

General Collections Circulation Policy

Policy Purpose

The General Collections Circulation Policy of the Thayer Memorial Library (the Library) exists to facilitate the Library's stated mission of free and open community access to the services, materials, and information contained in the Library's general collections. To borrow materials from the Library, borrowers must register for a library card.

Definitions

- **Library Director** ("Director") shall mean the Library Director, or in their absence the Library staff member in charge.
- **Unconventional Items** are those items circulated by the Library that are devices, instruments, or other non-print items that are not specifically addressed in the General Collections Circulation Policy.

Library Card Registration

Library Cards are issued free of charge to Lancaster residents and residents of the Commonwealth who reside in communities with certified libraries.

For Individuals

An applicant for a Thayer Memorial Library Card must show identification with a current residential address. Providing identification with only a post office box number or information related to school or other temporary residence status is not adequate. Applicants are required to provide either a telephone number or an email address. The following are considered acceptable forms of identification:

- A valid Massachusetts driver's license with the holder's current residential address
- A driver's instruction permit, or a photo identification card issued by the Massachusetts DOT with the holder's current residential address
- An official photo identification card from a school, government agency, employer, etc., along with another piece of identification displaying the holder's name and current residential address

Acceptable second forms of identification include:

- A current residential property tax statement, rent receipt or lease agreement
- A current utility bill
- A bank checkbook with a current address imprinted on checks
- A current bank statement; or
- Cancelled mail to the applicant with current residential address postmarked within the last week.

If one of these forms of identification cannot be presented, other forms of documentation may be accepted by the Library Director at their sole discretion.

All Library Cards are valid for two years, at the end of which time cardholders will be asked to confirm the contact information on their Library Card. The Library may, at any time before the expiration date, require that current address identification be shown. Therefore, borrowers should carry appropriate identification in addition to their Library Card.

A Library Card will become invalid if the cardholder changes residence. It is the cardholder's responsibility to notify the Library when their contact information changes.

Library borrowers with an active account in good standing may establish a designated individual to pick up holds or special requests. In all cases, the borrower requesting this provision is responsible for the care and return of borrowed materials.

Borrowers under 18

For applicants under the age of eighteen (18) to obtain a Library Card, a parent or legal guardian must be present to sign a completed application. The applicant must be at least 5 years of age and able to sign his or her own name. Parents/Legal Guardians will be responsible for all items checked out on their children's Cards. Parents/Legal Guardians have the right to suspend the library privileges of minors for whom they are responsible at any time.

For Schools and Local Residential Programs

Local organizations with students and/or residents may register for a Library Card to be used by the organization's staff to check out materials. Cards are issued to organizations, which assume all responsibility for any activity on their accounts and assume all fine and replacement fees. Local organizations should contact the Director for further details.

Visiting Family Members

Residents of Lancaster in good standing with the Library can request a temporary Library Card for a visiting family member staying in the resident's home. To obtain a temporary Library Card, residents must contact the Library and request a Temporary Library Card Application. Temporary Library Cards are issued for a 3-month period. This period may be extended by the Director at their sole discretion. Cards issued to visiting family members only allow the holder to borrow materials owned by Thayer Memorial Library and cannot be used for Holds and Interlibrary Loan Services, or any other mechanism to borrow materials from any other library.

Non-State Residency, Massachusetts Property Owner

A part-time resident who spends fewer than 183 days of the taxable year living in Massachusetts and pays Lancaster property taxes may acquire a Library Card as if they were a fulltime resident of the Town. Borrowing privileges and requirements will be identical except for the duration of the Card, which will be good for 6 months.

Applicants who do not meet Residency Requirements

Applicants who do not meet residency requirements may purchase a one year Library Card for a non-refundable fee of \$15. Cards issued to applicants who do not meet residency requirements only allow the holder to borrow materials owned by Thayer Memorial Library and cannot be used for Holds and Interlibrary Loan Services, or any other mechanism to borrow materials from any other library.

"No Card, No Service"

Borrowers must present a valid C/WMARS library card from a CW/MARS circulating library, issued to the borrower, for check-out of any Library materials. Borrowers who have lost their Thayer Memorial Library Card may apply for a new card by showing valid identification (see section 3a above) and paying a non-refundable \$2.00 replacement charge. If a borrower later finds their first Card, it must be destroyed or returned to the Library for disposal. Any exceptions to this provision must be made by the Library Director.

Loan Periods and Limits

The following loan periods have been established to provide Library users with an adequate amount of time to read, view, listen, or use materials and return them so that they are available for other borrowers.

Loan Limits

A borrower may have up to fifty (50) items checked out at any time. Loan limits for specific media types are at the discretion of the Library staff.

Loan Periods

Most items within the Library's collection may be borrowed for twenty one (21) days. A receipt listing items and their due dates can be generated when items are checked out or accessed by borrowers from their online accounts. It is the borrower's responsibility to know when checked-out materials are due back. If the due date falls on a holiday when the Library is closed, the loan period will be extended until the next day that the Library is open. Special loan periods have been established for the following Library materials:

<i>New Fiction</i>	Fourteen (14) days
<i>DVD's and Blu-ray discs</i>	Sets of fewer than 2 discs: (7) Seven Days. Sets containing more than 2 discs: fourteen (14) days.
<i>Compact Discs</i>	Fourteen (14) days
<i>Art Prints</i>	Three (3) months
<i>Museum Passes</i>	Due back before the Library opens on its next business day. (See schedule of open hours)
<i>Reference Materials</i>	Circulation duration determined by staff. Some materials do not circulate
<i>Unconventional Items</i>	See Circulating Unconventional Items

Renewals

Some library materials owned by the Thayer Memorial Library can be renewed twice. Materials not owned by the Thayer Memorial Library are renewed in accordance with the policy of the owning library, generally only once. Library Card holders can renew items by accessing their online accounts or by calling the Library. (Note: when calling the Library, the borrower must provide a valid Library Card number)

Non-Circulating Items

Current magazine editions and newspaper titles owned by Thayer Memorial Library may not be taken out of the building. Magazines from prior months circulate for twenty-one (21) days. Materials designated for reference use do not typically circulate. However, exceptions may be made by Library staff members on a case-by-case basis.

Return of Items

With the exception of art prints and unconventional items, articles can be returned to Thayer Memorial Library at designated locations within the Library building during hours of service, or by depositing returns in the drop box located outside the front entrance. All art prints and unconventional items must be returned to a Library staff member at the circulation desk when the Library is open.

Due Date Reminder

Borrowers who have provided an email address may receive an electronically generated reminder two days prior to the due date of an item. This is strictly a courtesy and does not affect the due date in any way.

Circulating Unconventional Items

From time to time the Library will experiment with lending services by providing for the public items or gadgets not typically associated with a public library. This could include electronic devices, mechanical devices, or anything else that the Library staff thinks may spark public interest. Additional policies and/or procedures for circulating unconventional items, and applications to borrow them, are listed under: [Circulating Unconventional Items](#), [Schedule of Unconventional Items & Replacement Costs](#), and [Universal Agreement Form for Unconventional Use](#).

The Library reserves the right to refuse service to anyone who misuses Library materials, is repeatedly late in returning items borrowed, or regularly deviates from the Library's "Appropriate Library Use Policy".

Fines and other Fees

Overdue Materials

Overdue fines are assessed for items returned past their due dates. A fine rate of ten cents (\$0.10) per item per day late will be assessed for all circulated items. Overdue fines for unconventional devices may vary. Please see the Section: [Circulating Unconventional Items](#).

Waiver of Fines and Fees

Library staff members have the option of reducing or waiving fines and fees if it is determined that extenuating circumstances so warrant.

Payment of Fines

The Library will accept cash, money orders, or cashier's checks for payment of fines accrued. With proper ID, the Library will also accept personal checks made out to "Thayer Memorial Library" that are drawn on a local bank for the exact amount of the fines. Returned check fees will be charged to the borrower and the borrower's account will be frozen until the balance is paid.

Alternative Fine Programs

The Library occasionally runs alternative fine programs to provide borrowers with an opportunity to meet their obligation of fines through a non-monetary exchange. Examples are Food for Fines, or the bartering program that adds materials to the general collection.

Replacement Costs

In those instances when an item has been lost or damaged severely enough to require replacement (such as a missing page, markings made with a pen, original accompanying material lost), the borrower will be charged the replacement cost of the item plus a processing fee to cover the cost of cataloging and preparing a replacement for circulation. Once paid, replacement fees are non-refundable even in the event that an item, thought lost, is found by a patron and returned to Thayer Memorial Library. Costs to replace unconventional items are separately listed in the Section: [Schedule of Unconventional Items & Replacement Costs](#).

Overdue Notices

In order to remind Library borrowers that they have outstanding overdue items, one notice will be mailed out approximately one (1) month after the due date. This notice will be in the form of a replacement notice for the cost of the item. In order to encourage return of long-overdue materials, there is a maximum per item fine of \$3.00 for overdue materials returned within six months, exclusive of media damage and processing charges. After six months, the fine will be the cost to replace said item. Failure to receive a notice will not be considered grounds for waiving any fines, or fees. It is the borrower's responsibility to know when checked-out materials are due back.

Holds

Borrowers may reserve, or place "on hold," a specific item that is currently checked out by another patron, or not owned by Thayer Memorial Library. When the item is available, or received from another library, the user will be notified that the item is being held at the Circulation Desk and will be held by the Library for seven (7) days.

A borrower may have no more than twenty (20) outstanding reserve requests at any one time. Reference materials may not be reserved. Borrowers are responsible for notifying the Library if the requested item is no longer needed and can be removed from the waiting list.

Interlibrary Loan Services

Mediated Interlibrary Loan (ILL) service is offered to all Thayer Memorial Library Card holders with accounts in good standing.

- Borrowers will not be limited from requesting, or charged a fee for, mediated interlibrary loans unless:
 1. The owning library sending the ILL charges a fee to release said item; then the borrower will assume any additional fees.
 2. The borrower is not a Lancaster resident. Since all public libraries in the Commonwealth are members of Massachusetts Library System (MLS), and have access to mediated ILL services, residents from other communities are limited to two mediated interlibrary loans per year from Thayer Memorial Library.
- Borrowers must submit Interlibrary Loan requests in person at the Library.
- Requested materials will be limited to books, government documents, sound recordings, and videos. Copies of magazine and newspaper articles may be requested in accordance with U.S. copyright law and its accompanying guidelines.
- Materials that may not be requested include titles already owned by Thayer Memorial Library, or found in the C/W MARS network of libraries, but temporarily in use.
- All materials must be picked up at and returned to the Library.
- The Library reserves the right to limit the number of items requested or borrowed at one time by a single borrower.
- When material cannot be borrowed for use outside the Library, but can be supplied to the Library, locations will be identified for on-site use.
- When a requested item is available for pickup, the borrower will be notified via the email address or telephone number documented in their record. It is the borrower's responsibility to notify the Library when his or her contact information changes.

- Borrowers are responsible for any charges levied by a supplying library for materials lost or damaged while charged out to them, plus a \$30 processing fee. No refunds will be made for lost and paid interlibrary loan materials that are subsequently found.
- All borrowed material is subject to recall by the owning library. Borrowers must respond immediately if the owning library recalls an item.

Denial of Borrowing Privileges

To ensure that no one borrower accrues excessively high fines, borrowers may have their borrowing privileges suspended when they have one or more items billed, fines due in excess of \$10.00, or unresolved fees for more than 30 days. A borrower may also have borrowing privileges denied when the Library has reason to believe that the borrower is using an invalid Library Card.

Responsibility

A borrower is responsible for all materials checked out on their Card up to the time that the card is reported as lost. Library Cards are not transferable to anyone, including family members. Library Card holders are responsible for all materials checked out on their own Cards or on the Cards of children for whom they have assumed responsibility. If a Library Card holder allows others to borrow materials on their Card, those materials are the responsibility of the Card holder. Lost Cards should be reported to the library immediately.

Circulating Unconventional Items

General Qualifying Guidelines to borrow Unconventional Items include:

- a. Only Lancaster residents with a Thayer Memorial Library Card in good standing (i.e., with no outstanding fees) can check out unconventional items;
- b. Borrowers issued a temporary Library Card may not borrow unconventional items. Please refer to the General Collections Circulation Policy for more details;
- c. Borrowers must be at least 18 years old and present a valid Thayer Memorial Library Card; and
- d. Borrowers accept full responsibility for an Unconventional Item while it is checked out to them and will conform to Universal Agreement Form for Unconventional Use.

Supplemental Policy for Using Unconventional Items:

- a. The Library reserves the right to refuse service to anyone who misuses Library materials, is repeatedly late in returning items borrowed, or regularly deviates from the Library's APPROPRIATE LIBRARY USE POLICY.
- b. The Thayer Memorial Library cannot be held liable for any injuries or damages to personal property incurred while possessing or using an Unconventional Item. (e.g. looking at the sun while using a telescope)
- c. A holder of a valid Library Card may borrow one (1) Unconventional Item per household for two (2) weeks at any given time. There is no renewal.
- d. The borrower must complete the document in Universal Agreement Form for Unconventional Use online with each checkout of an Unconventional Item, acknowledging – among other things – financial responsibility for lost or damaged equipment.
- e. Unconventional Items will not be available for checkout and cannot be returned on Saturdays.
- f. Once an Unconventional Item is checked out to a borrower, it becomes the responsibility of that borrower per the Universal Agreement Form for Unconventional Use
- g. Borrowers must return Unconventional Items directly to a Library staff member at the Circulation Desk. Borrowers will relinquish responsibility for the Unconventional Device and its components only after it is checked in and removed from the borrower's library record.

Fees and Liabilities:

- a. The late return fee for an Unconventional Item is \$5 per day.
- b. The Borrower is responsible for the full replacement cost of the Unconventional Item and/or any of its components as scheduled in Schedule of Unconventional Items & Replacement Costs if it is damaged or is missing parts.
- c. Borrowers who encounter any technical problems with an Unconventional Item should return it immediately to a Library staff member at the Circulation Desk.

Schedule of Unconventional Items & Replacement Costs

Telescope (1)	Starblast 4.5 Astro	\$375
	Instruction Manual	\$10
	Pocket Sky Guide	\$10
	Red Head Lamp	\$25
	Lens Cleaning Paf	\$25
	Carrying Case	\$25
Laptop (3)	Dell Inspiron (Windows or Linux)	\$350
	Carrying Case	\$20
	Power Supply	\$50
	Mouse	\$50
Killawatt (1)	P3 P4400 Kill A Watt Electricity Usage Monitor	\$25
	Carrying bag	\$5
GPS (1)	Garmin Nüvi ??????	\$125
	Stem	\$15
	Bracket	\$10
	Case	\$20
Kindle (3)	Touch, Wi-Fi, 6" E Ink Display	\$75
	Carrying Bag	\$10
	USB to Micro USB Cable	\$20

Universal Agreement Form for Unconventional Use

Unconventional Items to Borrow: *(Check all that apply)*

GPS	<input type="checkbox"/>	Laptop	<input type="checkbox"/>	Kill-a-Watt	<input type="checkbox"/>
Kindle	<input type="checkbox"/>	Sony e-Reader	<input type="checkbox"/>	Telescope	<input type="checkbox"/>

Lancaster Resident's Contact Information:

Name	
Address	
Telephone	
Library Card Number	

- I have read the General Collections Circulation Policy, and I accept full responsibility for the device I am borrowing.
- I agree to read all literature associated with this item including: device instructions or manuals, and any documentation included with each Unconventional Item, etc.
- I agree to return the device only to a staff member at the Circulation Desk.

I would like to purchase insurance while borrowing either the Laptop Computer or Telescope for \$15. This fee is non-refundable.	<input type="checkbox"/>
I prefer to be responsible for the cost of repair or replacement of the device and accessories, including loss or theft, while it is on loan to me.	<input type="checkbox"/>

Patron Signature: _____

Today's Date: _____

INSURANCE RECEIPT

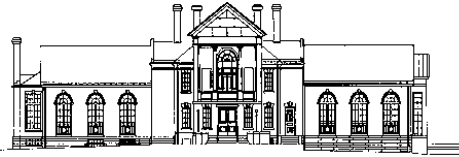
_____ has purchased insurance for the device borrowed on: _____

Borrower's Name (Print) _____ Date: _____

Borrower's Name (Signature) _____ Date: _____

TML Staff Member (Signature) _____ Date: _____

Universal Library Card Application
Thayer Memorial Library
Library Card Application



Contact Information

Name	
Street Address	
City, State, ZIP	
Home Phone	
Work Phone	
E-Mail Address	

Under Age 18

- I agree to be responsible for the material borrowed with this card, for all fines incurred, and for loss or damage of material charged upon it. I accept responsibility for the selection of materials made by this person. By signing below I certify I am the parent or legal guardian.
- Parents or guardians who sign an application for a patron under age 18 are considered authorized to view that patron's record and are designated borrowers for that patron.

Signature of Parent or Legal Guardian	
Print Name	
Signature of Child	
Date	

Ages 18 or Older

- I agree to be responsible for the material borrowed with this card, for all fines incurred, and for loss or damage of material charged upon it.

Signature of Applicant	
Date	

By checking this box I authorize the following people to have access to information contained within my record, and to act as my proxy to pick my holds.

Do Not Mark Below This Line

Staff Initials _____

NC RN RS VF NSR NR