

Leominster Public Library Circulation Policy

Rationale: This policy is to inform patrons of the requirements for obtaining and maintaining a library card, borrowing and requesting materials, fines and fees, and privacy and confidentiality.

Policy Statement: The Leominster Public Library is a member of the Central and Western Massachusetts Automated Resource Sharing (C/W MARS) library consortium and adheres to [policies](#) established therein. In addition, The Library's Board of Trustees has established a Circulation Policy to ensure that all patrons have equitable access to Leominster materials.

Library Cards:

A valid C/WMARS physical library card is required to borrow both physical and electronic materials as well as to access select digital resources.

Physical Card Eligibility:

- Must be a resident of Massachusetts OR must own property, work, or attend school in Massachusetts.
- Must appear in person
- Must be at least four years old
- Must be able to provide a valid ID. Valid IDs include driver's license, state ID, passport, and student ID.
 - If the ID does not have the current residential address, another proof of address dated within 60 days will be required.
 - Address verification for minors can be provided by the parent or guardian using their identification.
- Must complete a Library Card Application
 - If the applicant is under the age of 12, a signature from a parent or legal guardian is required

Note: Individuals with a disability or special circumstance may request reasonable modifications to apply for a physical library card.

A valid CWMARS e-card may be used in place of a physical card to borrow electronic materials as well as to access select digital resources. An e-card may be upgraded to a physical library card by meeting the eligibility requirements above.

E- Card Eligibility:

- Must be at least thirteen years old.
- Must live in a Massachusetts town with a public library certified by the Massachusetts Board of Library Commissioners (MBLC) to receive state aid.
- May not have a physical C/W MARS library card

Cardholder Responsibilities:

- Only the Cardholder may use their card and must be present at the time of use. *Note: Individuals with a disability or special circumstance may request reasonable modifications.*
- Patrons are responsible for all materials borrowed, including all late fees and fines incurred for lost or damaged materials.

- If a patron forgets their card, a valid photo ID may be presented. The patron will be required to verify their date of birth.
 - Patrons will be required to verify their date of birth if it is not listed on their photo ID.
- Lost cards must be reported immediately. Cardholders are responsible for all materials checked out on their card up to the time the card is reported lost

Card Expiration: Library cards are valid for two years and then must be renewed either in person, over the phone, or using the e-Renewal option. Patrons must provide their library card if renewing in person or provide their library card number if updating over the phone.

- Existing Leominster Library cardholders may renew their cards if they move out of state. Leominster will remain as the default pickup library.

Card Blocking Thresholds: All C/W MARS libraries block patron accounts when specific conditions are reached:

- Patron registration expires
- Patron owes \$10.00 or more in fines, replacement costs, and fees
- Patron has 50 or more items checked out
- Patron has 1 or more lost items

Borrowing & Requesting Items

Library cards may be used to borrow up to 50 items per library card. Each library within C/W MARS sets its own additional item limits, loan periods, and renewal options. It is the patron's responsibility to understand the owning library's policies. The Leominster Library does not restrict access to materials based on its content.

Item Type	Loan Length	Renewals	Item Limit	Fines	Max Fines
New Large Type Books	3 weeks	1		\$0.10 per day	\$3.00
New PBK & ROM Paperbacks	3 weeks	1		\$0.10 per day	\$3.00
New Adult Books	2 weeks	1		\$0.10 per day	\$3.00
Express Items	1 week	1	1 per card	\$0.10 per day	\$3.00
Magazines	1 week	1		\$0.10 per day	\$3.00
DVDs	3 weeks	1		\$0.10 per day	\$3.00
Video Games	3 weeks	1	2 per card	\$1.00 per day	\$5.00
Library of Things (LOT)	3 weeks	0	2 per card	\$1.00 per day	\$5.00
LOT In-Library Use	4 hours	1	2 per card	\$1.00 per hour	\$5.00
LOT Hotspots	1 week	0	1 per card	\$1.00 per day	\$5.00
Discovery Kits	3 weeks	1	1 per household/classroom	\$1.00 per day	\$5.00
Museum Passes	1 day	0	1 per family per day 2 reservations per week	\$25.00	\$25.00
All other items	3 weeks	2		\$0.10 per day	\$3.00

Renewals

Leominster items with renewals are renewed automatically if the card is in good standing on the day items are due. Once available renewals have been used, the item must be returned. If the patron's card is in good standing and there are no holds on the item, items can be rechecked out after being returned, except for Library of Things items, which need 24 hours to be inspected and reprocessed upon their return before being checked out again.

Requesting Items

- Patrons may request items from other libraries using the C/W MARS and Commonwealth Catalogs. There is a limit of 20 holds per account.
- Leominster residents can place Interlibrary Loan Requests for non-audio/visual items that are more than one year old that are unavailable in either the C/W MARS or Commonwealth Catalog.
- Requested items are held for 1 week. If the item is not picked up, the request will be canceled.

Fines & Fees

Each library within C/W MARS sets its own fine and fee policies. It is the patron's responsibility to understand the owning library's policy when materials are kept beyond the due date, are damaged, or lost.

Note: Seniors age 60+ are exempt from fines on any items circulated from the Leominster Public Library, except for Library of Things items.

Damaged Materials: Library staff check the condition and parts of incoming and outgoing materials. The library is not responsible for damage occurring to materials or loss of parts during use. If an item is returned and missing parts, patrons will be charged a replacement fee based on the part that is missing. If an item is deemed damaged, patrons will be billed for the replacement cost of the item. Items that are considered health hazards will be immediately discarded. Otherwise, patrons have the option of keeping the damaged item.

An item may be considered damaged for reasons including but not limited to:

- Liquid damage or mold
- Stains, writing, markings, or noticeable odors
- Ripped, torn, or chewed covers or pages

Lost Materials: When an item remains on a patron's card 28 days beyond the due date, it will automatically be billed as a lost item.

- If the patron locates and returns the item, the replacement cost for the item will be removed and the patron will only be responsible for any late fees.
- If the patron believes they have returned the item, staff will search for the item.
 - If it is located within the library, it will be returned, and the replacement cost and late fees will be removed from the patron's account.

- If the patron is resolute that the item was returned and the library staff is unable to locate it, it may be noted as “claims returned” and the patron will not be charged for the item. *Note: patrons may only have three claims returned items on their account.*

Payment/Replacement Options: Fines and fees may be paid at any C/W MARS library and are non-refundable. The replacement cost for the item must be paid in its entirety, no partial payments will be accepted. Patrons may:

- Pay online with a credit/debit card
- Pay with a check or money order made out to the owning library
- Pay with cash only if the item belongs to the Leominster Public Library and payment is made at the Leominster Public Library
- With prior consent from the Circulation Supervisor, provide a brand new replacement item for a lost or damaged Leominster item as long as it is an exact match.

Privacy/Confidentiality of Library Records

The Library maintains the confidentiality of library records according to Massachusetts General Law, Chapter 78, Section 7, and the [CWMARS Privacy Policy](#). Pursuant to these, staff are not permitted to disclose information without the card owner's authorization. This applies to the release of information to the parents of minors when the minor has their own library card.

Enforcement

Failure to comply with the circulation policy may result in suspension or loss of borrowing privileges. Patrons who have had their borrowing privileges suspended or revoked may appeal in writing to the Board of Trustees to have them reinstated.