

# BARRINGTON PUBLIC LIBRARY

## *Circulation Policy & Procedure*

### Patrons

#### 1. Library Cards

In order to check out materials, a patron must have and present a library card. "Electronic" library cards scanned through systems such as Card Star which are stored on a patrons Smart Phone will be accepted for scanning. They will be asked to verify account information such as address and phone number in order to verify that the card number being scanned is theirs. They may also be asked for photo ID, such as a license should the verbal data be in contention. The library may now also include a patron photo in the electronic record as an alternate form of ID; this is an optional piece of data the patron may choose to give the library for security purposes. Library cards shall be issued on the basis outlined below. Cards shall be free of charge to residents, and will be valid for two 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. All fines on a card must be paid off before they can be renewed. Patrons are responsible for giving accurate information when they first receive a card and keeping the information on the card up to date. The system will be checked to ensure a previous library account is not in existence. All applicants for a library card will be required to provide a photo ID with the current Barrington address on it. If the license does not show the address, they must also produce a 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. Those living with relatives 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.

#### The Following May Be Given Cards:

- a. All residents of the Town of Barrington are entitled to a card.
- b. Children may apply for a card when they are enrolled in Kindergarten or the home school equivalent (This is typically around age 5). A parent or guardian must be with the child when they register and must give permission for the child to have a card. They must agree to allow staff to follow state privacy laws concerning their child's account and understand that access to library materials is open. A child will maintain a Child/Young Adult status with the library until he/she is eighteen. Parents/guardians are ultimately responsible for any lost fees or fines that the child may incur. The library requires parents to get a card as well so their information is also on file.
- c. Summer residents who own property in Barrington are eligible for cards providing that they register under both summer and legal addresses.
- d. Non-residents over the age of eighteen, who reside in Strafford and Rockingham counties, upon payment of an annual fee set by the library. The household members may use this card but the cardholder must take full financial responsibility for any materials provided to family members and give the library the names of users who will be able to check out items on the card. Anyone who moves from the household must be removed from the card and pay their own out-of-town fee. The current fee is \$60.00. Summer resident fees for those renting or camping are \$20.00. Private schools and daycares operating in Barrington who have non-resident owners and/or staff wishing to borrow from the Library, for daycare business purposes only, will be charged a \$100.00/year fee to cover any possible losses by staff. In addition, the institution will be required to sign a contract regarding the responsibilities of the institution to the library regarding payment of fees for lost items and assistance required for retrieving lost items. The remainder of this fee (after payment of any outstanding fines) will be reimbursed to the institution at the close of the contracted year. Institutions 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.
- e. Teachers in the Barrington school system who are non-residents of Barrington will be given a card for the duration of the school year, and these can be renewed on an annual basis. All fines are the responsibility of the out-of-Town teacher.
- f. Business owners who reside out of town but own property and pay taxes to Barrington may get a 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, e-mail addresses, etc. People who simply work in Barrington, but do not pay taxes to the town, are not eligible for free cards. Town employees, with proof

of employment, and those who rent or lease property for a business in Barrington, may also get a free card. Those businesses renting must provide a copy of the rental agreement.

- g. By state law, all patron registrations must be kept for the current year, plus one year.
- h. Access to all library materials is provided to all card holders, regardless of age.
- i. 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.

## **2. Visitors**

Visitors shall be welcome to use the facilities and resources of the library for reading and research as long as they abide by library policies and conduct themselves in a proper fashion. They may not check out items.

## **3. Patrons in Good Standing**

- a. A patron may not use the Library for borrowing purposes or other privileges until all fines levied (over \$2.00) against him/her have been paid in full, all overdue books have been returned, 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. ILL requests to other libraries may be limited to 1 or 2 at a time until a borrowing record is established, or, may be withdrawn if ILL materials are not returned in a timely fashion.
- b. 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.
- c. Patrons who have fines over \$2.00, or who have expired cards, will automatically be barred from using our online download services until fines are paid and library cards are renewed.

## **4. Withdrawal of Privileges**

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. 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.

## **5. Fines and Lost or Damaged Books**

- a. Overdue items are charged at .10 cents per day/per item. All Video Games, DVDs, and Equipment are charged at \$1.00/Day. Inter-library loan items are fined at .25 per day. The circulation system automatically assesses these fees. Patrons may elect to receive e-mail notifications when an item is about to go overdue.
- b. A patron who loses, or destroys, or has stolen from him/her any item from the library is liable for its replacement cost plus a \$2.00 re-processing fee, payable to the Barrington Public Library. If, eventually, the item is found and returned to the Library in good condition after payment has been made, the full amount, minus the processing fee and fine, shall be refunded to the patron. 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.
- c. If a charge is levied against a patron for lost/non-returned/overdue materials and it is not paid (or items returned) after 1 written notification from the library, a second 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 no payment is received within 21 days after such bill is sent, the account may be turned over to the Barrington Police or courts.
- d. Any patron whose account is delinquent as described in Section C may have borrowing privileges revoked indefinitely. Should the patron be a child, the parent who signed for the card and other minors in the household may also have privileges revoked.

## **7. 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.

### **Format Limits Will Be As Follows:**

- 10 DVDs (no more than 2 with new stickers) per household
- 10 Audio books per household
- 5 Puppets per household
- 10 Magazines per card
- 10 Music CDs per card
- 5 SILC Audio Books per card
- 3 SILC DVDs per card
- 5 CD ROM Per Card
- 1 Equipment Item per card (May limit E-Readers and tablets to one per household due to limited supply of them). 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 Kits Per Household
- 2 Video games per card (max of 4 per household)

## **8. Circulation Cycles & Renewals:**

Materials circulate for a three-week loan period, except for DVDs which circulates for a one-week loan period. Some large DVD sets circulate for 14 days and are marked as such. Equipment circulates for 2 weeks. Books, magazines, CDROM, and audio books may be renewed 2 times after the initial check out if no one is waiting for them. DVDs and Video games may be renewed only once. Equipment and SILC items 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 4-week loan for the first check out of any item that normally circulates for 3 weeks. Subsequent renewals will be for 3 weeks only. This does not include 1 week items. This request must be done at the time of check out. This does not apply to books with new stickers on them or SILC items.

Renewals online are the preferred method; patrons will be made aware of this capability and trained as needed.

Phone renewals will be done during the library open hours; we ask patrons not to leave renewal messages on our phone system as they can be lost due to power outage, but staff will process phone message renewals should they be left. Staff will call the patron back to confirm the renewal has been completed. Phone renewals will be done while the patron is on the line so staff can tell them the new due dates, inform them of any items that cannot be renewed due to other reservations by patrons, and how much in fines they owe, if any. If items are overdue, staff may renew them by phone if they are less than 4 weeks delinquent. The fee is added to the account to be paid when they return items at next visit. If items are over 4 weeks delinquent, staff will inform the patron that the items must be renewed in person and all fines paid before further renewals or check outs may take place.

## **9. Reserving Items**

Items may be reserved by patrons online, at the desk, or via phone. When the reserved item arrives, the circulation system will print a reserve slip. The staff member will e-mail, or call, the patron to inform them of the item being ready. Reserves are held for 2 work days only; after that they are passed onto the next waiting patron or returned to the shelf. If contact was by e-mail, we will do a call as back up and give another 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 e-mail notification will be put at the bottom of the list of reserves. Staff will inform patrons of the number they are on a wait

list so they will know about how long of a wait they can expect. The online catalog will tell patrons where they are on the list. Abuse of reserves privileges (failing to pick up reserved items repeatedly) may result in loss of privileges to reserve items. Patrons may elect to receive Text messages when items on reserve come in for them.

## **10. 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 e-mail 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 go in and reserve any new items they want. There is also a new items link on our web page they may use to view and reserve new/upcoming items. If a patron requests a new item that is not in our catalog; staff may ask the purchaser 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 elect to receive a text message when a watch list item is cataloged into the system.