



31 Mount St. Mary's Way
Hooksett, NH 03106
www.hooksetlibrary.org

Hooksett Library Circulation Policy

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 child(ren). Parents who wish to limit their own child(ren)'s materials should accompany the child(ren) to the library and supervise the borrowing process.

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, email and mailing address should be reported to library staff or updated through the "my account" feature of the online catalog.

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 or property ownership is required and may be a driver's license with the Hooksett address or a photo ID with a non-Hooksett address and any mail, checkbook, lease agreement, property tax statement, purchase/sales agreement etc. documenting the person's Hooksett

residency or property ownership. All resident library cards need to be renewed three years from the initial date of issue or last renewal.

Juvenile/Child Cards: Any child five years old and older, who lives in Hooksett, is eligible for a shared library card with their parent/guardian. This card will function as a shared card with both the child and the parent listed as co-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 active (usage in the prior three years) juvenile/child cards will expire on the child's twelfth birthday, at which time their account will be converted to a teen card.

Teen Cards: Any youth between the ages of 12 to 18, who lives in Hooksett, is eligible for a teen card. A teen 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 please see our Youth Library Cards Policy.

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 (30 days) 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 normally reserved for a permanent Hooksett library card. If the applicant 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. Staff 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. Staff cards shall expire with the end of employment with the Hooksett Library.

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 ten materials to be checked out at a given time.

Non-residents:

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

Non-Resident Fee: Individuals requesting a Hooksett Library card who do not qualify for one of the other listed patron types be required to pay an annual fee as stated in the [Hooksett Library Non-resident Card Policy](#). 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. Patron accounts will renew annually on their anniversary date. Notification of the need to renew a library account is sent through the library's automation system in advance of the card's expiration date. Non-resident cards are issued to one in name only, but can be used by all family members living at the same address.

Employed in Town: Non-resident employed in town cards are available at no charge to people working in or for the Town of Hooksett and/or Hooksett School District. 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 pay stub from a local employer. 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 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 non-resident 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.

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), Rodgers Memorial Library (Hudson), Wadleigh Memorial Library (Milford), Danforth Library and Teti Library (New England College), and Kelley Library (Salem).

Libraries may choose to limit access to certain collections. A valid library card or a photo ID 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.

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, meeting room audiovisual equipment and non-circulating local history collection items. All materials that circulate outside the library building circulate for two weeks.

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
DVD/Blu-ray	2 weeks	25	3	\$ 0.15	\$ 6.00
Kits (Lego, Science)	2 weeks	5	3	\$ 0.15	\$ 6.00
Library of Things	2 weeks	5	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
Video Game	2 weeks	10	3	\$ 0.15	\$ 6.00

A valid library card must be on file but is not necessary in-hand for the circulation of materials. Hooksett Library card holders may present a valid photo identification in lieu of their library card.

Email and text message notification options: Patrons choosing notification by email or text message, will receive email/text notification, listing the item materials currently checked out, three days prior to the due date to allow for renewal of materials. Homeschool and teaching materials: Any items used expressly for homeschooling or teaching curriculum will have a changed due date to reflect four weeks, with the option for renewal.

Library of Things, LegoLend and Learning Kits:

- Shall be available for borrowing only by Hooksett Library cardholders are not available through the GMILCS Common Borrower Card service.
- Will be inspected for completeness of pieces and non-consumable contents and damage, prior to being returned to circulation.
- In the event any piece(s) are missing, the borrower will be contacted to locate the missing item(s). After two weeks, the Hooksett Library will order replacement pieces for the kit and the cost will be added to the last borrower's account.
- In the event that a Library of Things item or kit is not returned, is damaged, or has a significant number of parts missing, the cost of replacement for the entire kit will be charged to the previous borrower.

Discount Passes:

- The Hooksett Library makes a limited number of passes available for free or at a discounted entry rate to area museums and attractions. Passes can be reserved in advance online <https://hooksettlibrary.org>, by telephone, or in person by Hooksett Library cardholders.
- Passes can be checked out in advance or on the date to be used, depending on the pass. Discount passes are not available through the GMILCS Common Borrower Card service.

Reserving Items:

- Requests (Holds) may be placed on any circulating item via the online catalog, in person, by phone, by text, or by email.
- Requests will be met in the order in which they were placed.
- Held 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.
- Held items may also be made available in the library's Smart Lockers for those patrons who elect to use the service.

- Patrons will be notified when material is available via email, text message, or telephone call, as designated by patron preference recorded on their library account
- If a patron fails to retrieve a held item within five days, the library reserves the right to pass the item on to the next patron on the request list or to return the item to the shelf.

Interlibrary Loan:

When an item is not available at the Hooksett Library, or from a library within the GMILCS consortium, it may be requested from other libraries through the interlibrary loan process

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.

New materials recently purchased by a library may be limited for lending through interlibrary loan or transit requests from a GMILCS library. Purchase suggestions can be made through the library's website. The decision to purchase new items not available through transit requests or interlibrary loan will follow the library's Collection Development Policy with the final decision resting with the Director.

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 and materials placed on hold by another person. Items may be renewed three times by accessing the cardholder's online account or upon request of a staff member in person, by chat, email or telephone.

Returning Materials:

Library materials may be returned in either of the library's two book drops or at another GMILCS library. Both book drops are emptied prior to opening and periodically throughout the day. Materials are not to be placed in the library's smart lockers as a method of return. 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 checked 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 email or text message notification. A second overdue notice is sent 14 days after the due date by email or text message notification. A billing notice is created 40 days after the due date resulting in a final bill mailed to the patron.

To be allowed to check out new materials, a patron with over \$5.00 in *fines 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. The borrower must still pay the 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.

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/Child account*, the shared Juvenile/Child account may not be used for materials intended for the parent. Parents, whose accounts are blocked due to lost items or fees over \$10.00, may not use their Juvenile/Child's or Teen's account to check out materials.

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 owed 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

Amended: 06/04/2012, 07/26/2012, 12/09/2013, 04/15/2014, 05/13/2015, 05/17/2016, 12/13/2016, 08/15/2017, 09/01/2017, 09/18/2018, 07/18/2022, 08/08/2022, 11/21/2022.

Reviewed and non-resident fee affirmed: 5/11/2021

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