

Circulation Policy

The library serves all residents of the Pelham and the surrounding region. Service will not be denied or abridged because of religious, racial, social, economic, or political status; or because of mental, emotional, or physical condition; age; or sexual orientation.

Although the library allows anyone to enter the library, providing he/she has not been banned due to misconduct, the library restricts the borrowing of library materials to those patrons who have applied for and received a Pelham Library Card. Library cards may be issued to both residents and non-residents of Pelham, depending on their residency, or for a fee.

Registration

All patrons borrowing materials must show their valid library card when checking out material. Library cards are not transferable to others and patrons must use their own card to borrow materials.

To qualify for a library card an applicant must show a photo ID and proof of current address, and fill out an application form. (Parents or guardians may provide their own ID and proof of address for children.) Library materials may be borrowed at the time the application is completed. Thereafter, the presentation of a library card is necessary for borrowing.

The library reserves the right to withdraw borrowing privileges from any patron who provides the library with false registration information, displays unruly conduct, fails to return borrowed materials, or accumulates maximum fines.

All Pelham residents, **6 years of age or older**, may obtain a library card at no initial cost. **Non-residents** who own property in Pelham or who work for the Town or attend school in Pelham may also be issued a library card at no initial cost. Library cards may also be issued to other non-residents for an annual fee of \$25.00. Lost cards may be replaced for \$2.00.

New patrons, **age 14 and older**, must fill out an application form to register for a library card. Applicants under 14 years of age must have a parent or legal guardian give their consent on the application form before a new card can be issued. This parental signature is not required for children who are renewing cards.

Patrons assume full responsibility for all use made of their library card. By signing the application form, the borrower agrees to comply with all library rules and regulations; to pay all fines; to be responsible for any loss or damage to materials; to provide immediate notice of any change of address; and to provide immediate notice if the card is lost or stolen.

Lost or forgotten cards

Patrons who fail to present their library card on several occasions will be asked to purchase a replacement card.

If a patron loses his/her library card, he/she should notify the library as soon as possible and request a replacement. A fee of \$2.00 will be charged for replacement cards.

Reserves

Patrons may place reserves either in person, over the telephone, or from the library website. All library materials may be placed on reserve. The borrower will be notified as soon as the reserved material is available for borrowing. Once notified, the borrower has seven (7) days to pick up the reserved item(s). There is no charge to the patron for placing a reserve.

Loan Periods and Overdue Fine Calculations

To ensure that the Library has an adequate supply of materials for all patrons, the following loan periods, fines and charges, and limits on number of items allowed out at one time apply to all holders of Pelham Public Library cards.

All library items carry a maximum overdue fine of \$5.00 (five dollars) per item. Fines on overdue materials accrue daily, until the maximum is reached or until the item is returned. Fines do not appear on a patron's account until the item is checked in. Borrowing privileges are suspended when outstanding charges reach \$20.00 (twenty dollars) or more on an account.

The maximum overdue fine charged per patron - for all accumulated overdue items on the borrower's library account at one time -- is \$10.00 (ten dollars).

All Items and Materials that circulate

Loan Period: Renewals:	two (2) weeks two (2) renewals are allowed consecutively for each item
Limit: Fine:	*Items which have a
Maximum Fine: Reserves:	reserve cannot be renewed* None
	\$0.10 (ten cents) per day, per item.
	\$5.00 (five dollars) per item. Replacement fees will be charged for lost items.
	Yes

Interlibrary Loans

Loan Period: Renewals: Limit:	determined by the lending library
Fine:	only if approved by the lending library 3 items at a time

\$1.00 (one dollar) per day, per item.

Maximum Fine: lost items. \$10.00 (ten dollars) per item. Replacement fees will be charged for

Museum Passes

Loan Period: Renewals: Limit:	the day of pre-arranged reservation; due back day after reservation n/a
Fine:	None
Maximum Fine: Reserves:	\$5.00 (five dollars) per day. \$10.00 (ten dollars). Replacement fees will be charged for lost passes. Yes, up to one (1) month in advance of reservation date.

Generally, reference books do not circulate. However, upon request, some reference materials may be checked out up to one (1) week.

The Library Director may establish the loan period for special collections, materials that are temporarily in great demand, such as for student projects or materials that are in a new format (e.g., eBooks, computer software).

Overdue Collection Policy

At one day overdue the patron will be notified by an automatic email. At one week overdue, the patron will be notified by an automatic email. At four (4) weeks overdue, the patron will be notified of the overdue library material(s) by telephone or e-mail.

At six (6) weeks overdue, a notice will be sent by mail stating the replacement fee(s) for the overdue material(s) and informing the patron their borrowing privileges have been suspended. No additional materials may be checked out on the patron's card until the overdue material(s) is returned and the fine or the replacement fee has been paid.

Patrons with suspended privileges may not use the library card of another family member to evade the effect of the suspended privileges.

At five months overdue, the patron will receive an invoice for the cost of the items overdue, as we may decide based on usage and demand that we need to replace them now. Patrons will have until six months to return items before they are removed from the collection and the invoiced amount is placed on their account.

If the items are replaced, the purchasing librarian will place a notification on the patron account specifying their need to replace the item. The note will be in addition to the koha calculated fines and fees for the lost items. If the items are removed from the collection and not replaced, the librarian will place no note on the patron account. The koha calculated fines and fees will remain on the account but the patron will retain the option of bringing the long overdue items back. See Staff Procedures for further detail.

Whenever the library closes early or is closed for an entire day due to severe weather or other unforeseen reasons, no fines will be calculated on those days. Material(s) that had been due on those days will become due on the next day the library is open for business.

Replacement of Lost and Damaged Materials

Library patrons have the option of purchasing a replacement copy of damaged, lost, or overdue items, as long as it is done within six months of their loss. Special exceptions may be made if a patron finds a long overdue item that we have chosen not to replace. If patrons pay for a lost or damaged item, the library will give the discarded, damaged materials to the patron.

If the patron does not wish to obtain a replacement copy, the library will charge the patron the initial cost to the library for damaged, lost, or overdue items that have not been returned. If the initial cost cannot be determined, a "fair market" current replacement cost will be charged. Fair market value will be determined by, first, consulting the library's regular material vendor (e.g., Baker & Taylor). However, if the item(s) is not available through the regular vendor, the library will check other normal procurement channels such as, but not limited to, Amazon.com.

Patrons who lose or damage a single item in a set will be responsible for the replacement of the entire set if a single replacement item cannot be acquired. A notice of the charges will be sent to the borrower; a sample of the notice follows:

Dear _ _ _ _ _

At the time a library patron borrows materials from the public library collection, the patron assumes the responsibility for the care and timely return of the materials. Recently materials checked out on your library card were returned to the library damaged beyond the point of being usable in the Library's collection. The titles and costs of these materials are listed below:

----- \$ -----

Your assistance in clearing this matter promptly will be appreciated and will be necessary in order to retain your borrowing privileges.

Thank you in advance for your prompt response to this matter.

Refunds of Replacement Charges

Patrons may request and receive refunds for paid replacement of items that have been subsequently found and returned to the library, providing that the library has not already replaced the item and/or six (6) months have not passed since the payment was made.

Suspension of Privileges

The library reserves the right to suspend the borrowing privileges of any patron who fails to return library materials within the specified loan period or who has accumulated \$20.00 (twenty dollars) or more in fines.

Suspended patrons may be reinstated by either returning overdue materials or paying for their replacement and settling all outstanding fines.

A patron may reapply for a library card five (5) years from the date of an unsettled suspension. The library Director shall then review the application and history of the situation and may elect to restore privileges to the patron.

Approved by the Board of Trustees

September 8, 2004

Revised August 12, 2009

Revised May 12, 2010

Revised September 12, 2012