

# West Hartford Public Library

## POLICY MANUAL

### Title: Circulation Policies

*Revised by the West Hartford Library Board, February 24, 2020*

#### REGISTRATION

A West Hartford Public Library card may be used to borrow materials at any public library in the state of Connecticut that participates in the Connecticard Library Service Program. Any person eighteen years of age or older or the parent/guardian of any person under eighteen years of age with a West Hartford Public Library card is responsible for all materials and associated fees charged to his/her card. Cardholders are responsible for notifying the West Hartford Library of card loss or changes in contact information.

**RESIDENTS:** Any person for whom West Hartford is the principal place of residency will be issued a library card upon request for three years. To obtain a library card, a resident will need to present a photo ID. If the photo ID does not have the current, correct address, a piece of mail showing a current West Hartford address is required.

Suggested items for proof of street address are the following:

- Driver's License
- State ID
- Mortgage or Lease Papers
- Bankbook or Checkbook; Imprinted bank check or deposit slip
- Property Tax Bill
- Voter's Registration
- Auto Registration
- Current bill dated within the last month (utility bill, credit card, etc.)

Regular mail such as advertisements, greeting cards and letters are not acceptable forms of ID.

**TEENS:** Teens, 13 to 17 years old, may apply for their own library card by showing the same ID as adults. Or, one of the following forms of identification may be presented:

- Current photo school ID
- Current report card
- Working papers

Note: one of the above must include name and street address

**CHILDREN:** Children age 12 and under may obtain a card when accompanied by a parent or guardian. The parent/guardian must provide proof of residency.

**STUDENT RESIDENTS:** Students living in West Hartford who do not have a current card from another public library in Connecticut may apply for a card one semester at a time by providing a current photo student ID and address verification (acceptable items listed above under Residents.)

**TEMPORARY RESIDENTS:** Any person who is temporarily living in West Hartford may register as a temporary user for up to one year. A temporary resident must provide identification, showing a current West Hartford residential address and one showing a permanent out-of-state residency (acceptable items listed above under Residents). A refundable deposit of \$20.00 is required. A *temporary* West Hartford Public Library card may be used only at the West Hartford Public Library. Only 2 items may be borrowed concurrently on a temporary card. When the patron is ready to leave town and has returned all materials and settled all fees and fines, the deposit will be refunded in exchange for the card.

**RESIDENTS OF OTHER CONNECTICUT TOWNS:** Any person who resides in a Connecticut town other than West Hartford may borrow materials from West Hartford Public Library by presenting a valid card from their hometown public library and identification, (acceptable items listed above under Residents).

## **LOANS**

The circulating collection is available for loan. An item in circulation is considered on loan until it is returned intact. Adult reference materials are available for overnight loan at the discretion of the Reference Librarians. The West Hartford collection, the story-telling collection, current issues of serials, and back issues of designated serials are not available for loan.

Materials may be borrowed for one loan period. Materials may be renewed for two additional loan periods, with the exception of reserved items. To renew items, the borrower must present a valid library card and/or the items to be renewed at a circulation desk, or may request renewal by telephone. Borrowers can also renew items themselves through the online public access catalog.

Wireless hotspots may be borrowed by West Hartford cardholders in good standing in accordance with the **Wi-Fi Hotspot Lending Agreement**.

## **LOAN PERIODS**

Rapid Reads Loans	1 week
DVDs/Blu-Rays (entertainment & children's)	1 week
Magazines (Adult, Teen)	1 week
New Adult Fiction & Non-Fiction	2 weeks
DVDs/Blu-Rays (instructional/educational), Music CDs	3 weeks
Adult and Teen Books	3 weeks
Children's Books, Magazines & Realia	3 weeks
Tablets	1 week
Wi-Fi Hotspots	2 weeks

## **BORROWING MATERIALS**

Patrons should produce a valid Connecticut library card when checking out materials; a scanned image of the card on a smartphone is acceptable. If the card is not available, valid identification

must be produced. For patrons without valid identification, items will be held at the Circulation Desk for five days or until identification is provided.

A West Hartford Public Library registered borrower may have up to 100 West Hartford Library items, no more than 25 of these being DVDs, charged out on his/her card.

A borrower may renew items borrowed from the West Hartford Public Library in person, by telephone, or online. Customers may renew each item two times, for the same length as the original loan period. Customers may not renew an item if it is on reserve for another customer.

Borrowers are blocked (prevented from charging out additional materials) when they owe more than \$10.00 in fines, or when they have one lost item.

Customers may request a reserve (hold) on any item by filling out a Reserve Card in the library, calling the library, or through the online public access catalog.

### **RESERVES, INTERLIBRARY LOANS, REQUEST FOR PURCHASE**

**RESERVES (HOLDS):** Most library materials may be reserved in person, over the internet or by telephone, however only twenty-five items can be on hold at a time.

**INTERLIBRARY LOANS:** Print and media materials that are not owned by West Hartford Public Library may be borrowed from another library through the interlibrary loan service. Requests for interlibrary loan materials may be made in person or by telephone. All ILL materials must be returned to the library where the request was initiated. Some interlibrary loans may require a postage fee if they are sent from a remote library.

**REQUEST FOR PURCHASE:** Anyone may request an item for purchase for the collection. All requests will be reviewed according to the West Hartford Public Library Book Selection Policy. Requested items that are purchased may be reserved.

**deliverIT CT:** The West Hartford Public Library complies with the deliverIT CT guidelines as adopted by the Connecticut State Library. DeliverIT CT is the Connecticut State Library Delivery System for library materials. Any materials may be returned to any participating Connecticut library. The borrower is responsible for the materials until they are returned to the owning library.

### **FEES AND FINES**

The West Hartford Public Library Fines and Fees Schedule is below. Notices and bills are sent to borrowers with overdue materials as a courtesy. Prompt payment of overdue fines, replacement costs, and a processing fee for lost or damaged materials is expected. No refunds of these charges will be made if the lost material is later found. Borrowing privileges are suspended if there is an overdue item for which the replacement cost has been assessed or a fine(s) has accrued in excess of \$10.00. Delinquent accounts may be forwarded to the Corporation Counsel of the Town of West Hartford or a collection agency for collection. Any library patron who is delinquent with respect to library fees and fines shall be responsible for any applicable court entry fees, in addition to the library fines and fess.

## SCHEDULE OF FEES AND FINES

<u>Item</u>	<u>Fee</u>
Overdue Adult Materials	\$.15 day
Overdue Juvenile Materials	\$.15 day
Overdue Rapid Reads items	\$1.00 per day
Lost Library Cards	\$1.00 each
Inter-Library Loans	<i>no handling fee, may charge postage</i>
Temporary Resident Card	\$20 refundable deposit
Overdue Materials Maximum Fine	\$5 (or replacement cost)
Lost or Damaged Library Materials	Cost of item; may be adjusted for age and condition when applicable
Audio book set, individual disc	\$10.00
Lost Barcodes	No charge
Photocopying (print)	\$.10 per page, \$.25 per page color
Photocopying (Microfilm)	\$.25 per screen
Printing at computer workstations	\$.10 per page, \$.25 per page color
Wi-Fi Hotspots	\$10.00 per day

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