

DERRY PUBLIC LIBRARY CIRCULATION POLICY

Amended – August 17, 2015

Amended – September 21, 2015

Approved September 19, 2016

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.

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 cards.¹
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 proof of status:**
 - a. Those who live in Derry.
 - b. Those who own property in Derry and do not live in a GMILCS town.
 - c. Those who work in Derry and do not live in a GMILCS town.
 - 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:** (Photo ID preferred)

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.

- a. Derry residents: Photo ID showing current Derry address OR photo ID and current bill mailed to current Derry address.
 - b. Non-resident Derry property owner: Photo ID and copy of most recent tax bill.
 - c. Those who work in Derry: Photo ID and most recent pay stub.
 - d. Those attending school in Derry must show proof of enrollment including current home mailing address. Mailing address may be supplied by the school. Parents or guardians must co-sign library cards for children under the age of 12.
3. **Court mandated privacy protection:** Those patrons who cannot furnish the required street address because of court mandated privacy protection must present a court order or other legal document. Cards issued under those conditions will be limited to five (5) items checked out.
4. **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. The parent or guardian of any minor under the age of 18 assumes financial responsibility for all overdue and lost materials.
5. **Those living temporarily in Derry:** To prove residence and that the applicant can receive mail, the library will mail a postcard to the applicant's Derry address. The applicant can then bring the card back to the library as proof of residence and the ability to receive mail. A post office box cannot be substituted for an address. Exceptions may be made by the Head of Circulation or Library Director.
6. **Homebound:** Patrons who are homebound due to advanced age, temporary (lasting longer than 60 days) or permanent illness or disability, may apply for a library card or renew their library card from home by contacting the Head of Circulation or the Library Director.
7. **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.

8. **Lost cards:** Replacement cards can be purchased if any patron's original card is lost or damaged.
 - a. First replacement: \$2.00
 - b. Any replacement after the first: \$5.00

9. **Annual Renewal:** All library cards are renewed annually from the previous date of issue or renewal. Renewals must be done in person for the purpose of address verification. 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 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 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 paragraph 2.

CIRCULATION OF MATERIALS

The following materials circulate:

- Adult, Young Adult and Children fiction and nonfiction books
- Adult, Young Adult and Children Audio CDs (books and music)
- Adult, Young Adult and Children magazines
- DVDs
- Video Games (only 6 games per Derry card and does not circulate to other libraries)
- Telescope
- Ukulele Kits

Circulation Loan Periods:

- New Adult and Young Adult books – 2 weeks
- Adult and Young Adult books that are not new – 3 weeks
- All Children’s books – 3 weeks
- All magazines – 3 weeks; limited to 3 issues of any one title
- All CDs (books and music) – 3 weeks
- DVDs – 1 week; limited to 6 DVDs per card
- Video Games – 1 week, one renewal; limited to 6 per card
- Telescope and ukulele kits – 3 weeks; one renewal

All items may be renewed once (1) to continue the loan period if there is no HOLD placed on the item. Renewals may be requested in person, by telephone, completed through the borrower’s account online using their library card and Personal Identification Number (PIN), or by email to the Derry Public Library email account.

Non-Circulating items:

- Newspapers
- Adult and Children Reference materials
- Materials in the New Hampshire Room

GMILCS Requests/Holds

Requests (holds) may be placed on any circulating item either on the shelf or checked out. Patrons may request items by telephoning the Adult Services/Information Desk directly via the online catalog. Items will be held at the Circulation Desk as they become available. Patrons are notified by phone, email or text that they may come to the Library to check them out. Requested items are held for five (5) business days, and then returned to our shelves or to the lending library.

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. Any Derry Public Library cardholder may submit requests in person or by telephone to the Adult Services/Information Desk staff. The patron will be notified if the material cannot be obtained.

The Circulation staff will notify a patron when the material is available and how soon it needs to be picked up before it will be returned to the lending library. 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 (lasting longer than 60 days) or permanent illness or disability, and have no one who can visit the Library on their behalf. The decision to extend homebound service to a patron is determined by available staff and volunteer resources, and is at the ultimate discretion of the Library Director.

Homebound patrons do not accrue overdue fines, 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, for a limited number of people.

- 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.
- Patrons may reserve the pass – by phone, in person or through the library website – a maximum of four (4) weeks prior to the requested date.
- Patrons may pick up the pass the day before or no later than 11:00 am the day of the reservation.
- Museum passes which are not picked up by 11 am will be offered to other patrons at that time. Passes which need to be returned are due back by 9:00 AM the following day after use.
- Passes may be returned in the book drop when the library is closed.

TELESCOPE

- To borrow the telescope, one must be a Derry Public Library cardholder in good standing. Patrons may request a hold on the telescope by phone, in person or online.
- When notified, the patron must pick up the telescope within five (5) business days.
- Patrons must sign a form acknowledging their responsibility for returning the telescope undamaged and pay for repairs if damaged or for loss if that happens.
- It must be returned in person and will be examined for possible damage immediately in the presence of the borrower.

UKULELE KITS

- To borrow a ukulele kit, one must be a Derry Public Library cardholder in good standing.
- Patrons may place a hold on the ukulele kit by phone, in person or online.
- When notified, the patron must pick up the ukulele kit within five (5) business days.
- Patrons must sign a form acknowledging their responsibility for returning the ukulele kit complete and undamaged and that they will pay for repairs or replacement of items if the kit is returned damaged or missing pieces.
- The kit must be returned in person and will be immediately examined in the presence of the borrower for possible damage and missing items.

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, video games and Hot Books
 - \$5.00 for Museum passes, the telescope, and ukulele kits if not returned on time

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. books, magazines, books on audio cassette, CDs, DVDs, music CDs, video games, 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 three (3) 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 Delinquent Borrower* 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 word processor, Internet computers and wireless printing
 - \$.15 per page for black and white
 - \$.50 per page for color

- 6. **MISCELLANEOUS ITEMS:**
 - Derry Revisited Book - \$13.00
 - Ear Buds - \$2.00

ALL FEES ARE DETERMINED BY THE BOARD OF TRUSTEES

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 the following notices as a courtesy to minimize accruing fines:

1. Reminder of approaching due date – email only, approximately 3 days before items due.
2. Overdue notice – mail or email, within 1 week after items due.
3. Bill from the Library Director with overdue notice of temporary suspension of Library privileges – mail, 2 – 3 weeks after item due.
4. Final notice of suspension of library privileges and impending legal action when the amount due exceeds \$200. This bill will be sent by the Library Director by certified mail, warning of impending legal action per RSA 202-A:25, and providing steps that may be taken for appealing the action.

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.

RESOLUTION OF DELINQUENT BORROWERS:

All borrowers – adult or minor – with outstanding fines including lost materials are considered “delinquent borrowers” and must make payments on their fines or fees according to the following schedule in order to check out items:

Under \$10.00	10% of amount due
\$10.01 - \$50.00	25% of amount due
\$50.01 - \$100.00	50% of amount due
Over \$100.00	payment plan arranged with Head of Circulation

Fines shall not exceed \$5.00 per item, including museum passes, telescope and ukulele kits.

- At the discretion of the Head of Circulation, the payment plan percentages may be altered to make it easier for patrons to fulfill their obligations.
- Patrons unable to pay immediately after arranging the payment plan may borrow 15 items with the stipulation that they will make a payment on their next visit.
- The second consecutive time there is no payment the patron is restricted to 3 items with the remainder on hold for three days.
- The patron must make some payment on or before a third infraction in order to borrow up to 15 items. Failure to do so and to maintain the payments shall result in Suspension of Library Privileges (See below).

SUSPENSION OF LIBRARY PRIVILEGES:

Delinquent borrowers 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.

AMNESTY & ALTERNATIVE PAYMENTS:

The Library does not accept or participate in alternative programs for paying library fines. This includes amnesty, fine-free days, and proposals in which other goods are given in lieu of paying fines, for example, donating canned goods in lieu of paying overdue fines.

**DERRY PUBLIC LIBRARY
TELESCOPE BORROWER'S FORM**

I understand that I may borrow the telescope for three weeks. I knowingly assume responsibility for the safekeeping of the library's telescope while it is in my possession.

I understand that there is a \$5 fine for each day the telescope is overdue, up to the replacement value of the telescope. I also assume responsibility for the cost of any necessary repairs or for the replacement of the telescope plus a \$5 processing fee if it should be lost or damaged.

Printed Name

Signature

Date

DERRY PUBLIC LIBRARY
UKULELE KIT BORROWER'S FORM

I understand that I may borrow the ukulele kit for three weeks. I knowingly assume responsibility for the safekeeping of the library's ukulele, case, tuner and lesson book while they are in my possession.

I understand that there is a \$5 fine for each day one of the kit items is overdue, up to the replacement value of the said item. I also assume responsibility for the cost of any necessary repairs or for the replacement of the ukulele kit items plus a \$5 processing fee if it should be lost or damaged.

A ukulele kit includes:

- Ukulele: \$50
- Case: \$19.99
- Tuner: \$20
- Lesson Book: \$15.99

Printed Name

Signature

Date