

# Saugus Public Library

## Circulation Policy

### General Overview

The Saugus Public Library strives to provide fair and equitable access to library resources for all its patrons. The purpose of these policies is to ensure that every patron has an equal opportunity to benefit from the library's collections.

### Library Cards

The primary tool for borrowing circulating materials, accessing online library databases, placing holds, and using in library public computer workstations is the library card. The Saugus Public Library is a member of the North of Boston Library Exchange, Inc. (NOBLE) and abides by [NOBLE's Borrower's Card Policy](#).

### Who Can Get One?

Anyone. All current residents of Saugus (e.g. individuals whose home address is in Saugus) are encouraged to obtain a library card from the Saugus Public Library. Massachusetts residents who live in communities that are part of the NOBLE library network are encouraged to obtain a library card from their home libraries, but may instead obtain a Saugus library card if they wish. Everyone in Massachusetts is eligible to receive a library card from the Saugus Public Library, however some resources are only available to Saugus residents; that is, patrons whose home address is within the 01906 ZIP Code.

### What Is Needed?

A current valid photo ID showing name and current mailing address or a photo ID showing name and other documentation of legal residence (mailed utility bill, bank statement, or check that lists said address) is required to receive a library card. Children lacking photo ID may have a parent or guardian with valid ID fill out the application on their behalf. New residents who lack updated proof of address may request a mailed postcard for address validation.

### What Does A Card Get You?

A valid library card grants the patron borrowing privileges to circulating collections at both the Saugus Public Library and all NOBLE member libraries, access to online library resources (depending on place of residence), use of in-library computer workstations, museum passes, and the ability to request materials via interlibrary loan.

### Obligations to the Library

Upon accepting a library card, the patron agrees to responsibility for all materials borrowed on that card, including any fines, fees, or charges. The patron also agrees to notify library staff if the card is lost, stolen, or if the patron changes address. Patrons should not let others use their card.

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### Obligations to the Patron

The Saugus Public Library is obligated by law (MGLA Ch.78, Sec.7) to maintain the patron's privacy. Library staff will not discuss details such as borrowing history, account addresses, and contact information over the phone. In the event that law enforcement representatives present a valid subpoena or search warrant, library staff will only provide the specific information requested. Please note that this means the library cannot reveal to parents the titles of materials their children have checked out. Parents wishing to monitor their children's reading habits should take an active role in their child's material selection and borrowing activities.

### How to Borrow

To borrow physical materials from the library, such as books, CDs, or DVDs, simply present both the materials and a valid library card at the library's Circulation Desk. To borrow materials, a patron must be in good standing – that is, no long overdue items or \$5.00 or more in fines and fees on their account.

### Loan Periods and Fines

Patrons should be aware of due dates, renewals, and overdue fines for borrowed items:

ITEM/FORMAT	LOAN PERIOD	RENEWALS	OVERDUE FINES	MAX FINES
<b>Audiobooks (CD)</b>	21 Days	2	\$0.10 per day	\$2.00
<b>Books</b>	21 Days	2	\$0.10 per day	\$2.00
<b>Hot Spots</b>	21 Days	0	\$1.00 per day	\$5.00
<b>Playaway</b>	21 Days	2	\$0.10 per day	\$2.00
<b>Playaway Launchpad</b>	7 Days	2	\$1.00 per day	\$5.00
<b>Magazines</b>	21 Days	2	\$0.10 per day	\$2.00
<b>DVDs (&lt;4 discs per set)</b>	7 Days	2	\$1.00 per day	\$5.00
<b>DVD (&gt;3 discs per set)</b>	21 Days	2	\$1.00 per day	\$5.00
<b>Music (CD)</b>	21 Days	2	\$0.10 per day	\$2.00
<b>ComCat Items*</b>	28 Days	0	per owning Library	per owning Library
<b>ILL (NOBLE Delivery)</b>	14 Days	2	per owning Library	per owning Library

\* Saugus, as a member of NOBLE, charges 50 cents per day for overdue fines up to a maximum fine of \$10.00 for Saugus items loaned out via ComCat.

### Borrowing Materials Owned by Other Libraries

Patrons should be aware that materials owned by other libraries may have different loan periods, number of potential renewals, and overdue fee schedules than those owned by the Saugus Public Library.

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### **Borrowing Without Card**

Registered patrons lacking their physical library card may borrow materials provided they have a valid photo ID whose current address matches the address the library has on file. Children lacking their library card will need an adult present with valid photo ID. If the library loses connectivity to the online integrated library service (Evergreen server at NOBLE), then only patrons with library cards may borrow materials.

### **Card Replacement**

Patrons should replace lost cards in order to prevent unauthorized use of the card by a third party. A replacement card costs \$1.00 at the main circulation desk.

### **PINs**

All patron accounts include a Personal Identification Number (PIN) for use on the library's website. With a PIN, patrons may renew items, order items from other libraries, and place items on hold - all from home. Patrons may reset their own PINs online if their online patron account contains an email address (the new PIN will be emailed to them). Patrons may also reset the PINs in person at the library with a valid photo ID. PINs may not be reset over the phone.

### **Renewals**

Patrons may renew items up to their renewal limit provided no other patron has placed a hold on the item. Renewals may be done in person at the library, online, or via the phone. When calling, patrons should have the material to be renewed or their library card available. The Saugus Public Library provides automatic renewal for borrowed Saugus-owned items which are eligible for renewal (e.g. items which have not been requested by another patron or items for which the patron has not used up their renewals). Patrons in good standing who wish to keep an item belonging to the Saugus Public Library but lack further renewals may do so upon physically bringing the item back to the Circulation Desk. The material will be checked in and, provided no other patron has requested it, checked out again immediately to the patron.

### **Overdue Materials**

Patrons with materials kept past their due dates will be charged a late fine. The maximum late fine that may be assessed a patron is \$5.00 per individual item. Note that this is in addition to any fees for replacing lost, damaged, or long overdue materials.

### **Long Overdue Materials**

Patrons should return materials on time. As a courtesy, library staff attempts to contact patrons with late and overdue materials. Failure to receive these notices does not remove the responsibility of the patron to return overdue items. Upon the mailing of the third overdue notice, all patron borrowing privileges are immediately suspended.

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### **Damage**

Any damage beyond normal wear and tear to an item is the responsibility for the patron who borrowed it. Patrons who notice damage to an item before borrowing it (loose binding, ripped pages, etc.), should bring it to library staff attention so that they will not be held accountable for it. Library staff will inform the patron of the cost of repairing or replacing damaged materials.

### **Lost/Missing**

Lost or missing materials should be reported immediately to the library in order to prevent additional late fees being applied in addition to the replacement cost for the items.

### **Where can I return materials?**

Borrowed materials may be returned inside the library in the return slots provided at the Circulation Desk. Additionally, there are two book drops outside the library; one on the left entryway wall at the Central Street entrance and one next to the Taylor Street entrance. The only exception to this is for certain items which require that they be returned inside the Library (Playaway Launchpads, WiFi Hotspots, Massachusetts Parks Passes). The library accepts returns of any material owned by other NOBLE member libraries without risk of additional late fees. Likewise, Saugus material may be returned to any NOBLE library without risk of additional late fees. The library can accept materials belonging to libraries outside the NOBLE network, but the patron may still be responsible for any late fees the items incur while in transit to the owning library.

### **Paying Fines/Late Fees**

All fines and fees related to materials owned by the Saugus Public Library or NOBLE member libraries may be paid in person at the library. Currently, the library only accepts cash or check. Checks for replacement materials should be made out to the owning library. Patrons may pay fines and fees via debit/credit card by logging into their account online.

### **Claimed Returned**

Should a patron claim that an item still on their account was returned, library staff performs a search for it. If the item is discovered, then it will be checked in and all fines associated with it will be cleared. If the item is not found, the patron is still responsible for replacing the item. If the patron insists that they returned the missing item, library staff will mark it 'Claims Returned.' Patrons with multiple instances of Claimed Returned materials on their account may lose their good standing status and borrowing privileges. The library recommends patrons check their account status online frequently. Also, library staff can print an itemized list of all materials borrowed on a patron's account upon request.

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### **Lost, Found**

Should a patron discovers a lost item within 30 days of paying for its replacement, they may return it along with the payment receipt to the library for a refund of the replacement cost. Late fees will not be refunded.

### **Reserving Materials Owned by the Library**

Patrons may reserve material to be held for them at the library by placing a hold on it. A patron must be in good standing and have a valid library card to do so. Such holds can be placed online, over the phone, or in person at the library. Library staff routinely gather held materials from the library's collections throughout the day. Materials on the hold shelf are unable to be borrowed by any patron other than the one who requested the hold.

### **Ordering Materials in the NOBLE network**

Materials owned by NOBLE member libraries may be reserved just as those owned by the Saugus Public of Saugus. It may take anywhere from two to five days for material to arrive at the library provided there is no waiting list for the item.

### **Ordering Materials from Libraries Outside NOBLE**

Patrons wishing to borrow materials from libraries outside of NOBLE may order them themselves via the Commonwealth Catalog or request staff do it for them.

### **Notification**

The library notifies patrons with valid email addresses linked to their account automatically via email or text message when a requested item is placed on the library hold shelf provided they establish these options when opening an account. Patrons preferring to be notified via the telephone may request that option. Patrons may change their method of notification at any time.

### **Hold Duration**

Materials are held under the requestor's name on the Hold Shelf for five business days. After that time, they are returned to their home library or shelving location.

### **Picking Up Items On Hold**

Patrons may collect held items from the library's Circulation Desk. The library card used to reserve the material is required. Patrons may make arrangements for relatives or caregivers to pick up materials for them by calling the Circulation Desk and asking that a note be placed on their account to that effect.

**Adopted by the Board of Trustees – February 13, 2020**