

CIRCULATION POLICY

Amended October 15, 2018

OVERVIEW:

The Circulation Desk is the Public's first point of interaction with the Library. This is where library users register for a library card, check out or renew materials, return borrowed items, pay fines, borrow museum passes, and pick up reserved and interlibrary loaned items. The Circulation staff greets and directs visitors, answers and refers incoming phone calls to the appropriate library extensions, and accepts deliveries and donations. *As the Derry Public Library is a member of the GMILCS¹ consortium, lending GMILCS libraries' policies for circulation duration, fines and fees will supersede the Derry Public Library's circulation policy.*

AUTHORIZED BORROWERS:

The following criteria determine who may borrow materials:

1. Patrons must have a valid Derry Public Library card in order to check out items. If patrons do not have their cards with them, they may borrow items following the verification of picture ID.
2. Patrons who have a valid library card in good standing (no fines or fees) from any library in the GMILCS consortium may borrow items in person when they present their library card or a current photo ID.
3. Libraries within New Hampshire may borrow items through the statewide Interlibrary Loan System. Libraries outside of New Hampshire may borrow items on behalf of their patrons.

LIBRARY CARDS:

1. **Patrons entitled to a free library card with current proof of status:**
 - a. Those who live in Derry.
 - b. Those who own property in Derry.
 - c. Those who work in Derry.
 - d. Non-resident students attending any Derry school, including preschools.
 - e. Regular DPL nonresident volunteers that do not live in a GMILCS town.
2. **Proof of status:**
 - a. Derry residents: Documentation showing proof of identification and current Derry address

¹ GMILCS is the consortium of area libraries that allow materials to be borrowed from any of the member libraries using a patron's library card.

- b. Derry residents in transition: Individuals residing in Derry and currently transitioning between permanent living situations showing proof of identification and providing a valid e-mail address
 - c. Non-Derry residents: Documentation showing proof of identification and Derry property ownership, employment in Derry, or enrollment in Derry school district
- 3. **Minors:** Minors must have a parent or guardian co-sign their library card for those under age 12. The responsible adult's signature acknowledges their understanding of the Derry Public Library policy that the library does not withhold access to materials from any cardholder regardless of age. Minors aged 12 through 17 years old will not accrue overdue fines on Derry Public Library materials, but are responsible for charges as stated in ***Fee Schedule – Lost & Damaged.***
- 4. **Derry residents in transition:** Individuals residing in transitional living situations are eligible for library cards with a borrowing limit of 5 Derry Public Library owned items. Derry residents in transition will not accrue overdue fines on Derry Public Library materials, but are responsible for charges as stated in ***Fee Schedule – Lost & Damaged.***
- 5. **Non-residents:** Non-resident library cards are available, for an annual fee, to patrons who do not live in or own property in Derry, or who do not meet the criteria above for a free library card. The fee is established by the Derry Public Library Board of Trustees and reviewed periodically by that body. Non-Resident Cards are issued in one name only, but can be used by all family members living at the same address. Proof of current street address is required, photo ID preferred. All Non-Resident Cards are issued for a period of one year. See ***Fee Schedule.***
- 6. **Card Renewal:** All library cards are renewed on a routine frequency. Derry resident card renewals will occur every 2 years, Derry residents in transition card renewals will occur every 6 months, and non-resident card renewals will occur annually. Renewals must be done in person. Library cards that have been expired for twenty-four (24) months are deleted from the database if there are no fines or blocks on the account.

CONFIDENTIALITY OF LIBRARY RECORDS

State law prohibits the Library from revealing any information about an account to anyone other than the cardholder except the number of items signed out and their dates due. This is stated in the following *RSA 201-D: 11 Library User Records, Confidentiality*:

1. Library records which contain the names or other personal identifying information regarding the uses of public or other than public libraries shall be confidential and shall not be disclosed except as provided in the following paragraph 2. 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.
2. Records described in the previous paragraph 1 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.
3. 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 material 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 the previous paragraph 2.

CIRCULATION OF MATERIALS

All Derry Public Library items may be borrowed for a loan timeframe of 3 weeks and renewed once to continue the loan period with the following exceptions:

- DVDs have a one week loan timeframe.
- If there is a hold placed on an item, renewal will not be permitted.
- Non-circulating items (newspapers, reference materials and materials in the New Hampshire Room) are available for use in the library, but are not available for loan.

INTERLIBRARY LOANS

When an item is not available at the Derry Public Library, or electronically through the GMILCS catalog, it may be requested from other libraries through the interlibrary loan process. Loan periods for interlibrary loan items are determined by the lending library and renewals are subject to their policies as well.

Any fees, such as postage, charged to the Derry Public Library by lending libraries for interlibrary loans must be approved by the patron in advance of obtaining the item and paid by

the patron at the time of pick up. These fees and any overdue fines are the responsibility of the patron.

HOMEBOUND SERVICES

Derry residents may request homebound service if they are unable to visit the Library due to

- advanced age
- temporary or permanent illness or disability

The decision to extend homebound service to a patron is determined by staff at the discretion of the Library Director. Homebound patrons do not accrue overdue fines on Derry Public Library materials, but are responsible for charges as stated in ***Fee Schedule - Lost & Damaged***.

MUSEUM PASSES

The Derry Public Library, with the assistance of the Friends of Derry Public Libraries organization, provides a limited number of passes to area museums for free or at a discounted rate.

- To use a museum pass, one must be a Derry Public Library cardholder in good standing.
- One pass may be used per day per family.

To enable equitable use of museum passes to all library members, failure to pick-up or cancel a museum pass by 11 am on the day of reservation will result in a temporary 30 day block on the library cardholder's ability to reserve museum passes.

TELESCOPE

- To borrow the telescope, one must be a Derry Public Library cardholder in good standing.
- Patrons must sign a form acknowledging their responsibility for returning the telescope undamaged.
- The telescope must be returned in person; it will be examined immediately for possible damage in the presence of the borrower.
- Patrons are responsible to pay for any damages or loss.

UKULELE KITS

- To borrow the ukulele kit, one must be a Derry Public Library cardholder in good standing.
- Patrons must sign a form acknowledging their responsibility for returning the ukulele kit intact and undamaged.

- The ukulele kit must be returned in person; it will be examined immediately for possible damage or missing parts in the presence of the borrower.
- Patrons are responsible to pay for any damages or loss.

NOTIFICATIONS

Returning or renewing items on or before their due dates (by phone, online or in person) is the responsibility of the borrower. The Library sends notices as a courtesy to minimize accruing fines.

RESOLUTION OF OVERDUE ACCOUNTS:

All borrowers – adult or minor – with outstanding fines, including lost materials, have accounts considered “delinquent” and must make regular payments on their fines or fees in order to check out items. The Head of Circulation will decide on payment percentages on an individual basis.

- Overdue fines shall not exceed \$5.00 per item, including museum passes, telescope and ukulele kits.
- Patrons owing over \$75.00 will not be allowed to borrow materials until the balance owed falls below \$50.
- The consequence of unresolved overdue accounts is Suspension of Library Privileges (See below).

SUSPENSION OF LIBRARY PRIVILEGES:

Library users who have received a notice for non-returned or lost items and have not arranged a payment plan, or are delinquent in making payments, shall have their library privileges suspended by the Library Director.

- Suspended library privileges shall include borrowing materials, use of museum passes, and required registrations to programs.
- Additional restrictions may be added at the discretion of the Board.
- Privileges may also be suspended for those patrons who have violated certain aspects of the Comprehensive Computer Use and Internet Policy (See policy for details) and for other violations at the discretion of the Board of Trustees.

APPEAL OF FEES:

If the library patron disagrees with the decision of the Library Director, he/she may appeal to the Board of Trustees. However, privileges will remain suspended pending the Board of Trustees’ decision.

FEE SCHEDULE

1. FINES:

- a. Fines are accrued **daily** up to \$5.00 per item
 - \$.20 for all books (including children's), magazines, audiobooks, CDs
 - \$1.00 for DVDs and video games
- b. \$5.00 is charged for Museum passes, the telescope, and ukulele kits not returned on time
- c. Homebound patrons, minors aged 12 through 17, and Derry residents in transition will not accrue overdue fines, but are responsible for charges as stated in ***Library Cards*** and ***Lost & Damaged Items*** sections below

2. LIBRARY CARDS:

- a. Non-resident library card
 - \$50.00 is charged for a non-resident card per year
- b. Lost Library cards
 - \$2.00 for the first lost card replacement
 - \$5.00 for each additional replacement

3. LOST & DAMAGED ITEMS:

- a. All materials, including the telescope and ukulele kits: current replacement cost of the items plus a \$5 processing fee.
- b. If an item is found and returned in satisfactory condition after payment, but before a replacement has been purchased and processed, the replacement cost paid shall be refunded, but not the processing fee.

4. "CLAIMS RETURNED" BY THE PATRON:

- a. Items not found in the library after staff searches are treated as unresolved "claims returned". If a second incident of unresolved "claims returned" occurs, the materials shall be treated as ***Lost & Damaged Items*** (see above).
- b. The resolution of continued borrowing privileges shall follow the ***Resolution of Overdue Accounts*** format for payment schedules. Patrons who fail to make and maintain a payment plan for the lost items shall have their library privileges suspended by the Board of Trustees. (See ***Suspension of Library Privileges***).

5. **PRINT OUTS:** printing from microfilm, microfiche, public access computers and wireless printing

- \$.15 per page for black and white
- \$.50 per page for color

6. **MISCELLANEOUS ITEMS:**

Pricing for miscellaneous items will vary. See fee schedule at the Circulation Desk.

ALL FEES ARE DETERMINED BY THE BOARD OF TRUSTEES