

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 patron's smartphone 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.

Cards Will Be Given to the Following:

- 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 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. Summer resident fees for those renting or camping are \$20.00.
- 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. 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 per 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 non-resident 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, email 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 to patrons; 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 are welcome to use the facilities and resources of the Library for reading and research purposes as long as they abide by Library 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.

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)

4. Circulation Cycles and 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, music CDs, and audiobooks may be renewed 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 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 loan period 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 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 trained as needed. Phone renewals will be done during the hours the Library is

open, this way 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 cannot be renewed.

5. 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 email, 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 email, 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 email 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.

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 go in and reserve any new items they want. There is also a new items link on our web page patrons may use to view and reserve new/upcoming items. 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 elect to receive a text message when a watch list item is cataloged into the system.

7. Overdue, Lost, or Damaged Materials

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 Notification

Patrons will receive two automated notifications from our ILS- the first will be a text and/or email reminder that items are coming due 2 days prior to due date, and the second notification will be sent if items become 2 days overdue. Should item(s) become 7 days overdue, patrons will receive a courtesy phone call notifying them that their materials are past 7 days overdue and the item(s) need to be returned. Patrons and all household members will be blocked from circulation once this phone call has been made. Once items are returned, the patron (and the household) will be unblocked. We ask that patrons give their overdue items directly to a staff member so that the block can be removed from their account immediately.

When items become 15 days overdue, a letter will be mailed to the address on file stating the title of materials that are overdue and any replacement costs associated with the titles. When items become 30 days overdue, the materials will be marked as lost and replacement fees will be assessed to the patron's account. A final bill will be mailed via certified mail and will include a list of all overdue materials with the replacement cost for each item. The bill will also include a \$2.00 processing fee for each item plus any postage fees accrued during the overdue period. 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 and processing fees will remain on the card). After that 15-day period, items will be replaced by the Library and the FULL AMOUNT CHARGED will be due. Returning the items will no longer be an option.

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 fees 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) 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.
- 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. Patrons who have any fees or who have expired cards, will automatically be barred from using our online or downloadable services until fees are paid and library cards are renewed.

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.

Lost or Damaged Books

Damaged materials are materials that 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 its replacement cost plus a \$2.00 processing fee, 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 no payment is received within 30 days after such bill is sent, the account may be turned over to the Barrington Police or courts.
- c. Any patron whose account is delinquent 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.