



Pelham Public Library
24 Village Green
Pelham, NH 03076
Telephone: (603) 635-7581
www.pelhampubliclibrary.org

Circulation Policy

Overview

The Pelham Public Library provides free and equal access to library materials and services to promote lifelong learning. The library supports the individual's right to have access to ideas and information representing all points of view. The library board has adopted the American Library Association's statements regarding the following: Library Bill of Rights, Freedom to Read, and Freedom to View.

It is the policy of the Pelham Public Library not to forbid or impede the circulation of items from the library collection to any of its cardholders in good standing, whether resident, non-resident, based upon the cardholder's race, creed, national origin, age, place of residence, or other personal criteria.

Library Card Eligibility

Adult Resident: Residents of the Town of Pelham 18 years of age or older may obtain a library account at no cost. Picture ID and proof of residency are required. Accounts must be renewed every 3 years.

Juvenile Resident: Residents of the Town of Pelham younger than 18 years of age but at least 5 years of age may obtain their own library account with permission from a parent or legal guardian. For a juvenile account to be opened, the following criteria must be met:

- A parent or legal guardian must have or obtain their own library account to be linked in the library's system as the minor account's guarantor.
 - o The Library does not act *in loco parentis* and will not bar the minor from accessing any materials. The guarantor must acknowledge in writing that they assume full responsibility for the minor's material selection.
 - o The guarantor assumes financial responsibility for the minor's materials.
 - o By opening an account, the minor grants the library permission to release all account information to their guarantor and authorized users.
 - o The guarantor may authorize the library in writing to release account information, including account existence, holds, and checkout data, to additional persons they designate.
 - o The guarantor may cancel the minor's account at any time. Before cancellation, all items must be returned and all fines and fees must be paid. The guarantor must provide Picture ID to complete this cancellation.
- While the guarantor controls most account access, either parent or legal guardian may request information about a minor's current borrowing of physical materials as permitted

by RSA 201-D:11 II-a. To comply with RSA 201-D:11 II-a while protecting patron confidentiality, we require valid photo identification and documentation of parental or guardianship status prior to releasing any records to non-guarantors not already listed as authorized users. Acceptable proof includes verbal confirmation from the guarantor, a birth certificate or court documentation, or other proof of parental or legal guardianship status.

- Accounts expire on the minor's 18th birthday.

Non-Resident: Adults residing outside of Pelham who wish to obtain a library account may do so in person for an annual fee of \$40. Picture ID is required. People who reside at the same household may be authorized to use the account in writing by the cardholder. Some non-residents may be eligible to obtain an account at no cost:

- *Pelham Employee:* A non-resident who is employed in the Town of Pelham may obtain a library account at no cost. Picture ID and proof of employment are required. Accounts must be renewed every year.
- *Pelham Property Owner:* A non-resident who owns property in the Town of Pelham may obtain a library account at no cost. Picture ID and proof of property ownership are required. Accounts must be renewed every 3 years.
- *Pelham Student:* Non-resident adults or minors who attend school in Pelham may obtain a library account at no cost. Picture ID and proof of enrollment are required. Minors must also meet the eligibility criteria described for juvenile residents, though guarantors may be listed on the account in lieu of paying to open their own non-resident account. Accounts must be renewed every year.

Use of Library Cards

- Patrons assume full responsibility for all use made of their library account or card.
- The library must be able to verify your identity when you use your account. A library card or Picture ID guarantees identity verification.
- Patrons may opt-in to having their circulation history saved. If they do, then library staff and anyone granted permission to access their account shall have access to this information. This information may be shared without permission of the cardholder only when required by law.

Library Management of Accounts

- Library staff are not permitted to tell anyone except the account holder, and persons they designate, that a library account exists nor can they share any information about that account.
- Library cards that have been inactive for 3 years will be deleted from the library's patron database if there are less than \$20 in fines and no blocks on the account.

- If a patron loses their physical card, they may request a replacement for \$3. A replacement card for a minor may only be requested by the minor's guarantor.

Loan Periods and Overdue Fine Calculations:

Books, Magazines, Audiobooks:

Loan Period: two (2) weeks

Renewals: two (2) renewals are allowed consecutively for each item

No renewals are allowed on Reserved Items

Limit: None

Fine: \$0.15 (fifteen cents) per day, per item.

Maximum Fine: \$10.00 (ten dollars) per item.

Reserves: Yes

DVDs:

Loan Period: two (2) weeks

Renewals: two (2) renewals are allowed consecutively for each item

No renewals are allowed on Reserved Items

Limit: None

Fine: \$0.50 (fifty cents) per day, per item.

Maximum Fine: \$10.00 (ten dollars) per item.

Reserves: Yes

Interlibrary Loans:

Loan Period: Determined by the lending library

Renewals: Only if approved by the lending library, please contact the ILL coordinator to request a renewal.

Limit: 5 requests at a time

Fine: \$1.00 (one dollar) per day, per items

Maximum Fine: \$10.00 (ten dollars) per item.

Replacement fees will be charged for lost or damaged items. (See Lost Damaged Items for more details.)

Renewals may be done by telephone or online by logging into your account.

Materials that are on-hold for other patrons cannot be renewed.

Accounts are capped at \$50 for late fines.

The library does not impose a limit on the number of physical items that may be checked out under a single library card at any given time.

Reserves

Patrons may place reserves (i.e. holds) either in person, over the telephone, or from the library catalog. All circulating library materials may be placed on reserve. The borrower

will be notified as soon as the reserved material is available for pick-up. Once notified, the borrower has seven (7) days to pick up the reserved item(s).

Most library materials are available to be checked out. Exceptions include newspapers, some reference materials, and professional materials. Upon request, the Library Director may establish the loan period for non-circulating items, special collections, or materials that are temporarily in great demand.

Museum Passes

Museum passes are provided to Friends of the Library (FLIP) members who are up to date on their annual membership fees.

Passes may be reserved up to one month in advance by calling the library or signing up online.

Passes are limited to one pass per family per day.

Please report cancellations to the library as soon as possible.

Each museum has different methods of providing passes. Please call the library if you are unsure of whether you must pick the pass up in person or whether you print it at home.

NOTE:

Each museum has its own policy governing the number of adults and children that may be admitted with each museum pass. The library assumes no responsibility for the admittance hours, or days of the week the museum is open to the public. For specifics, patrons are encouraged to call the individual museum.

Overdue Collection Policy

Notices and Billing Schedule

First Automatic Overdue Notice.....2 Days
Overdue

Second Automatic Overdue Notice.....7 Days
Overdue

Third Automatic Overdue Notice.....14 Days
Overdue

Fourth Overdue Notice by Phone Call.....28 Days
Overdue

Bill for Replacement of Lost Items.....60 Days
Overdue

Returned Items No Longer Accepted.....90 Days Overdue,
or the item has already been replaced by the library.

Replacement charges will be waived for lost items returned within 90 days of being overdue in good condition. Patrons will still be responsible for overdue fines associated with lost items. Items returned after 90 days will not be accepted and patrons will still be responsible for replacement cost.

When the library closes early or is closed for an entire day due to severe weather or other unforeseen reasons, no fines will be calculated on those days. Material(s) that had been due on those days will become due on the next day the library is open for business.

Replacement of Lost and Damaged Materials

If library materials are lost or damaged beyond repair, the borrower may be required to pay for the cost of the item or to replace it. At the discretion of the appropriate department head, the library may accept a replacement copy of a lost or damaged item in lieu of payment.

Patrons who lose or damage a single item in a set, will be responsible for the replacement of the entire set if a single replacement item cannot be acquired.

In the event that a lost item is found after payment, the payment may be refunded only if the item is returned within the 90 day timeframe, and the library has not yet purchased a replacement. Such a refund does not apply to lost interlibrary loan materials that are afterwards found and returned.

The library will charge a \$15.00 fee for any checks returned due to insufficient funds.

Claims Returned by the Patron

Items not found in the library after staff searches are treated as unresolved 'Claimed Returned' issues. Patrons are allowed one unresolved 'Claimed Returned' occurrences within two years. Additional such instances within two years shall be treated as 'Lost' materials and the borrowing patron will be billed for the item.

Suspension of Privileges

The library reserves the right to suspend the borrowing privileges of any patron who fails to return library materials within the specified loan period or who has accumulated \$20.00 (twenty dollars) or more in fines.

Suspended patrons may be reinstated by returning overdue materials or paying for replacements and settling all outstanding fines.

A patron may reapply for a library card five (5) years from the date of an unsettled suspension. The library Director shall then review the application and history of the situation and may elect to restore privileges to the patron.

Approved by the Board of Trustees

September 8, 2004

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