

Goffstown Public Library Circulation Policy

Mission of the Goffstown Public Library

Our mission is to offer access to quality educational, literary, technological and professional materials and programs to assist community residents of all ages in meeting their personal, educational and professional information needs.

Access to Materials

The Goffstown Public Library does not restrict access to any materials on the basis of a person's color, religion, national origin, socioeconomic status, sex, 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 children's materials should accompany the children to the library and supervise the borrowing process. Parents/guardians should not rely on the library staff for such supervision.

Getting a Library Card

Residents

Residents and landowners of the Town of Goffstown are entitled to a library card without charge; replacement cards cost \$2.00. Proof of residency is required and may be a driver's license with the Goffstown address or any mail, check book, lease agreement, purchase/sales agreement etc. documenting the person's residency or property ownership. Minors receive a library card at the age of six in the company of a parent or guardian who can provide proof of residency; those aged sixteen and older with a valid driver's license may secure their own library card.

Nonresidents

People working in the Town of Goffstown are entitled to a library card without charge; replacement cards are \$2.00. Proof of employment is required, either a business card with name of employee and local address of employer or a letter on company letterhead signifying employment locally. Family members are not eligible for library cards unless they meet other nonresident requirements.

People desiring a Goffstown Public Library card and who do not live or work in Goffstown will be required to pay a \$35.00 fee. The card is valid for one year from date of payment and can be renewed annually upon payment of the nonresident fee. The fee pays for one card; other family members desiring a card must also pay the required fee unless they meet other nonresident requirements.

Nonresidents receive the same benefits of service as those cardholders residing in the Town of Goffstown.

Nonresident School-age Students

School age students attending any Goffstown public school or the Villa Augustina and who do not live in Goffstown may receive a complementary library card for one year. The card may be renewed annually with proof of school affiliation. A parent or guardian who can provide a legal address for the student and proof of school affiliation must accompany those who do not have proof of residency.

Nonresident Students at St. Anselm College

Students enrolled at St. Anselm College are eligible for a library card with proof of enrollment to the college. Students must also have a driver's license or other photo identification with their permanent address that can be used on their library record. This library card expires at the end of the academic year and must be renewed upon the student's return in the fall.

Responsibility

It is the responsibility of the cardholder to let the library staff know if there is a change of name, address, or telephone number.

Common Borrower Card

The Goffstown Public Library is a member of GMILCS, Inc., a multi-type library consortium. With our membership in GMILCS our cardholders are able to use most services and materials from other libraries: Manchester City Library, West Manchester Community Library, Bedford Public Library, Hooksett Public Library, Merrimack Public Library, Amherst Town Library, Wadleigh Memorial Library (Milford), Derry Public Library, Danforth Library (New England College), and the Kelley Library (Salem). (Please see our CBC brochure for specific details and updates)

Checking out Materials

All materials circulate outside the library building with the exception of reference materials and newspapers. Books, books on tape/CD, magazines, and music CDs circulate for a period of three weeks; videos/DVDs circulate for one week. The most recent editions of magazines are non-circulating and videos/DVDs from our Hillstown Cooperative circulate for two days. There is no difference in circulation for other new materials. Materials checked out to homebound patrons (see Homebound Service below) circulate for 28 days.

A valid library card must be in hand whenever materials are requested for circulation. If a card is not available the patron will be given the option of leaving the books at the circulation desk until they can return with a card or they may replace their library card for a fee.

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), Hillstown-owned video and DVD, and materials placed on hold by another person. Items can be renewed twice in person, by telephone, or by accessing the iPac catalogue via the library homepage as long as the patron has a Personal Identification Number (PIN) attached to their card. Materials checked out to homebound patrons (see Homebound Service below) may be renewed once from the original due date for 28 days as long as no other patron has placed a hold on the item.

Limits

Because of our small collection size, the following limits will apply to all cardholders: 3 books per subject per card; 4 videos/DVDs per card; 4 music CDs per card.

Overdue Materials

Library materials are overdue when they remain out two days past the due date without return or renewal. All materials except museum passes are given a "day of grace" where fines do not accrue the day after the item is due. Library staff will contact patrons with overdue items following this procedure: two courtesy reminders by telephone, one by mail, and a final notice billing the patron for the material replacement costs and fees.

Lost/Damaged Materials

If library materials are lost or damaged the patron is required to make payment equal to the cost to replace the item(s) as determined by the Goffstown Public Library. Lost items found and returned within two weeks of payment may be eligible for reimbursement accompanied by the original receipt. If an item is lost from another GMILCS library, the patron must make payment to that library only. At times it is acceptable to replace a lost or damaged item with another copy of the item; the Library Director or Assistant Director will decide what is acceptable. An additional processing fee of \$2.00 is added to the replacement cost of the item to pay for the processing and materials associated with the processing.

Returned Checks Policy

The library shall charge a penalty of \$32.00 for all checks that are returned for insufficient funds.

Reserving Items

Items owned by the Goffstown Public Library that are in use may be placed on hold, or reserve, by another patron. This includes new books, books on tape/CD, magazines, music CDs and videos/DVDs. Holds may be placed from any iPAC or from home as long as the patron has identified a PIN on their record. The staff at the Circulation Desk can also place holds for patrons.

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, in the book drop located at the Pinarville Fire Station on Mast Road, or at another GMILCS library. The book drop at the library is emptied prior to opening; the book drop in Pinarville is emptied Monday, Wednesday, and Friday mornings; materials returned to another GMILCS library will be checked in and delivered to Goffstown via the New Hampshire State Library van system.

Overdue Fines

Overdue fines begin accruing two days after the item is not returned; no fines accrue on closed days. Fines for books, magazines, books on tape/CD, and music CDs accrue at a rate of ten cents per day per item. Fines for videos/DVDs accrue at a rate of \$1.00 per day per item. Fines for materials borrowed from other GMILCS libraries accrue depending on that library's fine schedule and can be paid at any GMILCS library. Homebound patrons (see Homebound Service below) do not accrue overdue fines.

Interlibrary Loan

Interlibrary loan is the borrowing and lending of materials to other libraries for the use of their patrons. The Goffstown Public Library will borrow materials from other libraries upon request of a Goffstown cardholder as long as the Goffstown Public Library does not own the item. Three items may be requested through the interlibrary loan system at one time. The Goffstown Public Library will borrow materials from libraries in other states for the use of a patron. All user fees charged by the lending library will be paid by the patron while the Goffstown Public Library will pay all postage. We will also lend our materials to other libraries upon request. Some new books, videos/DVDs, books on tape/CD, and

historic materials may be difficult to borrow for a patron's use. The Library Director will decide if the Goffstown Public Library will purchase new items not available through the interlibrary loan process.

Materials borrowed through interlibrary loan carry a three week due date with no ability to renew. Exceptions may be made based on need and with the approval of the lending library.

Museum Passes

Many museum passes are funded generously by the Friends of the Goffstown Public Library. Passes can be reserved two weeks in advance by telephone or in person by cardholders of the Goffstown Public Library. Museum passes are not available through the Common Borrower Card service. Passes can be checked out in advance or on the date to be used, depending on the pass. Most passes must be returned to the library on the same day they are borrowed either in person or in the book drop at the library only. The Museum of Science and the New England Aquarium passes are kept by the respective sites and are not returned to the library. Fines begin accruing for museum passes the day after use and are \$10.00 per day.

Donations

Donations of used books and other materials are only accepted one month in advance of the annual book sale. There is no guarantee donations will be added to the library's collection (see "Collection Development Policy"). All items are accepted with the exception of textbooks, "Reader's Digest Condensed" books, magazines, and those items obviously damaged. Library staff may be able to refer the public to other agencies willing to accept donations throughout the year.

Homebound Service

Goffstown residents may request homebound service if they are unable to visit the library, due to advanced age, temporary (lasting longer than 60 days) or permanent illness or disability, and have no one in their household who can visit the library on their behalf. After determining their eligibility, library staff will arrange initial visits with patrons to discuss reading, viewing, and listening interests, and issue the patron a card if they are not yet a cardholder. Based on this conversation, library staff will select materials, and schedule delivery and pickup times with patrons.

Homebound patrons may borrow any circulating materials, with the exception of Hillstown videos, for a period of 28 days, with one renewal allowed. Homebound patrons do not accrue overdue fines, but are responsible for charges as stated in the Lost/Damaged Materials section above. Library staff will call homebound patrons half-way through the loan period to see if they need more time, and may renew their materials for an additional 28 days from the original due date.

The decision to extend homebound service to a patron may be influenced by available staff resources, and is at the ultimate discretion of the Library Director.

Fine Free Month

The Goffstown Public Library conducts one fine free month per year, usually February, to benefit the Goffstown Network Food Pantry. During this month nonperishable food items and health products are accepted in lieu of overdue fines. Any monetary donations made during this month will also be forwarded to the Food Pantry. This program does not take the place of payment for lost or damaged items whose replacement cost must be paid separately.

Library User Records (RSA 91-A: 5; RSA 201-D: 11)

Per these state laws, library user records are confidential. The Goffstown Public 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.

*Adopted by the Board April 18, 2001
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