

Hales Corners Library

Circulation Services – Library Cards, Fines, Fees & Charges

Library cards: Patron must have and show their library card to check out material including picking up their holds and placing staff-assisted holds.

- Milwaukee County residents
 - A card is available free of charge to any individual living in a Milwaukee County community that is a member of the Milwaukee County Federated Library System.
 - Identification: The applicant needs two forms of identification with name and current home address. An individual's social security number is not used as a form of identification for getting a library card.
 - Children age 15 or younger need a parent or legal guardian with proper identification to sign for them.
 - The library card may be used at any public library in Milwaukee County that is a member of the Milwaukee County Federated Library System.
 - Any change in address, name, telephone number or email address should be reported immediately.

- Out of County residents
 - A library card for use at the Hales Corners Library is available to individuals and families living outside of Milwaukee County.
 - There is an annual fee of \$100 for this card. Each family receives two cards and every family member of the cardholder can use the card.
 - The library card may be used only at the Hales Corners Library and only for materials owned by the Hales Corners Library. Materials must be returned to the Hales Corners Library.
 - Refunds: Upon request by the patron and with the signing up for a new MCFLS library card, the Hales Corners Library will provide a partial refund provided the fee card has more than 6 months use left. Request referred to Circulation Supervisor.

- Business Owners
 - A business card is available to anyone owning a business located in the Village of Hales Corners.
 - There is no charge for this card.
 - The card may be used only at the Hales Corners Library and only for materials related directly to the cardholder's business (not for personal use) and only for materials owned by the Hales Corners Library. If the Hales Corners Library has no materials relevant to the business, the card may be used at the Central Library located at 814 W. Wisconsin Avenue in Milwaukee. Materials must be returned to the Hales Corners Library.

- Schools / Nursing Homes / Day Care Centers
 - Cards are available for schools, nursing homes, and day care centers located in the Village of Hales Corners.
 - There is no charge for this card.
 - The card may be used only at the Hales Corners Library and only for materials related directly to the cardholder's business (not for personal use) and only for materials owned by the Hales Corners Library. Materials must be returned to the Hales Corners Library.

- Temporary Card
 - A temporary library card may be issued to a person whose permanent address is outside of Milwaukee County and is temporarily living with a parent or grandparent who is a resident of Hales Corners. (The intent of a temporary card is to provide library service to a grandchild, niece/nephew, or adult child who is visiting their family members who live in Hales Corners.) The grandparent, aunt/uncle, parent will be the person held responsible for fines/fees incurred by the temporary library card holder (patron).
 - The patron and the grandparent, aunt/uncle, parent must both be present to complete the registration process.
 - Grandparent, aunt/uncle, parent must provide two forms of identification showing their current Hales Corners address.
 - The patron completes library card registration using the grandparent, aunt/uncle, parent address and telephone number.
 - The patron must provide their permanent address (outside of Milwaukee County) and telephone number when completing the registration process.
 - There is no charge for this card.
 - Check out is limited to items owned by the Hales Corners Library.
 - Check out is limited to a maximum of 5 items.
 - Expiration date is the date of the patron's departure from Milwaukee County or 3 months, whichever occurs first.
 - Renewal requires approval of the Circulation Supervisor.

Fines, Fees & Charges: All fines, fees and charges must be paid in full. No partial payments allowed. All fines, fees and charges must be paid in full when a library card is renewed, which is every 2 years.

- Overdue fines for Hales Corners Library-owned material: The fine is 10¢ per day for all formats except items noted in this policy. The maximum overdue fine is \$5 per item.
- Cultural Passes – The Explorer Pass Program: The fine is \$10 per day for late return. The replacement fee is \$50.
- Interlibrary loan materials: The overdue fine for interlibrary loan materials (an item not owned by a MCFLS library) is \$1 per day for all forms of material. There is no maximum overdue fine on these items.
- Certified letter with return receipt: When it is necessary to use a certified letter with return receipt (e.g. in the collection of long overdue material), the patron shall be responsible for the cost.
- Village ordinance 14.17 – Failure to return library books and property: The library refers delinquent patron information to the Hales Corners Police Department after following the current schedule and procedure for the collection of overdue materials. The library patron is responsible for all library fines, fees and charges as well as all associated court costs.
- Material returned to a nonpublic-library location: A service fee of \$5 is charged if Hales Corners Library material is returned to a nonpublic library location within five (5) miles of Hales Corners.
- Lost or damaged library card: A service fee of \$2 is charged for replacement of a lost library

card or for replacement of a library card that is damaged and cannot be read by the barcode scanner.

- Lost or damaged material: Library material lost or damaged beyond use by the library must be paid for in full by the patron.
 - The total replacement price includes the current list price of the item, service charge of \$5 per item, and overdue fines (if applicable). Note there is no service charge for magazines or newspapers.
 - Refunds: The library will provide a partial refund for lost material (in good condition) returned to the library within 14 days (2 weeks) after payment.
 - Refund is for the cost of the lost material excluding the service charge and excluding any overdue fines incurred up to the day the item is returned.
- Minor repairs: The library charges a fee if Hales Corners Library-owned material is damaged but can be repaired by staff.

Description	Amount	Notes
Overdue fine	10¢ / day	For all formats, except items noted in this policy
Overdue fine – Maximum	\$5.00 / item	For all formats
Overdue fine for Cultural Passes – The Explorer Pass Program	\$10.00 / day	
Replacement fee for Cultural Passes – The Explorer Pass Program	\$50.00	
Overdue fine – interlibrary loan material	\$1.00 / day	No maximum
Lost or damaged library card – service fee	\$2.00 / card	Damaged card cannot be read by the barcode scanner
Lost or damaged material – service fee	\$5.00 / item	No service fee for magazines or newspapers
Material returned to a nonpublic-library location – service fee	\$5.00	For pick up to one location
Certified letter with return receipt	Current USPS price	
Minor repairs to HCL-owned material – service fees	varies	Fees set by circulation supervisor and library assistant