

## **Hooksett Library Circulation Policy**

Mission: The Hooksett Library is a community resource center providing quality, high-demand: materials, programs, information and technology.

### ***Access to Materials:***

The Hooksett Public Library does not restrict access to any materials on the basis of a person's color, religion, national origin, socioeconomic status, sex, gender, sexual orientation or age. Free access to the total library is essential to public library service for the entire community.

The library adheres to the Americans with Disabilities Act of 1990 that assures equal access to all library facilities, activities, and programs. Every attempt will be made to accommodate the needs of persons with disabilities.

Anyone wishing to use materials "in-house" may do so at no charge.

The library staff must not be expected to act in loco parentis by parents who wish to limit the materials accessed by their own minor children. Parents who wish to limit their own child(ren)'s materials should accompany the child(ren) to the library and supervise the borrowing process. Parents/guardians should not rely on the library staff for such supervision.

### ***Responsibilities of Cardholder***

Library cardholders are financially responsible for all items checked out on their card. Library users are expected to treat the library facility, equipment, and materials carefully and respectfully. Materials should be returned to the library in the condition in which they were borrowed.

It is also the responsibility of cardholders to keep their patron record accurate and up-to-date. Changes of name, phone number and address should be reported to library staff or updated through the "my account" feature of the online catalog. Institutional cardholders should provide an updated list of valid users each year.

### ***Library Card Eligibility:***

#### ***Residents:***

Adult Resident Cards: Residents and landowners of The Town of Hooksett are entitled to a library card without charge. Proof of residency is required and may be a driver's license with the Hooksett address or a license with a non-Hooksett address and any mail, check book,

lease agreement, purchase/sales agreement etc. documenting the person's Hooksett residency or property ownership. All resident library cards expire and need to be renewed three years from the initial date of issue or last renewal.

**Juvenile/Child Cards:** Any child up to age 13, who lives in Hooksett, is eligible for a shared library card with their parent/guardian. This card will act as a shared card with both the child and the parent listed as owners of the library card. Any materials checked out on this card will be the responsibility of the parent. The library card will be signed for by both the parent and the child. All juvenile cards will expire on the child's fourteenth birthday, at which time they will be encouraged to sign up for a teen card.

**Teen Cards:** Any youth between the ages of 13 to 18, who lives in Hooksett, is eligible for a Teen library card. A teen library card will have privacy rights of an adult library card, while still holding the parent financially responsible. All teen cards will expire on the teen's eighteenth birthday, at which time they will be encouraged to register for an adult resident card.

For complete information on children and teen library cards and New Hampshire privacy of library materials laws as they relate to minors, please see our Youth Library Cards Policy.

**Homeschooler:** A Hooksett adult resident who chooses to homeschool his/her child(ren) is eligible for a homeschooler library card. This card allows for any items used expressly for homeschooling curriculum to have a changed due date to reflect four weeks, while all other items will be checked out for the standard two-week circulation period. Home schooling curriculum materials may be renewed twice for a period of two weeks each time. All homeschooler library cards expire and need to be renewed one year from the initial date of issue or last renewal and will require proof of homeschooling from the Hooksett School District.

**Self-Registration/Self-registered:** Hooksett Library provides the option for Hooksett residents to register for a library card online through the library's catalog. This self-registration is considered temporary until the individual visits the library to establish a regular library card. A self-registration allows a patron to place reserves and access online resources requiring a Hooksett library card. If new patron does not come to the library to establish a permanent card within 30 days, the self-registration account is deleted.

**Staff:** All staff of the Hooksett Library shall receive library cards regardless of residency. Staff library cards shall not accrue fines. Employees are responsible for any lost or damaged items checked out on their accounts. All staff library cards expire and need to be renewed three years from the initial date of issue or last renewal. Employee cards shall expire with the end of employment with the Hooksett Library.

**Teacher:** Any teacher employed at the Hooksett schools may receive a Teacher library card from the Hooksett Library regardless of residency. All items will be checked out with a two-week circulation period, however any items used expressly for teaching curriculum will

have a changed due date to reflect four weeks. Teaching curriculum materials may be renewed twice for a period of two weeks each time. Non-teachers employed in the schools may receive an Employed in Town non-resident card. All teacher library cards expire and need to be renewed one year from the initial date of issue or last renewal and will require proof of employment from the Hooksett School District.

Temporary: Temporary housing “residents” may receive a Hooksett Library card on a temporary basis. The card will be issued for a period of three months with a temporary Hooksett mailing address and a driver’s license for identification. This card allows for two materials to be checked out at a given time.

Volunteer: (listed in Polaris as Trustee) Any adult resident card holder who is a regularly scheduled volunteer at the Hooksett Library will be provided a status of Volunteer on their library card. Library trustees are considered library volunteers in the definition of a library card. Volunteer library cards shall not accrue fines. Volunteers are responsible for any lost or damaged items checked out on their accounts. All volunteer library cards expire and need to be renewed one year from the initial date of issue or last renewal and are contingent on continued status as a library volunteer.

*Non-residents:*

Non-resident fee: Individuals desiring a Hooksett Library card who do not live or work in Hooksett will be required to pay a \$60 annual fee. This fee is based on the average household’s property tax contribution to the Hooksett Library. The fee is reviewed annually by the Hooksett Library Board of Trustees after the town’s budget is approved at town meeting.

Cards will be renewed annually on July 1st. Letters of renewal will be sent with the updated renewal fee to all registered non-resident fee cardholders. Anyone purchasing a card throughout the year will pay a pro-rated rate based on the calendar date. The card is valid for one year from date of payment and can be renewed annually upon payment of the nonresident fee. Non-resident cards are issued in name only, but can be used by all family members living at the same address.

Nonresident fee for patrons living in a GMILCS town: The Hooksett Library shall grant a non-resident card to any patron residing in a GMILCS community at half the regular cost of a Hooksett Library card. The funds from these accounts will be used to support special collections at the Hooksett Library such as LegoLend, Science Kits and other special initiatives.

Non-resident digital resources: This patron type shall follow the same annual renewal as all non-resident accounts and will provide access to the Library’s digital resources such as e-books and online tools such as Lynda.com and other databases. Patrons of this type will not be allowed to borrow physical resources or museum passes from the library.

Employed in Town: Non-resident employed in town cards are available at no charge to people working in the Town of Hooksett. Proof of employment is required, either a business card with name of employee and local address of employer, a letter on company letterhead signifying employment locally, or a current paystub from a local employer. Family members are not eligible for library cards unless they meet other nonresident requirements. All Employed In Town library cards expire and need to be renewed one year from the initial date of issue or last renewal and will require proof of employment as noted above.

Students: Nonresident student library cards are available at no charge to students who are attending school in the Town of Hooksett. All Student library cards expire and need to be renewed one year from the initial date of issue or last renewal and will require proof of enrollment from a Hooksett-based school.

Students at Southern New Hampshire University: Students enrolled at Southern New Hampshire University are eligible for a library card with proof of enrollment to the university. Students must also have a driver's license or other photo identification with their permanent address that can be used on their library record. All SNHU Student library cards expire at the end of the academic year and need to be renewed at the start of the next enrolled semester and will require proof of enrollment at the university.

All library cards receive the same benefits and levels of service regardless of resident and nonresident status.

***Expiration and Removal of Library Cards:***

Library cards that have been expired and inactive for three years will be deleted from the patron database if there are less than \$10 in fines and no blocks on the account. Update:

***GMILCS Common Borrower Privileges:***

The Hooksett Library is a member of GMILCS, Inc., a multi-type library consortium; as such the Hooksett Library has entered a reciprocal borrowing agreement with other libraries within the GMILCS consortium. As a member our cardholders are able to use most services and materials from other libraries in the consortium: Amherst Town Library, Bedford Public Library, Derry Public Library, Goffstown Public Library, Manchester City Library, West Manchester Community Library, Merrimack Public Library, Nesmith Library (Windham), Wadleigh Memorial Library (Milford), Danforth Library (New England College), and Kelley Library (Salem).

Libraries may choose to limit access to certain collections. A valid library card must be presented to use the service. The policies of the lending library will prevail so patrons should be aware that loan periods, fine schedules, etc. may differ from those at the Hooksett Library. Items may be returned and fines may be paid at any of the participating libraries.

Items obtained through inter-library loan are subject to the Inter-library Loan policies and procedures even if they are borrowed from a GMILCS library.

***Library User Records:***

*Library User Records (RSA 91-A: 5; RSA 201-D: 11)* Per these state laws, library user records are confidential. The Hooksett Library complies with these confidentiality laws and will not divulge information to anyone other than the cardholder including titles of items currently checked out, items that are overdue, or items on reserve for the cardholder.

***Checking Out Materials:***

All library materials circulate outside the library building with the exception of: newspapers, non-circulating Reference materials, and non-circulating New Hampshire Room materials. Items circulate for a specified period based on their format, content and demand.

Material type	Loan period	Limit	Renewals	Late fee per day per item	Maximum late fee per item
Audiobook	2 weeks	10	3	\$ 0.15	\$ 6.00
Book	2 weeks	50	3	\$ 0.15	\$ 6.00
Cake pan	2 weeks	10	3	\$ 0.15	\$ 6.00
Circulating Reference	2 weeks	10	3	\$ 0.15	\$ 6.00
DVD/Blu-ray	2 weeks	25	3	\$ 0.15	\$ 6.00
Kits (Lego, Science)	2 weeks	10	3	\$ 0.15	\$ 6.00
Magazine	2 weeks	25	3	\$ 0.15	\$ 6.00
Music CD	2 weeks	25	3	\$ 0.15	\$ 6.00
Puzzles	2 weeks	10	3	\$ 0.15	\$ 6.00
VHS	2 weeks	25	3	\$ 0.15	\$ 6.00

Video Game	2 weeks	10	3	\$ 0.15	\$ 6.00
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A valid library card must be on file but is not necessary for the circulation of materials; Hooksett Library card holders may present valid photo identification in lieu of their library card.

Email notification: Patrons listing email addresses in Polaris will receive notification three days prior to due date to allow for renewal of materials. Email will contain a list of item material titles.

Text messaging notification: Patrons listing a cell phone number and carrier in Polaris will receive notification three days prior to due date to allow for renewal of materials. Text message will contain a reminder that materials are almost due. Standard messaging rates apply from the cell phone carrier.

***Museum Passes:***

The Hooksett Library makes a limited number of passes available for free or at a discounted entry rate to area museums. One pass may be used per day per family. Passes can be reserved in advance online at via the library’s webpage, by telephone or in person by cardholders of the Hooksett Library. Museum passes are not available through Common Borrower Card service. Passes can be checked out in advance or on the date to be used, depending on the pass. Those passes needing to be returned to the library must be returned on the same day they are borrowed either in person or in the book drop. Fines begin accruing for museum passes the day after use and are \$1 per day.

***Reserving Items:***

Requests (Holds) may be placed on any circulating item either on the shelf, checked out, or on order via the online catalog, in person, by phone or by email. Requests will be met in the order in which they were placed. Items are placed at the self pick up area arranged by the first letter of the patrons’ last name and the last 5 digits of the patron’s library card number. Patron will be notified when material is available via e-mail, text message or telephone call. When a patron fails to retrieve a requested item that is available within five days, the library reserves the right to pass the item on to the next patron on the request list or return the item to the shelf.

***Interlibrary Loan:***

When an item is not available at the Hooksett Library, or electronically through the online catalog, it may be requested from other libraries through the Interlibrary Loan process. The Hooksett Library will borrow materials from other libraries upon request of a Hooksett

cardholder as long as the Hooksett Library does not own the item. Five items may be requested through the interlibrary loan system at one time.

The Hooksett Library does not impose a fee for borrowing materials through Interlibrary Loan from other libraries in New Hampshire. However, out-of-state libraries do often impose fees for various services. If the lending library specifies that it imposes fees for Interlibrary Loan (i.e. postage, insurance expenses, photocopy charges, or general fees), patrons will be consulted about their willingness to pay before the materials are borrowed. Once a patron authorizes the charges, he/she is responsible for payment even if the item is not picked up. In addition, patrons incur an automatic charge of \$5.00 for shipping and handling if it is necessary to obtain the interlibrary loan material from an out-of-state source.

The Hooksett Library will also lend our materials to other libraries upon request. Some new books, DVDs, audiobooks and historic materials may be difficult to borrow for a patron's use. The Library Director will decide if the Hooksett Library will purchase new items not available through the interlibrary loan process.

Materials borrowed through interlibrary loan follow the same circulation rules as Hooksett Library materials of the same kind.

Please see the [Hooksett Library Interlibrary Loan Policy](#) for complete information on lending and borrowing materials through interlibrary loan.

### ***Renewals:***

The due dates of materials can be extended by renewal with the exception of interlibrary loan materials (materials borrowed from other libraries for a patron's use) and materials placed on hold by another person. Items can be renewed three times by accessing the library's online catalog via the library homepage, in person, by email or by telephone.

### ***Returning Materials:***

Library materials may be returned to the Circulation Desk when the library is open, in the book drop located next to the main entry or at another GMILCS library. The book drop at the library is emptied prior to opening and periodically throughout the day. Materials returned to another GMILCS library will be checked in and delivered to Hooksett via the GMILCS van service.

### ***Overdue Materials & Fines:***

Library materials are overdue when they remain out past the due date without return or renewal. Overdue fines begin accruing the day after the item is not returned; no fines accrue

on closed days. Fines for materials borrowed from other GMILCS libraries accrue depending on that library's fine schedule and can be paid at any GMILCS library.

The process of notifying patrons of overdue materials follows as below:

A first overdue notice is sent seven days after the due date by e-mail or text message notification.

A second overdue notice is sent 14 days after the due date by e-mail or text message notification.

A billing notice is created 45 days after the due date resulting in a final bill mailed to patron.

To be allowed to check out new materials, a patron with over \$5.00 in *finer and processing fees* on their account must pay a minimum of \$1.00 towards their fees to check out materials. Patrons with balances over \$10 must pay a minimum of 50% of their balance.

***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 they will not remain in the library's collection. Cardholders will be required to refund the library for the cost of the item, as well as a processing fee of \$5 per item.

Items which are damaged but repairable may be assessed a materials fee at the discretion of the library staff. When the library is able to replace a part of a lost or damaged item (Example: One disc of an audiobook), the patron will be assessed a charge based on the replacement fee rather than the purchase price of the entire item.

The library may accept replacements in lieu of payment for lost or damaged materials if the item has not been replaced by the library and the replacement is a new exact (same ISBN) copy of the item lost. Patron must still pay the library's processing fee of \$5 for the replacement.

At the discretion of the Library Director, lost charges for items which are later found and returned may be refunded if a replacement has not been purchased.

Materials received through interlibrary loan or from GMILCS consortium libraries will follow the replacement schedule of the lending library. Some libraries may choose to accept a replacement item while others will only accept the cost of the lost item and a processing fee.

Patrons with lost items on their account must make restitution for the item, either by paying for the item or with an exact copy replacement. Accounts with lost items will be blocked from checking out materials until lost items are returned or paid for.



For adult cards with accounts which are blocked due to lost items or fees over \$10.00 and a *shared juvenile account*, the juvenile account may only be used to check out two youth items per checkout until both accounts are in good standing. The shared juvenile account may not be used for materials for the parent.

Parents, whose accounts are blocked due to lost items or fees over \$10.00, may not use their child's or teen's account to check out materials. In the above scenario, teen accounts will be limited to 5 items per check out.

***Returned Checks Policy:***

For all checks received by the library which are returned to the library for non-sufficient funds, the library will charge the writer of the check a \$25.00 fee to cover bank charges the library incurs.

When a returned check is received, the librarian will reinstate the fine amount on the patron's card and will create a \$25.00 fee on their account which will need to be paid before they are able to borrow materials from the library.

*Hooksett Library Circulation Policy, Adopted 04/19/2011*

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