

PALMER PUBLIC LIBRARY CIRCULATION POLICY

OBTAINING A PALMER PUBLIC LIBRARY CARD

- All patrons must present proof of their current residential address to obtain a library card. In most cases, a state-issued ID or an envelope with canceled postage no more than 4 weeks old will suffice. If a patron does not have proof of address, a "Good News" card can be completed. The patron self-addresses the card, which the library then mails. Upon receipt of the card, the patron may bring it to the library to serve as proof of address.
- A library card application must be completed and signed.
- Adult cards will be issued to all patrons ages 18 and over.
- Senior Citizen cards will be issued to all patrons ages 60 and over.
- Young Adult cards will be issued to all patrons ages 12 through 17 and do not require permission from a parent or guardian.
- Juvenile cards will be issued to all patrons ages 11 and under, and can only be issued with permission from a parent or guardian.
- A borrower's card is valid for two years, after which library staff will renew the card by confirming the borrower's address information. It is the borrower's responsibility to notify the library of any change of address and telephone number prior to official renewal of their card.
- Cards and accounts are non-transferable. The account holder needs to be present to check items out. Other individuals may pick up holds if permission has been noted on the account.

CHECKING OUT MATERIALS

- In order to check out library materials, patrons must present their library card or a digital image of the card on their phone (ex. Key Ring, StoCard). If the card cannot be presented, we will also accept a valid photo ID or, at staff discretion, verbal confirmation of the patron's name, address, and date of birth. Please note that library cards are the preferred method of identification for speed and accuracy, and that we cannot accept other forms of identification during system or power outages.
- Items can be renewed in person or by phone when the library is open or online at any time. When renewing by phone, patrons are asked to provide their library card number or, if the card is unavailable, their full name, address, and date of birth. A borrower is responsible for all materials charged out on their card even if they loan the materials to someone else.
- Parents and guardians are responsible for monitoring which library materials their children borrow, and are responsible for overdue fines or replacement charges on juvenile library cards. Library staff members are available to advise children and parents about selection of library materials.

HOLDS

- Borrowers can place holds (requests) on items available at the Palmer Public Library or other C/W MARS libraries.
- When a hold is available for pickup, library staff will notify the patron by their preferred contact method (phone call, email, or text). Holds will remain on the Holds Shelf for one week.

- Patrons may designate another person to pick up their holds by providing verbal permission to the library. The designated borrower must present the requester's library card in order to pick up holds and may not check out any other materials on the requester's card.

NON-RESIDENT BORROWERS

The Palmer Public Library honors valid library cards from all *public* libraries that are members of the C/W MARS library consortium. All residents of Massachusetts towns with libraries currently certified by the Massachusetts Board of Library Commissioners may apply for a C/W MARS card, following our normal procedures. [See Non-Certified Municipalities & Libraries to determine eligibility.]

Temporary residents of Palmer and out-of-state visitors may be granted borrowing privileges on a case-by-case basis.

TEACHER/CHILD CARE PROVIDER CARDS

Patrons who are teaching professionals, homeschoolers, or licensed child care providers may apply at the circulation desk to have their cards designated as "Palmer Teacher." As part of the application process, the individual must provide a copy of their teacher's certificate, childcare provider license or, for homeschoolers, a letter from the superintendent approving their curriculum. With the "Palmer Teacher" designation, Palmer materials may be checked out for 4 weeks, with 1 renewal for 4 weeks. No late fines will be collected on Palmer items, but items that are overdue by 4 or more weeks are subject to standard lost item procedure. We ask that patrons who qualify for this designation please not check out an entire subject area so that some materials are still available for other borrowers.

Please note that these privileges apply only to Palmer Public Library items. Regular loan periods and fines will apply to any items requested or borrowed from other libraries.

LOANS, LIMITS, AND RENEWALS

The following loan periods will apply to items checked out from the Palmer Public Library's collection. Unless otherwise noted, items can be renewed one time for an amount of time equal to the original loan period.

- 3 weeks
 - Most books, audiobooks, music CDs
- 2 weeks
 - New books, video games, TV series, ukuleles
- 1 week
 - DVDs, Blu-Rays, VHS tapes, magazines
- 1 week, no renewals
 - Speed Read books
- Shorter loans
 - Museum passes generally circulate for 1 day with no renewals.
 - Laptops circulate for 3 hours for use only in the library, and may be renewed for additional periods of 3 hours as long as no one is waiting to use a laptop.

The following loan limits will apply to items checked out from the Palmer Public Library's collection.

- 50 total items
- 10 DVDs
- 2 Video Games
- 10 CDs
- 10 Audiobooks
- 10 Magazines
- 2 Board Games

FINES

The following late fines will be applied to overdue items checked out from the Palmer Public Library's collection.

- \$5.00 per day, up to a maximum of \$25.00
 - Museum passes
- \$.50 per day, up to a maximum of \$2.50
 - Speed Read books, DVDS, VHS tapes, Wii games, ukuleles
- \$.10 per day, up to a maximum of \$2.00
 - All non-Speed Read books, audiobooks, music CDs
- \$.05 per day, up to a maximum of \$.50
 - Magazines

Patrons with Senior Citizen cards will not accrue fines on Palmer items with the exception of DVDs, VHS tapes, video games, Speed Read books, and museum passes. Senior Citizens are still responsible for fines on items from other libraries and for the cost of billed items.

Patrons with Juvenile or Young Adult cards will not accrue fines on Palmer items. Youth and Young Adult materials will not accrue fines. Patrons are still responsible for fines on items from other libraries and for the cost of billed items.

RETURNING LIBRARY MATERIALS

During the library's business hours, all materials must be returned directly to the circulation desk. When the library is closed, materials can be returned in the book drop and media drop located next to the main entrance. Materials that are dropped off in our book/media drops will be checked in as if they were returned on the previous day the library was open. Fines will accrue for late items. Fines may be waived if weather results in early library closure.

Amended 12/14/17

Amended 12/6/12

[Proposed revision by library staff 5/18/17]