

Billerica Public Library

Circulation Policy

11/5/2018

Circulation Policy

(Note: Exceptions to policies may be made with a manager's approval.)

- **Obtaining a Library Card**
 - Identification – Applicant must have a picture ID, preferably a driver's license. If ID address is not correct, then a bill or piece of mail with new address must be shown. Billerica students may show student ID without proof of residency. If patron cannot show proper ID, a temporary card (valid for 30 days) may be issued for immediate, local use checkout.
 - **Eligibility** - A library card is available to all Billerica residents and property owners, as well as those employed in town. (If they are not part of the MVLC consortium already).
 - Children five years and older may obtain a card with a parent's or guardian's signature.
 - Grandparents and caregivers who get a card in a child's name assume the responsibility for all items checked out on that card.
 - Teens 14 and over with a photo ID can obtain their own card.
 - **Issuing cards to out of state residents** - Out-of-state residents may obtain a Billerica Library card at no charge. The card will give them access to the Billerica Public Library only. This also applies to patrons who work in the town of Billerica but live out of state.
 - **Issuing cards to out of network residents** - Residents living outside the MVLC region may have their cards linked to the Billerica Public Library thus providing full access to MVLC. If they do not have a card from their home library, a local use only temporary card (valid for 30 days) may be given to them for immediate, local use checkout. (This also applies to those who work in the town of Billerica but live outside the MVLC network). Temporary cards may not be renewed.
 - Patrons residing in towns within the MVLC consortium must obtain library cards from their home library; however, temporary cards (valid for 30 days) may be issued for immediate, local use checkout. (This also applies to those who work in the town of Billerica but live within the MVLC consortium).

Anyone receiving a temporary card will be allowed local access only to the Billerica Public Library. Temporary cards may not be renewed.

- **Replacing a library card** – A picture ID must be presented to replace a lost or stolen card.
 - If a card is reported stolen and there are items still checked out to, or holds for, the patron, a **block** must be placed on the record to prevent further check outs/holds. If there is no current activity on the record, then delete the record.
 - There is no charge for replacement of cards.
- **Renewals**

Items may be renewed via: Phone – Email – In person

 - Patron needs to provide library card number, item barcode or his/her name. Patron must confirm address if library card or item barcode is not available.
 - Online – Patron may also renew items online by accessing their account using their library card # and pin # (initially set as last four digits of library card number).

- **Lost items**
 - Lost Items must be paid in full prior to future check outs. (***Payment plans may be arranged at the discretion of the Circulation Manager***)
 - The Billerica Public Library accepts cash or check payments for lost items. Credit card payments can be made online through the patron's account.
 - Refunds - Lost items found within one month of payment will be refunded, with receipt of payment, providing the item has not been replaced. **Refunds are not available if payment is made online.**
 - Payment for a lost item owned by a MVLC library can be accepted at any network library. If patron is paying with check, call owning library to see how they want the check made out. **Check with the owning library before accepting replacement items for their policy/restrictions.**
 - **A onetime courtesy checkout may be given to patrons who have lost Billerica items ONLY.**
 - **The Billerica Public Library no longer accepts replacements for lost items.**
- **Holds**
 - **Item requests-** Items may be placed on hold by phone, online (through the patron's account) and in person while visiting the library.
 - **Notification** - Patrons will receive an email or call when their materials have arrived.
 - **Suspending/activating holds** – Patrons may suspend and activate holds by phone, online (through the patron's account) and in person while visiting the library.
 - **Expiration** – Materials on the hold shelf expire 7 days after initial check-in.
 - **Who can pick up holds** - Materials may be picked up by those who confirm the borrower's name and address. The item on hold will be checked out to the person for whom the hold is placed.
- **Fines**
 - DVDs and video game fines are capped at \$3.00 per item.
 - Fines are capped at \$20. Specialty items are excluded and are \$5 a day with no cap. Patrons must bring their fine amount under \$20 in order to check out materials.
 - Fines may be forgiven when a patron has claimed an item has been returned and it is in fact found on the shelf.

Circulation Rules				
Item	Loan Period	Number of Items	Renewal Limits	Overdue Fine (per day)
Books	3 weeks	unlimited	2 renewals unless there are HOLDS	\$0.05
Fiction Movies/DVDs	1 week	10	2 renewals unless there are HOLDS	\$2.00
Nonfiction Movies/DVDs	3 weeks	unlimited	2 renewals unless there are HOLDS	\$0.05
Compact Discs (Music)	3 weeks	unlimited	2 renewals unless there are HOLDS	\$0.05
Audio Books	3 weeks	10	2 renewals unless there are HOLDS	\$0.05
Video Games	1 week	3	2 renewals unless there are HOLDS	\$2.00
Hot Titles - Books	1 week	3 Hot Items DVD & Books Combined	NO RENEWALS	\$0.50
Hot Titles - DVD	3 days	3 Hot Items DVD & Books Combined	NO RENEWALS	\$2.00
Magazines	3 weeks	Unlimited	2 renewals unless there are HOLDS	\$0.05

Specialty Items

Item	Loan Period	Renewal	Holds	Fine (per day)
Hot Spot	1 week	No	Yes	\$5
Roku	1 week	No	Yes	\$5
Telescope	1 week	No	1 of the telescopes can be put on hold	\$5
Laptop	1 week	No	Yes	\$5
Halo Bolt ACDC 58830 Power Bank.	1 week	No	Yes	\$5
Toolbox	1 week	No	Yes	\$5
Happy Light Kit	1 week	No	Yes	\$5
Scanner Kit	1 week	No	Yes	\$5
Cake Pans	1 week	No	Yes	\$5
Sphero & Ollie	1 week	No	Yes	\$5
Bluetooth Speaker	1 week	No	Yes	\$5
Thermal Laminator Kit	1 week	No	Yes	\$5
Projector Kit	1 week	No	Yes	\$5
Escape to Hawaii Kit	1 week	No	Yes	\$5
iPad Mini 4	1 week	No	Yes	\$5
Instant Camera Kit	1 week	No	Yes	\$5
Karaoke Kit	1 week	No	Yes	\$5
Kill-A-Watt	1 weeks	Yes	Yes	\$5
Mobility Aids	3 weeks	Yes	Yes	\$5
Binge Boxes	3 weeks	No	Yes	\$5
E-Readers	3 weeks	No	Yes	\$5

Item	Loan Period	Renewal	Holds	Fine (per day)
Knitting Kit	3 weeks	No	Yes	\$5
Crochet Kit	3 weeks	No	Yes	\$5
Ukulele	3 weeks	No	Yes	\$5
Bee-Bot Kit	3 weeks	No	Yes	\$5
DVD Converter	3 weeks	No	Yes	\$5
Hand Lettering Kit	3 weeks	No	Yes	\$5