Scituate Town Library
Circulation Policy

LIBRARY CARD POLICY
Policy Statement
The Scituate Town Library issues library cards in order to maintain an accurate record of library materials that are checked out, and to gather library usage data so it can evaluate and improve collections and services.

Regulations
General
A valid library card or photo ID (to confirm that a patron has a valid library card) must be presented to borrow library materials or to access any library account. Patrons may have only one OCLN library card. A library card presented on a smartphone via an application is acceptable.

Registration for Adults
- To register for an Old Colony Library Network (OCLN) library card, adults and young adults age 13 years or older must apply in person at the library.
- The patron will be required to show valid identification. This must include a photo ID with the patron's current Scituate street address. If the photo ID does not have the patron's current Scituate address, the patron must bring proof of residential street address (see below). Patrons who wish to use a P.O. Box as their mailing address must also present proof of street address, to be entered as Address 2 in the patron's library account. P.O. Box address should be entered as Address 1, with the P.O. Box number in the Mailbox Number field. Forms of valid identification include, but are not limited to:

  o Driver's license
  o State or federal ID
  o School ID
  o Passport
  o Green card
  o Military ID

- Patrons must also present proof of residential street address (if their address is not included on their first form of identification). This would include, but is not limited to:

  o State or federal ID
  o School ID
  o Passport
  o Green card
  o Military ID
  o Checkbook with printed address

- o Mail or bill (e-mail or printed)
- o Lease or rental agreement
- o School schedule
- o Car Registration

Registration for Summer Residents
- To register for an Old Colony Library Network (OCLN) library card, summer residents must apply in person at the library.
- Patrons may show as proof of summer residency a lease, rental agreement, or utility bill
- If the patron is visiting for the summer, and does not have any proof of current address, the patron can request a postcard at the Service Desk (See attached). The patron will have to mail themselves the postcard and subsequently bring it back to the library to prove their current address.
- Once the mailing address has been authenticated for the patron, they will be required to show valid identification. This must include a photo ID with the patron's current residential street address or the mailed postcard. For a list of valid forms of identification, please see *Registration for Adults*.

Registration for Teens
- Teens in high school may apply for a library card with or without a parent or guardian present.
- As identification, teens may present a school ID, bus pass, or driver's license. Teens may also apply for a library card if accompanied by a parent or guardian who presents photo ID or a valid OCLN library card.
- In the case of a parent or guardian presenting identification to create a card for a teenager, the parent or guardian may request to be added as the adult contact for the teen. The name of the parent or guardian will then be entered in the address section of the account on the Care Of line, with "c/o" before the name.
- If both parents wish to be listed as contacts on a teen's card and they are present at the time of registration, they must each present a photo ID or valid OCLN library card. The parents' names will be added in the "care of" field of the teen's account. This will allow both parents to pick up holds for the teen patron in the event that the teen is not present and the parent does not have the teen's library card.

Registration for Middle School Children
- Children in sixth, seventh, or eighth grade may apply for a library card with or without a parent or guardian present.
- If a parent or guardian is present, follow the instructions found under *Registration for Children*.
- If no parent or guardian is present, a library card may be issued if the child presents a school ID or bus pass with the parent or guardian's signature. The parent or guardian will be listed in the "care of" field of the account.
- If the child does not have a parent or guardian present, and does not have a bus pass or school ID, they may take home the Library Card Registration Form to have a parent or

guardian complete and sign. The child can then bring that back to the library to register for a card.

Registration for Children
- Children must be five years of age.
- To register for an Old Colony Library Network (OCLN) library card, children ages 5-11 must apply in person at the library with a parent or guardian.
- The child's parent or guardian must present their own valid identification (See *Registration for Adults*) A parent may also present their own active Scituate Town Library card as proof of identity and address.
- If both parents wish to be listed as contacts on a child's card and they are present at the time of registration, they must each present a photo ID or valid OCLN library card. If not present at the time of registration, a parent may be added to a child's library account if the child is under the age of 13 and the parent presents the child's library card as well as their own photo ID or valid OCLN library card. The parents' names will be added in the "care of" field of the child's account. This will allow both parents to pick up holds for the child patron in the event that the child is not present and the parent does not have the child's library card with them.
- If a parent or guardian is unable to accompany a child to the library for registration, a caregiver may obtain library card with the child, provided that the parent/guardian has filled out the Library Card Registration form in advance (*See attached*). The Registration form may be obtained at the Children's Desk or Service Desk.

Registration for Boston METCO Students
- Patrons who are from the Metropolitan Council for Educational Opportunity program may register for a library card. METCO students are eligible for Scituate Library Cards despite not being residents of the Old Colony Network.
- To register for a library card, METCO students follow the respective age guidelines listed in *Registration for Teens, Middle School Children, and Children*.
- METCO students are welcome to register for an e-card by visiting the Library's website. (*See Registering for an E-card for details*). METCO students can convert their e-card to a physical card to fully access all library materials by using a form of identification such as a bus pass or school ID at the Library's Service Desk.

Registration for Town of Scituate Employees
- Employees who work for the Town of Scituate and need library materials for their position are encouraged to register for either a Teacher or Organization library card.
- Teacher cards are used for those who are currently employed as a teacher, educator, librarian, administrator, or caregiver for before/after school programs. Patrons who teach or reside in the Town of Scituate are eligible for a Teacher card. This card is in addition to their personal library card.
- To qualify for a Teacher card, teachers need to apply in person at the Library's Service Desk and bring a form of identification listed under *Registration for Adults*. Proof of employment, such as a town-issued ID or a paystub, is also required.
- Employees who work for a town department are permitted to register for an Organization library card. The head of the town department is required to be the primary contact on the

account. A list of authorized users is permitted in the event a staff member of that department, other than the contact listed, would like to use the library card.

- Town departmental employees need to apply in person at the Library's Service Desk and bring in a form of identification listed under *Registration for Adults.* Proof of employment, such as a town-issued ID or a paystub, is also required.
- At checkout, town employees may use their library card or license. For Organization cards, only the person listed as the primary contact may use their license, otherwise the library card is necessary for checkout.
- With Teacher and Organization cards, it is the responsibility of the patron/contact to return items in a timely manner and in the same condition as when the item was originally borrowed or be subject to a replacement fee for the item. For more information, please see *Lost Materials and/or Damaged Materials.*

Replacement Library Cards
- Patrons who have lost their library card may obtain a replacement card.
- Patrons age 13 and older must present a valid form of identification in order to obtain a replacement card. Forms of valid identification include, but are not limited to those listed in Regulations: Registration for Adults.
- Teens who have lost their library cards may obtain a replacement card by presenting a school ID, license or bus pass, or by visiting the library with a parent or guardian who presents their photo ID or valid library card.
- Children who have lost their library cards must be accompanied by a parent or guardian presenting their photo ID with current residential street address or an active Scituate Town Library card.

Registering for an E-card
- Patrons may register for an e-card by visiting the Library's website. Patrons may not have more than one card in the Old Colony Library Network. If a patron is unsure if they have an active OCLN card, they can contact the Scituate Town Library's Service Desk for information. If an existing card is already under the patron's name, library staff will issue a replacement card. Only residents of Massachusetts are permitted to apply for an e-card.
- Once registered, a confirmation email with a temporary e-card number will be sent to the patron. This enables patrons to immediately access digital materials from the Scituate Town Library website. For the e-card to be converted to a physical card, the patron must visit the Service Desk with a valid form of identification. (See *Regulations*)

BORROWING POLICIES
Policy Statement
The Scituate Town Library has established a borrowing policy to provide fair and equitable services for our library patrons. The primary purpose of this policy is to outline the rules and regulations associated with borrowing library materials.

Regulations

General
- Patrons must present a valid OCLN library card or photo ID to borrow materials.
- Patrons who owe $15.00 or more in fines or fees will not be allowed to borrow materials.

Borrowing Items from OCLN Libraries
- Patrons may borrow items from outside the Scituate Town Library. The Scituate Town Library is a member of the Old Colony Library Network (OCLN), which is made up of twenty-six public and three academic libraries that share materials and resources.
- Patrons may request that OCLN materials be sent to the Scituate Town Library for borrowing, when available.
- Patrons may visit other OCLN libraries to borrow materials.
- Patrons may request that non-OCLN materials be sent to the Scituate Town Library for borrowing. Requests may be made using the online Massachusetts Commonwealth Catalog or by making a request through the library's Service Desk.
- Patrons may borrow materials from libraries outside of Massachusetts by making a request through the library's Service Desk, on the library's website, or via email at ill@scituate.ocln.org.

Library of Things
Policy Statement

The Library of Things Collection (LOT) is an expanding collection of non-traditional items available for checkout. LOT items are available to any adult Old Colony Library Network holder with a valid library card in good standing. All LOT items are eligible to be placed on hold for Scituate pickup only. All LOT items must be returned to the Scituate Town Library in the condition they were checked out in. Patrons may be subject to replacement, and/or damaged or lost charges at the Library's discretion.

Returning Materials
- Most library materials may be returned to any OCLN Library, with the following exceptions:
- Interlibrary Loan (ILL) and Massachusetts Commonwealth Catalog materials must be returned to the library from which they were borrowed (if checked out of the Scituate Town Library, they must be returned to Scituate).
- Museum passes must be returned to Scituate. Museum passes are available at the Scituate Town Library's Service Desk and are only available to Scituate residents with a valid library card in good standing.
- The library's outside book return is open at all times. Audio visual materials may be returned in the book return. Patrons are responsible for any materials left outside a book return.
- All LOT items must be returned inside the Library directly to staff at the Service Desk.

Renewals
Definition

A *renewal* extends the borrowing period of library materials for another loan period of the same duration. A renewal acts as borrowing the same item for a second, third, etc. time.

- Most of Scituate's materials may be renewed twice as long as there are no holds on the item. Children's DVDs and new adult DVDs do not renew. Other new materials only renew once.
- Library of Things items, apart from Hotspots and Chromebooks, may be renewed for an additional 7 days as long as there are no holds. Patrons are required to call the Library to request renewal. Hotspots and Chromebooks may renew for an additional 14 days as long as there are no holds.
- The number of renewals available on non-Scituate items is determined by the local policies of the owning library.
- Library materials may be renewed in person at the library by presenting the OCLN library card with which the materials were borrowed, a photo ID corresponding to the account with which the materials were borrowed, or by presenting the materials to be renewed (only for renewal of 5 items or less).
- Materials may be renewed by telephone with a valid OCLN library card number.
- Materials maybe renewed remotely via the library's website unless the item is on hold for another patron.
- Overdue materials may be renewed if the item has no holds and it has not reached the renewal limit.
- Items borrowed from non-OCLN libraries include Commonwealth Catalog materials and Interlibrary Loan materials: Commonwealth Catalog materials may not be renewed. Interlibrary Loan materials may be renewed only with the permission of the owning library. Interlibrary Loan renewals may be requested at the Service Desk or by emailing ill@scituate.ocln.org.

Holds/Reserves
Definition
- *Placing a hold* means requesting an item for checkout by a patron from any OCLN library.
- If an item is not available in Scituate, a patron may receive an item from another OCLN library. If there are no available copies of an item, a patron will be entered into a waiting queue for that item based on when they placed their hold.
- A valid OCLN library card or photo ID is required to place a hold. Holds can be placed in the following ways:
  - In person, at a library service desk
  - By telephone
  - In the library, using the library's web catalog
  - Remotely, using the library's web catalog
- Hold items are available for patrons on the Self-Serve Hold Shelf across from the Library's Service Desk. Patrons may borrow available hold items using a valid OCLN library card or a photo ID. If a patron is picking up a hold for another patron, they must present the card on which the item was requested at time of pick-up in order to protect the privacy of the patron who placed the hold

- Parents or guardians picking up holds for their children may pick them up without the child's library card only if the person picking up the hold is the adult contact on the child's card (the name entered in the Care Of line of the address section on the library account).
- Parents or guardians picking up holds for teens may do so only if the person picking up the holds is the adult contact on the teen's card (entered in the Care Of line of the address section on the library account).
- If a teen created a library card without the identification of a parent or legal guardian, the teen's library card MUST be presented for anyone other than patron to pick up a hold on the account.
- Library staff pulls holds from the OCLN holds list at least once a day Monday through Saturday. Holds may not be available on the day they are placed. Patrons will receive notification when the item is available for pickup.
- The library sends email notification when hold materials become available. If a patron does not have an email attached to their library account we will call the listed telephone number. Patrons can notify staff if they do not want to receive phone calls or e-mails. Patrons may also sign up to receive text message alerts from the library by logging into their OCLN account on the library's website.
- Available hold items will be held for 7 days.
- Books, audiobooks, CDs, and DVDs from other OCLN libraries may be requested in Scituate, but restrictions may apply.
- Materials not owned by any OCLN library may be requested from non-OCLN libraries directly via the Commonwealth Catalog or by submitting an Interlibrary Loan request.

Loan Periods

Definition
A *loan period* is the length of time a patron may borrow an item.

- All loan periods, fines and charges listed below apply to Scituate-owned material only, except as otherwise noted. Materials owned by other Old Colony Library Network (OCLN) libraries may have varying loan periods and charges based on the library that owns the item.
- The Scituate Town Library is a fine-free library with the following exceptions:
    - Library of Things items, including Hotspots and Chromebooks
    - Commonwealth Catalog and InterLibrary Loan materials
    - Museum Passes
    - Lost and/or Damaged materials

ITEM TYPE	LOAN PERIOD	OVERDUE CHARGE/DAY
Museum Passes	1 day (unless otherwise noted)	$5.00
Commonwealth Catalog Materials	28 days	.05
Library of Things	7 days	$5.00
Hotspots and Chromebooks	14 days	$5.00

Lost Materials

Definitions
- A *lost item* is any library material that is not returned to the library within 60 days of the due date. Items reported as lost, misplaced, or missing by a patron are also considered lost.
- Patrons assume certain responsibilities when borrowing library materials. It is the responsibility of the borrower to return materials or be subject to a replacement fee for the item.
- The replacement cost of lost Scituate items is determined by the retail price of the item.
- Patrons may provide a replacement copy of a Scituate item instead of paying the replacement cost. The copy must be the same as the lost item (e.g. a hardcover book for a lost hardcover of book of the same title). Replacements can be purchased in a new or "like-new" format. A used, "like-new" replacement will be accepted if the item has no markings, underlining, highlighting, stickers, stamps, or other noteworthy damage.
- Any accrued overdue fines or fees for a lost item will be cancelled upon payment or replacement.
- A patron who pays for a lost Scituate item and later finds the item that was lost may choose to keep the item. The library does not issue refunds for lost items which have been paid for/replaced and are found later.
- The above standards only apply to Scituate items. Items owned by any other library are subject to that library's policies and payment must be made to that library

Damaged Materials
Definitions
A *damaged item* is an item that is not returned in the condition in which it was borrowed. Damage includes, but is not limited to: water damaged, stained, sticky, sandy, chewed, missing pages, written in (including underlining or highlighting), or missing pieces.
- It is the responsibility of the patron to return items in the same condition as when the item was originally borrowed or be subject to a replacement fee for the item. The library checks all returned items to make sure that they are not damaged so only materials in good condition are in our circulating collection.
- The replacement cost of damaged Scituate items is determined by the retail price of the item. Patrons paying for a damaged item must pay this full amount.

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- Patrons may provide a replacement copy of a Scituate item instead of paying the replacement cost. The copy must be the same as the damaged item. For instance, a patron must provide a hardcover book to replace a hardcover book. Replacements can be purchased in a new or "like-new" format. A used, "like-new" replacement will be accepted if the item has no markings, underlining, highlighting, stickers, stamps, or other noteworthy damage.
- The above standards only apply to Scituate items. Items owned by any other library are subject to that library's policies and payment must be made to that library.

Claims Returned Materials
Definition
A *Claims Returned* item is any library material that a patron has borrowed, that is not recorded as Returned in the library database, but that the patron claims was returned to the library.
- If a library patron is notified that they have not returned a Scituate library item and that patron states that they have returned it, library staff will check the shelves for the item. If the item is not located on the shelf, the item will be set to Claims Returned. This item will remain on the patron's account with a Claims Returned status until the item is found.
- A patron is only allowed to have three items with a Claims Returned status. Additional items will be marked as Lost and patrons will be billed for the replacement.
- Items from non-Scituate libraries are subject to the policies of the owning library. Some libraries use the Claims Returned status and others do not. Patrons should contact the owning library to determine their policies.

Claims Never Checked Out Materials
Definition
A *claims never had* item is any library material that appears on a patron's library account, but that the patron claims was never borrowed.
- If a library patron is notified that they have not returned a Scituate library item and that patron claims that they never borrowed the item, library staff will check the shelf for the item. If the item is not located on the shelf, the item will be set to Claims Returned. This item will remain on the patron's account with a Claims Returned status until the item is found.
- A patron is only allowed to have three items with a Claims Returned status. Additional items will be marked as Lost and patrons will be billed for the replacement.
- Items from non-Scituate libraries are subject to the policies of the owning library. Some libraries will use the Claims Returned status and other will not.

Methods of Payment
Overdue fines and fees may be paid with cash or check at most OCLN libraries. Payments of $5.00 or more may be made online through the OCLN website. Payment for lost or damaged items may also be paid at any OCLN library, but if paying for another library's materials, the payment must be in the form of a check made out to the library that owns the material. Example: if paying at the Scituate Town Library for a lost item

owned by Milton, the bill must be paid with a check made out to the Milton Public Library.

Anyone may pay the fines on a library card which they present to library staff. Patrons who wish to pay fines on another adult's library card must present that card. A patron who wishes to pay fines on their child's card may do so without the library card ONLY IF that patron presents a photo ID AND is the adult contact on the child's card (listed in the Care Of line of the address section on the account). A patron who is NOT the named adult contact on a child or teen's library card may not access any information on that account, including but not limited to fines, materials that have been checked out, items on hold, telephone number, or address.

Library Card Registration Form

SCITUATE TOWN LIBRARY

Child's Name: _____

            FIRST   LAST

Home Address: _____

            STREET   CITY   STATE   ZIPCODE

Phone: _____ **DOB:** _____

                                  DAY   MONTH   YEAR

Parent/Guardian Email Address: _____

Borrower's Agreement

I agree:

     √ To be responsible for all materials borrowed on this card.

     √ To pay all fines and fees associated with this card.

     √ To report changes in my contact information.

     √ To report the loss, theft or abuse of this card

(Please print) _____

(Please sign) _____

Parent/Guardian Signature

I agree:

     √ I am assuming responsibility for all term's of the Borrower's Agreement.

     √ When the borrower is 18 years or older, responsibility will transfer to them.

(Please print) _____

(Please sign) _____

**Please return this form to the Scituate Town Library
with a piece of mail or other acceptable proof of address.**

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