

East Kingston Public Library Circulation Policy - 2016

Mission Statement:

The East Kingston Public Library is a nonprofit, municipal agency of the town of East Kingston, New Hampshire. The Library strives to inform, enrich and empower each person in the community by promoting access to a vast array of ideas and information. The Library defends an individual's right to access information in the interest of intellectual freedom. The Library is a community resource for lifelong learning, self-improvement, and self-expression. The Library is a place where the community can meet its educational, information and recreational needs.

Access to Materials:

The East Kingston Public Library (EKPL) does not restrict access to any materials on the basis of a person's color, religion, national origin, socioeconomic status, sex or age. Free access to the total library is essential to public library service for the entire community.

The library adheres to the *Americans with Disabilities Act* of 1990 that assures equal access to all library facilities, activities and programs. Every attempt will be made to accommodate the needs of persons with disabilities.

Anyone without an EKPL library card may use materials "in-house".

The library staff is not expected to act in place of parents (in loco parentis). Parents who wish to limit their own children's materials should accompany their children to the library and supervise the borrowing process. Parents/guardians should not rely on the library staff for such supervision.

Title XVI - RSA Section 201-D: 11 Library User Records; Confidentiality. -

I. Library records which contain the names or other personal identifying information regarding the users of public or other than public libraries shall be confidential and shall not be disclosed except as provided in paragraph II. Such records include, but are not limited to, library, information system, and archival records related to the circulation and use of library materials or services, including records of materials that have been viewed or stored in electronic form.

II. Records described in paragraph I may be disclosed to the extent necessary for the proper operation of such libraries and shall be disclosed upon request by or consent of the user or pursuant to subpoena, court order, or where otherwise required by statute.

III. Nothing in this section shall be construed to prohibit any library from releasing statistical information and other data regarding the circulation or use of library materials provided, however, that the identity of the users of such library materials shall be considered confidential and shall not be disclosed to the general public except as provided in paragraph II.

Source. 1989, 184:3, eff. July 21, 1989. 2009, 273:1, eff. July 29, 2009.

Responsibilities of the Cardholder:

Library cardholders are financially responsible for all items checked out on their card. Library users are expected to treat the library facility, equipment and materials carefully and respectfully. Materials should be returned to the library in the condition in which they were borrowed.

It is also the responsibilities of cardholders to keep their patron account information accurate and up-to-date. Changes of name, phone numbers and address should be reported to library staff or updated through the “my account” feature of the online catalog.

Library Card Eligibility:

Adult Resident Cards: Residents and employees of East Kingston are entitled to a library card without charge. Proof of residency is required.

Junior Cards: Any child up to age 13 who lives in East Kingston is eligible for a Juvenile card. This card will act as a shared card with both the child and the parent listed as owners of the library card. Any materials checked out on this card will be the responsibility of the parent. Both the parent and the child will sign for the library card. All juvenile cards will expire on the child’s 14 birthday at which time they will be encouraged to sign up for an adult card.

Staff Cards: All staff of the EKPL shall receive library cards regardless of residency. Staff library cards shall not accrue fines. Employees are responsible for any lost or damaged items checked out on their accounts. Employee cards shall expire with the end of employment with the EKPL.

Non-Residents:

Non-Resident Fee: Individuals desiring an EKPL card who do not live or work in East Kingston will be required to pay an annual fee. The EKPL Board of Trustees reviews this fee annually after the town’s budget is approved at town meeting.

Letters of renewal will be sent with the updated renewal fee to all registered non-resident fee cardholders. The card is valid for one year from date of payment and

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can be renewed annually upon payment of the non-resident fee. Non-resident cards are issued in name only, but can be used by all family members living at the same address.

All library cards receive the same benefits and level of service regardless of resident and non-resident status.

Removal of Library Cards:

Library cards that have been inactive for 5 years will be deleted from the patron database.

Library User Records:

Library User Records (*RSA 91-A: 5; RSA 201-D: 11*) Per these state laws, library user records are confidential. The EKPL complies with these confidentiality laws and will not divulge information to anyone other than the cardholder including titles of items currently checked out, items that are overdue, or items on reserve for the cardholder. A valid card must be on file but is not necessary for the circulation of materials; EKPL cardholders may present valid photo identification in lieu of their library card.

Email Notification:

Patrons providing email addresses will receive notification of overdue materials or reserves.

Museum Passes:

The EKPL makes a limited number of passes available for free or discounted entry rates to area museums. One pass may be used per day, per family. Passes can be reserved in advance online or via the library's webpage, by telephone or in person by cardholders of the EKPL. Passes can be checked out in advance or on the date to be used depending on the pass. Those passes needing to be returned to the library must be returned on the same day they are borrowed either in person or in the book drop.

Reserving Items:

Requests (Holds) may be placed on any circulating item either on the shelf, checked out, or on order via the online catalog, in person, by phone or by email. Requests will be met in the order in which they were placed. Items are placed on the self-pick up area. Patron will be notified when material is available via email, text message or telephone call. When a patron fails to retrieve a requested item that is available within 5 days, the library reserves the right to pass the item on to the next patron on the request list or return the item to the shelf.

Interlibrary Loan:

When an item is not available at the East Kingston Library, or electronically through the online catalog, it may be requested from other libraries through the Interlibrary Loan process. The East Kingston Library will borrow materials from other libraries upon request of an East Kingston cardholder as long as the East Kingston Library does not own the item. Five items may be requested through the interlibrary loan system at one time.

The EKPL does not impose a fee for borrowing materials through Interlibrary Loan from other libraries in New Hampshire. However, out-of-state libraries do often impose fees for various services. If the lending library specifies that it imposes fees for Interlibrary Loan (i.e. postage, insurance expenses, photocopy charges or general fees), patrons will be consulted about their willingness to pay before the materials are borrowed. Once a patron authorizes the charges, he/she is responsible for payment even if the item is not picked up. In addition, patrons will be responsible for shipping and handling if it is necessary to obtain the interlibrary loan material from an out-of-state source.

The EKPL will also lend our materials to other libraries upon request. Some new books, DVDs, audiobooks and historic materials may be difficult to borrow for a patron's use. The Library Director will decide if the EKPL will purchase new items not available through the interlibrary loan process.

Materials borrowed through the interlibrary loan follow the same circulation rules as the EKPL materials of the same kind.

Please see the East Kingston Interlibrary Loan Policy for complete information on lending and borrowing materials through interlibrary loan.

Renewals:

The due dates of materials can be extended by renewal with the exception of interlibrary loan materials (materials borrowed from other libraries for a patron's use) and materials placed on hold by another person. Items can be renewed three times by accessing the library's online catalog via the library homepage, in person, by email or by telephone.

Returning Materials:

Library materials may be returned to the Circulation Desk when the library is open or in the book drop located next to the main entry. The book drop at the library is emptied prior to opening and periodically throughout the day.

Overdue Materials and Fines:

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Library materials are overdue when they remain out past the due date without return or renewal. The EKPL library does not charge over due fines. There is a conscience jar for donations if a patron sees fit.

The process of notifying patrons of overdue materials is as follows:

1. A first, overdue call is made 30 days after the due date.
2. A second overdue notice is sent 60 days after the due date by email or text message notification.
3. A billing notice is created 45 days after the due date resulting in a final bill mailed to patron.

Lost/Damaged Materials:

Library cardholders will be held financially responsible for materials checked out on their card that are lost or damaged to the extent that they will not remain in the library's collection. Cardholders will be required to refund the library for the cost of the item, as well as a processing fee of \$5 per item.

Items which are damaged but repairable may be assessed a materials fee at the discretion of the library staff. When the library is able to replace a part of a lost or damaged item (Example: One disc of an audiobook), the patron will be assessed a charge based on the replacement fee rather than the purchase price of the entire item.

The library may accept replacements in lieu of payment for lost or damaged materials if the library has not replaced the item and the replacement is a new exact (same ISBN) copy of the item lost. Patron must still pay the library's processing fee of \$5 for the replacement.

At the discretion of the Library Director, lost charges for items, which are later found and returned, may be refunded if a replacement has not been purchased.

Materials received through interlibrary loan will follow the replacement schedule of the lending library. Some libraries may choose to accept a replacement item while others will only accept the cost of the lost item and a processing fee.

Patrons with lost items on their account must make restitution for the item, either by paying for the item or with an exact copy replacement. Accounts with lost items will be blocked from checking out materials until lost items are returned or paid for.

Returned Checks Policy:

For all checks received by the library which are returned to the library for non-sufficient funds, the library will charge the writer of the check a \$25.00 fee to cover bank charges the library incurs.

When a returned check is received, the librarian will reinstate the fine amount on the patron's card and will create a \$25.00 fee on their account, which will need to be paid before they are able to borrow materials from the library.

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