



Circulation Policy

Purpose:

This policy provides guidelines for the borrowing and return of materials in the collection of the Avon Free Public Library ("the Library") as well as certain other libraries throughout the state of Connecticut. It is intended to ensure that all members of the public are provided with consistent and equitable services from the Library and that patrons understand their rights and responsibilities as library cardholders.

Key Definitions:

"borrowIT CT" (formerly known as Connecticard) is the cooperative program among approximately 200 of the public libraries in Connecticut that allows a resident of any town in the state who holds a valid borrower card issued by their home library to use that card to borrow materials from any of the libraries participating in the program. Borrowers may return print items directly to the owning library or to any public library, which will return the items to the owning library via deliverIT CT, Connecticut's statewide library delivery system. An owning library can require that materials be returned directly to the owning library.

Library Connection is a non-profit cooperative of libraries, of which the Library is a member, that shares a database of bibliographic and borrower records.

Borrowers may be residents of Avon who have valid Library cards or residents of other towns in Connecticut with valid cards from their respective (or hometown) libraries.

Library cards are documents that identify those people eligible to borrow library materials. They also provide a means of recovering materials that have not been returned. They are issued based on residence or, in certain cases, occupation.

Circulating materials are items in the Library's collection that may be checked out by borrowers.

Non-Circulating Materials are items in the Library's collection that are for in-library use only and may not be checked out. They include reference materials, newspapers and newsletters, items in the Marian Hunter History Room, current issues of adult periodicals, special school assignment reserves, and Children's Department accessories. Other materials may be similarly restricted given demand or collection size.

Exceptions may be granted by a Library supervisor.

Scope:

This policy applies to everyone who uses the Library. This policy does not address loan periods or circulation rules for e-books or other downloadable electronic content provided through third-party vendors and not physically loaned from the Library.

Roles and Responsibilities:

The Library staff and Board of Directors are responsible for ensuring free and equal access to Library materials and services to all people.

Parents and guardians are responsible for monitoring and approving the selection of materials made by children under 18 years of age.

A borrower is responsible for all materials checked out on their card or the cards of children under the age of 12 for whom they have assumed responsibility. If a borrower allows others to take out materials using their card, that borrower is responsible if those materials are damaged or not returned.

Library cardholders are responsible for notifying the Library of card loss or changes in contact information.

Procedures:**1. Library Cards**

a. Eligibility and Registration: Any person who verifies their identity and provides proof of residency within the Town of Avon may receive a library card. One of the following must be presented when applying for a library card:

- Connecticut driver's license
- Connecticut State ID issued by DMV
- Connecticut motor vehicle registration
- current telephone or utility bill
- current item of mail delivered to their home address
- lease agreement, rent receipt or property deed
- checkbook with name and address imprinted
- student report card, school schedule or school ID

An Avon post office box is not considered valid proof of residency.

b. Children Under 12: A parent or legal guardian must be present to sign the application for a library card for children under the age of 12. The parent or guardian's identification or current Avon library card will be accepted as proof of residence. Exceptions to this are made for Library visits to the schools for Library Card Sign-Up Day or similar situations.

c. Temporary or short term residents: Students, nannies/au pairs or other temporary residents may be issued a library card upon proof of local residency and acceptable identification. The registration period will be determined at the time of application.

d. Non-residents, out-of-state borrowers:

Non-resident students who attend public, regional or private schools within Avon and show proof of attendance–school I.D., report card, class schedule, etc.–are eligible for a library card that expires upon graduation.

Non-resident teachers, who are employed within the Avon school system, are eligible for an Out-of-Town Teacher card that is valid for one year. The card may be renewed each subsequent year with proof of employment at an Avon school.

e. Homebound Borrowers: Avon residents who require homebound delivery service may receive a homebound library card.

f. Renewal: Library cards are renewed on a three-year cycle with the few exceptions noted in (c.) and (d.) above. Applicants for renewal may be asked to present a form of identification for address verification.

g. Use of Card: Borrowers should scan their card to checkout materials, using contactless checkout whenever possible. If the card is not available, identification or a scanned image of the card must be shown. Students may show a school planner or schedule with their name. Borrowers without valid identification will have items held for them at the Circulation Desk until identification is provided.

2. Loan Periods: Loan periods stipulate the fixed time allowed for borrowers to take out materials. Other items may have restricted borrowing periods given demand or collection size. Items circulate for a 3-week period with the exception of the following:

Item	Loan Period
DVDs, Blu-rays, iPads, Wi-Fi Hotspots, Magazines, Rapid Reads	1 week
Museum passes	3 days
Quick Flicks	1 day

3. Renewals: Eligible Library materials will be renewed twice on the original borrower’s library card if not returned by the due date, providing

that no holds are outstanding on the item. Rapid Reads, Quick Flicks and museum passes are not eligible for renewal. Materials may be renewed by telephone, in person or online. Renewal of interlibrary loan materials is at the discretion of the lending library.

- 4. Holds (Reserves):** Holds may be placed on Library materials except for Rapid Reads, Quick Flicks or museum passes. Holds may be placed in person, by telephone or online. Held items not picked up by the designated time will be returned to the collection.
- 5. Returns:** Library materials will not be due on days the Library is closed, but are due the next day the Library is open. Library materials may be returned to the Library Circulation desk when the Library is open or in the Library's book drops 24/7, unless otherwise noted.

Most library materials may be returned to any public library which is on a deliverIT CT route.

If a borrower claims to have returned an item that is missing, the Library staff and that person will conduct a search, the results of which will determine whether the item should be removed from the person's record.

- 6. Overdue Material:** Fines will not be charged for most overdue library material.

Overdue notices and bills are sent via email when possible.

As a courtesy, a "Due Soon" notice is sent via email two days before an item is due. Failure to receive a "Due Soon" or "Overdue" notice does not exempt the cardholder from overdue replacement bills or fines from any lending library still charging fines.

Avon Library materials checked out at other libraries will accrue fines based on the transaction library's fine policy. Overdue materials returned to the Avon Library from borrowIT CT libraries will be charged a fine based on the fine policy of the transaction library.

Fines for overdue materials returned to the Library from libraries that are not members of Library Connection must be paid at the library that owns the materials. The material will be returned via deliverIT CT.

- 7. Interlibrary Loans:** Avon residents with a valid library card have free access to circulating items owned by all Library Connection member libraries. Materials not owned by the Library may be requested through

interlibrary loan. The actual loan of the materials is at the discretion of the lending library.

Library staff will assist borrowers in searching for materials available for interlibrary loan. Individuals with interlibrary loan questions should seek assistance from the Reference Desk staff.

New materials, especially new books, media items, and DVDs are rarely available through interlibrary loan. Instead, borrowers may check with the library staff to see if an item is already on order at the Library or might be considered for purchase by the Library.

The usual delivery time for interlibrary loans is two weeks, but the Library cannot guarantee the material will be lent or will arrive by a certain time.

Borrowers will be contacted when the material arrives. The interlibrary loan item will be held at the Library for five business days. If the item is not picked up within five business days, it will be returned to the owning library.

The lending period is subject to the policy of the lending library. The due date given to borrowers is the date the material is due back to the Library.

If an interlibrary loan item is damaged or lost, the borrower will be responsible for the cost of replacement, and any processing fees that are set by the loaning library. The Library has no control over these fees.

8. Lost, Altered or Damaged materials: Borrowers are responsible for the replacement cost of an item that has not been returned and for items that have been altered or damaged beyond repair. Replacement copies of the items will not be accepted.

If lost items are found and returned within one year of the date of payment, the replacement cost will be refunded at the borrower's request. There will be no refund on items valued at less than \$5.00.

If damaged or altered items can be repaired they will be, and the borrower will be charged the associated costs. Borrowers must not attempt to repair Library materials.

If part of an item has been lost, the borrower will be charged for the replacement of that part if it can be replaced. If it cannot be replaced, the borrower will be charged the replacement cost of the entire item. Borrowers will be charged the replacement cost of the item and all costs associated with its replacement.

9. Discretion in Financial Transactions: The Board and staff of the Library acknowledge that mistakes can be made when charging and discharging Library materials. The Library's commitment to public service allows staff members to adjust or cancel fines or replacement costs if circumstances warrant. Common sense shall prevail.

Enforcement and Appeal:

Theft or Damage of Materials: It is the policy of the Library that no Library materials may be taken from the Library building unless they have been properly checked out or other authorization for removal has been given. The Library Director or designee may restrict the borrowing privileges and Library usage of any individual who commits or attempts to commit Library theft or damage to Library resources. Serious cases may be referred to the Avon Police.

Suspension or Termination of Borrowing Privileges: Borrowing privileges are suspended if an individual has:

- library fines or fees of \$10 or more;
- an item, neither returned nor paid for, for which they have been billed;
- Library resources damaged beyond repair that have not been paid for.

For the purposes of the process described below, "patron" includes both borrowers and others who use the services and facilities of the Library.

In addition to the preceding grounds for suspension of borrowing privileges, those who abuse the system may suffer loss of all Library privileges or may be referred for prosecution of criminal offenses at the discretion of the Library Director.

The Library Director or designee may suspend a patron's Library privileges for up to one week without opportunity for a hearing provided that the Director verbally informs them of the reasons for the suspension.

If Library privileges are terminated or suspended for more than one week, the patron shall be notified in writing of the basis for the suspension or termination and shall be offered a due process hearing before the Library Board of Directors.

If a suspension or termination entitling a patron to a hearing is imposed prior to the hearing, the patron shall be verbally informed of the basis for the action prior to the suspension or termination and shall be provided with an opportunity for a hearing within 30 days of the effective date of the suspension or termination. Notice of the proposed date and time of

the hearing and the reasons for the suspension or termination will be provided to the patron either in person or by certified mail.

Applicable CT State and Federal Laws:

Confidentiality of User Records: Circulation records, overdue records, and patron registration records contain information on patrons of the Library and are confidential in nature, as defined in Connecticut General Statutes Sec.11-25(b). A patron's library record may be viewed by that individual or, in the case of a minor under the age of 18, by that patron's parent or legal guardian. Records are routinely reviewed by Library staff in the course of patron transactions and record maintenance.

Theft of Materials: Removing Library materials that are not properly checked out or otherwise authorized for such removal from the building will be considered and treated as theft as defined by the Connecticut State Statutes 53A-119, no. 12.

Location:

This policy is housed on the Avon Free Public Library Website:
<https://www.avonctlibrary.info/policies/>

A copy of this policy is maintained in the Library Administration Office.

Adopted: April 23, 2002 by the Board of Directors, Avon Free Public Library
Revised: May 21, 2013
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