

WELLS PUBLIC LIBRARY

Borrowing Policy

In order to borrow materials from the Wells Public Library, it is necessary to present a valid Wells Library card or photo I.D. or a valid card from a library participating in the Maine Reciprocal Borrowing Program.

Circulation Periods:

The following items may be checked out for 3 weeks:

Books

Audio Books (cassette and/or CD)

Book/CD Kits

Magazines (back issues only)

Family Activity Kits

DVDs

Music CDs

Nintendo 3DS Device

Videogames

The following item may be checked out for 1 week:

Wifi Hotspot (no renewals)

Note: The circulation period for materials obtained from other libraries is determined by the owning library. These libraries may choose to limit the circulation period for specific items, or types of materials.

Renewing Materials:

Materials owned by the Wells Public Library may be renewed 4 times unless there is a hold on that item. The renewal period is the same amount of time as the original circulation period. Items owned by other libraries may usually be renewed, however, the library owning the material may choose to limit the renewal period, or to not allow any renewals on specific materials.

How to Renew Materials: Materials may be renewed in person, by calling the library at 646-8181, or online at www.wellslibrary.org and clicking on the Manage Your Account icon.

Requesting Materials: With the MINERVA online catalog it is possible to request material from the Wells Public Library or other libraries in the MINERVA system. *For more detailed information on the process of requesting materials please pick up a copy of our MINERVA handout at the library.*

- Patrons are limited to having a maximum of 10 requests on their patron record at any given time.
- Items requested through the MINERVA system will often be ready for pick up within a week.
- Patrons are notified by phone or e-mail when the requested item is available.
- Patrons have 5 working days from the first notification to pick up the item. If the item is not picked up during this period, the hold will be removed, and the item will be returned to the lending library.
- If the item sought is not in the MINERVA catalog, an **Interlibrary Loan (ILL)** request may be made by contacting the library either in person or by phone.
- If the item sought is not in the catalog, a **material purchase request** may be placed in person or by phone. Patrons submitting material purchase requests will be notified *only* if the library decides *not* to purchase the item.

Fees and Charges: *The library does not charge fees for items returned in good condition. Fees will be charged for the situations listed below. Account charges may be paid by cash, check, or debit/credit cards. Debit/Credit cards are subject to fees set by the Town of Wells: \$1.00 for each transaction of \$40.00 or less; 2.5% for purchases over \$40.00. Checks should be made out to Town of Wells.*

Overdue fines (Excluding Lost Items) The library, in adhering to its mission of providing materials to patrons at no charge, does not charge overdue fines for library materials (with the exception of the Historic New England Museum Passes). Patrons will be charged for lost or damaged materials.

- **Account Restrictions** - When a borrower's charges accumulate in excess of \$3.00, a block will be placed on the patron's record that will restrict the patron from library borrowing privileges until the charges have been resolved.
- **Lost items** - When an item has not been returned in one month, the patron is notified that the item has been declared lost. Patrons who have items that have been declared lost will be charged the retail value of the item. Borrowing privileges will be revoked until the items have been paid for or returned. Once a lost item has been paid for, there are no refunds, regardless of where the item was borrowed from.
- **Damaged Items:** If an item has been returned damaged, the cardholder may be charged a repair fee. If an item is returned in such condition that the library deems a replacement copy must be purchased, the cardholder will be charged the current replacement cost of the item. All unpaid fees and/or charges may result in a permanent ban from all borrowing privileges or all library privileges. A person who knowingly fails to comply with the library policies concerning the return of materials may also be charged with a Class D crime. Source: Title 17-A: Maine Criminal Code Chapter 15} 360: 1C.

Access of Library Materials:

Because parents and legal guardians are responsible for deciding which library materials are appropriate for their minor children, the library will not restrict the use of library collections, and therefore does not assume liability in a child's choice of reading or viewing material.

Confidentiality of Library Records:

The Wells Public Library safeguards the confidentiality and privacy of all borrower records, including those of juveniles, as defined by State and Federal Laws.

- Maine State Law, Title 27, Chapter 4-A, Section 121 states:
A record maintained by any public library...is confidential if the record contains:
 - A. A library patron's personally identifying information, including but not limited to the library patron's name, address, phone number and e-mail address; or
 - B. Information that identifies a library patron as having requested, obtained or used books or other materials in any medium at the library or provided by the library.
- 2. Permitted release. A record designated confidential by subsection 1 may be released only with the express written permission of the library patron involved; to officers, employees, volunteers and agents of the library to the extent necessary for library administrative

purposes; or as the result of a court order. (keep)A valid record in the patron database and the presentation of a current library card or photo identification is required for checkout of all materials. This applies in all situations including the USA PATRIOT Act and the Freedom of Information Act.

- Possession of a library card is implied permission to use that card. If an individual presents another individual's library card, whether from the same family or not, it is assumed that the person presenting the card has the permission of the card owner.
- When a library staff member contacts an individual regarding library materials, the staff member will not leave specific information about the titles of the materials with a third party or on voicemail. Specific information will only be shared with the individual whose library card corresponds to the material.
- Procedures for compliance of requests from law enforcement or other entities for patron records are available for review in the Library's Policy and Procedure notebook. Please see a librarian for more information.

Denial of Borrowing or Library Privileges:

Use of the library or its materials may be denied for loss of materials, destruction or tampering with library property, any illegal activities, or inappropriate conduct as defined in the Library's Behavior Policy,

Right of Appeal:

Appeals to this policy may be made according to the "Policy on Appeals of Library Decisions Involving Library Policies."

*Revised November 09, 2011; Approved by the Library Board of Trustees
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