

East Granby Public Library

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Circulation Policy

General Information

The East Granby Public Library and its collection are available for use by residents of East Granby and other Connecticut towns. Library materials are the property of the East Granby Library Association. Library cards are issued to identify users of library materials and to provide a means of recovering materials that have not been returned. Loan periods are designed to allow adequate time for borrowers to use materials and to provide timely loans of materials in high demand. Borrowers assume responsibility for payment of fees for lost or damaged materials.

Library Card Benefits & Access

- Free to all East Granby residents
- Access to all collections: including digital
- Eligibility to register East Granby Library card at all public libraries across the state of CT via the borrowIT CT program

Confidentiality of User Records

Circulation records, overdue records, and patron registration records contain information on patrons of the Library and are confidential, as defined in Connecticut General Statutes Sec. 11-15(b). A patron's library record may be viewed by that patron or by that patron's parent or legal guardian if the patron is a minor under the age of 18. Library staff also review records during patron transactions and for record maintenance. A patron's library record may also be accessed by another patron, through a staff intermediary, if express permission is given and the patrons' accounts are linked.

Connecticut State Library's BorrowIT/DeliverIT CT

The East Granby Public Library participates in borrowIT CT, a Connecticut State Library program that allows Connecticut library users to use their hometown library card at any library in the state, and return items at any library in the state. For this reason, the East Granby Public Library does not issue cards to any Connecticut residents other than those residing in East Granby. Patrons should present their hometown library card and a form of ID when visiting the East Granby Public Library.

Library Cards

Eligibility and Registration

Eligibility for an East Granby Public Library card is based on an individual's primary residence established in the Town of East Granby. Any person who shows verification of identity and proof of residence within the Town of East Granby may receive an East Granby Public Library card. An East Granby post office box is not considered valid proof of residency. A form of identification must be presented at the time of library card registration as proof of identity and residence. Only one form of identification is necessary if it is one of these current and unexpired forms of identification:

- Connecticut State driver's license
- Connecticut State ID (issued by DMV)

If the identification types listed above are not available, you may provide any two of the following forms of identification, one of which must have a photo and the other your current East Granby address:

- Out-of-State driver's license
- Valid passport
- Green card
- Connecticut motor vehicle registration or insurance
- Current telephone or utility bill
- Current item of mail with street address that has been delivered
- Lease agreement, rent receipt, property deed, or tax bill or receipt
- Checkbook with name and address imprinted
- Voter registration record
- Student report card or school schedule
- School ID with photo
- Employee ID with photo

The East Granby Public Library will enter a patron's preferred name in place of their legal name when registering new users as directed. That patron's legal name will still appear on the account for the purposes of record keeping and residency but remains private.

Renewal of Library Cards

East Granby Public Library cards are renewed on a 3-year cycle. Applicants will be asked to present a form of identification for address verification. Library cards for children under 18 may be renewed by a parent or guardian without the child present, using the parent or guardian's identification. Overdue items must be returned and payment of outstanding fees over \$25 is required before a Library card can be renewed.

Use of Library Cards

Patrons should produce their card when checking out material. Scanned images of the card on personal devices and digital applications, as well as memorized barcodes, are acceptable. If the card is not available, identification must be produced. In the case of students, a current school schedule with their name will suffice. Patrons without valid identification will have their items held for them at the Circulation Desk for up to 5 days.

Loan Periods

<u>Item</u>	<u>Loan Period</u>
Museum Passes	3 days
DVDs Periodicals	1 week
New Release Books	2 weeks
All other materials	3 weeks

As the Library adds new formats and materials to its collection, they will be included in the Loan Period table. Loan periods, fine rates, and other circulation rules for downloadable electronic content provided through a third-party vendor and not physically loaned from the Library are not addressed in this policy. Guidelines for those loans are part of the Library's agreements with the third-party providers.

Other materials may have restricted borrowing given the demand or collection size.

Renewals

Eligible materials are renewed automatically twice on the original borrower's Library card, provided that no holds are outstanding on the title or item. Museum passes are not eligible for renewal. Items on reserve for another patron will not be renewed.

Material that is not automatically renewed may be renewed by telephone, in person, or online. After the initial two renewals, library staff may provide up to three further renewals by telephone or in person, as long as the item belongs to East Granby, is not a new item, and is not on hold for another patron.

Renewal of Interlibrary Loan material is at the discretion of the lending library's policy.

Returns

Library material will not be due on days the Library is closed but will be due the next day the Library is open. Overdue fines, for the select materials that accrue fines, will not be charged for days the Library is closed.

Items returned in the book drop before the Library opens are considered returned as of the last day the Library was open.

Public library material may be returned to most public libraries in Connecticut which are on a deliverIT CT route, though we are unable to provide a receipt for returns to libraries outside East Granby.

Library materials belonging to East Granby schools should not be returned to the Public Library, nor will the East Granby schools accept Public Library materials for return in school libraries. Books belonging to schools in other Connecticut towns that are returned to East Granby Public Library are sent to the Public Library of that town via deliverIT CT. The Library will attempt to make arrangements to return school library materials to those libraries without deliverIT CT service, and then it is the responsibility of the owning library to make arrangements to retrieve their materials.

If books belonging to out-of-state libraries are returned to the Library, staff will attempt to contact the patron or the out-of-state Library to arrange for their materials to be returned, at their expense, but the Library is not responsible for the return of out-of-state materials.

Overdue Material

As of 2020, fines will not be charged for most overdue Library material.

Overdue notices are sent via email, when available. This courtesy is extended on the following schedule:

- 1st notice at 3 days past due date
- 2nd notice at 7 days past due date
- Bill for item replacement at 14 days past final due date

As a courtesy a “Nearly Due” notice is sent to patrons via email 3 days before items are due. Failure to receive a “Nearly Due” or “Overdue” notice does not indicate an exemption from overdue bills or fines.

While the East Granby Public Library charges no overdue fines on most materials, it must follow the fine policy of the lending library for any materials borrowed through the interlibrary system. East Granby library materials checked out at other libraries will accrue fines based on the transaction library’s fine policy.

Overdue material from other Library Connection libraries returned at East Granby Public Library will be charged the fine based on the fine rate of the material's owning library.

Fines for overdue material from libraries not in Library Connection returned to East Granby Public Library must be paid at the material's owning library. The material will be returned via deliverIT CT.

If a patron claims to have returned an item, a search will be made by both the Library staff and patron. Once the item has been billed, a determination will be made as to whether or not the item should be set to "claims returned" status.

Theft of Materials

No Library materials may be taken from the Library building unless these materials have been properly checked out or other authorization for removal has been given. Removing Library materials without authorization will be considered and treated as theft, as defined by the Connecticut State Statutes 53A-119, No.12.

The Library Director or his/her designee may restrict borrowing privileges and Library use of any individual who commits or attempts to commit Library theft or damages Library resources. Serious cases may be reported to the East Granby Police Department.

Lost, Altered, or Damaged Material

Patrons are responsible for the replacement cost of an item owned by East Granby Public Library that has not been returned and for items that have been altered or damaged beyond repair and rendered unusable. Replacement of items will only be accepted if the copy is identical to the item being replaced and brand new.

The replacement cost minus the maximum fine will be refunded for items lost if the following are met:

- Item was paid for in the past 30 days
- Patron presents the receipt issued by the Library for payment of the item
- Library has a receipt for the item

There will be no refund on items valued at less than \$10. The Library's purpose in issuing refunds is to encourage the return of valuable Library material, not strictly to reimburse the user for "found" items.

Patrons are also responsible for any fees or fines that are charged by another library. Patrons should refer to the owning library to determine whether they accept a replacement item and what policies they may have regarding replacement copies.

Patrons should not attempt to repair Library material.

If part of an item has been lost, the patron will be charged for the cost of the replacement if it can be replaced. If the part cannot be replaced, the patron will be charged the replacement cost of the entire item.

The Library may restrict borrowing privileges and Library use of any individual who damages Library resources. Serious cases may be referred to the East Granby Police Department.

Suspension or Termination of Borrowing Privileges

Borrowing privileges are suspended if a patron

- has unpaid fines or fees totaling \$25 or more
- has neither returned nor paid for an item for which he/she has been billed
- has damaged Library resources beyond repair and not paid for nor replaced them

In addition to the preceding grounds for suspension of borrowing privileges, Library patrons who abuse the system may suffer loss of all Library privileges or may be referred for prosecution of criminal offenses at the discretion of the Library Director.

The Library Director or his/her designee may suspend a patron's Library privileges for up to one week without an opportunity for a hearing, provided that the Director verbally informs the patron of the reasons for the suspension. If a patron's Library privileges are terminated or suspended for more than one week, the patron shall be notified in writing of the basis for the suspension or termination and shall be offered a due process hearing before the Library Board of Directors. Except where there is a risk of damage to the Library or its resources or to other persons, the notification and opportunity for a hearing will be provided prior to the suspension or termination of privileges.

If a suspension or termination entitling a patron to a hearing is imposed prior to a hearing, the patron shall be informed verbally of the basis for the action prior to the suspension or termination and shall be provided with an opportunity for a hearing within 30 days of the effective date of the suspension or termination. Notice of the proposed date and time of the hearing and the reasons for the suspension or termination will be provided to the patron either by personal delivery or by certified mail.