

# Thomas Crane Public Library

## Borrowing Policy

### LIBRARY CARDS

#### Policy Statement

The Thomas Crane Public Library issues free 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. As a member of the Old Colony Library Network (OCLN), the Library adheres to all OCLN policies related to library cards and accounts.

#### Regulations

##### *General*

1. A valid permanent library card must be presented to borrow physical library materials. A valid permanent card may be a physical card or a virtual card stored in a digital format.
2. Patrons may register for an e-card online. E-card privileges include access to online resources and the ability to place holds on physical items. An e-card must be converted to a permanent card to borrow physical library materials.
3. Patrons may have only one active OCLN library card.
4. Patrons may have either a permanent card or an e-card, but not both.
5. Patrons are responsible for all materials checked out with their library card.
6. Patrons should notify the library immediately if a card is lost or stolen, or if the patron's address or contact information changes.

##### *Registration for Adults*

7. To register for a permanent Old Colony Library Network (OCLN) library card, adults and young adults in 8th grade or above must apply in person at the library.
8. 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 may be in physical or digital format and 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
  - Student ID

##### *Registration for Teens*

9. Patrons who are age 13 through 17 or are in the seventh to twelfth grade are not required to present identification to obtain an application for a library card.
10. Parents/guardians of patrons between the ages of 13 and 17 may be given information about overdue or lost materials only, upon presentation of the youth's library card barcode number or printed overdue notice.

### ***Registration for Children***

11. 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.
12. Children must have the signature of a parent or legal guardian.
13. Children must also be able to either sign/print their own first and last name, or be five years of age.
14. 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 #6.

### ***Replacement Library Cards***

15. Patrons who have lost their library card may obtain a replacement card free of charge.
16. 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 #6.

## **BORROWING MATERIALS**

### **Policy Statement**

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

### **Regulations**

#### ***General***

1. Patrons must present a valid permanent OCLN library card to borrow physical materials.
2. Patrons who owe \$15.00 or more will not be allowed to borrow materials.
3. The Library reserves the right to limit the number of items borrowed on a specific subject, by a single author, or in a specific format.
4. Patrons may have up to 100 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 100 items.

#### ***Borrowing Items from Other Libraries***

5. The Thomas Crane Public Library is a member of the Old Colony Library Network (OCLN), which is made up of public and academic libraries that share materials and resources.
6. Patrons may request that materials owned by other OCLN member libraries be sent to the Thomas Crane Public Library for borrowing, when available.
7. Patrons may also request items from outside the Old Colony Library Network for borrowing at the Thomas Crane Library. Requests for such items may be made using the online Commonwealth Catalog or by submitting an interlibrary loan request (see also Thomas Crane Public Library Interlibrary Loan Policy).

## ***Returning Items***

8. Most library materials may be returned to any OCLN Library, with the following exceptions:
  - Interlibrary Loan (ILL) and Commonwealth Catalog materials must be returned to the library they were borrowed from (if checked out at a Quincy library, they must be returned to Quincy).
  - Museum passes must be returned to the Borrower Services Desk at the Main Library.
9. Materials borrowed directly from non-OCLN 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.
10. Each Quincy library location has an outside return that is open at all times. To avoid damage, audio/visual and media formats like CDs and DVDs should either be returned to an inside circulation desk or in a designated media-only outside return. Patrons are responsible for damage or theft of any items left outside a 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.

11. With the exception of items on reserve/hold for other patrons, most Quincy-owned materials will be automatically renewed three times and most items from other OCLN libraries will be automatically renewed twice. You will receive an email notice or text message when an item is automatically renewed.
12. Patrons may choose to opt out of automatic renewals and instead manually renew items online, by phone, or in person with a valid OCLN library card number.
13. The number of renewals available on non-Quincy items is determined by the local policies of the owning library.
14. Items borrowed from non-OCLN libraries include Commonwealth Catalog materials and Interlibrary Loan materials. Commonwealth Catalog materials may not be renewed. Interlibrary Loan materials may be renewed only with the permission of the owning library.

## ***Holds/Reserves***

### **Definition**

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

15. 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.
16. 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 OCLN catalog
  - Online, using the OCLN catalog
17. Hold items are available for patrons at or near a public service desk. Patrons may borrow available hold items using a valid OCLN library card.
18. Holds may not be available on the day they are placed. Patrons will receive notification when the item is available for pickup.
19. The library sends email and/or text notification when hold materials become available. If a patron

does not have an email or phone number attached to their library account, they will be notified by mail.

- 20. Available hold items will be held for seven days.
- 21. Materials in all formats may be requested from other OCLN libraries for pickup in Quincy, but restrictions may apply.

***Loan Periods***

**Definition**

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

- 22. 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 (OCLN) libraries may have varying loan periods and charges based on the library that owns the item.
- 23. Loan Periods for Quincy Items:

ITEM TYPE	LOAN PERIOD
Most Adult Books and Audiobooks Young Adult Books and Audiobooks Commonwealth Catalog Materials	28 days (4 weeks)
New Adult Fiction Adult DVDs, CDs, & Electronic Resources Magazines Interlibrary Loan (ILL) Materials All Children’s Materials	14 days (2 weeks)
Things (equipment, tools, etc.)	7 days (1 week)
Museum Passes	1 day

- 24. 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 item’s 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***

- 25. All charges paid in person must be paid in cash or check; online payments can be made with a credit card.
- 26. Patrons assume certain responsibilities when borrowing library materials. It is the responsibility of the borrower to renew materials, return materials by the due date (the end of the loan period), or

pay any accrued fines for overdue materials.

27. No overdue fines are charged for Quincy items except for the following:

ITEM	OVERDUE FINE	MAXIMUM FINE PER ITEM
Museum Passes	\$20.00 per day	\$20.00

28. The overdue fees for non-Quincy items vary according to the local policy of the owning library.

### ***Lost Materials***

#### **Definitions**

A *lost item* is library material that is not returned to the library. Items not returned within 45 days of the due date are considered lost. Items reported as lost, misplaced, or missing by a patron are also considered lost.

29. 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.
30. The replacement cost of lost Quincy items is determined by the retail price of the item. Patrons paying for a lost item may be required to pay this full amount.
31. Patrons who have had their accounts sent to collections or have had standing bills that are at least five years old can arrange a repayment plan with the library. The Assistant Library Director and/or the Library Director will have discretion establish a plan based on the following criteria:
  - Monthly installments extending no longer than 18 months.
  - Recovery of a minimum of 60% of the total amount billed to the patron's account.
  - Installments must be made on time to prevent the cancellation of any agreement.
  - A minimum of 3 installments must be made to secure any paperwork from the library retracting claim for court action.
  - The library reserves the right to terminate the agreement if it believes the account holder is not acting in good-faith.

The parameters of the above arrangements are meant to balance the recovery of lost materials with the potential financial burden on the patron of replacing aging materials at their full price.

32. Patrons will be issued a receipt upon payment for an item. If a patron locates a lost Quincy item they can receive a refund if returned within 60 days of payment. The patron must bring both the lost item and the receipt to receive reimbursement for the item.
33. 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.

34. 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.

35. The replacement cost of damaged Quincy items is determined by the retail price of the item. Patrons paying for a damaged item may be required to pay this full amount.
36. Any accrued overdue fines for a damaged item will be canceled upon payment for replacement.
37. 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.

38. 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.
39. A patron is only allowed to have up to three items with a Claims Returned status. Additional items will be marked as Lost and patrons will be billed for the replacement.
40. 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 policy.

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

#### **Definition**

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

41. 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 patron's account with a Claims Returned status until the item is found.
42. 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.
43. Items from non-Quincy libraries are subject to the policies of the owning library. Some libraries will use the Claims Returned status and others will not.

*Adopted by Vote of the Library Board of Trustees, January 10, 2011; Amended March 21, 2014; Amended June 11, 2018; Amended March 11, 2019; Amended May 11, 2020; Amended December 13, 2021; Amended December 12, 2022; Amended April 24, 2024.*

### **Related Policies**

Interlibrary Loan Policy