



# NEVINS LIBRARY

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## Circulation Policies

Approved by Trustees Jun 1 2021

### *Library Cards*

All **Methuen residents** are eligible to receive a free Nevins Library card. Anyone wishing to receive a library card would need to come to the library with a current photo ID and proof of their Methuen address. Children 12 years of age and younger can sign up for their library card in the Children's Department, with their parent or legal guardian present with the same identification materials as described above. This library card allows the holder full use of the Nevins Library and all libraries within the Merrimack Valley Library Consortium (MVLC). This library card must be renewed every three years. Residents of other Massachusetts towns will need to visit their hometown library to obtain a library card. Library card holders from within the MVLC can use their card at the Nevins Library. Library card holders from libraries within Massachusetts but not in MVLC can use their library card when also showing current ID with their Massachusetts address. It is the patron's responsibility to notify the library of any changes to their address, phone number, or other contact information.

**Out of state residents who teach in Methuen Schools, are city employees, or who pay taxes on property in Methuen** may receive a free library card for use at the Nevins Library only. Proof of employment or tax paying eligibility will need to be provided along with current photo ID and home address when signing up for the library card. This card will be active for one year from the date of issue, and will need to be renewed. There are certain restrictions inherent in this local use only card.

**Out of state residents not fitting the criteria described in the section above** are not eligible for a Nevins Library card without permission granted from either the Library Director or the Nevins Library Board of Trustees. Terms for this card, including the purchase price and levels of borrowing permissions, will be addressed on a case by case basis. Active Literacy Volunteers of Methuen tutors are granted the privilege of a full MVLC Library Card through the Nevins Library if the tutor lives out of state. Even without a library card, everyone is invited and encouraged to enjoy the building and feel free to use the materials found within. Public computers are also available for use with a guest pass available at the appropriate Information Desk.

**Institution library cards** are available for such non-profit entities that are located within Methuen. In all cases, a person who is responsible for all materials borrowed with that group or institution card must be expressly identified on that card. In cases where multiple staff members have permission from the institution to use the card, the library will need a list of approved staff members on letterhead from the institution on file. The approved staff will then need to show



# NEVINS LIBRARY

GROWING COMMUNITY

identification each time the library card is used. The library may, with the institution's agreement, keep the institution's card on file at the Main Desk of the library for ease of their use. In cases where the minor or special needs resident of a community institution (not staff) would like to be issued individual library cards, the institution will need to provide a letter of permission for the resident and accept ultimate responsibility for the materials borrowed with the library card.

For all Nevins Library cards, the person to whom the card is issued will be responsible for all materials borrowed with that card, including replacement costs for lost items and any collection fees that are charged. The parent or legal guardian who obtained a card for a minor, in a minor's name, will be responsible for all materials borrowed on the minor's card, including replacement costs and collection fees, until that minor is 18 years of age. The library does not recommend allowing others to use your library card for this reason. There is a \$2 fee for the replacement of a lost library card. Library cards must be presented to borrow materials. In temporary situations, a photo ID might be used to borrow materials but staff cannot guarantee this action will be possible. Staff is always willing to place selected items on the hold shelf for up to one week for the patron to return with their library card.

## ***Borrowing Terms and Fines***

Nevins Library does not charge late fines for most overdue materials. A processing fee will be charged for the replacement of any lost or damaged items, unless the item is replaced by the patron with an exact format copy in very good or new condition. Nevins Library engages a collection agency to assist with the return of long overdue or lost items.

<b>Item</b>	<b>Borrowing Period</b>	<b>Limit</b>	<b>Late Fine per Day</b>
Fiction	3 Weeks	None	n/a
Non-Fiction	3 Weeks	3 per topic	n/a
Magazine	3 Weeks	6	n/a
Audiobook	3 Weeks	6	n/a
Music CD	3 Weeks	6	n/a
DVD	3 Weeks	5	n/a
Video Game	1 Week	1	n/a
Special Items*	Ask	Ask	Varies/Ask
Museum Pass**	1 day	1	\$5.00



# NEVINS LIBRARY

GROWING COMMUNITY

\*Special items include Play Away views, Launchpads, telescope, binge boxes, hot spots, themed kits, and all other items that do not fall explicitly under any of the categories described here.

\*\*Must be 18 years old to check out a museum pass.

Patrons are able to renew most items if needed, so long as there is not a request for the item. Patrons may renew items via our website, via the phone, or by stopping by any information desk in the library. Items borrowed through the Commonwealth Catalog are unable to be renewed, but do have a longer than normal borrowing period.

All borrowed materials are expected to be returned on or before their due date. Most items can be returned in the outside Book Return receptacles at any time. Patrons should be aware that some items will not fit into the Book Return, or are clearly marked that they are to be returned to either the Children's Desk or the Reference Desk. These items will need to be returned inside the building during regular library hours. Patrons are welcome to return materials at the Main Desk during regular library hours as well.

Patrons are able to determine when items are due to be returned by checking the due date cards in their borrowed items, logging into their account online, calling the Library Renewal Phone Line, or by asking at any information desk. Library cards will retain borrowing privileges as long as there are no materials deemed "lost" and not resolved. An item is considered "lost" if it is 49 days overdue. Patrons will receive written or emailed notification that items are overdue. If the items are not returned, patrons will receive another written notification of the items due and what the replacement costs are. Patrons will have a set period of time to return or resolve the owed monies on the account before the collection agency is engaged. There is a \$25 processing fee (subject to change) assessed to each account that goes to the collection agency for resolution.

If a library item becomes lost or damaged while borrowed on a patron's library card, that patron is responsible for the replacement cost of that item. The borrowing privileges on the patron's library card will be suspended until the issue has been resolved. Patrons may be allowed to purchase a replacement copy of the item in lieu of the library's replacement cost at library management's discretion.

Patrons have the option to pay any fines or fees by cash or check at the Main Desk, or by credit or debit card through the patron's account online via the online catalog. There are no refunds for fines or fees paid to the library.

On rare occasions, an item may appear to be borrowed by a patron when it had already been returned. If and when this is noticed by the patron, the patron should immediately notify library staff. Library staff will make every attempt to locate the item within the library. If the item cannot be found, the patron will be asked to complete a "claims returned" form for the item. A



# NEVINS LIBRARY

## GROWING COMMUNITY

patron can complete a form for up to three items in a calendar year without penalty. The Library Director reserves the right to modify this policy on an individual basis should concerns arise.

### ***Hold Requests***

Patrons may place a hold request on most items in the library. A hold request may be placed online with your library card number and PIN, over the phone with a library staff member, or in person. Library staff will notify the patron via the patron's preference (telephone call or email) when an item requested has become available for pick up. The requested item will be held for one week at the Main Desk.

If a patron would like to request an item not currently held in any MVLC library, the Commonwealth Catalog may be accessed via our website or catalog to place a request to any Massachusetts library. Reference staff are also available to assist in placing these hold requests. Items borrowed from the Commonwealth Catalog are unable to be renewed, but do have longer lending periods.

If a patron is searching for materials not available in any Massachusetts library via the Commonwealth Catalog, the Reference Staff may assist in locating an item to borrow from elsewhere in the United States. These items have varying lending periods. Methuen resident library card holders may enjoy five free requests per calendar year. Each subsequent request is \$5. Non-Methuen residents will be charged \$5 for each of these requests. Please refer to the [Mediated Inter-Library Loan Policy](#).

### ***Patron Online Account***

Every Nevins Library card holder has the ability to access their account online through any secure internet connection. The account can be accessed through the Nevins Library website, and will require the library card number and a PIN for identification. A default PIN was given to the cardholder upon initial registration, but can be reset to a new default by library staff. Through the online account, the patron has the ability to change their PIN, change notification preferences, check due dates, place or manage hold requests, renew items borrowed, and pay any fees or fines totaling \$5 or more with a credit or debit card. Patrons may also choose to keep a personal history of items borrowed through their online account. The library does not have access to the borrowing histories of any patron, no matter if a patron chooses to enact this feature or not.

### ***Museum Passes***

The Nevins Library offers a wide variety of museum passes available for our patrons to reserve and use. Please check the website for the current list of pass offerings and availability. Museum passes may only be checked out to library card holders 18 years of age and older. Any MVLC card-holder may reserve a pass 60 days in advance through our website or by speaking with a



# NEVINS LIBRARY

GROWING COMMUNITY

staff member at the Main Desk. Patrons may only reserve and use one museum pass per day, and can only reserve each individual pass once every 90 days. Patrons are responsible for returning re-usable passes to the library by the time the library opens the day after it is used, if applicable. Passes may be returned in the book drop.