

still checked out to them. The policy acknowledges that staff occasionally errs in discharging items from a patron record.

Regulations

1. If a patron indicates, by phone or in person, that they have returned item(s) but the computerized circulation system indicates items are still checked out to them, the staff will search the shelves for the item. This may include contacting other libraries.
2. If the staff member finds the item(s) in question, the items will be discharged from the patron's record and any fines that have accrued for that item will be erased.
3. If the staff member does not find the item(s) in question on the shelf, he/she will renew the item once. If the item is still not found after the renewal runs out, the staff member will mark the item claims returned on the patron record and have the patron sign the "Acknowledgement of Claims Returned" form. The Library will then allow for three additional months for the patron and Library to look for the item. If the item is not found after this 3-month period, the patron will be billed for the item.
4. Patrons may have up to four unresolved claims returned items on their record and still maintain borrowing privileges. Upon claiming the fifth claims returned item, patron will lose his/her borrowing privileges until at least one of the five claims returned items is found or paid for.
5. Claims returned items will only be removed from a patron's record if the item is located by the patron (at home, etc.) or by the staff (at the Library) and subsequently discharged.

6. Overdue/Lost Item Policy

Purpose: The East Troy Lions Public Library calls patrons once and sends overdue notices to patrons as a courtesy to remind them of materials kept past the due date.

1. At 1-5days overdue (depending on number of checkouts): Staff will search the shelves for item(s) and call patron regarding overdue item(s). If patrons are unable to be reached by phone, an email or letter will be sent.
2. At 6 weeks overdue: Staff will again search the shelves for the lost items. If not found, a standard overdue notice (listing titles of overdue items) will be sent.
3. At 3 months overdue: Staff will search the shelves one final time; if the items are not found, a certified final letter may be sent to the patron (mentioning all costs and possible police involvement). The items will be marked lost and the patron will be billed for the cost of the items.

If the Library Director deems the value of the items(s) does not make it cost effective to send a certified letter, patron will simply be billed for lost material and fines. No certified letter will be sent; however, patron will be notified in writing.

4. When a lost item is paid for: Staff will:
 - a) Check that a bill was created for each item.
 - b) Collect money to cover the item and certified letter fee.
 - c) Give the patron a receipt.
 - d) Add the item to the DVD/Book Order spreadsheet.
(Director will decide whether or not to replace the item.)
5. If a patron returns or pays for a lost item and the process had been referred to the Police Department, the Library Director will make sure to inform the Police Department that the patron has taken care of the items.
6. Any circumstances that are out of the ordinary will be reported to the Library Board by the Library Director.

7. Library Material Hold Policy

Purpose: The East Troy Lions Public Library accepts holds for Library materials in order to provide access for high-demand materials and materials located at other libraries in the SHARE consortium.

Definitions:

1. A hold is defined as a request, placed by a patron or a staff member (on the patron's behalf) for an item to be held in their name for future pickup.
2. A patron in good standing is defined as an individual whose record shows no lost material, fines of \$10.00 (both already billed and estimated), or more than 4 unresolved claims returned items.

Regulations

1. All Library patrons in good standing may place holds on Library materials, with the exception of certain Library of Things items, our newest magazines (current month), and reference material.
2. There is no charge for placing a hold on Library materials.
3. Patrons with blocked records may not place holds on Library materials.
4. Patrons may place holds in person, by telephone, or via the on-line catalog.
5. The on-line catalog will use the ETLPL as the default hold pickup location, but the patron may designate a different library in the system if they wish.
6. Holds will be held for the patron for 7 days after the notification date.

7. A patron can designate another individual to pick up their holds by notifying the Library; a staff member will add a note to the patron's record stating the person's name and that approval has been given for him/her to pick up items.

8. Confidentiality of Library Records

Purpose: The Library wants customers to feel comfortable checking out whatever items they want and need, knowing that their record will stay confidential.

Regulations

All Library circulation records are confidential under Wisconsin Statute 43.30, except those of children under age 16. If a custodial parent or guardian of child under age 16 requests the child's records, he/she may be asked to prove that they are the custodial parent and have not been denied periods of physical placement under S.767.24(4).

Examples of such proof include possession of the child's library card number, a valid library card or other government issued photo ID showing the same address as the child, or any other document that demonstrates to the Library staff's satisfaction that the requestor is the custodial parent or guardian of the child whose records have been requested.

Requestors who are denied access may appeal the decision to the Library Director or Library Board.