

Circulation Policy

Patron Registration Policy

Residents and landowners of any member county or municipality of the Plum Creek Library System are eligible to receive a library card at no cost. The following groups are also eligible to receive cards:

- Children under the age of 16 may receive a card at no cost if the application is signed by a parent or legal guardian. Member libraries may choose to raise this age.
- Minnesota residents with a valid card from their home library living in an area that participates in the Minnesota Reciprocal Borrowing Compact may register and borrow at no cost. Residents of the Pioneerland and Traverse des Sioux regions may be issued a card without a card from their home library, depending upon local policy.
- South Dakota residents who attend the Pipestone school district or with children who attend the Pipestone school district may receive a card at no cost.
- Individuals and families may receive a non-resident card good for three years at a charge of \$5. This includes residents of other states and residents of communities in Minnesota that do not participate in the Minnesota Reciprocal Borrowing Compact.
- Businesses, institutions, and organizations may receive a card under the same terms as individuals. The card application must be signed by the owner, president, treasurer, or other signatory eligible to take responsibility for the materials borrowed on the card.

Plum Creek Library System requires public libraries using its shared ILS to use the Plum Creek card application, which includes a Tennessee warning. Cards will not be issued to patrons who do not provide the information marked with an asterisk(*) on the application form.

- Identification must be a valid driver's license or state identification card, tribal identification card, passport, or immigration identification with a photograph.
- If the address on the identification is not current, proof of current address must be provided by showing a check, piece of business mail, or other item.

Library Card Renewals

Patrons must renew their cards every three years. Those with a name change must complete a new registration form and the old one must be destroyed. Twice a year, Plum Creek will purge all patron records that have no fines or fees and have been expired for three years.

Fines

Each library will determine whether to charge fines and set its own rates. Fines for overdue items are determined by the lending library's circulation policies, regardless of which library owns the item.

If a library collects \$5 or more in fines or fees at one time that were assessed by another library, it will forward the amount to the library that assessed them.

Overdue Materials

Patrons are responsible for all materials checked out on their cards. Each library is responsible for contacting all patrons with overdue materials a minimum of two times, regardless of who owns the materials:

- At 38 days, a library must contact the patron either via mail, email, phone call or text message.
- At 68 days, the library must mail a Legal/Bill notice, citing MN Statute 609.541 subdivision 3, which considers unreturned library materials a petty misdemeanor.

Although this policy only requires two contacts, Plum Creek encourages all libraries to leverage the ILS' email program to contact patrons more often, including notice of upcoming return dates and after the one week grace period is up. If requested, the owning library may contact the lending library about overdue materials and ask what contacts have been made. The owning library may reach out to the patron to request that the material be returned after first contacting the lending library. The owning library will place a note in the patron record when they have contacted a patron.

The lending library will place a restriction in the patron's record when an overdue or Legal/Bill notice letter is returned as undeliverable or a phone number has been disconnected.

Suspended borrowing privileges

Patrons may not borrow materials if:

- They have \$5 or more in fines and fees.
- They have any item overdue for a week or more.

MNLink ILL Lost Materials

Costs associated with lost MNLink interlibrary loan materials (those borrowed from other regions) are first, the responsibility of the patron who borrowed the materials; second, the responsibility of the Plum Creek member library from which the materials were loaned; and ultimately, the responsibility of the Plum Creek Library System. If Plum Creek pays for an item, the library where the item was checked out will receive an invoice. If not paid within 60 days, Plum Creek will suspend borrowing privileges for the library and/or customer.

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