

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 (see also Programming Policy), the use of our digital 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 all charges. A schedule of fees is posted at the Circulation Desk; charges for lost and damaged materials are subject to the unique item and library ownership, plus any fees.

The Library Director or designee may approve a temporary library card on a case-by-case basis, for those who live in Goffstown but are temporarily without a permanent Goffstown address.

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 state-issued photo ID may secure

their own library card. A resident card is good for five 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 paycheck 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 state-issued 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 non-resident 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 state-issued 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 state-issued 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. Cardholder 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 state-issued photo ID that includes an address must be presented when checking out materials from another GMILCS library.

Checking out Materials

All materials circulate outside the library building with the exception of reference and local history 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 visitors (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 checkout process. If a card is not available, the visitor 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 driver's license or state-issued photo ID.

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 cardholder has a PIN/ password attached to their card as long as no other cardholder has placed a hold on the item. Materials checked out to home services cardholders (see Home Service below) may be renewed once from the original due date for 28 days as long as no other cardholder 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. Some items owned by the Goffstown Public Library and other GMILCS libraries may be renewed automatically if there are no active holds and renewals are still left. Please monitor renewals through your cardholder account.

Overdue Materials

Library materials are overdue when they remain out two days past the due date without return or renewal. Courtesy notifications are sent to cardholders in the method selected at the time a library card is requested. After forty days overdue the library will mail a Final Notice Bill to the cardholder for material replacement costs and fees. The library card becomes invalid until the balance on the card falls below \$3.00.

Lost/Damaged Materials

If library materials are lost or damaged the cardholder 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 processing fee of \$2.00 per item will be charged for all billed Goffstown Public Library materials.

Returned Checks Policy

A fee of \$25.00 plus all associated bank fees will be charged to the cardholder 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; credit card payments are not accepted at the Circulation Desk. There is a non-refundable \$1.00.

Requesting Materials and Interlibrary Loan

Cardholders 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 cardholder may receive a restricted message prohibiting their request from being placed online. If an item is restricted from being requested directly by a cardholder through the PAC or, if a desired title is not found in our PAC, the individual 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 individual 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 Pinardville 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 Pinardville 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

As of June 17, 2020, no overdue fines accrue for Goffstown cardholders. Fines charged prior to that date remain on cardholder accounts and fines accrued when using another GMILCS library may still apply.

Museum Passes

Museum passes are funded generously by the Friends of the Goffstown Public Library. Passes can be reserved up to three 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 up to three days prior to the reservation date.

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, a lack of a vehicle/driver's license, and have no one who can visit the library on their behalf. After determining their eligibility, library staff will arrange initial visits with individuals to discuss reading, viewing, and listening interests, and issue a library card if they are not yet a cardholder. Based on this conversation, library staff will select materials, and schedule delivery and pickup times with cardholders.

Home service cardholders may borrow any circulating materials for a period of 28 days, with one renewal allowed. Home service cardholders are responsible for charges as stated in the Lost/Damaged Materials section above.

The decision to extend home service to an individual 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 online support chat, streaming and downloadable services such as OverDrive, Cloud Library, hoopla, RBDigital, App Stores, Amazon or Barnes and Noble.

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