

**BEALS MEMORIAL LIBRARY
BORROWING POLICY & PROCEDURES**

The Beals Memorial Library is the public library for the Town of Winchendon. Under the Minimum Standards for Public Library Service, Massachusetts communities with public libraries certified by the Massachusetts Board of Library Commissioners must "lend books to other libraries in the commonwealth and extend privileges to the holders of cards issued by other public libraries in the commonwealth on a reciprocal basis (605 CMR 4.01[6])."

A. NEW REGISTRATIONS:

A.1. Identification Required: To be issued a new library card by the Beals Memorial Library, the borrower must request the card in person at the library, and must provide one piece of identification bearing the borrower's name and current address.

A.2 Acceptable Identification: Photo identification (e.g. driver's license) is preferred, but a current check book, bank book, voter registration card, utility bill, postmarked mail they have received, or other similar means of documenting a bona fide mailing address may be acceptable.

A.3. Identification of Minors: Children or young adults with no identification may use their parents' identification.

A.4. Addresses: Where a street address and mailing address are different, both will be entered on the borrower's record, with the mailing address listed as the primary entry.

B. C/W MARS RECIPROCAL BORROWING:

B.1. Patrons with a valid library card issued from other libraries in the C/W MARS network have full borrowing privileges at the Beals Memorial Library.

B.2. Before a new patron is registered, it must be determined whether the patron has a library card at any other C/W MARS library.

B.3. Patrons with a card issued from another C/W MARS library cannot register for a Beals card.

B.4. If the patron has fines of over \$10.00 at another library, Beals staff must refuse borrowing privileges to the patron until the record is cleared by the lending library.

C. NON-RESIDENTS OF MASSACHUSETTS:

C.1. Non-Resident Fee: Borrowers not residing in Massachusetts may pay an annual fee of \$30.00 for the privilege of borrowing materials from the Beals.

C.2. Exemptions: Borrowers not residing in Massachusetts can receive a Beals Library card if they can provide documentation demonstrating that they:

- Own property in Winchendon
- Reside in Winchendon while attending school, a training program or summer camp lasting at least sixty days
- Work in Winchendon

C.3. Verification of Exemption: Documentation for C.2. above may include all those listed in A.2. as well as lease or rental agreements, land deeds, school identification cards, official notice from their school, camp director or employer on letterhead stationery, or other similar means of documenting a temporary residence.

C.4. Permanent Address: Applicants must show identification with their permanent out-of-state address along with the documentation of their current temporary status.

D. FINES & FEES:

D.1. Except for those residing out of state, there is no charge for library cards.

D.2. The charge for replacing a library card is \$1.00 for children up to 12 years of age, and \$2.00 for teens and adults.

D.3. Overdue Fines:

- Print and audio materials: 10 cents per day, up to a maximum fine of \$3.00 per item.
- Video materials (DVDs): \$1.00 per day, up to a maximum fine of \$5.00 per item.
- Inter-library loan items: \$1.00 per day, up to a maximum fine of \$30.00 per item.

D.4. Lost or damaged items will be charged at the retail value of the item in new condition. Replacement of such items can be purchased by the borrower, but the item replaced must be exact and in new condition.

D.5. Paying Fines and Fees: Patrons may pay fines and other fees by cash, check or money order made out the Beals Memorial Library. The library does not accept credit cards.

E. BORROWER RESPONSIBILITY:

E.1. Borrowers are responsible for all items borrowed on their cards, including the fines charged for overdue materials and replacement costs for items lost or damaged.

E.2. Borrowers are responsible for all items borrowed on their cards by others, including all fines and replacement costs for lost or damaged items.

F.3. Borrowers are responsible for keeping their registration current. Any borrower who has allowed their card to expire will not be able to borrow items until their registration is updated. Identification may be required at the discretion of library staff.

E.4. Parental Responsibility: Anyone, of any age, who is eligible for a library card may use any materials in the Beals Memorial Library and shall not have that privilege limited by any staff person. In accordance with the Beals Library Collection Development / Maintenance Policy, parents who wish to deny their children access to certain materials must take the responsibility themselves.

F. CONFIDENTIALITY OF BORROWING RECORDS:

F.1. Borrower Confidentiality: In accordance with Chapter 78, Section 7 of Massachusetts General Laws, public libraries in Massachusetts are prohibited from providing information concerning the identity or intellectual pursuits of any library user to any other individual or representative of an outside agency without a court order.

F.2. Records of Minors: Information about materials borrowed by minors may be granted to the legal guardians once those items have achieved a status of overdue.

G. GENERAL LOAN PERIODS:

G.1. It is the responsibility of the library card holder to keep track of the due dates for their borrowed materials, and to pay promptly all fines or fees charged for items returned late, damaged or lost.

- Print and audio materials: 21 days
- Periodicals & video items: 7 days
- Inter-library loan items: Loan period established by the lending library.
Renewals are at the discretion of the lending library.

H. BORROWING RESTRICTIONS:

H.1. Items Checked Out: There is a 25 item limit on the total number of items that a borrower may take from the Beals Library at any given time. Additionally, the following limits per library card are enforced to assure that there is sufficient information or materials available in a given format. Limits refer to both adult and juvenile collections unless otherwise specified:

Books:	10
Music CDs:	5
Audio Books:	5
Magazines	5
DVDs	5

H.2. A patron will be denied borrowing privileges if the account has overdue fines in excess of \$10.00, or has billed items that have not been returned, or charges for damage to library materials.

H.3. Massachusetts residents who reside in communities with a closed or decertified public library will not be able to borrow or request materials from the Beals Memorial Library.

H.4. The Beals Library cannot accept library cards issued by college libraries. Patrons wishing to borrow materials from the Beals must obtain a C/W MARS card from us or from another library within the C/W MARS network.

I. USE OF ANOTHER BORROWER'S CARD:

I.1. The Beals Library discourages the sharing of library cards between family members and friends. Patrons are responsible for all items borrowed on their cards by others, including all fines and replacement costs for lost or damaged items.

I.2. The Beals Library may request positive identification from any person attempting to borrow library materials.

I.3. A loan may be denied if the patron attempting to borrow items is not the same person as indicated on the borrower card presented and has outstanding debt or blocks that would have prevented the loan on the patron's own card. As an example, if a mother's card is blocked she may be denied borrowing privileges on her children's cards until her outstanding debt is settled. Every effort should be made not to penalize a child for the parent's delinquency.

J. RENEWALS:

- J.1. One (1) renewal for the original loan period is permitted if no one else has requested the item. Renewals can be made by calling the library or from your online C/W MARS account.
- J.2. This does not apply to out-of-network inter-library loan items which cannot be renewed.

K. BOOK RETURNS:

- K.1. Books may be returned at any time in the after-hours book drop outside the building, however, audio/visual materials are fragile and it is preferred that the item(s) be returned to the library's circulation desks to prevent damage.
- K.2. You may return any materials you have borrowed from the Beals Memorial Library to any library within the C/W MARS library network.
- K.3. Please do not leave materials outside the book drop or the library door. Patrons will be held responsible if any items are damaged or stolen before they can be checked in.
- K.4. If an overdue fine is owed, and you are leaving an item in the book drop, please do not leave any money in the library item.

L. OBTAINING MATERIALS UNAVAILABLE AT THE BEALS:

- L.1. Holds: Most items in circulation owned by the Beals Memorial Library or other Massachusetts public libraries in the C/W MARS or Commonwealth Catalog systems may be reserved or placed on hold. There is a limit of 20 holds per library card.
- L.2. Interlibrary Loan: Materials not owned by the Athenaeum or other libraries in the Massachusetts library network may often be borrowed or photocopied from the collection of another library.
- L.3. Request for Purchase: The Beals welcomes suggestions for purchase of materials not in the collection with the understanding that such requests are subject to the same selection criteria as materials considered for purchase. Materials not purchased may be requested through interlibrary loan.

M. LOST OR STOLEN CARDS:

M.1. Notify the library by phone or in person as soon as you notice your card has been lost or stolen so that the library can block anyone else from using it.

M.2. Patrons will not be held responsible for items that are checked out *AFTER* a card has been reported lost or stolen.

O. DELIVERY AND PICK UP FOR THE DISABLED AND HOMEBOUND:

O.1. Winchendon residents who are homebound or otherwise unable to visit the library may request home delivery. Call the library to arrange for this service.