

Goffstown Public Library Circulation Policy

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, gender, sexual orientation 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 and without a library card. Some exceptions may apply.

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 cannot rely on the library staff for such supervision. For more information, refer to our "Unattended Children Policy."

Getting a Library Card

A valid Goffstown library card is required for some programs and events, the use of our downloadable services, the use of e-sources, museum passes and for the requesting and borrowing of all materials. A card is considered valid if it is unexpired and has less than \$3.00 in charges owed.

The cardholder is responsible for the timely return of library materials and the payment of overdue fines and fees, as well as charges for lost or damaged materials. A schedule of fines and fees is posted at the Circulation Desk; charges for lost and damaged materials are subject to the unique item and library ownership, plus any fines and fees.

Residents

Residents and landowners of the Town of Goffstown are entitled to a library card without charge; replacement cards are available for a fee and with appropriate identification. Proof of residency is required and may be an unexpired driver's license or photo ID with the applicant's name and Goffstown street address and/ or any recently received mail in the applicant's name, current year rental lease agreement in the applicant's name, current year property purchase/ sales agreement in the applicant's name, or last property tax bill in the applicant's name 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 an unexpired driver's license or photo ID may secure their own library card. A resident card is good for two years at which time the resident is asked to verify their residency and contact information for renewal.

Nonresidents

People working in the Town of Goffstown are entitled to a library card without charge; replacement cards are available for a fee. Proof of employment, such as a recent pay check or current year security badge with the applicant's name and local employment affiliation, is required annually, in addition to an unexpired driver's license or photo ID documenting the applicant's legal address. Family members are not eligible for library cards unless they meet other nonresident requirements.

People desiring a Goffstown Public Library card who do not live or work in Goffstown may purchase a nonresident library card for an annual fee, in addition to an unexpired driver's license or photo ID documenting the applicant's legal address. 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.

Nonresident cardholders 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 and who do not live in Goffstown may receive a complementary library card with proof of current year school affiliation and picture ID. This card expires on November 1st of each year and may be renewed annually with proof of current school year affiliation. Non-resident minor students must be accompanied by a parent or guardian with an unexpired driver's license or photo ID documenting the applicant's legal address. Students aged sixteen and older with an unexpired driver's license or photo ID that includes address may secure their own library card.

Nonresident Students at St. Anselm College

Students enrolled at St. Anselm College are eligible for a complementary library card with proof of current semester enrollment to the college. Students must also provide an unexpired driver's license or photo ID documenting their legal address that will be used on their library record. This library card expires on November 1st and may be renewed annually with proof of current year school affiliation.

Applicant & Cardholder Responsibilities

It is the responsibility of the cardholder to let the library staff know if there is a change of name, mailing address, email address or telephone number. It is the responsibility of the applicant to provide required documentation when applying for a library card. Library staff will not make phone calls to confirm residency, employment, etc.

Library User Records- Purging

Database purges are part of the normal library process to keep our database current and free of old, expired library card numbers and associated information. Patron records considered for purging may include the following:

- Those expired for two or more years
- Those with no associated replacement costs
- Those with a monetary balance below the threshold determined at the time by the Library Director

Common Borrower Card (CBC)

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 (please see our CBC brochure for specific details and updates). A valid Goffstown Library card or unexpired photo ID that includes address must be presented when checking out materials from a GMILCS library.

Checking out Materials

All materials circulate outside the library building with the exception of reference materials, certain devices and newspapers. Most library materials circulate for a period of three weeks. Some items circulate for only 7 days. Materials checked out to home service patrons (see Home Service below) circulate for 28 days.

A valid library card must be on file but is not necessary for the circulation of materials; however, a library card in hand expedites the check out process. 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 check out materials with an unexpired photo ID that includes address.

Renewals

Most materials may be renewed up to two times by telephone, in person, or by accessing the PAC through the library website as the patron has a PIN/ password attached to their card. Materials checked out to home services patrons (see Home 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. The renewal of materials obtained through interlibrary loan requires library staff intervention and may take additional time to process the request. Items owned by the Bedford Public Library and the Nesmith Library in Windham may be renewed automatically.

Overdue Materials

Library materials are overdue when they remain out two days past the due date without return or renewal. Materials are given a "day of grace" where fines do not accrue the day after the item is due. There is no grace day for museum passes. In an effort to encourage self-selection and independent reading, as of February 1, 2018 children's and juvenile materials owned by the Goffstown Public Library will not accrue overdue fines; replacement and processing charges still apply. Courtesy notifications are sent to patrons in the method selected at the time a library card is requested. After sixty days overdue the library will mail a Final Notice Bill to the patron for material replacement costs and fees. The library card becomes invalid until payments are made.

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. Charges for billed items will only be waived upon return of the item(s) prior to deletion from the database. If an item is lost from another GMILCS library, that library will determine charges and payment. A fee of \$5.00 per item will be charged to pay for the processing and materials associated with the processing. This charge applies to all lost materials.

Returned Checks Policy

A fee of \$25.00 plus all associated bank fees will be charged to the patron per RSA 80:56.

Credit Card Payments

The Goffstown Public Library accepts credit card payments through the Public Access Catalog (PAC) at www.goffstownlibrary.com for lost or damaged materials, fines and fees. This service is only available to the member through their home computing or mobile device or in the library on a public computer. Library staff may assist patrons to log into their library accounts through the Public Access Catalog (PAC). Library staff may not handle credit cards. There is a non-refundable \$2.00 convenience fee for using this service. (Approved by Library Board of Trustees June 18, 2014)

Requesting Materials and Interlibrary Loan

Patrons have the ability to place hold requests online for materials listed in our PAC (Public Access Catalog) using their library barcode and password (see a staff member to obtain a password for your account). This process is referred to as an Open Request. Occasionally, a patron may receive a restricted message prohibiting their request from being placed online. If an item is restricted from being requested directly by a patron through the PAC or, if a desired title is not found in our PAC, the patron should contact our Circulation Desk to ask for assistance in obtaining the item through Interlibrary Loan (ILL). Interlibrary Loan materials may be located elsewhere in New Hampshire, including colleges and universities, or from an out-of-state location. All user fees charged by the out-of-state lending library are paid by the patron along with a \$5.00 postage fee, payable to the Goffstown Public Library.

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 regularly during the week. Materials returned to another GMILCS library will be checked in and delivered to Goffstown via a courier service.

Overdue Fines

Overdue fines begin accruing two days after the item is not returned; no fines accrue on closed days. Fines for all materials accrue at a rate of ten cents per day per item. Fines for materials borrowed from other GMILCS libraries accrue based on the fine schedule for the transacting library and can be paid at any GMILCS library. Home services patrons (see Home Service below) do not accrue overdue fines.

Museum Passes

Museum passes are funded generously by the Friends of the Goffstown Public Library. Passes can be reserved up to two weeks in advance by telephone, in person or through our online system by cardholders of the Goffstown Public Library. Museum passes are not available through the Common Borrower Card service. Passes can be checked out the day prior to the date to be used. Passes requiring a return to the library must be returned on the same day they are borrowed either in person or in the book drop at the library only. Fines begin accruing for museum passes the day after use and are \$10.00 per day. If a pass is not returned in time for the next borrower, an additional fee equal to the full admission price will be charged to the delinquent patron.

Donations

Donations of used books and other materials are accepted. 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, cassettes, VHS movies and those items obviously damaged. Materials not added to the library collection will follow the library's established Receiving and Deaccessioning Gifts Policy, most often donated to the Goffstown Friends of the Library book sale events.

Home Service

Goffstown residents may request home 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 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.

Home service patrons may borrow any circulating materials for a period of 28 days, with one renewal allowed. Home service patrons do not accrue overdue fines, but are responsible for charges as stated in the Lost/Damaged Materials section above.

The decision to extend home service to a patron is determined by available staff resources, and is at the ultimate discretion of the Library Director.

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 no matter what their age, including titles of items currently checked out, items that are overdue, or items on reserve for the cardholder, except as pursuant to RSA 201-D: 11 II.

The Goffstown Public Library guarantees the confidentiality of your library account per RSA 201-D:11 as it applies to our automated library system and services we provide. However, you are not guaranteed privacy through downloadable services such as OverDrive, Cloud Library, hoopla, Amazon or Barnes and Noble.

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