

BARRINGTON PUBLIC LIBRARY

Circulation Policy

1. Library Cards

- The Barrington Public Library prefers the use of a physical BPL card, electronic Library card or photo ID to check out materials. "Electronic" Library cards presented on a patron's smartphone will be accepted for scanning. The Library app "Librista" offers an electronic card that patrons may utilize on their smartphone. This is the preferred app that staff will use to set up electronic cards but any patrons utilizing the "Cardstar" app may continue to do so.
- The Library can also include a patron photo in its electronic record as a form of ID. This picture must be updated regularly to be used as an ID for checking out materials. If the photo is out-of-date a staff member may request a new photo ID and update the photo in our system.
- A photo ID (Driver/non-Driver State license, Passport, student ID, or work ID) may be used by a patron if they forget their card; patrons may set up a "Librista" card with staff help or they will be offered a replacement Library card for \$2.00.
- Anyone without a physical card, electronic card, or Photo ID will not be allowed to check out materials. If a staff member can positively identify a patron who has no ID, they may check out materials that day as a one-time courtesy. They will be asked to set up their electronic card and/or add a photo to their account for their next visit. If they choose not to set up one of these alternate methods of identification, a note will be placed in their record requiring them to produce a Library card or ID for future visits.
- Children can be verified by viewing the accompanying parent's ID/card. If they are here without a parent, they can be asked for a student ID. Those without a student ID can verify their phone number, birth date, and street address to check out materials. Once staff have verified the child, an electronic card can be set up, or a photo could be added to the child's card for next visit. Photos are private and are not shared outside the Library.
- Library cards are required to pick up reserved items and any person that has "permissions" listed on someone's card to do pick-ups, or use the card, will be required to show photo ID.
- All cards within a household are linked. Overdue items or fees on any individual card may block other cardholders in the family from accessing materials.
- All patron cards will be kept on file for two (2) years, except out-of-town cards which are issued for one (1) year only with payment.
- Access to all Library materials is provided to all card holders, regardless of age. However, items that require a signed contract will be restricted to patrons age 18 or older.

Library cards shall be issued on the basis outlined below:

- Cards shall be free of charge to residents of Barrington, and will be valid for two (2) years.
- Patrons will be asked to renew their card information on a bi-annual basis in order to keep our patron files as accurate as possible. It is the sole responsibility of the patron to provide accurate information and update changes in address, e-mail, phone, text, etc. These methods are used by staff to alert patrons to reserves and overdue items.
- All applicants for a Library card will be required to provide a photo ID with the current Barrington address on it. Past card records will be checked to ensure an old card for the person is not already on file. If the license does not show the current address, they must also produce a household bill, piece of mail, check book, lease agreement, or other official documentation showing they reside in Barrington. A PO Box is not sufficient to prove residency; but any patron who gets mail at a PO Box must provide that information for their account for mailing purposes.
- Patrons living with relatives who have nothing with that Barrington address on it, may obtain a Library card with photo ID, and they must have a signed letter from the tax-paying owner of the property stating they reside at this address with photo ID from the owner showing the Barrington address. Alternatively, the property owner may come in with the relative to verify residency.

Cards Will Be Given to the Following:

- a. All residents of the Town of Barrington are entitled to a free card.
- b. **Children may get a card when they enter Kindergarten or the homeschool equivalent.** A parent or legal guardian must be with the child when they register in-person and sign the child's Library card, or must fill out the parent/guardian signature page on card applications provided by the Library. By signing, parents agree to allow staff to follow state privacy laws concerning their child's account and understand that access to Library materials is open, and titles borrowed are private unless the child tells the Library to release that information. **The Library requires parents to get a card as well so their information is also on file.**
- c. A child will maintain a Child/Young Adult status with the Library until they **are sixteen (16) years of age.** Parents/guardians are ultimately responsible for any lost item or postage fees that the child/young adult may incur. No notations will be put on cards restricting access; all decisions about what items are checked out fall with the cardholder. The selections of children are the responsibility of the parent; the Library will not act in loco parentis.
- d. Cardholders 16 years or older will be treated as Adult cards and do not require parental permissions. There are certain items in the collection that require a legal contract to be signed out due to replacement cost; these must be signed by patrons 18 years or older. Cardholders 16 years and older will be linked as "household members" like any person living in the domicile.
- e. Summer residents who own property in Barrington are eligible for free cards. BPL staff will ask for both the Barrington address and winter address on the card; proof of residency is required. (ID and bill, etc.)
- f. Summer residents who do not own property, but rent or camp for the summer, may purchase a summer card for \$20.00 which provides three (3) months of service. They must also provide their temporary Barrington address and permanent address. Photo ID is required.
- g. Non-residents over the age of 18, who reside in Strafford and Rockingham counties, upon payment of an annual fee of \$70.00 may purchase a household card; household members may use this card but the cardholder must take full financial responsibility for any materials provided to family members. Non-resident patrons will be asked to provide the Library with the names of all users who have permission to use the card. Anyone who moves from the household must be removed from the card and pay their own out-of-town fee if they wish to continue to use the Library.
- h. Private schools and daycares operating in Barrington who have non-resident/non-tax paying owners and/or staff wishing to borrow from the Library for daycare/school business purposes, will be charged the \$70.00 per year fee for out of town services. The owner will be issued a card in the name of the daycare/school, and any staff members that have permissions to use the card must be added and provide an ID each time checking out materials with use of the business card. Any lost or damaged items are the responsibility of the business owner. All businesses owned by a Barrington resident may use the resident's card for transactions and all fines accrued shall be the responsibility of the card holder on file. Exceptions to these rules may be made at the discretion of the Director.
- i. Teachers in the Barrington school system who are non-residents of Barrington will be given a card for the duration of the school year (Sept. 1st-Sept 1st). These cards can be renewed on an annual basis. All fines are the responsibility of the non-resident teacher.
- j. Business owners who reside out of town but own property and pay taxes to Barrington may get a BPL card with a current tax bill from the Town as proof. They must provide their home address and the address of their business as well as any contact information required such as phone numbers, email addresses, etc. People who simply work in Barrington, but do not pay taxes to the Town, are not eligible for free Library cards.
- k. Town employees, with proof of employment, and those who rent or lease property for a business in Barrington, may also get a free BPL card. Those businesses renting must provide a copy of the rental agreement.

2. Visitors

Visitors are welcome to use the facilities and resources of the Library for reading and research purposes as long as they abide by BPL policies and conduct themselves in a proper fashion. Visitors may not check out items.

3. Limits

The Library reserves the right to limit the number of items a patron may have at a given time. Each card holder may check out up to 20 items at one time. More items may be checked out at the discretion of the staff on duty for valid

reasons such as homeschooling resources or a parent that checks out all items on one card for the entire family because children under Kindergarten age do not have card privileges.

Limits on the Following Materials:

- 10 DVDs (no more than two (2) with new stickers) per household
- 10 Audiobooks per household
- 5 Puppets per household
- 10 Magazines per card
- 10 Music CDs per card
- 1 Equipment Item per card (May limit certain devices to one per household due to demand and limited quantity in stock). Equipment items will be limited to a maximum checkout of six times per year, non-consecutively within a household. Patrons in households that have not checked out an equipment item previously may be moved to the top of the reserve list by Library staff.
- 2 Creation/Activity Kits per household
- 2 Video Games per card (max of 4 per household)
- 1 Video Game Console per Household
- Books (No limit except total number of items allowed on one card)

4. Circulation Cycles and Renewals:

Materials circulate for a three (3)-week loan period, except for DVDs which circulate for a one (1) week loan period. Some large DVD sets circulate for 14 days and are marked as such. Equipment circulates for two (2) weeks. Video Game Consoles circulate for three (3) weeks. Books, magazines, music CDs, and audiobooks may be renewed two (2) times after the initial check out if no one is waiting for them. DVDs, video games and Creation Kits may be renewed only once. Equipment may not be renewed. Exceptions to the above may be made at the discretion of the Librarian for valid reasons.

Friends of the Library may, as a benefit, request a four (4)-week loan for the first loan period of any item that normally circulates for three (3) weeks. Subsequent renewals will be for three (3) weeks only. This does not include one (1) week items. This request must be done at the time of check out. This does not apply to items with new stickers.

Renewals can be requested in-person, online or by phone, with online renewals being the preferred method. Patrons will be made aware of this capability and assisted as needed. Phone renewals will be done during the hours the Library is open, so that staff can inform patrons of their new due dates, and inform them of any items that cannot be renewed due to other reservations by patrons. We ask patrons not to leave renewal messages on our voicemail. If items are less than 30 days overdue, staff may renew them for the remainder of the renewal period specific to the items. If items are over 30 days delinquent, staff will inform the patron that the items must be returned.

5. Reserving Items

Items may be reserved by patrons online, in person, or via phone. When the reserved item arrives, the circulation system will print a reserve slip. A staff member will e-mail or call (based upon chosen contact preference of the patron) to inform them the item is ready. Patrons may elect to receive text messages when items on reserve come in for them. Reserves are held for two (2) work days only; after that they are passed onto the next waiting patron or returned to the shelf. If contact was by email, staff will do a call as back up and give another two (2) days for pick up as long as the item does not have a wait list. If it has a wait list, the item will be passed to the next patron and the patron who failed to pick it up after an email notification will be put at the bottom of the list of reserves. The online catalog will tell patrons where they are on a reserve list. Failing to pick up reserved items repeatedly may result in loss of privileges to reserve items.

6. Watch Lists

The Library does not keep reserve lists for items which have not been published yet. Reserves may only be done on items which have been cataloged into our circulation system. Patrons may create a "watch list" in our circulation system which will send them an email notification each time the Library adds a book with certain criteria they have chosen

(author, subject, or title). These watch lists can be created online by the patron (preferred method) or a staff member can assist a patron to add a watch term to their account on one of our public terminals. The patron must be logged into their online account to do this. This does NOT automatically put the item on reserve; it simply lets the patron know the item is now in our collection. They then have to reserve any new items they want. If a patron requests a new item that is not in our catalog, staff will find out if the item is on a current order list so they can inform the patron if we will be getting the item or not. Patrons may choose to receive a text message when a watch list item is cataloged into the system.

7. Overdue, Lost, or Damaged Materials

The following state statute governs overdue, lost or damaged materials:

RSA 202-A:25 Detaining Books. – Any person who willfully detains any book, newspaper, magazine, manuscript, pamphlet, publication, recording, film, or other property belonging to or in the care of any gallery or museum of any state, public, school, college, or other institutional Library, may be given written notice to return it, which shall bear upon its face a copy of this section, mailed by certified mail to such person's last address or delivered by a person designated by the lawful custodian of such property; and if such person shall thereafter willfully and knowingly fail to return such property within 15 days after such notice, the person shall be guilty of a violation.

Overdue Materials Notifications

All of the following notifications are done as a courtesy as staff time allows; it is the ultimate responsibility of the patron to keep track of due dates and return items on time or renew them either in-person, over the phone, or utilizing their online account.

If the patron has provided up-to-date contact information in our system, and they have marked our bulk e-mail service e-mails as safe, they will receive automated notifications from our system when items are about to go overdue and when the item becomes overdue. **Checking SPAM and Junk folders for these notices is the responsibility of the patron.** Should item(s) become seven (7) days overdue, a courtesy phone call may be done by staff alerting them to this fact. Renewals can be requested in-person, online or by phone. After items become 15 days overdue, a letter may be mailed to the address on file stating the title of materials that are overdue and any replacement costs associated with the titles.

After items become 30 days overdue, the materials will be marked as lost and replacement fees will be assessed to the patron's account. No renewal will be allowed; items must be returned. A final bill will be mailed via certified mail and will include a list of all overdue materials with the retail replacement cost for each item. The bill will also include any postage fees incurred for material retrieval. The patron will have 15 days from the date of that certified letter to return the items and have the replacement costs for these items forgiven upon return (**postage will remain on the card even when items are returned**). After that 15-day period, items may be replaced by the Library and the FULL AMOUNT CHARGED will be due. Returning the items will no longer be an option if the Library has already purchased a replacement copy. We ask that patrons allow the library to purchase the replacement copy, as hardcovers suitable for circulation are required.

Withdrawal of Privileges

- a. A patron or anyone in their household may not use the Library for borrowing purposes or other privileges until all overdue books have been returned or any fees above \$2.00 levied against them have been paid in full, and all accounts have been settled. Further, if any household member is delinquent, the Library reserves the right to restrict the family's card and privileges.
- b. Inter Library Loan (ILL) request privileges may be withdrawn if ILL materials are not returned in a timely fashion, or if the patron consistently fails to pick up ILL items that they request.
- c. If a patron is chronically overdue with materials and/or returns materials in poor condition, the Library reserves the right to restrict or terminate Library borrowing privileges for the household.
- d. Our automated system blocks patron BPL cards that have any fees over \$2.00, overdue items, or whose cards have expired. This block includes use of our downloadable media services and online reference databases.

The privileges of the Library shall be withdrawn, after due notice to the patron and after consultation with the Director, from any patron who habitually displays disregard for the policies and/or personnel of the Library, including excessive overdue items or consistently keeping items until they are deemed lost. Privileges may be reinstated by action of the Director. Decisions of the Director may be appealed directly to the Library Board of Trustees with a written letter.

Lost or Damaged Books

Damaged materials are materials that are not repairable to circulation condition. Lost materials are materials acknowledged by the patron to have been lost, or the Library deems an item lost after a certain period of being overdue.

- a. A patron who loses, damages, or has Library items stolen from them, is liable for the retail replacement cost payable to the Barrington Public Library. If the Library has already replaced the item, the item shall be considered property of the patron and payment will not be returned. Patrons who loan books to others and cannot get them back are still responsible for lost item costs.
- b. If a charge is levied against a patron for lost or damaged items and it is not paid after verbal and written notification from the Library, a letter (bill) giving full details and charges including a copy of NH Library Law RSA 202-A:24 or RSA 202-A:25 (whichever is applicable) may be sent by certified mail to the patron. If the items are not returned within 15 days and no payment is received within 15 days after such bill is sent, the account may be turned over to the Barrington Police or courts. All borrowing privileges are blocked until the account is cleared.
- c. Fees remain in effect even if the certified letter is returned to us; it is the patron's responsibility to keep an updated address in our system and to accept/pick up any certified letters that the post office notifies them about.