

# MOORESTOWN LIBRARY

## CIRCULATION POLICY

Libraries are built on a foundation of trust and respect for our patrons. We lend items, trusting that they will be returned on time and in good condition so we can, in turn, lend them again to others.

Our policies are the guides we use to treat everyone fairly and with respect.

### LIBRARY CARDS

#### Statement of Responsibility

All library card holders will:

- Accept responsibility for any use of their library card and agree to abide by library policies and procedures
- Pay for all lost or damaged materials and pay all charges incurred on their card
- Report lost or stolen cards immediately
- Report changes of name, address, phone number and email promptly
- Accept responsibility as parents or guardians for all charges for lost or damaged items on their children's library cards until the child reaches 18 years of age

All materials except museum passes and R-rated movies may be checked out to any valid library card holder. Museum passes and R-rated movies may only be checked out by adult card holders.

All persons applying for a library card must present a photo ID.

#### A. CONDITIONS FOR LIBRARY CARD ELIGIBILITY:

##### 1. Free library card, three-year renewal

###### a. Lives in Moorestown

All Moorestown Township residents are entitled to a free Moorestown Library card based on proof of residency. Proof may be a driver's license, tax bill, or a current bill stating the applicant's name and address. Cardholders under the age of 18 must have their application signed by a parent or guardian, who must show proof of residency.

###### b. Owns property in Moorestown

Any non-resident Moorestown Township property owner may receive a three-year library card by presenting a current, dated Moorestown tax bill for the property owned.

##### 2. Free library card, annual renewal

###### a. Attends school in Moorestown

Students in any public or private school based in Moorestown may receive a free card based on proof of current enrollment. Students under 18 must have their application signed by a parent or guardian, who must show proof of residency.

**b. Works in Moorestown**

Employees of businesses and organizations in Moorestown are eligible for a full service one-year library card. The employee must present a current pay stub or dated proof of employment on company letterhead.

**c. Volunteers**

Non-resident library volunteers are eligible for a free one-year Moorestown Library card.

**d. Courtesy Cards**

Courtesy cards may be issued at the discretion of the director.

**3. Purchasing a non-resident card**

A full-service card is available for \$100 per year and entitles the purchaser to all the materials, programs and services afforded to a resident cardholder. A reduced fee non-resident card is available to senior citizens aged 65 or older, active-duty military personnel and first responders with appropriate, verifying identification for \$50 per year.

**B. RENEWING CARDS**

All library cards must be renewed by showing current proof of residence, property ownership, employment, or enrollment in Moorestown. At the time of renewal all outstanding charges must be paid in full. Parents and/or legal guardians are responsible for all charges on their children's (under 18) cards. Parents/guardians cannot renew any card for which they are responsible until all accounts are paid in full.

**C. REPLACEMENT CARDS**

The library charges \$1 to replace a lost library card. At no time is any individual permitted to use more than one valid library card.

**D. USE OF CARDS BY OTHERS**

Library cards are issued to specific individuals. A library card may be used by others with the cardholder's permission if the physical card is present unless that member's own borrowing privileges have been revoked. The card holder is responsible for the use of their card and any charges incurred.

**E. LINKED GROUPS**

A Linked Group consists of two or more library cards that are linked together allowing cardholders in the group to review, modify or resolve issues for other members of the group. At least one adult must be in the group.

## F. LOST OR STOLEN CARDS

Patrons must immediately report a lost or stolen card to the Circulation Department.  
Patrons are liable for materials charged out from the time of loss to the time reported.

## G. LOAN PERIODS AND BORROWING LIMITS

### 1. Loan Periods and Renewals

Materials	Loan Period	Renewals
books, audiobooks, music CDs, circulating encyclopedias	4 weeks	2
new books, discovery packs, nature packs, children's holiday collection, learning tablets	2 weeks	2
mobile hotspot	2 weeks	0
DVDs, magazines	1 week	2
museum passes	3 days	0
book group in a bag	8 weeks	0
reference material <i>lent at the discretion of librarian</i>	1 day	0

No loans are made on newspapers.

### 2. Renewals

- a. Patrons may renew materials as set forth above.
- b. Patrons may renew materials any time on the library website, [www.moorestownlibrary.org](http://www.moorestownlibrary.org); or, during library hours, by telephone to the Circulation Desk, 856- 234-0333 option #1; or in the library themselves at a library catalog terminal or with staff assistance at the Circulation Desk.
- c. Patrons may not renew any item requested by another patron.
- d. If an item is eligible for renewal, the library will automatically renew the item subject to the limitations listed above on the due date unless the cardholder's library card has expired. If the patron has an email address on file, an email will be sent confirming the automatic renewal. Patrons are still ultimately responsible for checking their accounts to confirm all items are renewed or returned on time.

## H. REQUESTS/HOLDS

Patrons may place requests for materials any time on the library website, [www.moorestownlibrary.org](http://www.moorestownlibrary.org); or, during library hours, by telephone to the Circulation Desk, 856-234-0333, option 1, or in person at the library.

Patrons will be notified by phone or email when a requested item is ready to be picked up. Requested items will be held for 5 days from the date of notification. After that time, an item not claimed is returned to the shelf or given to the next patron.

Patrons may not check out an item that is on hold for another cardholder unless they are in a Linked Group.

## **I. OVERDUE MATERIALS**

The library sends the cardholder up to three notifications of overdue materials. However, the responsibility for returning borrowed materials is not conditional upon the cardholder receiving overdue notification.

The library suspends borrowing privileges when an item is 28 days overdue or when \$10 or more in charges is posted on the cardholder's account. Staff restores borrowing privileges promptly when materials are returned, found, or paid for and accounts are settled. The library does not suspend borrowing privileges to any cardholder within the same Linked Group as the suspended cardholder.

The Head of Circulation is authorized to suspend privileges at any time before issuing notices, when abuse of borrowing privileges so warrants.

### **1. Late Charges**

The library charges \$25 per day for overdue Museum Passes up to a maximum of \$75 and \$15 per day for overdue mobile hotspots up to a maximum of \$75. Charges are not incurred on any day that the library is closed.

### **2. Claims Returned Materials**

When a library cardholder has received an overdue notice for an item and notifies the library that the item was previously returned, the staff will conduct a thorough search for the item.

Staff will notify the cardholder of search results by telephone. The Head of Circulation is authorized to resolve cases in which the cardholder claims the material has been returned but cannot be located within the library. A patron may have no more than three "claims returned" items at any time.

## **J. CHARGES FOR LOST, DAMAGED, OR UNRETURNED MATERIALS**

### **1. Lost Materials**

The library's circulation system automatically changes the status of overdue materials to a Lost status when the materials are 28 days past due. At that time a billing notice is sent.

### **2. Damaged Materials**

The library does not charge the cardholder for damage due to normal use. If an item is damaged beyond repair or has missing parts, the cardholder will be charged the cost of the item. Damaged items will be held by the library until the item is paid for, the missing parts are returned, or four weeks, whichever comes first. Cardholders may keep damaged items for which they have paid. Books are considered damaged if any part of the book, cover or accompanying material is missing or damaged beyond normal use. Audiovisual materials are

considered damaged if any part of the case, cover art, discs or accompanying material is missing or damaged beyond normal use.

### **3. Replacements**

A cardholder may provide a new in-kind replacement of the exact item for a lost item in lieu of payment.

## **K. BORROWING RECORDS**

The library does not keep records of what patrons have borrowed and returned in the past, except when lost materials have not been paid for. All information on cardholders is confidential except for notification and collection of overdue materials.

## **L. INTERLIBRARY LOAN**

Interlibrary Loan service is available to cardholders in good standing. Any borrower may have only four active requests at any one time. Active requests include both items currently on loan and items currently being searched for.

Most Interlibrary Loan items may be checked out for three weeks. DVDs may be checked out for one week. Loan periods may be changed by the lending library. Renewals, which are solely at the discretion of the lending library, cannot be guaranteed. Replacement costs for damaged or lost items and overdue charges are determined by the lending library and are the responsibility of the borrower.

Approved by the Moorestown Library Board of Trustees – May 25, 2022, revised May 24, 2023