Mary E. Bartlett Memorial Library
Brentwood, New Hampshire

CIRCULATION POLICY

Mission Statement:

The Mary E. Bartlett Memorial Library (Library) is a nonprofit, municipal agency of the town of Brentwood, 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 Library does not restrict access to any materials on the basis of a person's age, sex, gender identity, race, creed, color, marital status, familial status, physical or mental disability, national origin, or other legally protected status. 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 a 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.

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.

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 the Town of Brentwood are entitled to a Library card without charge. Proof of residency is required.

Junior Cards: Any child up to age 13 who lives in Brentwood 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 14th birthday at which time they will be encouraged to sign up for an adult card.

Staff Cards: All staff of the Library 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 Library.

Guest Cards (Temporary): Guests of Brentwood residents staying in town for an extended period of time can be issued a temporary library card for the time of their stay, with a corresponding expiration date. A guest library card is issued to a person of any age who is not a resident of Brentwood but who is staying with a Brentwood resident for less than three (3) months. A copy of the guest's license will be made and kept with their application until the stay is complete and all materials are returned. Application and license copies will be kept in a secure space in the director's office. When the guest has completed their stay, the card, application, and license copy will be shredded.

Non-Residents:

Students of the Cooperative Middle School and Exeter High School are eligible for a Mary E. Bartlett Memorial Library card. A current student ID must be presented at the time of sign up.

Non-Resident Fee: Individuals desiring a Library card who do not live in Brentwood will be required to pay an annual fee of $75. The Library 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 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:

Per state laws, Library user records are confidential. The Library complies with 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; Library 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 by email.

Museum Passes:

The Library 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 by telephone or in person by cardholders of the Library. 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. Patrons will be notified when material is available via email, text message, or telephone call. When a patron fails to retrieve an available requested item 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:

Interlibrary Loan (ILL) is the sharing of resources with libraries in the State of NH and the United States. The sharing of resources through ILL affords libraries a larger range of materials which is essential for adequate and effective library service.

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

Some new books, DVDs, audiobooks and historic materials may be difficult to borrow for a patron's use. The Library Director will decide if they will purchase new items not available through ILL.

The Library does not impose a fee for borrowing materials through ILL 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 ILL (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 ILL materials from an out-of-state source.

The Library will also lend our materials to other libraries upon request.

Materials borrowed through ILL follow the same circulation rules as Library materials of the same kind. The Library adheres to the *New Hampshire State Library's New Hampshire Interlibrary Loan Protocol Manual* https://www.nh.gov/nhsl/nhais/documents/illprotocolmanual1999.pdf and *the National Interlibrary Loan Code of the American Library Association http://www.ala.org/rusa/guidelines/interlibrary* . Any library initiating ILL services with the Mary E. Bartlett Memorial Library must also be in compliance with the aforementioned *NH State Library's NH ILL Protocol Manual* and the *National ILL Code of the ALA*.

Annual ILL statistics are reported as part of the New Hampshire Public Library Annual Report.

Renewals:

The due dates of materials can be extended by renewal with the exception of ILL 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:

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

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

Borrowers with overdue materials will be notified of their overdue status up to three times by their selected means of communication before becoming liable for the replacement cost of the materials.

Initial notification will be made after a period of 2 weeks, unless other patrons are waiting for the item, in which case you will be notified sooner.

Should materials remain overdue, a second notice will be made after 3 weeks unreturned.

A third, and final, notice will be made after 4 weeks unreturned.

Should materials remain unreturned after this sequence of notifications, such materials will be considered lost, and a bill will be issued.

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 ILL 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 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.

This policy has been established by the Board of Trustees and is subject to periodic review and/or revision at the discretion of the Board.

Adopted by the Board of Trustees 07/11/22
Nonresident Fee Updated 9/11/24