actions.
 - I. Minors ages zero (0) through seventeen (17) must have a legal parent/guardian with a valid ID physically present to sign for the library card.
 - II. If a parent /guardian's library card is blocked, because of outstanding unreturned materials (not overdue fines), the materials must be returned or the replacement cost paid before any minor in the household is issued a card.
 - III. Minors residing in two households may be allowed a separate card to each legal guardian who claims responsibility for items checked out and usage of that card.
- E. All applicants must present identification, which is proof of name and current address. Acceptable proof includes a Wisconsin driver's license, Wisconsin ID card, passport, military ID, or an official piece of postmarked mail no older than 30 days. Other acceptable identification is at the discretion of the library staff.
- F. Library card privileges include, but are not limited to, the following:
 - I. Checkout of physical items in any of the Bridges Library System member libraries, dependent upon item and availability limitations
 - II. Checkouts on digital platforms including the Wisconsin Digital Library accessible via Overdrive or the Libby app
 - III. Access to online databases purchased by the Bridges Library System and/or Town Hall Library
 - IV. Privileges to use the library's computers and Makerspace

Renewal and Expiration of Library Cards

In order to maintain a current, accurate database of cardholders, all Library cards renew periodically.

- A. Library cards are active for eighteen (18) months whereupon the cardholder needs to contact the library for renewal.
- B. Cardholders are responsible for informing the library of any changes to their account including name, address, and contact information.
- C. All expired Library cards, regardless of their status, which have been expired for three (3) years, or more are deleted from the system.

Cardholder Responsibilities

- A. Cardholders or the legal parent(s)/guardian(s) of minor cardholders are responsible for all items, fines, fees on their library card.
- B. Cardholders are responsible for understanding and following all policies, loan periods, and special requirements for items they check out. Town Hall Library Circulation Policy Cardholders are responsible for their own library cards and must notify the library immediately if they believe their card is lost or stolen. Cards presented at checkout are presumed to have the permission of the cardholder used by the individual presenting it at the time.
- C. Lost or damaged cards replaced at a charge of \$1.00.
- D. To maintain privacy and receive accurate service, borrowers must present their Library card at the time of check out. The library card may be presented in physical or digital form, but we must be able to scan the barcode, or the numbers must be legible enough for a staff member to type them in.
- E. Any cardholder with \$10.00 or more fines and/or fees on their card may not check out items. Suspension rules of other libraries honored at all CAFÉ Libraries.
- F. Any cardholder with five (5) or more overdue items that are ineligible for renewal at the time of checkout is blocked and will need to return overdue items before further checkouts permitted.
- G. Responsibility for the choice and use of library materials by children rests with their legal parent(s)/guardian(s). Therefore, no borrowing restrictions are placed on children once they have obtained their legal parent /guardian's signature on the library application. Parent(s)/legal guardian(s) of minors may check their child's account at any time by logging into the Café Catalog on a computer or via the app.
- I. Town Hall Library materials, except for Explorer passes, Early Literacy Kits and STEAM Kits and Memory Kits may be returned to any member library in the Bridges Library System.

J. The maximum number of items allowed checked out per library card at any given time is 250 items. Cardholders may check out any combination of items up to the maximum except for the Library of Things (refer to Library of Things Policy, page 12)

Holds for Pick Up Inside the Library

A. Cardholders can request items to put on “hold” to pick up later on the hold shelf. Requests maybe made in person, by phone, on the library system’s CAFÉ Catalog, or via the Café app. All requests require the cardholder’s library card and phone requests require confirmation of cardholder’s registered address.

B. To reduce errors and ensure privacy, holds can only be checked out on the card that holds the item. Cardholders may choose to have another person pick up their holds by giving their card to the person or providing access to their card on the Café app for this purpose.

C. There is a limit of fifty holds for all library materials except for Interlibrary Loan items, which are limited to five (5) items. No holds placed on some items, such as Explorer passes, Early Literacy Kits, STEAM Kits, Hotspots, Memory Kits and TONIE Box. Please check the Café Catalog for availability.

D. Cardholders have eight days to pick up their items. Items exceeding the given “hold to” date returned to their owning library.

E. Cardholders may request that pending holds be inactivated until such time the cardholder desires the item(s).

F. The system will automatically cancel holds when a patron fails to claim the requested items before the “hold to” date. The system allows a cardholder to reactivate a cancelled hold for 60 days. When a cardholder opts to reactivate a cancelled hold, their name will queue to the bottom of the hold list.

G. Patrons may select or request CAFÉ pick-up locations other than Town Hall Library when placing holds. Patrons can request Items not found in the CAFÉ Catalog, via Interlibrary Loan.

Fines and Charges

There are no fines for overdue materials. We send three notices for overdue items and soon to be overdue materials. One reminder notice was sent via email three days before the item was due. The first overdue notice was sent via email 21 days after the due date. If the patron does not have email, then we contact them by phone. We bill the patrons after 42 days for the unreturned materials.

Damaged or Lost Materials

Barcode, RFID TAG	\$2.00
Torn pages, Damaged Covers, Disc ID hubs, Labels, Missing pages	\$2.00
Cover Art	\$3.00
Zipper Pouches	\$5.00
Audio Books: Damaged or Missing discs	Replacement cost Talk to circulation supervisor
CD Audio Book cases	Capacity 1-12: \$7.00 Capacity 13-19: \$8.00 Capacity 20-29: \$9.00 Capacity 30+: \$13.00
Music CD Case	Capacity 1-2: \$2.00 Capacity 3 +: \$5.00
DVD Cases	Capacity 1-2: \$2.00 Capacity 3-4: \$2.00 Capacity 5-6: \$3.00 Capacity 7-8: \$4.00 Capacity 9 +: \$5.00
Blu-Ray Cases	Capacity 1: \$1.00 Capacity 2: \$2.00 Capacity 3+: \$3.00
STEAM Kits, Early Literacy Kits, TONIE BOXES, & Memory Kits	According to the item's value listed in the kit

Cardholders are responsible for all materials checked out on their library card. Lost or damaged materials are billed to the borrower at the replacement cost. We do not accept replacement items and do not refund money after the replacement cost is paid. However, the borrower may keep the item for which they paid.

Interlibrary Loan

When a cardholder is unable to find an item in the Café Catalog, they may request an interlibrary loan from outside the Bridges Library System.

- A. Cardholders may request an interlibrary loan by contacting the library in person, by phone or email. All requests require the cardholder's library card number, name, and phone number along with the correct title and author's name.
- B. Library staff will make every effort to locate the requested item in the statewide interlibrary loan system. Cardholders will be notified if the item is unavailable.
- C. Any cardholder with materials, fines or fees due more than the library limit of \$10.00 or one or more interlibrary loan items overdue may not request interlibrary loan materials until the items returned or fines paid.
- D. All interlibrary loan materials checked out from Town Hall Library must be returned to Town Hall Library.
- E. Loan periods for Interlibrary loan materials are subject to the owning library
- F. Renewals may be available; requests must be submitted through the interlibrary loan only at the discretion of the owning library.
- G. Replacement or damage costs are at the discretion of the owning library.

Town Hall Library Policy Manual	Library of Things Policy	Approved: October 2025
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Material	Loan period	Limit	Extended Use	Terms	Max Fee
EXPLORER PASSES (Value: \$165-\$600)	3 days	1 pass per household	No holds No renewals	\$5 fee if returned to the book drop or another library; Pick up & return inside the library	\$10/day Max: \$50
*MEMORY KITS (Value: \$150-180)	21 days (3 weeks)	1 kit household	No holds No renewals	Pick up & return inside the library	\$10/day Max: \$50
HOT SPOT (\$175)	14 days (2 weeks)	1 per household	No holds No renewals	24-hour battery check upon return, pick up & return inside the library	\$10/day Max: \$50
*EARLY LITERACY KITS (Value: \$65)	21 days (3 weeks)	1 kit per household	No holds No renewals	Pick up & return inside the library	\$10/day Max: \$50
*STEAM TO GO KITS (Value: \$95-\$187)	21 days (3 weeks)	1 kit per household	No holds No renewals	Pick up & return inside the library	\$10/day Max: \$50
*TONIE BOXES (Value: \$288.90)	7 days (1 week)	1 box per household	No holds No renewals	Pick up & return inside the library	\$10/day Max: \$50
*MINI YOTO (Value: \$174)	21 days (3 weeks)	1 box per household	No holds No renewals	Pick up & return inside the library	\$10/day Max: \$50
NINTENDO SWITCH GAMES (Value: \$75-150)	7 days (1 week)	1 game per household	Holdable No renewals	\$5 fee if returned to the book drop or another library; Pick up & return inside the library	\$2/day Max: \$50
VOX BOOKS (Value: \$25-65)	21 days (3 weeks)	-	Holdable 3 renewals	Pick up & return inside the library	-
LANGUAGE TRANSLATOR (Value: \$100)	21 Days (3 weeks)	-	No holds No renewals	Pick up & return inside the library	\$10/day Max: \$50
*CHESS SETS (Value: \$26)	21 Days (3 weeks)	1 set per household	Holdable 3 renewals	Pick up & return inside the library	-

***24-48-hour period may occur before items are checked over and checked in for all kits**

***All the library of Things are required to be picked up and returned INSIDE the TOWN HALL LIBRARY**

***Patron will be charged replacement cost for lost and/ or damaged pieces or items**