

# CIRCULATION POLICY

---



## Introduction

The purpose of the Circulation Policy is to establish who may obtain a library card at Siouxland Libraries, the privileges associated with different types of cards, and the conditions under which those privileges may be suspended. A valid library card provides library guests with services which may include borrowing materials, placing holds, requesting interlibrary loans, and access to digital resources. The Circulation Policy indicates the expectations for guests prior to, during, and after borrowing items from the library.

Siouxland Libraries is free and open to all for in-house use of resources. Guests without a library card may use public computers via a guest pass. For those using their own devices, free Wi-Fi is available. Guests using computers/Wi-Fi at the library must follow the Internet Use and Safety Policy.

## Library Cards

### Resident

Every person who owns or rents physical property in the Siouxland Libraries' service area is entitled to a free resident library card. Siouxland Libraries serves persons in the City of Sioux Falls and Minnehaha County unless they are serviced by the Dell Rapids Carnegie Library. Residency or property ownership within this area is required and must be verified through photo identification and proof of address. RVs, PMBs, and P.O. Boxes do not qualify as physical property.

Resident Cards allow the holder to check out up to fifty library materials at a time and to access digital resources. Resident Cards are valid for three years. There is no age restriction for possessing a library card. However, individuals under 18 must have consent from a parent/legal guardian to receive a library card and the parent/legal guardian must accept responsibility for the minor's use of the library.

### Non-Resident

Library card applicants who do not live in the library service area will be required to purchase a Non-Resident Card that enables full borrowing privileges. The fee is based on Sioux Falls City Ordinance 133-99. Non-Residents may be exempt from the fee if they meet one of these exceptions as established by the Library Board:

- Non-residents who pay property taxes in the library service area
- Any non-resident student, teacher, or school staff who attends or is employed by a school district in the libraries' service area
- Any non-resident student who attends and resides at a university or technical college in the libraries' service area
- City of Sioux Falls and Minnehaha County employees

### **3-Item Limit Card**

Library card applicants who reside in the City of Sioux Falls or Minnehaha County without a permanent address or proof of address may apply for a 3-Item Limit Card. This card allows the holder to check out up to three library materials at a time and to access digital resources. These cards are valid for one year.

### **Business Cards**

Any institution, business, or school located in the Siouxland Libraries service area can apply for a Business Card. These cards allow authorized guests full access to library materials and services. Business Cards are valid for one year.

## **Registration**

Guests may apply for a library card on Siouxland Libraries' website or in-person by visiting any library branch.

Applicants who request a library card from Siouxland Libraries must show government issued photo identification and verification of residency or proof of renting/ownership of physical property in Sioux Falls or Minnehaha Country.

Examples of acceptable photo identification:

- Driver's license
- Military identification
- Passport
- Tribal ID

Examples of acceptable address verification:

- Valid government-issued ID with current address
- Current bank statement, utility bill, paycheck, or mail with name
- Vehicle registration
- Post office verification of address
- Current preprinted checks

Non-Resident applicants must either pay the non-resident fee or show proof of their exempt status. Examples of acceptable proof of exempt status:

- Current tax receipt, showing property taxes paid to the City of Sioux Falls or Minnehaha County
- Current student identification showing enrollment at a school district in the library's service area
- Current receipt of housing fees and student identification showing enrollment at a university or technical school in Sioux Falls or Minnehaha County
- Current employment identification at the City of Sioux Falls or Minnehaha County or a school district in the library's service area

By accepting a library card, the guest agrees to:

- Accept responsibility for all activities and transactions in the library
- Abide by all Siouxland Libraries policies
- Pay any fees due to lost or damaged materials
- Provide timely notification to Siouxland Libraries of a change of address, change of contact information, or loss of card
- For minors, the parent/legal guardian assumes full responsibility for minor's access and borrowing of library materials.

### **Converting a 3-Item Limit Card into a Resident Card**

To convert a 3-Item Limit Card into a Resident Card, the card holder must show proof of Sioux Falls or Minnehaha County residency.

### **Library Card Renewal**

Once a card expires, the card holder will not be able to checkout, renew library materials, or access digital library resources.

Cards may be renewed in-person at any Siouxland Libraries branch or over the phone. Renewals require identity verification. All fees must be paid before a card can be renewed.

### **Updating Account Information**

The library must be notified of any changes to the guest's name and addresses. Updating account information, such as name, address, or email address, can be changed in-person at any library branch or over the phone. Guests may submit a request online to change information. In-Person information updates require the library card or photo ID. Information updates over the phone require the library card number and verifying identification.

### **Lost Library Card**

Guests are expected to report lost cards promptly. Identity verification is required to receive a replacement library card.

## **Checkout Privileges**

Any individual with a Siouxland Libraries card that is in good standing may check out library materials. To be in good standing, guests must have no more than \$10 in charges or no lost material regardless of the value of the lost material.

All materials will have an assigned due date based on the item. Items checked out from one Siouxland Libraries branch may be returned to any other Siouxland Libraries branch.

### **Non-Circulating Materials**

Newspapers, reference and genealogy materials, and Caille Room materials are not available for checkout. These materials are available for use within the library only.

### **Holds**

Guests may place a hold on circulating materials by requesting the item online, calling, or asking a staff member to place the hold. This process reserves the item for pickup when it becomes available. To place a hold, a Siouxland Libraries card and PIN will be needed. Guests will receive a courtesy notice that the item is ready for pickup at the selected branch. The library will make two efforts to notify guests that a hold is available. Guests may check their accounts online to view the status of a hold.

Held items must be checked out before leaving the library. If items are not picked up after seven open days, the item will be loaned to the next guest on the hold list or returned to the shelf. A guest may request a new hold be placed on the item and they will be added to the bottom of the hold list.

### **Renewals**

Most items may be renewed up to three times provided the library card is in good standing and no other guests have a hold on the item. Siouxland Libraries allows for automatic renewals, which occur on the due date. Items may be manually renewed by phone, in-person, or online.

### **Interlibrary Loan**

The Interlibrary Loan Policy provides guidelines for the requesting and borrowing of materials between libraries.

### **Library Notices**

At checkout, a receipt will be offered that lists the due date for items. Guests may also check their due dates online with their library card number and PIN.

Overdue notices are a courtesy that Siouxland Libraries gives to guests. Failure to receive a notice does not exempt guests from the obligation to return library materials or from fees. The library attempts to notify the guest three days before an item is due. Once library material is overdue, a notice will be sent 7 and 14 days after the item was due. At 30 days overdue, the item will be considered lost, and the guest will be sent a bill notification that requests the return of the item or payment for its cost.

## **Library Fines & Fees**

### **Late Fees**

Siouxland Libraries does not charge late fees on any library material. In respect to this, guests are expected to be aware of due dates and return library materials promptly.

### **Lost Materials**

Library materials will be declared lost if they are not returned to the library within 30 days after the due date. Once an item is declared lost, the guest will be billed the price of the item.

If the item is returned within 30 days of being declared lost, the charge will be removed from the guest's record.

If a guest pays for a lost item, the item is theirs to keep. The library will not provide refunds once payment is made for a lost item. Guests are urged to search thoroughly for items before paying the replacement fee.

### **Damaged Materials**

An item is considered damaged when it is not returned to the library in the condition in which it was borrowed, excluding normal wear-and-tear.

It is the guest's responsibility to return items in the same condition in which they were borrowed or be subject to a replacement fee for the damaged item. It is the responsibility of the guest to report any existing damage when an item is checked out. Once a guest has paid for damaged materials, the guest is allowed to keep those materials. Library staff will decide if the same item(s) or another selection will be bought. A guest must seek library approval before purchasing a new copy as a replacement.

### **Missing Parts**

If items are returned with a missing part or parts, guests will be billed for the replacement of the missing items. The return of missing parts will result in the associated fees being cleared.

## **Return Disputes**

If a guest believes they have returned materials that are overdue on their account, staff can place the item in the status “Claims Returned.” Items stay on Claims Returned for 60 days from when the guest notified the library. While staff search for the materials during this 60-day period, the guest may continue to check out library materials. Guests will be restricted from borrowing if they have three or more items in the Claims Returned status. Items that are not found after 60 days will be considered lost. The library will send a bill indicating the amount due to replace the item.

## **Collection Agency**

Accounts owing \$75.00 or more will be sent to the library’s collection agency 30 days after the balance reaches \$75. A \$20 collection fee will be charged to the guest’s account. Accounts sent to the collection agency must be paid in full before further borrowing, auto-renewal, and online privileges are restored. The collection notice will come from the collection agency, but payments should be made directly to Siouxland Libraries, not the collection agency. Accounts sent to the collection agency are not reported to credit bureaus.

## **Health and Safety Suspensions**

It is the responsibility of Siouxland Libraries to maintain a clean and healthy environment for all library guests and to protect the city and county’s investment in library collections, equipment, and property. To fulfill this responsibility, the library may restrict a guest’s ability to borrow materials and/or visit the library facilities when such use may jeopardize the health and safety of library guests and property.

Situations where the borrowing of materials may be suspended due to health and safety include, but are not limited to:

- Evidence that items on loan to a guest have been returned with insects that are known to be damaging to library materials or that can result in pest infestations in library facilities, e.g. roaches, silverfish, bed bugs, and some types of beetles
- Evidence that items on loan to a guest have been returned with excessive staining or exposure to bodily fluids or pet matter

## **Access to Library Materials**

Siouxland Libraries supports the right of all members of the community to have free and equal access to the entire range of library resources, regardless of content, approach, format or amount of detail.

### **Minors Accessing Library Materials**

Individuals under 18 must have parental consent to possess a library card.

Siouxland Libraries selects and provides access to materials that are appropriate and suitable to the informational desires and needs of the community. The decision of what a minor may read and access is the full authority of their parent or legal guardian. It is the right and responsibility of parents/legal guardians to guide and establish appropriate use of the library for their child. Parents/Legal Guardians are accountable for selecting materials for their child that are consistent with personal and family values and are expected to monitor and supervise their child's use of the library's resources. Parents/Legal Guardians are cautioned that the libraries' resources may contain materials that some find controversial.

Siouxland Libraries' Collection Development Policy provides a comprehensive explanation of the library's guidelines for the selection of suitable and worthy materials as defined by local community standards.

## **Privacy Statement**

Siouxland Libraries values the privacy of its users and safeguards confidential information to the greatest extent possible in accordance with South Dakota Codified Law 14-2-51. All library records containing personally identifiable information are confidential. Any information contained in library records may not be released except by court order or upon the request of a parent/legal guardian of a minor who is under eighteen years of age.

No library records or information derived during the use of library resources shall be made available to members of the public, the press, or any agency of state, federal, or local government, except pursuant to such process, order, or subpoena as may be authorized under the authority of federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power.

The library does not collect data on a guest's reading history by default. Guests have the option to start recording their reading history.

Effective on January 16, 2026.

Approved by the Library Board of Trustees on January 14, 2026.