

BAKER FREE LIBRARY CIRCULATION POLICY

Hours of Operation

The Baker Free Library is currently open six days each week year-round, for a total of 55 hours per week:

Monday – Thursday, 10 a.m. to 8 p.m.

Friday, 10 a.m. to 7 p.m.

Saturday, 10 a.m. to 4 p.m.

Sunday, Closed

The Library is closed on all federal holidays except Columbus Day, and closes early at 4 p.m. on the day before Thanksgiving, on Christmas Eve, and on New Year's Eve.

Access to Materials

In accordance with Article V of the American Library Association's *Library Bill of Rights*, the Baker Free Library does not restrict access to any materials on the basis of a person's origin, age, background, or views. Free and open access is essential to the role of the public library in the community.

Library Card Eligibility

The Baker Free Library serves all Bow residents free of charge. Registration must occur in person and proof of residency is required. Proof of residency may take the form of a current utilities bill, town tax bill, valid NH driver's license, etc. After registering and receiving a library card, any resident 6 years old and up may borrow materials. Parents who wish to have their children registered for a library card once they are six years old can sign up at the circulation desk to receive a special mail notification upon their child's sixth birthday. The parent or legal guardian of any child under the age of 18 who registers for a library card must sign the child's registration card, which indicates that the parent/legal guardian is financially responsible for materials checked out on that child's card.

Free courtesy library cards are extended to all employees of Bow businesses, as well as Town of Bow employees and Bow School District employees. Proof of employment, such as a pay stub or letter on business letterhead, is required at the time of registration and renewal.

Persons who reside outside of the Town of Bow may obtain a library card on a fee basis. As of September 1, 2012, persons under the age of 65 may purchase a card for \$90 annually, or if the person is 65 years of age and over, the annual fee is \$45. Fees are set by the library's Board of Trustees. Fees will be reviewed on an annual basis at the end of the library's fiscal year, with the intent to adjust fees over a period of years so that eventually the fees reflect the library's tax impact on the average Bow homeowner. As of July 1, 2013, the library's average tax impact is approximately \$120 per homeowner (based on a \$250,000 average single-family home value in Bow).

Responsibilities of Card Holders

Borrowers will be held financially responsible for any materials checked out on his/her card. In the case of children under the age of 18, the parent or legal guardian who signed their card is financially responsible for any materials checked out on the child's card. Library card holders are expected to treat all materials carefully and respectfully. Materials should be returned to the library in the condition in which they were borrowed.

Card holders are also responsible for keeping their patron record accurate and up-to-date. Change of name, phone number, address, and e-mail should be reported to library staff.

For Bow residents, library cards are automatically set to expire two years from date of registration or renewal, so that contact information can be updated regularly on resident cards. Non-resident card holders (both fee and courtesy) must renew their card on an annual basis. If a card is up for renewal, materials may not be checked out until the patron provides updated information (name, address, telephone number). A form of identification, such as a valid New Hampshire driver's license, will be requested of adults at the time of renewal. Renewal of cards for children under the age of 18 must be conducted with the parent or legal guardian of the child. Those non-resident card holders who pay an annual fee must pay that fee at the time of renewal in order to check out materials.

Library cards issued by the Baker Free Library are individual cards. If an individual card holder wishes to allow another immediate family member (spouse, parent, child) to have access to their card to pick up reserve items, check out items, or renew items, the library card holder must request that a note be placed on their account, stating the full name of the person to have access, the relationship of that person to the card holder, and the type of access allowed. This change cannot occur over the telephone or by e-mail and must be done by the card holder, in person, during the library's open hours.

Checking Out Materials

A valid library card should be presented at the time materials are checked out. Library staff may ask for a form of identification if a patron does not have their library card at the time of checkout.

Renewals

New fiction and non-fiction books may be renewed once. All other materials may be renewed twice as long as they have not been requested by another patron. Overdue DVDs may not be renewed. Renewals can be placed in person, by phone, or by e-mail. Patrons with unpaid late fees, expired cards, or suspended privileges will not be allowed to renew materials until they are in good standing.

Loan Periods

All new fiction and non-fiction (purchased within last six months)	14 day loan period
Current year Great Stone Face books	14 day loan period
Adult fiction and non-fiction	30 day loan period
Children and young adult fiction and non-fiction	30 day loan period
Magazines	14 day loan period
Audio books	14 day loan period
Music CDs	14 day loan period
DVDs	7 day loan period

Late Fees and Overdue Notices

There are no late fees assessed for overdue books, CDs, or magazines. Weekly notices will be sent to patrons with overdue materials when the materials become more than seven days overdue. When the third notice is sent, the patron's borrowing privileges are suspended until the overdue materials are returned.

Late fees will be assessed for each borrowed DVD according to the following schedule:

- 1-7 days overdue - \$1
- 8-15 days overdue - \$5 (first overdue notice sent)
- 16-30 days overdue - \$10 (second overdue notice sent)
- 31+ days overdue - \$20 (third overdue notice sent)

Borrowing privileges will be suspended when the third notice is sent. As soon as the materials are returned AND late fees are paid, the suspension will be removed. Borrowers with unpaid late fees totaling \$10.00 or more will not be allowed to renew materials or take out new materials until the fine is paid in full. E-mail notification for overdue materials is available if a patron has signed up for it through their online library card account.

If materials are two months or more overdue, the library follows New Hampshire RSA 202-A:25, which stipulates that written notice is sent to the patron about the overdue items via certified mail. The patron has 15 days from the date of the notice to return the items or pay for them. When a certified letter is sent, a \$5.00 fee will be assessed to the patron's library card to cover the certified mailing cost and a portion of the overdue processing cost. After the 15 days the library can turn the collection of the items and the fee over to the local police and the patron could be charged with a violation because they are failing to return public property. The library will pursue police assistance at the discretion of the Library Director.

Payment of late fees may be made by either cash or personal check in the library, or by credit card through the card holder's online library card account (which is accessible through any computer once the cardholder is logged into their account through the library web site www.bowbakerfreelibrary.org). Library staff will ask to see a current driver's license if payment is made by personal check. A fee of \$25 will be billed to the patron if a check is returned to us by the bank.

Lost/Damaged Materials

Library cardholders will be held financially responsible for materials checked out on their card which are lost or damaged to the extent that the materials cannot remain in the Library's collection. Cardholders will be required to refund the Library for the cost of the item, which can be accessed by Library staff through the Library's circulation software. Patrons may keep damaged materials once the refund cost has been paid to the Library.

Patrons who lose or damage inter-library loan materials will be expected to pay any bills issued by other libraries for those materials. The Library reserves the right to suspend patron privileges until any bills from other libraries are paid in full.

At the discretion of the Library Director, the library will accept replacements in lieu of payment for lost or damaged materials. Lost charges for items which are later found and returned will only be refunded at the discretion of the Library Director.

Reserving Materials

Patrons may place requests for library materials that are in use. These requests can be made in person, by phone, or by e-mail. Requests will be met in the order in which they are received. Patrons will be notified by telephone when their requested item is ready for them to pick up.

Patrons may also request materials that can be obtained through Inter-Library Loan (ILL). These requests can be made in person, by phone, or by e-mail. Requests can take up to two weeks or more for processing. ILL materials arrive at the library via that New Hampshire State Library van service on Wednesdays. Patrons with an ILL request will be notified by telephone when their item is ready to be picked up. ILL reserve materials will be held for two weeks. After the first week, a second call will be made to the patron, asking them to pick up their reserve materials. Materials will be returned to the lending library if they are not picked up at the end of the two week period. No more than four (4) Inter-library Loan items may be checked out by a patron at the same time.

Reserve materials owned by the Baker Free Library will be held for seven days (one week) after the first message is left with the patron that the material(s) are available for pick up. Once the materials have been on the reserve shelf for 5 days, a second call will be made advising the patron that they have two more days to pick up the material(s) before they are passed on to the next person on the reserve list or returned to the shelf.

Returning Materials

Library materials, including Inter-Library Loan materials, should be returned to the library's circulation desk during open hours. When the library is closed, books and magazines may be returned using the library's book drop, while CDs and DVDS may be returned using the metal free-standing media drop to the right of the book drop. Electronic devices must always be returned directly to a library staff person during open hours. The book drop is only open when the library is closed. The media drop is available 24 hours per day, and is emptied at opening and closing Monday through Saturday (so that DVDs dropped off during the day are credited as returned on that day).

Library User Records

In accordance with NH RSA 91-A:5 and RSA 201-D:11, library user records are confidential. Baker Free Library employees will not divulge titles that are currently checked out, items that are overdue, or materials that have been requested by any library card holder unless compelled to do so by a process, order, or subpoena authorized by a federal, state, or local legislative or judicial power. Please see the Baker Free Library Policy on the Confidentiality of Library Records for more information.

Approved by the Baker Free Library Board of Trustees on January 14, 2009; revised June 10, 2009; revised May 17, 2010; revised February 9, 2011; revised August 10, 2011; revised August 1, 2012; revised May 8, 2013; revised May 14, 2014. To be reviewed annually by the Board of Trustees – next review May 2015.