

Chesterfield Public Library Borrowing Policy

Town of Chesterfield, West Chesterfield, or Spofford Residents:

The library shall be free to:

- All residents;
- All persons who pay real estate taxes;
- All employees of the Town of Chesterfield; and,
- All Chesterfield School employees.

Non-Residents of the Town of Chesterfield:

Non-residents will be charged an annual fee of \$25 per individual/family. Payment of this fee provides non-residents with all the privileges of resident users.

All applicants must show two (2) valid proofs of residency at a Chesterfield, West Chesterfield, or Spofford address, such as utility bills, driver's license, employer photo IDs, etc.

Library Registration and User Cards:

Upon request for a library card the applicant will complete a registration card. The applicant will provide all pertinent information including current mailing and physical address and at least one phone number. If the applicant has an email address they may also provide it in order to receive check out receipts, courtesy notices, and overdue notices. Signing the card signifies an agreement by the applicant to comply with all of the rules and policies of the library, and to immediately give notice of any change in address and/or phone number.

Resident and tax payer cards expire after two years in order to update active accounts and to weed out inactive accounts. All cards for employees of the Town of Chesterfield and all Chesterfield School employees expire annually. All overdue materials must be returned and outstanding charges must be cleared before renewal is granted.

If a library card is lost or stolen, the library should be notified as soon as possible and a request should be made for a new card. The original card is free. The fee to replace a library card is \$5.00.

Library Cards for Children:

Any child under the age of fourteen (14) may apply for a library card, but they must have a parent/guardian/responsible adult fill out and sign a registration card prior to taking out or using any library materials or equipment. The adult signer is responsible for the return of all materials borrowed or used by the child. Also, any lost or damaged materials will be replaced or paid for by the adult signer.

Privacy:

The following privacy rules apply to all library card holders, regardless of age.

Confidentiality is a library's responsibility as defined by New Hampshire RSA 201-D:11 "Library User Records; Confidentiality" which states that individual library records are confidential and shall only be revealed to the cardholder, library staff, to someone with the cardholder's written consent or "pursuant to subpoena, court order, or where otherwise required by statute". This law further states that this does not prohibit a library from gathering and releasing statistical information related to

library use provided that the identity of library users is not disclosed. The law applies to all borrowers, regardless of age. The library also subscribes to the American Library Association's

(ALA) Code of Ethics. Article III states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted".

Circulation of Materials:

All users are expected to present their library cards or a valid photo ID when checking out items.

There is no limit to the number of library materials a patron may take out at one time, provided that the patron displays responsible return habits. Borrowers who are habitually late in returning materials may be limited in the number of items they are allowed to borrow at the discretion of the library director in consultation with the Board of Trustees.

Patrons may reserve materials and will be notified as they become available. Materials not picked up within a week of notification will go to the next person waiting on the reservation list or will be returned to the shelf for general circulation.

The lending time for most books, audio books, CDs, magazines, and other circulating materials is twenty-one (21) days (3 weeks) with renewal privileges for an additional three weeks, unless reserved or otherwise restricted. Renewals may be made via the online catalog and by emailing or calling the library.

New books have a lending period of 14 days (two weeks) and may be renewed only if there are no pending reserves on the item. These items are labeled with a "14-day" sticker and shelved in the front of the library. DVDs have a lending period of seven (7) days (one week). All materials marked "R - Reference" may not be removed from the library.

Notifications:

All library patrons with an email address receive a courtesy notice three (3) days prior to materials being due.

Overdue Procedures:

There is no fine for overdue materials; however, there is a \$1.00 handling fee for each overdue notice sent. The privilege to borrow materials will be revoked if the materials are not returned within a month following the due date, or if lost or damaged materials are not paid for. Privileges will be restored upon the return of all overdue materials, or when they are paid for at replacement price.

When library materials are overdue, the following steps will be taken to recover them:

1. The borrower will be reminded by telephone or email approximately two (2) weeks after the original due date. When possible, materials can be renewed over the phone. If the patron cannot be reached by telephone, a reminder notice will be mailed.
2. If the materials are still outstanding in approximately two (2) weeks time, an itemized bill for the cost to replace those items, including handling fees, will be sent. This transaction will be signed by the Library Director.
3. If there has been no response after approximately another two (2) weeks, a second bill will be sent, signed by a Library Trustee. If the total amount due is greater than \$20.00, a copy of

the RSA 202-A:25 (“Detaining Materials”) will be included. As this notice must be sent as a “Certified letter”, an additional handling fee determined by current postal rates will be added to the total due.

4. If the borrower does not respond within approximately fifteen (15) days of receipt of the Certified Letter, the Board of Trustees may ask the Chesterfield Police Department to attempt to recover the detained material(s).