

East Haven Public Library, Inc.
Hagaman Memorial Library
Borrowing and Overdue Materials Policy

The East Haven Public Library, Inc. (Hagaman Memorial Library) circulates library materials to eligible borrowers and seeks the return of all overdue library materials borrowed from the Library.

This policy is to inform borrowers of circulation rules and of the costs incurred by the late return of borrowed materials, by the non-return of borrowed materials, as well as the return of items damaged when borrowed.

Also, the borrower bears the responsibility for returning materials to the Library on time and undamaged. This policy encourages borrowers to be informed about the materials they have checked out and returning those materials.

A related Library policy for consultation is the Borrower Registration Policy.

I. Borrowing Materials

- A. Library Card Requirements: The borrower must present his/her library card when conducting a circulation transaction. Exceptions may be made for people that already have library cards registered in the Library's database of patrons and who present proper identification.

A borrower is to report a lost or stolen library card to the Library immediately, in order that the borrower record can be adjusted and protected. Card replacement costs \$2.00

- B. Loan Periods for library materials are as follows

1. **21-days for books, audiobooks, and compact disks**
2. **14-days for new fiction, selected new non-fiction, and adult and juvenile periodicals**
3. **7-days for video and DVDs**
4. **3-days for museum passes**

- C. Renewal of Borrowed Materials: Borrowed materials may be renewed one more time beyond their given original loan periods in person, by telephone, or through the Library's Web site at <http://www.hagamanlibrary.info>, selecting "My Account" at the top of the Home Page. Note that if there is a hold on an item, that item is not renewable but must be returned for the next borrower to check out. Also, note that is best to renew an item before its due date; if an item is renewed after its due date a fine is incurred between due date and the renewal date.

- D. Placing reserves, or holds, on all circulating material may be done in person, by telephone, or through the Library's online catalog at <http://www.hagamanlibrary.info>, selecting "Catalog" at the top of the Home Page.

E. Special Provisions for Borrowing Certain Materials/Items and for Connecticard

1. **DVDs/Videos:** It is the policy of the Hagan Memorial Library that parents or guardians, *not* the Library staff or trustees, are responsible for monitoring and approving the selection of materials made by minor children. It is the parents or guardians – and only these – who may restrict their children – and only *their* children – from borrowing specific Library materials. Parents or guardians who wish their children not to have access to certain materials should accompany or otherwise advise their children. The library staff and trustees cannot and do not act *in loco parentis*.

Also, DVDs and videos should be returned in the audiovisual drop box when the Library is closed. The library requests that patrons rewind videotapes before returning them.

2. **Museum Passes:** Borrowers must be at least 18 years of age. Passes circulate for 3 days. Only one pass may be borrowed at a time. There is an overdue charge of \$1.00 per day for passes not returned on time. Patrons who lose or fail to return a pass will be charged for replacement cost.
3. **Connecticard Program:** The program allows a borrower with a valid library card to borrow materials from other statewide public libraries participating in the program. Connecticard loans are governed circulation rules and policies and the borrower assumes responsibility for all materials borrowed on his/her card until they are received at the owning library. All materials belonging to the Library may be returned through the Connecticut delivery system from any other library.

II. Overdue Materials

- A. **Fines:** Fines are charged at a rate of .15 cents per day, per item with the exception of DVDs and museum passes, which will be charged at the rate of \$1.00 per day, per item.

The maximum fine for any overdue item is \$5.00. A fine balance of \$5.00 or more will result in the suspension/blocking of borrowing privileges. A fine balance must be paid down below \$5.00 for the resumption of borrowing privileges.

- B. **Overdue Materials Past Due Notification and Final Billing Process**
 1. Past Due Notifications and Final Bills are sent either by e-mail or U.S. Mail. When the borrower registers for a library card, the borrower makes a choice of the means of receiving notifications and bills from the Library, which is either by e-mail, or by U.S. Mail. The Library recommends borrowers use e-mail for the transmission of notifications and bills. Borrowers can switch to e-mail transmissions by requesting this at the circulation desks.
 2. The Library sends out an overdue/past due notice when items are 14 DAYS PAST DUE. The Library does not send this notice by U.S. Mail for borrowers that have selected this option, but instead calls borrowers. The 14 DAYS PAST DUE notice is a courtesy. Failure to receive the notice, or be informed about the notice, does not remove a borrower's responsibility to promptly return items and pay fines.
 3. The Library sends out a final bill when items are 28 DAYS PAST DUE. The charge on the final bill will reflect the replacement cost of the item(s). The

bill will not include the charge for overdue fines that have been incurred on an item, or items. Payments of such fines are a separate matter. Also, a new copy of a lost item, or new copies of lost items, will be accepted in lieu of payment of the replacement cost. The Library needs to first approve such replacement(s).

4. Damaged Materials: Materials returned damaged will be assessed at the full replacement cost. However, a new copy of a damaged item will be accepted in lieu of the replacement cost. The Library will need to first approve such a replacement.

C. Library Pursuing Unreturned Materials and/or Fines: The Library reserves the right to pursue the return of overdue materials, the payment of unreturned materials, and the payment of fines through third party means such as a collection agency or the court system.

D. Request for Review of Overdue Fines and Bills: Should a borrower believe that the situation of his, or her, overdue fine(s) and/or bill(s) requires review/reconsideration, then the borrower will complete a Request for Review of Overdue and Fines Form. The form will be evaluated by the Library and the borrower will be informed of the Library's decision.

III. Responsible and Informed Borrowers

A. The borrower bears the responsibility for returning materials to the Library on time and undamaged. For borrowers to be responsible and informed about the materials they have checked out and for the timely return of materials, the following needs be done:

- Monitor the items you have checked out. You can do this by visiting or calling the Library during its hours of operation to see when items are due and if the items can be renewed if need be. Or, access "My Account" on the Library's Web site, day or night, to check due dates and to renew items. By logging on by using your library card bar code number and your PIN number, you then have access to your library account, seeing what you have checked out, the ability to renew items, and much more. If you do not know how to use "My Account," then contact the Library to be told how.
- Return materials in the outside book drop at your earliest convenience.
- Prefer receiving information sent from the library by e-mail and report any changes in an e-mail address to the Library so your record can be adjusted.
- Do not hesitate to ask questions and/or to speak to the Library's staff about the materials you have checked out, lost, or stolen library cards, etc..

Approved by the Board of Directors May 21, 2009

Revised and Approved by the Board of Directors March 18, 2015

Revised and Approved by the Board of Directors May 21, 2015

Revised and Approved by the Board of Directors September 17, 2015