



Miner Memorial Library
3 2nd NH Turnpike
Lempster, NH 03605

Circulation Policy

Policy Statement

Library cards are issued in order to identify eligible users and to determine the level of access to services and resources. To make materials available to all patrons on an equal basis, the Miner Memorial Library sets limits on loan periods and on the number of renewals allowed. Some library materials may have shorter loan periods or fewer numbers of renewals due to high demand, limited collection size, material type or lending source.

Registration

Resident card holders have access to all library services. Available to:

- any individual who lives in, or owns property in, Lempster, NH
- Individuals who attend school in Lempster, NH, whether or not they reside here.

Non-resident card holders are available to:

- Individuals who work in, but do not reside in Lempster, NH
- Individuals who live in or own property in towns adjacent to Lempster, NH. These include Goshen, Washington, Marlow, Alstead, Acworth, and Unity.
- Non-resident card holders are not permitted to access interlibrary loan services through Miner Memorial Library. They will be referred to their hometown library.

All borrowers must be registered and must have a valid system patron number to borrow library materials and access virtual consortia content.

Identification is required to demonstrate eligibility. A driver's license or Student ID is preferred, however any official ID, tax statement or receipt, or recent utility bill may be acceptable. Post office box addresses will be recorded for contact information, but are not sufficient proof of residency.

Patrons must fill out an application form to register for a new library patron number. Physical library cards are not issued at this location. The library may request ID to verify identity when checking out library materials.

Applicants under 18 years of age unaccompanied by a parent or guardian may register as a library patron if they can complete the application form with their name, address, phone number, birthdate, and parent or legal guardian's name. Patrons under the age of 18 that are issued a

patron number may borrow up to three items at a time until the form is signed by a parent or guardian. Once a parent's or guardian's signature is obtained to designate responsibility, the three item restriction will be removed.

Materials cannot be checked out until a library patron number is issued.

New library patrons will be restricted to checking out three items on their first visit. New patrons may not check out electronics, including but not limited to Kindles and Launchpads. The three item limit and exclusions will be lifted once those items are returned.

The patron is responsible for all materials borrowed on their account and agrees to abide by library lending rules and all policies and regulations.

Loan and Renewal Periods

Books, audiobooks on CD, DVDs, magazines, and Early Learning Backpacks are loaned for 4 weeks. These items may be renewed a maximum of two times if there is not a waiting list for the item.

Electronic devices including Kindles and Launchpads are loaned for 2 weeks, and loans are not renewable.

Interlibrary loans are due on the date indicated by the lending library. Patrons are limited to 5 outstanding interlibrary loan items at a time.

The director may establish the loan period for special collections, materials that are temporarily in high demand, or materials that are in a new format.

Miner Memorial Library reserves the right to make some materials non-circulating and only available for in-library use.

There is no limit on the number of items a patron can borrow at one time, once the new patron restriction is lifted, and/or a minor patron's registration form has been signed by a parent or guardian. See also *Registration* section for details about new patron restrictions.

The loan or renewal of library materials may be done in person, by telephone, by email, or through our online catalog. See also *Interlibrary Loan* section for limits and regulations on items not owned by Miner Memorial Library. Most print materials may be renewed up to two times, as long as no one else is waiting for the item. Any item that another patron has requested a reservation for cannot be renewed.

Extended loan periods may be available upon request at time of checkout.

Patrons with delinquent accounts may not check out or renew materials.

In compliance with NH Rev Stat 201-D:11 (2017) only authorized users and parents or legal guardians of patrons under the age of 13 will be provided detailed information on any library account. See also *Library User Records; Confidentiality* section.

Reserves and Holds

In order to provide access to materials owned by Miner Memorial Library, patrons may request a reservation for materials that are not immediately available, or place a hold on an item that is available for circulation.

Reserves and holds may be placed by patrons in person, by phone, by email, or through our online catalog system. Patrons with an account balance of \$5 or more may not reserve or place holds on materials.

Patrons will be notified by phone or email when the materials are available. It is the patron's responsibility to notify the library of any change of contact information or contact preference. The library will notify patrons of available holds once. Relay of the message to the appropriate person in the household is the responsibility of the patron.

Reserved items must be picked up within 14 days of notification. If not claimed within 14 days, the item will be offered to the next person in line, or returned to the shelf for circulation.

Patrons listed as authorized users, parents or legal guardians may pick up or cancel held material for another patron.

Fines and Charges

A public library exists to serve the community and is based on the concept of sharing resources. When one person violates that principle by retaining materials beyond the established limits, that person takes unfair advantage of the community as a whole.

There are no fines for overdue items. A first notice is given by email or phone when the item becomes overdue. A second notice will follow by phone one week later. If the material is not returned within 7 days of the second notice, a bill will be sent for the material with the cost of replacement of the material, and a service charge for processing, cataloging and postage. Patrons who have been billed for overdue items shall be denied borrowing privileges, including from the New Hampshire Downloadable Books Consortium, until those overdue materials are returned or paid for.

Patrons should resolve all disputed fees or charges before paying for them. Once payment for library charges have been accepted, monetary refunds will not be issued.

Lost or Damaged Materials

Library patrons are responsible for all materials they check out from the library. Replacement costs and processing fees are the responsibility of any patron who loses or damages library materials. In the case of children under the age of 18, it is the responsibility of the parent or guardian who signed the minor's registration form to pay for lost or damaged items.

If a borrowed item is found to have prior damage, the patron must report the damages as soon as reasonably possible. If damage is not reported and items are returned to the library in a condition unsuitable for circulation, the patron must pay the replacement cost. A notice of these charges will be sent to the borrower.

The library will notify the patron of the replacement cost for a lost or damaged item based on the actual replacement cost of the item, plus any postage and processing fees. If the patron finds the exact item in new or gently used condition at a lower cost, they may purchase that item independently, to offer as restitution, with the prior approval of the library director. It is up to the discretion of the director to waive replacement costs for items published more than five years ago, which are not in high demand.

When a damaged or lost item has been paid for, that item will be removed from the patron's record.

The library will not offer refunds for lost and paid for items that are subsequently found.

Library User Records: Confidentiality*

I. Library records which contain the names or other personal identifying information regarding the users of public or other than public libraries shall be confidential and shall not be disclosed except as provided in paragraph II. Such records include, but are not limited to, library, information system, and archival records related to the circulation and use of library materials or services, including records of materials that have been viewed or stored in electronic form.

II. Records described in paragraph I may be disclosed to the extent necessary for the proper operation of such libraries and shall be disclosed upon request by or consent of the user or pursuant to subpoena, court order, or where otherwise required by statute.

III. Nothing in this section shall be construed to prohibit any library from releasing statistical information and other data regarding the circulation or use of library materials provided, however, that the identity of the users of such library materials shall be considered confidential and shall not be disclosed to the general public except as provided in paragraph II.

* NH Rev Stat § 201-D:11 (2017)

Policy approved by the Miner Memorial Library Board of Trustees 11/14/2023. Revised 3/27/2023.