



CASCADE PUBLIC LIBRARY

Service and Circulation Policy

Library Hours:

The library will keep the regular hours posted. Hours are Monday – Thursday 9am-6:30pm, Friday 9am – 5pm, Saturday 9-noon.

The library may close for holidays, occasional staff training, inclement weather, other emergencies, or for other reasons as determined by the Library Director with input from the Library Board President.

Library Card Registration:

Applicants are required to provide proper identification and proof of residence (voting card, utility bill, recently postmarked mail, vehicle registration, or a check with an imprinted address). The library does not accept a post office box address when applying for a library card. Family members in the same household will be on one library card together unless the family requests otherwise.

All residents of the City of Cascade, and all non-resident individuals that own or rent property in the City of Cascade are eligible for a library card.

All residents of cities and counties that have a contract with the Cascade Public Library are eligible for a library card.

All those whose taxing bodies provide financial support for library service at a participating Open Access library are eligible for a library card.

Newly registered card holders are not eligible for Interlibrary Loan. Patrons in good standing may borrow materials from other libraries after 30 days. At the end of the probationary period, which is 30 days, the Director will review the account. If the account is in good standing, the card will become full-service and the patron will then be eligible for Interlibrary Loan privileges. Patrons are responsible for updating their address, phone number, and other information needed to keep their library account current. Patron cards expire every two years. Patrons will need to visit the library to update their patron registration card upon expiration. Responsibility for a minor's selection and return of materials is the responsibility of the parent or guardian.

A patron that has lost items, (adult and children) may not use other family members' cards or friends' cards. All cards in a household must be in good standing to check out materials. Hotspots cannot be checked out if there are overdue items on an account, or the patron owes outstanding fees. Hotspots may be checked out once per month to a household. Hotspots are not meant to provide long term Internet service for patrons.

The Director may suspend, restrict, or cancel a user's card for violation of library policies.

Lending policies:

Borrowers may have an unlimited number of items checked out at one time. Patrons may be limited to the number of items they can check out if they consistently have overdue items or prove difficult to get items back from. This will be determined by library staff with input from the Library Director. If a patron proves to have difficulty returning items, they will no longer be able to utilize interlibrary loan, or check out mobile hotspots. Items may be renewed one time. Mobile devices may not be renewed. High demand items may not be renewed if there is a waiting list. Books, DVDs and audiobooks can be checked out for 2 weeks. Magazines may be checked out for 2 weeks except for the newest issue, which needs to stay in the library. Patrons are responsible for all items checked out on their account and should not loan the items to people outside of their household.

Reserves can be placed on items if the patron has an account in good standing. Library staff will attempt to contact patrons by phone when the item they have reserved is available. Reserve items will be held at the circulation desk for 7 days after the patron has been notified. Failure by the patron to pick the item up will result in the item going to the next patron on the waiting list or back into circulation if no one is waiting for the item. If patrons have a non-working telephone the item will immediately be passed to the next person on the waiting list or be placed back into circulation.

Mobile hotspots may be checked out once a month, per household, for a period of 2 weeks. Hotspots are not renewable. If a hotspot is 3 days overdue, the service will be turned off until the patron returns the hotspot. A \$20.00 fee may be charged for deactivation of the hotspot. If the hotspot is missing a charging cable or plug, a \$20.00 charge will also be charged. If the hotspot is damaged by the patron, the patron will be charged \$100.00 for the replacement. Hotspots must be returned inside the library to the circulation desk. A patron must have an updated Mobile Device Borrowers agreement on file in order to check out a hotspot.

Items from our LIBRARY OF THINGS COLLECTION may be checked out for 2 weeks with no renewals. Each household is limited to one item per household check out from the library of things. If a library of things item is overdue, and the patron does not respond to library requests to return the item, the Library Director will notify the Cascade Police Department, and they will attempt to retrieve the item.

Other fees:

Photocopies & Computer copies = \$0.25/page (black & white) \$0.50/page (color)

Patrons shall compensate the library for lost items, or materials damaged beyond repair, by paying for the replacement of the item. If a patron has not returned an item within 90 days of the due date the library reserves the right to replace the item and charge the patron for that item. The library reserves the right to turn the long overdue materials over to the Cascade Police Department, or to Cascade Municipal Utilities for addition to the utility bill.

The Cascade Public Library participates in the Iowa Offset Program. If material charges and/or large fines are not paid, the library will turn the amount owed by the patron over to the state and that amount will be deducted from the patrons' next tax return.

By the Cascade Public Library Board of Trustees

Adopted: 1/8/15

Revised or Reviewed: 9/5/17, 8/7/18, 5/7/19, 9/1/20, 11/4/21, 10/3/23, 11/4/25

A handwritten signature in black ink, appearing to read 'Kathryn Balster', written over a horizontal line.

Kathryn Balster, President Cascade Library
Board of Trustees

