

The Thayer Memorial Library brings people, information, and ideas together to enrich lives and build community. The MEDIA CIRCULATION AND LOAN PERIODS POLICY establishes the loan criteria for Library cardholders to read, view, listen, or use media provided in the Thayer Memorial Library's general collections.

Loan Limits

A cardholder may borrow up to fifty [50] items at any time. Loan limits for individual media types are at the discretion of the staff.

Loan Periods

Most media within the general 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 cardholders from their online accounts. It is the cardholder's responsibility to know when media is due back to the Library. If the due date falls on a holiday when the Library is closed, the loan period is extended until its next business day [see the schedule of open hours at thayermemoriallibrary.org]. Special loan periods have been established for the following materials:

New Fiction

Fourteen [14] days.

Videodiscs

Sets of fewer than two discs: Seven [7] days. Sets containing more than two discs, fourteen [14] days.

Art Prints

Three [3] months.

Museum and Attraction Passes

Passes are due back before the Library opens on its next business day [see the schedule of open hours at thayermemoriallibrary.org].

Reference Materials

Circulation duration shall be determined by the staff. Some materials do not circulate.

Unconventional Items

See Media Circulation and Loan Periods Policy, Appendix A.

Due Date Reminder

Knowledge of due dates and renewal status of checked out media is solely the responsibility of the cardholder. Borrowers who have provided an email address or Short Message Service [SMS] number may receive an electronically generated reminder two [2] days prior to the due date of an item. This is strictly a courtesy and does not affect the due date in any way.

Renewals

Knowledge of due dates and renewal status of checked out media is solely the responsibility of the cardholder. Eligible materials will renew automatically on their due date.

Most media owned by the Thayer Memorial Library can be renewed twice. Media not owned by the Thayer Memorial Library are renewed in accordance with the policy of the owning library, generally only once. Cardholders can renew items by accessing their online accounts or by calling the Library. The cardholder shall provide a valid library card number when calling to renew their materials.

Non-Circulating Items

Current magazine editions and newspaper titles owned by Thayer Memorial Library do not circulate. Magazines from prior months circulate for twenty-one [21] days. Media designated for reference use do not typically circulate. However, exceptions may be made by library staff members on a case-by-case basis.

Holds

Cardholders 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 an item is received from another library, the cardholder shall be notified, and the item will be held for seven [7] days.

A cardholder shall have no more than twenty [20] outstanding hold requests at any time. Reference materials are not holdable. Cardholders are asked to notify the Library if the requested item is no longer needed.

Mediated Interlibrary Loan Services

Mediated Interlibrary Loan [ILL] service is available to cardholders of the Commonwealth who reside in communities with certified libraries with accounts in good standing for items that cannot be acquired via the CW MARS or COMCAT catalogs. Cardholders are not limited from requesting or charged a fee for, ILLs unless:

The owning library sending the ILL charges a fee; then the borrower shall assume any additional costs; or

The cardholder is not a Lancaster resident. Residents from other communities are limited to two [2] ILLs per year from Thayer Memorial Library.

Cardholders shall submit ILL requests in person at the Library. Requested materials will be limited to books, government documents, sound recordings, and video recordings. Copies of magazine and newspaper articles may be requested in accordance with U.S. copyright law and its accompanying guidelines. The cardholder assumes all knowledge of and responsibility for adhering to copyright law when borrowing copyrighted materials.

The Library reserves the right to limit the number of ILL submissions or items borrowed by a requester.

When an ILL material is available for pickup, the cardholder will be notified. It is the cardholder's responsibility to alert the Library when their contact information changes. All items shall be picked up and returned to the Thayer Memorial Library.

Circulation periods of ILL materials are determined by the lending library. There are no renewals.

ILL materials that are not permitted to circulate will be used in the Library.

ILLs materials are subject to recall by the lending library. After notification, cardholders shall return said material within 24 hours.

Cardholders are responsible for any charges levied by the supplying library for ILL materials lost or damaged while charged out to them, plus a \$30 processing fee. All processing and replacement fees are non-refundable.

Return of Items

With the exception of art prints and UNCONVENTIONAL ITEMS, media can be returned to the Thayer Memorial Library at designated locations within the building during hours of service, or by depositing returns in the drop box located outside the front entrance. All art prints and UNCONVENTIONAL ITEMS shall be returned to a Library staff member at the circulation desk during regular business hours.

Circulating Unconventional Items

From time to time, the Library shall experiment with lending services by providing for the public items or devices not typically associated with it. This could include electronic devices, mechanical devices, or anything else that the staff thinks may spark public interest. Additional policies, procedures and forms for circulating UNCONVENTIONAL ITEMS, and applications to borrow them, can be found in the Media Circulation and Loan Periods Policy, Appendix A – C.

Refusing Services

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

Fines and other Fees**Overdue Materials**

Fines will not accrue on materials located in the Library's children's collections. Overdue fines are assessed for media returned past their due dates. A fine rate of ten cents [\$0.10] per item per day late shall be assessed for all circulated items. Overdue fines for UNCONVENTIONAL ITEMS may vary. Please see Media Circulation and Loan Periods Policy, Appendix A.

Waiver of Fines and Fees

Library staff have the option of reducing or waiving fines and fees if 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 identification, the Library will also accept personal checks made out to the "Thayer Memorial Library" that are drawn from a local bank for the exact amount of the fines. Returned check fees shall be charged to the cardholder, and the cardholder's membership will be frozen until the balance is paid.

Alternative Fine Programs

Occasionally, The Library runs alternative fine clemency programs to provide cardholders with the opportunity to reconcile fines through a non-monetary exchange.

Replacement Costs

When an item has been lost or severely damaged, the cardholder shall be assessed the replacement cost of the item plus a processing fee. Replacement fees are non-refundable. Costs to replace UNCONVENTIONAL ITEMS are separately listed the Media Circulation and Loan Periods Policy in Appendix B: Schedule of Unconventional Items and Their Replacement Cost.

Overdue Notices

Knowledge of due dates and renewal status of checked out media is solely the responsibility of the cardholder. Cardholders with outstanding overdue items, shall be mailed one [1] notice per item approximately one [1] month after an item's due date. To encourage the return of long-overdue materials, fines will not exceed \$3.00 per item if media is returned within six months, exclusive of media damage and processing charges. After six months, cardholders shall be assessed the cost to replace said item[s].

Failure to receive a notice will not be considered grounds for waiving any fines or fees. Knowledge of due dates and renewal status of checked out media is solely the responsibility of the cardholder.

Denial of Borrowing Privileges

Cardholders may have their borrowing privileges suspended when:

- they have one or more items billed; or
- fines in excess of \$10.00; or
- unresolved fees more than 30 days active

A cardholder's borrowing privileges can be denied when using an invalid library card.

Patron Responsibility

The privileges assigned to the cardholder are not transferable to anyone, including family members. Cardholders are responsible for all items checked out to their accounts. PARENTs are responsible for all items checked out to a minor's account. GUARDIANS are responsible for all items checked out to their ward's account.

A cardholder who permits the use of their card to others will be responsible for the safe return of media, fines for items returned late, and replacement fees for media that are lost, stolen, or returned damaged.

A cardholder is responsible for media checked out to their account unless access is suspended due to theft or misplacement of their library card. Cardholders must declare the theft or misplacement of their card to the Library in order to suspend unauthorized access to their account.

A cardholder will not be charged any fees for materials that have been stolen or for items checked out on a stolen card if the cardholder files a police report with the jurisdictional police department. The cardholder shall provide the Library a copy of said police report for filing.

Confidentiality of Library Records

Adult cardholders will have access to the information in their account and are not permitted to access another's account information. However, adult cardholders may authorize other persons to access the information contained within their account records and to act as their proxy to pick their holds.

This provision applies to the release of information to PARENTs of minors who have their own cards. When applying for membership, PARENTs are advised to obtain a PIN [Personal Identification Number] so that a minor can remotely access their account. A cardholder's PIN

defaults to the last four [4] digits of the telephone number on a cardholder's record. A PIN can only be changed by the cardholder, and they must be present. The Library's staff has no knowledge of a cardholder's PIN, which is not revealed in patron records.

This policy is based on recommendations by the American Library Association and Massachusetts General Laws Chapter 78, Section 7, which states that part of the records of a public library which reveals the identity and intellectual pursuits of a person using such library shall not be a public record as defined by clause Twenty-sixth of section seven of chapter four.

APPENDIX A: CIRCULATING UNCONVENTIONAL ITEMS

General Qualifying Guidelines to borrowing Unconventional Items include:

- Only Lancaster residents and residential programs with a Thayer Memorial Library card in good standing [i.e., with no outstanding fines or fees] can check out unconventional items;
- Cardholders issued a temporary library card may not borrow unconventional items;
- Cardholders shall be at least eighteen [18] years old and present a valid Thayer Memorial Library card;
- Cardholders accept full responsibility for an Unconventional Item while it is checked out to them and shall conform to the Universal Agreement Form For Unconventional Item Use.

Supplemental Policy for Using Unconventional Items:

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

The 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].

A cardholder may borrow one [1] Unconventional Item per household for two [2] weeks. There is no renewal.

The cardholder shall complete a Universal Agreement Form for Unconventional Item Use online with each checkout of an Unconventional Item, acknowledging – among other things – financial responsibility for lost or damaged equipment.

Once an Unconventional Item is checked out to a cardholder, it becomes the responsibility of that borrower per the Universal Agreement Form for Unconventional Item Use.

Cardholders shall return Unconventional Items directly to a Thayer Memorial Library staff member at the Circulation Desk. Borrowers shall relinquish responsibility for the Unconventional Device and its components only after it is checked in and removed from the cardholder's account.

Fees and Liabilities:

The late return fee for an Unconventional Item is \$5 per day.

The Cardholder is responsible for the full replacement cost of the Unconventional Item and any of its components as scheduled in Appendix B: Schedule of Unconventional Items and their Replacement Cost if it is damaged or is missing parts.

Borrowers who encounter any technical problems with an Unconventional Item shall return it immediately to a staff member at the Circulation Desk.

APPENDIX B: SCHEDULE OF UNCONVENTIONAL ITEMS AND REPLACEMENT COSTS

Nintendo Switch Lite	Nintendo Switch Lite	\$200
Telescope [1]	Starblast 4.5 Astro	\$375
	Instruction Manual	\$10
	Pocket Sky Guide	\$10
	Red Head Lamp	\$25
	Lens Cleaning Pad	\$25
	Carrying Case	\$25
Laptop [3]	Dell Inspiron (Windows or Linux)	\$150
	Carrying Case	\$20
	Power Supply	\$20
	Mouse	\$5
Killawatt [1]	P3 P4400 Kill A Watt Electricity Usage Monitor	\$25
	Carrying bag	\$5
Kindle [3]	Touch, Wi-Fi, 6" E Ink Display	\$75
	Carrying Bag	\$10
	USB to Micro USB Cable	\$20

APPENDIX C: UNIVERSAL AGREEMENT FORM FOR UNCONVENTIONAL ITEM USE

Select one [1] Unconventional Item:

____ Nintendo Switch Lite

____ Telescope

____ Laptop

____ Kill-a-Watt

____ Kindle

Lancaster Resident's Contact Information:

Name: _____

Library Card #: _____

Address: _____

Telephone: _____

By signing below I agree to the following:

I have read the Library Membership Policy and Media Circulation and Loan Periods Policy, and accept full responsibility for the unconventional item I am borrowing.

I shall read all literature associated with this unconventional item, including device instructions or manuals, and any documentation included with each unconventional item, etc.

I shall return the unconventional item only to a staff member at the Circulation Desk.

I shall reimburse the Library for any damages incurred to or to replace this unconventional item while it is checked out to me.

Patron Signature: _____

Today's Date: _____