



Circulation Policy

1. Circulation

Library Staff at the Durham Public Library strive to provide optimum service to the Town of Durham in satisfying the educational, informational, and recreational needs of the community. Library Staff assist patrons in applying for library cards, searching the catalog, reserving materials, making interlibrary loan requests, and facilitating equitable access to information and information resources.

2. Borrower Responsibilities

By signing a library card application, patrons acknowledge that they are subject to the circulation policies, procedures, and rules of Durham Public Library.

Patrons shall present a Durham Public Library card to Circulation Staff, or an acceptable picture ID, to borrow library materials. By borrowing materials from the library, the borrower is deemed by the library to have agreed to return the materials by the stated deadline and in the same condition as they were borrowed. Patrons are responsible for the cost of lost or damaged materials that were taken out using their library card. It is the responsibility of the patron to notify the Library immediately if a library card is lost or stolen.

3. Library Cards

A. Eligibility

The Library shall serve all residents of the Durham Community as a tax-supported institution; as such, patrons applying for a library card will be required to show proof of residency or eligibility. Persons residing outside the geographical area but owning property in Durham; children residing within the Oyster River Cooperative School District (ORCSD); those attending or employed by the ORCSD; those employed by the Town of Durham or working for any business located in Durham, shall be considered eligible.

All UNH students shall have full access to Durham Public Library and shall be allowed access if they remain students as stated in the UNH/Town of Durham agreement of December 10, 1996.

Residents of Durham and families with children residing in the ORCSD shall reaffirm eligibility for a Library Card every three years.

Local employees, Town of Durham staff, teachers in the ORSD, and UNH students shall reaffirm eligibility annually.

Library patrons twelve years of age and older may acquire a library card without parental consent. Patrons younger than 12 years of age must have parental permission to obtain a regular use library card.

Parents may want to consider checking out materials for young children on the parent's

card. Library patron information, including that of small children, is restricted by state law, RSA 201-D: 11.

Use of the library may be denied or restricted by the Board of Trustees or the Library Director for due cause. Such cause may be failure to return books and/or destruction of property (RSA 202-A: 24).

B. Establishing Eligibility

(1) Residents and children residing in the Oyster River Cooperative School District (ORCSD)

Residents and children residing in the ORCSD must establish eligibility by presenting proper ID and corroborating proof of residence, employment, or student status at the library Circulation desk. They must fill out an application card and the librarian will issue a Durham Public Library card. Both application and library card must be signed by the patron receiving the card.

Residents of Durham may apply for a library card with the following identification:

- Photo ID (Driver's License) with current Durham address
- Photo ID (Driver's License) with non-Durham address AND proof of residency

Acceptable proof of residency includes:

- Recent pay stub
- Copy of signed lease/ mortgage papers
- Current utility bill
- Property tax receipt

(2) Non-residents

UNH Students must present their University Issued ID Card annually to establish eligibility.

Local employees must provide proof of employment in Durham annually with a company-issued ID, current paystub, or verification provided on company letterhead.

Town of Durham Staff must present proof of employment to establish eligibility.

Teachers employed by the Oyster River School must present their school-issued ID annually to establish eligibility.

Exceptions to the eligibility requirements listed above will be considered on a case-by- case basis and are subject to the discretion of the Library Director.

Ineligible non-residents of Durham will be required to pay an annual fee to obtain borrowing privileges at the Durham Public Library. This fee may be waived as a professional courtesy at the discretion of the Library Director.

4. Cost

Durham residents may get a card for free. Children residing in the Oyster River Cooperative School District (ORCSD), teachers in the Oyster River School System, UNH students, Town of Durham employees, and employees of Durham businesses may get a library card for free. Non-residents will be charged a \$75 annual fee for a card.

5. Online Access

Cardholders may view the materials they have checked out and the dates due by visiting their account through the Library's catalog, accessed through the website www.durhampubliclibrary.org. The Library will issue each patron a password with which they can access their library account. Passwords can only be given out in the Library after the patron presents identification.

6. Patron Holds

Items held on reserve for patrons will be held for five business days. After that time, items will be removed from reserve and made available to other patrons.

If a hold cannot be picked up during the five-day period, a patron's position in the hold queue may be skipped and moved back one position. Please contact the Library Circulation Desk to request that your hold be skipped.

7. Loan Rules

- Patrons may have no more than (50) items checked out at one time, except for DVDs. Restrictions may be placed on the number of items at the discretion of the Library Director.
- (10) DVDs/videos may be checked out on one card at a time.
- Lost items will be charged at the retail value of the item.
- Materials may be renewed for the applicable loan period (see chart below) if there are no existing reservations on the item. Items with a reservation placed on them must be returned to the library by the due date to make them available for the next patron.

8. Loan Periods

Unless otherwise stated below, patrons may renew materials if there are no other patrons waiting.

Material Type	Loan Period	Renewal
New Books	2 weeks	One time for 2 weeks
Fiction / Nonfiction	3 weeks	One time for 3 weeks
Audio Books	3 weeks	One time for 3 weeks
Music CDs	3 weeks	One time for 3 weeks
DVDs	1 week	No renewal
DVD Series	2 Weeks	No Renewal
Magazines	1 week	No Renewal
Reference	Does not circulate	

9. Lost Item Fees

Patrons will be charged the retail replacement cost – including shipping and processing – for materials that are lost or not returned.

Patrons with more than \$30.00 in lost item charges will not be able to check out library materials until their account is paid below the \$30.00 threshold.

Objections to Library Resources

The Library will review, consider and respond to all comments and questions about library materials, services, programming, and policy although greater weight may be given to the requests of eligible cardholders, who are the Library's constituents. Any individual who wishes to provide comments or questions about any item(s) in the collection or the services and programs the Library provides to the community should complete a [REQUEST FOR RECONSIDERATION OF A LIBRARY RESOURCE FORM](#). Requests for reconsideration will be reviewed by the Director who will respond to the requesting individual in writing within thirty days with a decision on the request.

If dissatisfied with the Director's decision, the individual may appeal the Director's decision to the Library Board of Trustees. The appeal must be in writing and filed within 7 days of the Director's written decision by delivery to the Library Director. The Board of Trustees will review the individual's written appeal request, the original Request for Reconsideration of a Library Resource Form and the Director's decision at the next available regular meeting. This may not be the next scheduled meeting if the agenda has already been published or if there is a full agenda already established. The individual will receive a letter with the Board's decision on the appeal within thirty days of the meeting at which the appeal is considered. The Board's decision is final and will remain in effect for a term of five years during which a challenged resource will not be subject to further challenge absent recommendation from the Director.