

1.1 CIRCULATION POLICY

Purpose

The North Branford Public Libraries (“NBPL” or “the Library”) are members of Libraries Online, Inc. (LION), a comprehensive library consortium serving thirty public libraries in CT. This policy provides guidelines for the borrowing and return of materials in the NBPL collection as well as other libraries throughout the State of Connecticut. The Library maintains a Circulation Policy and applicable procedures to ensure that all patrons are provided with consistent and equitable services from the Library, and that patrons understand their rights and responsibilities as Library cardholders.

Library Cards

Eligibility and registration

Any person who verifies their identity and provides proof of residency within the Town of North Branford may receive a free library card. Proof of residency must be provided before a card is issued. Post office boxes are not accepted as a valid proof of residency. Library cardholders are responsible for the card’s security, any material checked out, any charges incurred as well as notifying the Library of card loss or changes in contact information.

One of the following is required as proof of residency:

- Connecticut driver's license
- Connecticut State ID issued by DMV
- Connecticut motor vehicle registration
- current telephone or utility bill
- current item of mail delivered to home address
- lease agreement, rent receipt or property deed

Children under 12

There is no minimum age to get a Library card, but approval from a parent or legal guardian is required for children under the age of 12 to obtain a card. A parent or legal guardian must be present to sign the application at the time the Library card is issued. The child’s school record, the parent or guardian’s identification, current North Branford Library card, or other proof of residency as described above will be accepted as proof of residency. Identification is not required for children. Exceptions may be made if the Library visits schools for library card sign-ups or similar situations.

Young people 12 years of age or older may provide their own proof of residency (school ID, student report card or school schedule are acceptable) and acquire a Library card on their own.

Temporary or short-term residents

Students, nannies/au pairs or other temporary residents may be issued a Library card upon proof of local residency and acceptable identification. The registration period will be determined by a Library supervisor at the time of application.

Teacher Cards

Teacher Cards are for borrowing items needed for curriculum support and/or classroom use. Teachers who teach or run programs in North Branford but reside out of Town, may be issued a Library card that will be valid for 1 year. Proof of identity with current address of residence and proof of employment, such as work ID, pay stub, or original homeschool affidavit, must be presented at the time the card is issued. A "teacher" is a person currently employed as a teacher, educator, administrator, librarian, childcare provider, or afterschool program provider at a school or childcare facility. Teacher cardholders assume responsibility for the card's security, for any material checked out, and for any charges incurred. Items borrowed with Teacher Cards have extended loan periods of six weeks.

Non-residents

NBPL honors valid library cards from all Connecticut public libraries in accordance with the borrowIT CT statewide reciprocal borrowing policy.

Renewal

Library cards are renewed on a triennial basis. Applicants for renewal may be asked to present a form of identification for address verification.

Lost Cards

Patrons should give the Library prompt notice of any loss of card or change of address. Original cards and replacement cards shall be issued free of charge.

Borrowing

Cardholders may borrow up to 100 physical items at a time on a valid Library card. The borrower or guardian is responsible for the card's security, for any material checked out, and for any charges incurred. When borrowing items from the Library, patrons will be asked to show a Library card or other form of ID with your name and address on it (i.e. driver's license).

Loan Periods

Loan periods stipulate the fixed time allowed for borrowers to take out materials. Other items may have limited borrowing periods given demand or collection size. Items circulate according to the following chart:

Loans, Renewals, Fines				
	Loan Period	Renewals*	Fine Free?	Holds Allowed?
<u>ADULT & TEEN</u>				
PRINT				
Books	21 days	2	Y	Y
New Adult Books	14 days	2	Y	Y
Large Print Books	21 days	2	Y	Y
New Large Print Books	21 days	2	Y	Y
Magazines	7 days	2	Y	Y
AUDIOVISUAL				
Audiobooks	21 days	2	Y	Y
Music CDs	21 days	2	Y	Y
Movies & TV shows on DVD	7 days	2	Y	Y
<u>CHILDREN'S</u>				
PRINT				
Books	21 days	2	Y	Y
Magazines	21 days	2	Y	Y
Tonies/Video games & Learning Backpacks	21 days	2	Y	Y
AUDIOVISUAL				
Audiobooks	21 days	2	Y	Y
A/V Sets (book/CD)	21 days	2	Y	Y
Movies & TV shows on DVD	21 days	2	Y	Y
<u>OTHER</u>				
Lawn Games	7 days	0	Y	Y
Library of Things	7 days	0	Y	Y**
Memory Kits	7 days	0	Y	Y
Museum Passes	2 days	0	Y	No, call Library for availability
Book Club Sets	6 weeks	0	Y	N
*Renewals are automatic for eligible items only				
**WiFi hotspots are excluded and not eligible for holds				

Renewals

Previously checked out materials may be renewed as long as there are no holds on the item for other patrons and the account is in good standing. Eligible North Branford items will automatically renew before their due date, up to two times. Renewal of Interlibrary Loan materials is at the discretion of the lending library.

Items will not renew if:

- There is a hold on the item
- The item has reached its maximum allowable renewals (2)
- The Library account is blocked because it has expired or has fees that exceed \$20.00

The Library recommends checking patron accounts online or calling the Library as the due date approaches to be sure the item is eligible for renewal.

There are several ways to renew books and materials:

- In person at the Library
- Online by logging into your account
- Over the phone

Holds (Reserves)

Patrons may place a hold on any item that is available for borrowing, except hotspots and items that are non-circulating.

- Place a hold request through our catalog, over the phone, or in person at the Library
- Patrons may request up to 50 items at a time
- Patrons will receive a notice via email, text, or telephone when a hold is ready to pick up. Patrons will have 7 days to pick up a hold.

Returns

- Library materials are not due on days the Library is closed but are due the next business day. Library materials may be returned to the Library circulation desk when the Library is open, or in the library's book drop 24/7, unless otherwise noted.
- Most library materials may be returned to any public library in CT.
- If a borrower claims to have returned an item that is missing, the Library staff and the borrower will conduct a search, the results of which will determine whether the item should be removed from the borrower's record.
- All material is due back by the date indicated at time of checkout or renewal. Items not returned within 28 days after their due date are considered lost. A replacement charge for the cost of lost items will be added to the patron's account in order to replace them

in the collection. Returning the item will remove any replacement charges from the borrower's record.

- Multiple part materials must be returned complete at time of return to avoid replacement charges.

Overdue Material

As of December 1, 2020, fines will not be charged for overdue Library materials.

Overdue notices and bills are sent via email or text when possible. As a courtesy, a "Due Soon" notice is sent via email three days before an item is due. Failure to receive a "Due Soon" or "Overdue" notice does not exempt the cardholder from overdue replacement bills or fines from any lending library still charging fines.

NOTICES SCHEDULE

- Courtesy Notice: 3 days before an item is due
- First Overdue Notice: 14 days late
- Second Overdue Notice (bill): 28 days late

While the NBPL charges no overdue fines, it must follow the fine policy of the lending library for any materials borrowed through the interlibrary system. Overdue materials from other LION libraries returned to NBPL will be charged a fine based on the fine policy of the owning library.

Fines for overdue materials returned to the Library, that were borrowed from non-LION member libraries, must be paid at the materials' owning library. The material will be returned via deliverIT CT.

Interlibrary Loans (ILL)

Borrowers with a valid library card have free access to circulating items owned by all LION member libraries. Interlibrary Loan is a free service that allows valid cardholders to request to borrow books not owned or loaned out by a LION library.

Library staff will assist borrowers in searching for materials available for ILL. The lending period is subject to the policy of the lending library. Borrowers will be contacted when the material arrives and will be held at the Library for 7 days. If the item is not picked up within 7 days, it will be returned to the owning library.

If an ILL item is damaged or lost, the borrower will be responsible for the cost of replacement, and any processing fees that are set by the lending library.

Reciprocal Borrowing

Reciprocal borrowing is a cooperative program among public libraries in Connecticut that allows a resident of any town in the State, who holds a valid library card issued by their home library, to use that card to borrow materials from any participating public library in the State. Patrons are required to observe the policies of the lending library which may differ from NBPL when using reciprocal borrowing. These may include differences in loan periods, overdue fines, and any fees associated with the replacement cost of lost items.

Fines & Fees

Policy Statement

NBPL and its patrons share a responsibility for the collection and as such, the Library expects its patrons to return borrowed materials on time and to treat them with care. NBPL strives to maximize access to all Library materials and going fine free is one more way to increase access to our collections and services.

Fees

1. As of December 1, 2020, NBPL does not collect or assess daily late fines for overdue material. NBPL may exempt some material types from this policy at its discretion.
2. Items not returned to the library 28 days after the due date will be marked as lost and a bill will be assessed on the patron's account for the replacement cost of the item. Borrowers are responsible for paying the replacement cost of an item that has not been returned, and for items that have been altered or damaged beyond repair. Replacement fees will be waived if Library material is returned in good condition.
3. No refunds will be offered for materials returned following payment of replacement cost. If a patron finds material that they considered lost that they had already paid for, they are welcome to keep the item or donate it back to the Library.
4. At its discretion, NBPL may waive some fees for patrons who have experienced extreme hardship such as long-term hospitalization, fire or theft.

Restriction on Library Privileges

NBPL will restrict the Library privileges of patrons who owe fees and/or Library materials greater than the "threshold." A person's borrowing privileges may be suspended if any of the following limits are met or exceeded:

- \$20.00 or more owed in billed items
- Twenty overdue items

At the Library Director's discretion, the Library may refuse to issue a card to any person who has a history of repeated delinquencies in the use of Library materials, or to any parent whose minor children have such a record of delinquencies.

Lost, Altered or Damaged materials

Borrowers are responsible for the replacement cost of an item that has not been returned and for items that have been altered or damaged beyond repair. If part of an item has been lost, the borrower will be charged for the replacement of that part if it can be replaced. If it cannot be replaced, the borrower will be charged the replacement cost of the entire item. Replacement of items will only be accepted if the copy is identical to the item being replaced, brand new, and acceptable to the Library Director.

Theft or Damage of Materials

It is the policy of the Library that no Library materials may be taken from the Library building unless they have been properly checked out or other authorization for removal has been given. The Library Director or designee may restrict the borrowing privileges and Library usage of any individual who commits or attempts to commit theft or damages Library resources.

Confidentiality of Patron Records

Circulation records, overdue records, and patron registration records contain information on patrons of the Library and are confidential in nature, as defined in Connecticut General Statutes Sec.11-25(b). A patron's Library record may be viewed by that individual or, in the case of a minor under the age of 18, by that patron's parent or legal guardian. Records are routinely reviewed by Library staff during patron transactions and record maintenance.

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