

BAKER FREE LIBRARY CIRCULATION POLICY

Hours of Operation

The Baker Free Library is currently open six days each week year-round, for a total of 53 hours per week:

Monday – Thursday, 10 a.m. to 8 p.m.

Friday, 10 a.m. to 7 p.m.

Saturday, 9 a.m. to 1 p.m.

Sunday, Closed

The Library is closed on all federal holidays except Columbus Day, and closes early at 4 p.m. on the day before Thanksgiving, on Christmas Eve, and on New Year's Eve.

Access to Materials

In accordance with Article V of the American Library Association's *Library Bill of Rights*, the Baker Free Library does not restrict access to any materials on the basis of a person's origin, age, background, or views. Free and open access is essential to the role of the public library in the community.

Library Card Eligibility

The Baker Free Library serves all Bow residents free of charge. Registration must occur in person and proof of residency is required. Proof of residency may take the form of a current utilities bill, town tax bill, valid NH driver's license, etc. After registering and receiving a library card, any resident 6 years old and up may borrow materials. Parents who wish to have their children registered for a library card once they are six years old can sign up at the circulation desk to receive a special mail notification upon their child's sixth birthday.

Free courtesy library cards are extended to all employees of Bow businesses, as well as Town of Bow employees and Bow School District employees. Proof of employment, such as a pay stub or letter on business letterhead, is required at the time of registration and renewal.

Persons who reside outside of Bow may obtain a library card on a fee basis. As of July 1, 2009, persons under the age of 65 may purchase a card for \$75 annually. If the person is 65 years of age and over, the annual fee is \$30. Fees are set by the library's Board of Trustees. Fees will be reviewed on an annual basis at the end of the library's fiscal year, with the intent to adjust fees over a period of years so that eventually the fees reflect the library's tax impact on the average Bow resident. As of July 1, 2009, the library's average tax impact is \$117.

Responsibilities of Card Holders

Borrowers will be held financially responsible for any materials checked out on his/her card. Library card holders are expected to treat all materials carefully and respectfully. Materials should be returned to the library in the condition in which they were borrowed.

Card holders are also responsible for keeping their patron record accurate and up-to-date. Change of name, phone number, address, and e-mail should be reported to library staff.

For Bow residents, library cards are automatically set to expire two years from date of registration or renewal. Non-resident card holders (both fee and courtesy) must renew their card on an annual basis. If a card is up for renewal, materials may not be checked out until the patron provides updated information (name, address, telephone number). A form of identification, such as a valid New Hampshire driver's license, will be requested of adults at the time of renewal. Those non-resident card holders who pay an annual fee must pay that fee at the time of renewal in order to check out materials.

Checking Out Materials

A valid library card should be presented at the time materials are checked out. Library staff may ask for a form of identification if a patron does not have their library card at the time of checkout.

Renewals

New fiction and non-fiction books may be renewed once. All other materials may be renewed twice as long as they have not been requested by another patron. Overdue DVDs may not be renewed. Renewals can be placed in person, by phone, or by e-mail. Patrons with unpaid late fees, expired cards, or suspended privileges will not be allowed to renew materials until they are in good standing.

Loan Periods

Adult new fiction and non-fiction	14 day loan period
Current year Great Stone Face books	14 day loan period
Adult fiction and non-fiction	30 day loan period
Children and young adult fiction and non-fiction	30 day loan period
Magazines	14 day loan period
Audio books	14 day loan period
Music CDs	14 day loan period
DVDs and videotapes	7 day loan period

Late Fees and Overdue Notices

There are no late fees assessed for overdue books or CDs. Weekly notices will be sent to patrons with overdue materials when the materials become more than a week overdue. When the third notice is sent, the patron's borrowing privileges are suspended until the overdue materials are returned.

Late fees will be assessed for each borrowed DVD according to the following schedule:

- 1-7 days overdue - \$1
- 8-15 days overdue - \$5 (first overdue notice sent)
- 16-30 days overdue - \$10 (second overdue notice sent)
- 31+ days overdue - \$20 (third overdue notice sent)

Borrowing privileges will be suspended when the third notice is sent. As soon as the materials are returned AND late fees are paid, the suspension will be removed. Borrowers with unpaid late fees totaling over \$10.00 will not be allowed to renew materials or take out new materials until the fine is paid in full. E-mail notification for overdue materials is available if a patron has signed up for it prior to borrowing materials.

Payment of late fees may be made by either cash or personal check. Library staff will ask to see a current driver's license if payment is made by personal check. A fee of \$25 will be billed to the patron if a check is returned to us by the bank.

Lost/Damaged Materials

Library cardholders will be held financially responsible for materials checked out on their card which are lost or damaged to the extent that the materials cannot remain in the Library's collection. Cardholders will be required to refund the Library for the cost of the item, which can be accessed by Library staff through the Library's circulation software. Patrons may keep damaged materials once the refund cost has been paid to the Library.

Patrons who lose or damage inter-library loan materials will be expected to pay any bills issued by other libraries for those materials. The Library reserves the right to suspend patron privileges until any bills from other libraries are paid in full.

At the discretion of the Library Director, the library will accept replacements in lieu of payment for lost or damaged materials. Lost charges for items which are later found and returned will only be refunded at the discretion of the Library Director.

Reserving Materials

Patrons may place requests for library materials that are in use. These requests can be made in person, by phone, or by e-mail. Requests will be met in the order in which they are received. Patrons will be notified by telephone when their requested item is ready for them to pick up.

Patrons may also request materials that can be obtained through Inter-Library Loan. These requests can be made in person, by phone, or by e-mail. Requests can take up to two weeks or more for processing. ILL materials arrive at the library via that New Hampshire State Library van service on Tuesdays and Fridays. Patrons with an ILL request will be notified by telephone when their item is ready to be picked up.

When a patron fails to retrieve a requested item within two weeks of the first notification that the item is available for pick up, the library reserves the right to pass the item on to the next patron on the reserve list, or to return the item to the shelf or to the lending library.

Returning Materials

Library materials, including Inter-Library Loan materials, should be returned to the library's circulation desk during open hours. When the library is closed, books and magazines may be returned using the library's book drop. Due to the fragile nature of CDs and DVDs, we ask patrons to please return these items directly to the circulation desk, not through the book drop. The book drop is only open when the library is closed.

Library User Records

In accordance with NH RSA 91-A:5 and RSA 201-D:11, library user records are confidential. The Baker Free Library will not divulge titles that are currently checked out, items that are overdue, or materials that have been requested by any library card holder unless compelled to do so by a process, order, or subpoena authorized by a federal, state, or local legislative or judicial power. Please see the Baker Free Library Policy on the Confidentiality of Library Records for more information.

Approved by the Baker Free Library Board of Trustees on January 14, 2009; revised June 10, 2009.
To be reviewed annually by the Board of Trustees – next review January 2010.