



Circulation Policies

Library Cards

All **Methuen residents** are eligible to receive a free Nevins Library card. There are two ways to register for a library card:

- In person, at the Nevins Library, with current photo ID and proof of Methuen address
 - Children 12 years of age and younger will need a parent or legal guardian present with this identification
 - In person library card registration may be completed at either the Main Desk or at the Youth Services Desk. Families are encouraged to visit the Youth Services Desk.
- Online through the self-registration process which will verify their address. Online registration may also be completed at the library if preferred.

This library card allows the holder full use of the Nevins Library and all libraries within the Merrimack Valley Library Consortium (MVLC). Some resources at other MVLC libraries may not be available to Nevins Library card holders. This library card must be renewed every three years from the date of issue.

Residents of other Massachusetts towns wishing to register for their first library card at Nevins Library also have the same registration options as above. When registering online, they will receive a library card number associated with the hometown library, if the hometown library is a member of the MVLC consortium. If their hometown is not a member of MVLC, or if registering without photo ID and proof of address, they will receive a MVLC library card. A MVLC library card allows access to only MVLC online resources, and must be renewed every year from the date of issue.

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 may register for a MVLC library card at Nevins Library if they meet one of the following requirements:

- Work in Massachusetts
- Own property in Massachusetts

Out of state residents must register for the library card in person, with sufficient documentation that one of the above requirements has been met. These MVLC library cards must be renewed each year from the date of issue.

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 Public Service 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 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 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, or the digital library card barcode on your device, 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.

Patron Online Account

Every library card holder has the ability to access their account online through any secure internet connection. Both a Nevins Library account and a MVLC library account may be accessed through the Nevins Library website, and will require the library card number and a PIN for identification. A default PIN is 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, indicate their preferred name and pronouns, 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.

Borrowing Terms and Fines

Nevins Library does not charge late fines for most overdue materials. A processing fee could 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.

Item	Borrowing Period	Quantity Limit	Late Fine per Day
Fiction	3 Weeks	None	n/a
Non-Fiction	3 Weeks	None	n/a
Hot Title	2 Weeks	1	n/a
Magazine	3 Weeks	None	n/a
Audiobook	3 Weeks	None	n/a
Music CD	3 Weeks	None	n/a
DVD	1 Week	None	n/a
Launchpad	1 Week	3	n/a
Library of Things**	1 week/Varies	None	Varies
Museum Pass and Laptops	1 day	1	\$5.00
Hotspots**	3 weeks	1	\$5.00
Express Hotspot**	1 week	1	\$5.00

**Must be 18 years old to check out these items.

Patrons are able to renew most items if needed, so long as there is not a request for the item. The library will automatically attempt to renew items for every patron approximately 3 days before the item is due. Patrons will receive email updates of this renewal attempt. Patrons may also renew items via their online account, via the phone, or by stopping by any information desk in the library. Items borrowed through the Commonwealth Catalog or other mediated interlibrary loan 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

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either the Youth Services 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 logging into their online account, or by asking at any Public Service 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 can talk to staff, who can then report the item as returned in the computer system. A patron can report three items returned 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. The Library will notify the patron via the patron’s preference (telephone call, text, or email) when an item requested has become available for pick up. The requested item will be held for one week. Most items are held at the Main Desk, but some (ie. Hotspots) are held at the Reference 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 contiguous 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 \$6. Non-Methuen residents will be charged \$6 for each of these requests. Please refer to the [Mediated Inter-Library Loan Policy](#).

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. Any MVLC card-holder may reserve a pass 60 days in advance through our website or by speaking with a 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 30 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. Patrons are advised that museums may require advance reservations, pre-purchase of entrance tickets with the library pass “code”, or any other arrangement as stipulated by the museum/institution. Borrowing the pass does not guarantee entrance to the institution, and the patron must adhere to all institution policies.

Library of Things

The Nevins Library offers many different “non-conventional” items to borrow within the Library of Things collection. Items have differing borrowing terms, have the ability to be placed on hold or to renew, and may incur late fees. These are all assessed on an item by item basis, and details will be included on the item and on the item’s record in the library catalog. Due to the nature of some of the items, a waiver or statement of informed consent will need to be signed by the patron before borrowing the item. Nevins Library is not responsible for any injury, loss, or damage that may occur from use of an object of Library of Things. These items must be borrowed with an adult’s library card, and therefore the adult takes full responsibility for a child’s use of the item, regardless of its format or content. The library card holder will be responsible for any replacement or cleaning fees charged due to loss or damage of the item, or the condition in which it was returned.