

# Thomas Crane Public Library

## Circulation Policy

### LIBRARY CARD POLICY

#### Policy Statement

The Thomas Crane Public Library issues library cards in order to maintain an accurate record of library materials that are checked out, and to gather library usage data so it can evaluate and improve collections and services.

#### Regulations

##### *General*

1. A valid library card must be presented to borrow library materials or to access any library account. Patrons may have only one OCLN library card.
2. The first Thomas Crane Public Library card is free. Subsequent cards are subject to a \$1.00 replacement fee

##### *Registration for Adults*

3. To register for a permanent Old Colony Library Network (OCLN) library card, adults and young adults in 8<sup>th</sup> grade or above must apply in person at the library.
4. The patron will be required to show valid identification, which must show the patron name and current street address. This must include a photo ID and something with a current residential street address. A photo ID with the current residential street address is acceptable by itself. Forms of valid identification include, but are not limited to:
  - Driver's license
  - State or federal ID
  - School ID
  - Passport
  - Green card
  - Military ID
  - Checkbook with printed address
  - Delivered mail or bill
  - School schedule
  - Postcard mailed to patron by library

##### *Registration for Children*

5. To register for a permanent Old Colony Library Network (OCLN) library card, children in 7<sup>th</sup> grade or below must apply in person at the library.
6. Children must have the signature of a parent or legal guardian.
7. Children must also be able to either sign/print their own first and last name, or be five years of age.

***Registration for Children, continued***

8. The child's parent or legal guardian must present their own valid identification, which must show their name and current street address. This must include a photo ID and something with a current residential street address. A photo ID with the current residential street address is acceptable by itself. Forms of valid identification include, but are not limited to those listed in Regulation #4.

***Replacement Library Cards***

9. Patrons who have lost their library card may obtain a replacement card for a fee of \$1.00.
10. Patrons must present a valid form of identification in order to obtain a replacement card. This must include a photo ID and something with a current residential street address. A photo ID with the current residential street address is acceptable by itself. Forms of valid identification include, but are not limited to those listed in Regulation #4.

**BORROWING POLICIES**

**Policy Statement**

The Thomas Crane Public Library has established a borrowing policy to provide fair and equitable services for our library patrons. The primary purpose of this policy is to outline the rules and regulations associated with borrowing library materials.

**Regulations**

***General***

1. Patrons must present a valid OCLN library card to borrow materials.
2. Patrons who owe more than \$5.00 in fines or fees will not be allowed to borrow materials.
3. The Library reserves the right to limit the number of items borrowed on a specific subject or by a single author.
4. Patrons may only have one hundred (100) Quincy items checked out on their account at one time. Patrons will not be allowed to check out materials if they are currently at or above one hundred items.

***Borrowing Items From OCLN Libraries***

5. Patrons may borrow items from outside the Thomas Crane Public Library. The Thomas Crane Public Library is a member of the Old Colony Library Network (OCLN), which is made up of 26 public and two academic libraries that share materials and resources. An OCLN Library is defined as one of the 28 member libraries of OCLN.
6. Patrons may request that OCLN materials be sent to the Thomas Crane Public Library for borrowing, when available.
7. Patrons may visit other OCLN libraries to borrow materials.

### ***Borrowing Items From Non-OCNL Libraries***

8. Patrons may borrow items from outside the Old Colony Library Network. A non-OCNL Library is defined as any Massachusetts library that is not a member of OCLN (for example: Boston Public Library, UMASS-Boston, Springfield Public Library).
9. Patrons may request that non-OCNL materials be sent to the Thomas Crane Public Library for borrowing. Requests may be made using the online Massachusetts Virtual Catalog or by making a request through the library's Interlibrary Loan Department (see also Thomas Crane Public Library Interlibrary Loan Policy).
10. Patrons may visit non-OCNL public libraries to borrow materials directly. Patrons may contact academic libraries to inquire about direct borrowing privileges.
11. Patrons may borrow materials from libraries outside of Massachusetts by making a request through the library's Interlibrary Loan Department.

### ***Returning Materials***

12. Most library materials may be returned to any OCLN Library, with the following exceptions:
  - Interlibrary Loan (ILL) and Massachusetts Virtual Catalog materials must be returned to the library they were borrowed from (if checked out of a Quincy library, they must be returned to Quincy).
  - Museum passes must be returned to the Circulation Desk at the Main Library (Quincy museum passes are only available at the Main Library).
13. Materials borrowed from non-OCNL Massachusetts libraries may be returned to the Thomas Crane Public Library. These materials will be sent to the owning library and will not be checked back in (and taken off the patron's library account) until received by the owning library.
14. Audiocassettes, videocassettes, CDs and DVDs must be returned to the circulation desk.
15. The Main Library's outside book return is open at all times. North Quincy and Wollaston Branch book returns are open when those libraries are closed. Audio visual materials, including CDs, DVDs, videocassettes and audiobooks, may not be returned in the book return. Patrons are responsible for any materials left outside a book return.

### ***Renewals***

#### **Definition**

A *renewal* extends the borrowing period of library material for another loan period of the same duration. A renewal acts as borrowing the same item for a second, third, etc. time.

16. With the exception of items on reserve/hold for other patrons, all Quincy-owned materials may be renewed.
17. The number of renewals available on non-Quincy items is determined by the local policies of the owning library.
18. Library materials may be renewed in person at the library where a valid library card must be presented. Materials may be renewed by telephone with a valid OCLN library card number. Materials may also be renewed remotely via the library's web catalog unless the item is overdue or on reserve/hold for another patron.

### ***Renewals, continued***

19. Items borrowed from non-OCN libraries include Virtual Catalog materials and Interlibrary Loan materials. Virtual Catalog materials may not be renewed. Interlibrary Loan materials may be renewed only with the permission of the owning library. Interlibrary Loan renewals may be requested from the Interlibrary Loan Department.

### ***Holds/Reserves***

#### **Definition**

*Placing a hold* means requesting an item to be kept for a patron when it becomes available in the library.

20. If an item is not available in Quincy a patron may receive an item from another OCLN library. If there are no available copies of an item, a patron will be entered into a waiting queue for that item based on when they placed their hold.
21. A valid OCLN library card is required to place a hold. Holds can be placed in the following ways:
  - In person, at a library public service desk
  - By telephone
  - In the library, using the library's web catalog
  - Remotely, using the library's web catalog
22. Hold items are available for patrons at one of the public desks. Patrons may borrow available hold items using a valid OCLN library card.
23. Library staff pulls holds from the OCLN holds list once a day Monday through Friday. Staff does not pull holds on Saturday or Sunday. Holds may not be available on the day they are placed. Patrons will receive notification when the item is available for pickup.
24. The library sends email notification when hold materials become available. If a patron does not have an email attached to their library account we will mail a letter when an item becomes available. The patron is responsible for the first class postage. Patrons can notify staff if they do not want to receive letters.
25. Available hold items will be held for seven days.
26. Books, audiocassettes, CDs, videocassettes and DVDs from other OCLN libraries may be requested in Quincy, but restrictions may apply.
27. Materials not owned by any OCLN library may be requested from non-OCN libraries directly via the Virtual Catalog or by submitting an Interlibrary Loan request.

### ***Loan Periods***

#### **Definition**

A *loan period* is the length of time a patron may borrow an item.

28. All loan periods, fines and charges listed below apply to Quincy-owned material only, except as otherwise noted. Materials owned by other Old Colony Library Network (OCN) libraries may have varying loan periods and charges based on the library that owns the item.

Loan Periods for Quincy Items:

ITEM TYPE	LOAN PERIOD
Most Adult Books and Audiobooks Young Adult Books and Audiobooks Virtual Catalog Materials	28 days (4 weeks)
New Adult Fiction Adult DVDs, CDs, Videos, & Electronic Resources Magazines Interlibrary Loan (ILL) Materials All Children's Materials	14 days (2 weeks)
New Reader Collection	60 days
Museum Passes	1 day

29. Loan periods for non-Quincy items vary according to the local policies of the owning library.

***Library Charges***

**Definitions**

*Overdue materials* are items that have not been returned to the library by the end of an items loan period, also known as the item's due date.

*Fines* are the monetary charge for overdue materials. Fines accrue for each day an item is overdue. Fines do not accrue on days that the library is closed.

***General***

30. All charges must be paid in cash or check; the library does not accept any other forms of payment.

31. Patrons assume certain responsibilities when borrowing library materials. It is the responsibility of the borrower to renew materials, or return materials by the due date (the end of the loan period), or pay fines for the overdue materials.

Overdue Charges Schedule for Quincy Items:

ITEMS	DAILY FINE	MAXIMUM FINE PER ITEM
Adult Books Young Adult Books Magazines Virtual Catalog Materials Inter Library Loan Materials Audiobooks CDs	.20	\$6.00
DVDs and Videos	\$2.00	\$6.00
Children's Materials (except DVDs and Videos)	.05	\$2.00
Children's DVDs and Videos	\$1.00	\$5.00
Museum Passes	\$20.00	\$20.00

32. The overdue charges for non-Quincy items vary according to the local policies of the library that owns the material.

### ***Other Charges***

33. Replacement fee for a lost library card is \$1.00.
34. First class postage is charged for all mailed reserve notices. These notices are available for free via email.
35. The replacement cost of a lost tape or CD from an audiobook is \$7.00 unless otherwise specified by the library.

### ***Lost Materials***

#### **Definitions**

A *lost book/item* is a library material that is not returned to the library. Items not returned within sixty days of the due date are considered lost. Items reported as lost, misplaced, or missing by a patron are also considered lost.

36. Patrons assume certain responsibilities when borrowing library materials. It is the responsibility of the borrower to return materials or be subject to a replacement fee for the item.
37. The replacement cost of lost Quincy items is determined by the retail price of the item. Patrons paying for a lost item must pay this full amount.
38. Patrons may provide a replacement copy of a Quincy item instead of paying the replacement cost. The copy must be the same as the lost item. For instance, a patron must provide a hardcover book to replace a hardcover book. It is at the discretion of the library to determine if the replacement copy is in good enough condition for the library collection. If the replacement copy does not meet these standards, the patron must pay the full replacement cost.
39. Any accrued overdue fines for a lost item will be cancelled upon payment for replacement.
40. Patrons will be issued a receipt upon payment or replacement for an item. If a patron locates a lost Quincy item they can receive a refund if returned within sixty days of payment. The patron must bring both the lost item and the receipt to receive reimbursement for the item.
41. The above standards only apply to Quincy items. For items owned by a non-Quincy library, local policies apply and payment is made to that library.

### ***Damaged Materials***

#### **Definitions**

A *damaged item* is an item that is not returned in the condition in which it was borrowed. Damage includes, but is not limited to: wet, stained, sticky, sandy, chewed, missing pages, written in (including underlining or highlighting), or missing pieces.

42. It is the responsibility of the patron to return items in the same condition as when the item was originally borrowed or be subject to a replacement fee for the item. The library checks all returned items to make sure that they are not damaged so only materials in good condition are in our circulating collection.

### ***Damaged Materials, continued***

43. The replacement cost of damaged Quincy items is determined by the retail price of the item. Patrons paying for a damaged item must pay this full amount.
44. Patrons may provide a replacement copy of a Quincy item instead of paying the replacement cost. The copy must be the same as the damaged item. For instance, a patron must provide a hardcover book to replace a hardcover book. It is at the discretion of the library to determine if the replacement copy is in good enough condition for the library collection. If the replacement copy does not meet these standards the patron must pay the replacement cost.
45. Any accrued overdue fines for a damaged item will be cancelled upon payment for replacement.
46. If a patron loses or damages a part of an audiobook, the replacement cost per cassette or CD is \$7.00.
47. The above standards only apply to Quincy items. For items owned by a non-Quincy library, local policies apply and payment is made to that library.

### ***Claims Returned Materials***

#### **Definition**

A *claims returned* item is a library material that a patron has borrowed, that is not set to returned in the library database, but that the patron claims was returned to the library.

48. If a library patron is notified that they have not returned a Quincy library item and that patron claims they have returned it, library staff may set the item to Claims Returned. The library staff will then check the shelf for the item and will continue to periodically search for the item. This item will remain on the patron's account with a Claims Returned status until the item is found.
49. A patron is only allowed to have three items with a Claims Returned status. Additional items will be marked as Lost and patrons will be billed for the replacement.
50. Items from non-Quincy libraries are subject to the policies of the owning library. Some libraries use the Claims Returned status and others do not. Patrons should contact the owning library to determine their policies.

### ***Claims Never Checked Out Materials***

#### **Definition**

A *claims never had* item is a library material that appears on a patrons library account, but that the patron claims was never borrowed.

51. If a library patron is notified that they have not returned a Quincy library item and that patron claims they never borrowed the item, library staff may set the item to Claims Returned. The library staff will then check the shelf for the item and will continue to periodically search for the item. This item will remain on the patrons account with a Claims Returned status until the item is found.
52. A patron is only allowed to have three items with a Claims Returned status. Additional items will be marked as Lost and patrons will be billed for the replacement.
53. Items from non-Quincy libraries are subject to the policies of the owning library. Some libraries will use the Claims Returned status and other will not.

*Adopted by Vote of the Library Board of Trustees, January 10, 2011*