

WEEKS PUBLIC LIBRARY

CIRCULATION POLICY

1. Borrowing Privileges

As the Weeks Public Library (WPL) is supported by local town taxes, every resident, as defined by RSA 21:6, is entitled to all borrowing privileges.

- a. Library cards are issued for one (1) year. Proof of residency is required to obtain a card and to renew a card.
- b. Children may receive a library card when their parents request it.
- c. Non-residents may purchase borrowing privileges for \$50 per year.
- d. Greenland Central School and Town employees may receive individual cards. (Please bring most recent paycheck stub for verification.)
- e. Non-residents who own land in Greenland may receive individual cards with a recent property tax bill with the Greenland address as proof of property ownership.

All library users are expected to abide by the rules of the library, particularly in regard to returning materials on time and paying all fees for damaged or lost materials. Parents are responsible for the replacement costs for damaged or lost materials checked out to their child's card.

Failure to abide by library rules may result in the suspension and or restriction of borrowing privileges by the Director. Borrowing privileges for individuals or entire families may be suspended or restricted when materials are more than 30 days overdue or if unpaid fees for lost materials exceed (\$15) fifteen dollars.

Those who have had privileges suspended or restricted may appeal to the Board of Trustees who will have final authority in the matter.

2. Confidentiality

All circulation transactions and information will be treated with confidentiality. The patron's right of privacy will be protected as much as possible. All patron requests for materials should be discussed only in a professional context, e.g. with the patron directly or among library staff.

3. Proof of Residency and Contact Information

Photo identification and proof of residency showing the current Greenland street address are required for registration. Greenland P.O. boxes are not accepted as proof of residency nor is the use of the Greenland Post Office address at 609 Portsmouth Avenue.

Acceptable Identification for Proof of Residency (with printed current street address):

- a. Driver's License with current street address
- b. Utility Bill
- c. Bank Statement or Checkbook
- d. Automobile Registration
- e. Property Tax Bill/Executed Lease Agreement/Closing Documents

All applicants must provide a valid working phone number.

3. Length of Circulation

Books	2 Weeks
audio books	2 Weeks
instructional DVDs	2 Weeks
Kill-a-Watt Energy Detectors	2 Weeks
kits	2 Weeks
Orion Star Blast telescope	2 Weeks
eReaders	3 Weeks
iPad	2 Weeks
Magazines	1 Week
DVDs	1 Week
Multi Set DVDs	3 Weeks
ILL materials	2 Weeks (or as determined by lending library)
Book Discussion materials	4 Weeks

4. Renewals:

Most of the materials owned by WPL may be renewed twice in person, online, or by phone. If materials are overdue at the time of the request, they must be renewed in person or by phone. Any materials on hold for another patron cannot be renewed and should be returned by the due date.

5. Reserves

- a. A reserve may be placed on any item in the collection. Materials that have been ordered but have not yet been received by the library may be reserved as well.
- b. The library will maintain reserves on popular materials as far in advance as is feasible. Patrons are notified by phone, text, or email when materials are available.
- c. Materials are then held at the circulation desk for Four (4) business days.
 - i. One more attempt will be made to contact the patron after the initial 4 Days.
 - ii. If the materials are not picked up within Three (3) days after the second contact attempt, the next person on the list is notified and the patron will go to the bottom of the reserve list.
- d. When there are no other reserves, the materials are returned to the shelves.
- e. Materials borrowed via ILL are sent back to the lending library.

6. Material not owned

- a. If a patron requests material not owned by the library, the library will make all reasonable attempts to provide access to that material.
- b. Newly published material will be given strong preference in selection.
- c. The library will attempt to acquire materials through Interlibrary Loan.

7. Interlibrary Loan

- a. The library will attempt to borrow any material not in its collection or scheduled for purchase from any lending library in the state.

- b. The library will make every attempt to offer cooperation to other libraries in hopes of fostering productive relationships.
- c. Any charges from postage, telephone calls, or printing will be absorbed by the library as the cost of providing Interlibrary Loan service.
- d. Any borrowing fees, penalties, or replacement costs will be passed on to the patron.
- e. WPL cannot guarantee renewals on ILL materials. Renewals on ILL materials are the purview of the lending library.

8. Charges for lost or damaged materials:

- a. Books: Patron is charged 100% of the full price; copies are not accepted. The original purchase price is recorded in the catalog at the time of accession and is the basis for determining full price, although numerous other factors may increase or decrease that number.
- b. Magazines: Patron is charged 100% of the full replacement price. No replacements accepted.
- c. DVDs or video game: replacement accepted only if it is new and still sealed in the original package, otherwise 100% of full price.
- d. Book on CD: \$10 per CD (if the entire item is lost, then 100% of full price).
- e. Kit, non-video game, Library of Things, Learning Library item: 100% of full price.

The Library may choose to accept an undamaged, like-new replacement on a case-by-case basis. The final determination is the library director's and is final.

If a borrowed CD or DVD does not play or skips, please alert staff to the problem so it can either be replaced or repaired.

Receipts: Receipts are available upon request.

Refunds: In order to avoid "buying back" items after the library has replaced them, refunds will not be given to patrons who have paid for lost materials. Payment for lost/damaged items originating from the NH State Inter-Library Loan system will be collected at the Weeks Public Library Circulation Desk.

8. Restrictions on Circulation

All library materials are purchased with use in mind, but use of some material is restricted.

- a. Newspapers: Local newspapers are stored for three months and must be used in-house.
- b. Genealogy material housed in the glass-fronted cabinet is irreplaceable. It can be used in-house only. Exceptions can only be granted by the Director.
- c. Patrons must be 17 years or older to checkout "R" rated DVDs. Parents must be called for approval if the patron is under 17.