



MILLTOWN PUBLIC LIBRARY

CIRCULATION POLICY

A. 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 fines and fees 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 fees, lost, or damaged items on their children's library cards until 18 years of age

Borrowing Records

The Library does not maintain permanent records of what individuals have borrowed and returned in the past, except when:

1. Overdue fines have not been paid when due, and/or lost materials have been paid for.
2. Library users opt in to have their reading histories saved for their own information.

All information on the individual cardholder is confidential except for notification and collection of overdue materials.

Types of Library Cards

1. Resident/Property Owner

All Milltown residents are entitled to a free Milltown Public Library card based on proof of residency or ownership of Milltown property. In addition to a photo ID, proof of residence can be a driver's license, tax bill, lease, utility bill, bank or credit card statement, or rental agreement.

Milltown Public School students 14 years old and older, may get a library card by showing their student ID.

Anyone younger than 14 must have their application signed by a parent or guardian, who must be present and show proof of residency.

Library card applications can also be filled out online. Once you fill out the form located at ([https://lmac.ent.sirsi.net/client/en_US/lmxac/search/registration/\\$N/SYMWS/true](https://lmac.ent.sirsi.net/client/en_US/lmxac/search/registration/$N/SYMWS/true)) (*please use **ALL CAPS** to fill out the form*), you will be assigned a temporary library card number. Print out your temporary card number and bring it with photo ID and proof of residence to the Circulation Desk to receive your library card.

2. Works in Milltown

Non-residents who are not eligible for a card at another LMxAC Library and, who work in Milltown, are entitled to a free, one-year, renewable card, that is good for programs and services at the Milltown Library only, and which may be used only by the person in whose name the card is issued. When applying for the card or renewing, the nonresident must show proof of current employment. Proof must be a recent pay stub from their employer, showing the address of the Milltown business. Proof of home address is also required. If the home office of a company is not based in Milltown, proof of employment can be a letter from the company indicating the location of the Milltown office.

3. Non-Resident Cards

Non-residents, who are not eligible for a card at another LMxAC Library, may purchase a card for \$50.00 per year. Additional family members residing at the same address can receive a free card by visiting the library with the non-resident and showing proof of address. Non-resident cards must be renewed once a year. This card is good for all the services and programs of the Milltown Public Library only. Proof of home address is also required.

Renewing cards

Resident/Property Owner cards are valid for three years from date of issue. Works in Milltown and Non-Resident Cards are good for one year. A photo ID and current proof of residence or employment is required to renew a card. Fines and fees do not have to be paid to renew a card, but anyone with more than \$5 in fines will be blocked.

- Any LMxAC library may renew the library cards of resident adult cardholders.

Blocked Cards

Milltown Library users are currently blocked from further transactions when a card registers more than **\$5** in fines, fees, or lost materials. Staff restores borrowing privileges promptly when materials are returned, found, or paid for and accounts are settled.

Staff are authorized to suspend privileges at any time when abuse of borrowing privileges so warrants.

Replacement of Cards

The Library charges a \$1 non-refundable replacement fee for lost library cards. At no time is any individual permitted to have more than one valid library card.

Use of Cards by Others

Library cards are issued to individuals. Library users must use their own library card to check out materials.

Exceptions:

1. A library card may be given to a friend or family member to pick up the cardholder's holds. No other materials can be checked out by the friend or family member.
2. Parents may check out materials on their own card for their children's use.

The Library is not responsible for checking that the person who has the card in their possession is the card holder. The card holder is responsible for the use of their card and any fees incurred.

Lost or Stolen Cards

Library users must immediately report a lost or stolen card to library staff. Library users are liable for materials charged out from the time of loss to the time reported. Lost library cards will be replaced for a fee of \$1.00. Once a card is reported lost, the library will block the card number and the number cannot be reinstated.

PIN numbers

All Milltown Public Library cards have an associated PIN that is automatically generated when a library user is issued a new library card. PINs are used to review your account, renew items online, or place items on hold using our online catalog, and to use our online resources. If a library user forgets their PIN, or they would like to change it, they must come into the library with ID to receive it.

B. Loan Periods, Fees, Borrowing Limits

1. Loan Periods, Renewals, and Fees

Material Type	Loan Period	**Renewals	Fine per Day	Maximum Late Fee
New Adult Books & Audiobooks	14 days	2	--	--
Adult Books & Audiobooks	14 days	3	--	--
Magazines	7 days	3	--	--
New Blu-Rays & DVDs	3 days	None	--	--
Blu-Rays or DVDs	7 days	None	--	--
YA Fiction & Nonfiction	14 days	3	--	--
New Juvenile Books & Audiobooks	14 days	3	--	--
Juvenile Books & Audiobooks	14 days	3	--	--
Interlibrary Loans*	varies	varies	--	--
Museum Passes	3 days	None	\$10	No Max

* Loan Periods for Interlibrary loans are set by the lending library.

**Items cannot be renewed if another customer has a hold on them

-- No fines are charged for these items if returned late.

2. Renewals

- Library users may renew materials as set forth above.
- Library users may renew materials any time on the library website by logging into their account with library card number and PIN, or by calling during library hours, 732-247-2270, or in the library in-person.
- Library users may not renew any item that another customer has requested.

3. Auto-renewal

- Books that are not new will automatically renew after 14 days as long as there is not a hold on them.

4. Borrowing Limits

There is no limit to the number of items that can be borrowed. The library reserves the right to limit the number of books on a subject or by one author, due to high demand.

C. REQUESTS/HOLDS

1. Library users may place requests (holds) for materials any time on the library website or phone app; or, during library hours, by telephone to the library, or in the library themselves at a library catalog terminal, or with staff assistance at the circulation desk.
2. Requested items that aren't available from Milltown Public Library will be sent from any one of the 43 other libraries in the Middlesex County consortium. These items may take slightly longer to arrive for pick up, and may have restrictions on whether they can be borrowed from users of other consortia libraries.
3. Library users will be notified by phone, text, or email when a requested item is ready to be picked up. Holds will be held for 4 days for new items, and 6 days for older items, from the date of notification. After that time, an item not claimed is returned to the shelf, returned to the loaning library, or given to the next customer.
4. Library users may not check out an item that is on hold for another cardholder.
5. The library does not place "pre-holds" for patrons. Patrons must initiate holds in one of the above mentioned ways.

D. INTERLIBRARY LOAN (ILL)

Interlibrary loan, or ILL, is the borrowing and lending of materials between libraries that are not part of the same county consortium or borrowing entity. The purpose of interlibrary loan is to obtain materials to meet customer needs when local resources are inadequate. A resident card holder in good standing with a current Milltown Public Library card may request material using interlibrary loan. Fines and overdue fees must be cleared before an interlibrary loan request will be processed.

It is possible to request these types of materials on interlibrary loan:

- Books with a copyright date of more than one year ago.
- Music CD's, books on CD.
- Photocopies of specific articles in newspapers or other periodicals.

These materials are generally **not** available for borrowing from other libraries:

- Reference and other non-circulating materials
- Genealogy material
- Computer software

Interlibrary loan requests may be made **in person** at the Circulation Desk. Library users who regularly request items and then fail to pick them up may be denied access to this service.

There is no charge for most interlibrary loans. However, for items that are only available from out of state libraries, there is a \$5 postage fee which will be collected at the time that the

request is made. If the library is unable to obtain the item for some reason, the postage fee will be returned. Additionally, some materials are only available if fees are paid to the lending library. In such cases, the requesting customer will be consulted before the material is borrowed. All special charges will be passed on to the customer before the item is checked out. Fees could include lending fees, photocopy fees, copyright charges, special postage and handling, and any other costs incurred in obtaining the material.

The Milltown Public Library is not responsible for arrival times of material.

ILL items may generally be kept for a period of **2 weeks**. If the item is needed for a longer period of time, the Milltown Public Library must be contacted at least **3 days** before the end of the loan period to ensure enough time for the lending library to respond to the request.

The Milltown Public Library will abide by all conditions set by the lending library for the use of its materials.

Some borrowed materials may be limited to "Library Use Only." The customer may use these materials inside the library only, after leaving ID at the Desk.

The borrower is responsible for lost or damaged books. A bill will be requested from the lending library and the customer will pay this bill in a check made out to the lending library. If the customer does not make payment, Milltown Public Library will assume responsibility and the customer will be blocked.

E. LIMITED MOBILITY SERVICE

Limited Mobility Service is offered to residents of Milltown who are not able to come, or have particular difficulty coming, to the library. These reasons can be temporary or permanent:

- Illness
- Accidents
- Age
- Disability
- Pregnancy

Patrons must apply for service and all applications must be approved by the Director. Applications can be picked up at library, delivered by library staff, or downloaded from library website. Applicants must have a current library card and be in good standing; if they don't have a library card, a library card application can be delivered with limited mobility service application.

Materials that can be loaned and loan periods:

- Books and magazines: 14 days (can be renewed)
- Movies: 7 days (cannot be renewed)

Delivery and pickup is offered once a week on a regular schedule by appointment. The schedule is subject to change based on staff availability and weather. All requests for service must be made by 4 pm the day before the scheduled date.

Delivery and pickup will not be completed if there is no one at the residence. All deliveries must be accompanied with a printed checkout receipt; a receipt must be issued for items picked up.

Missed delivery and pickup appointments will result in item being returned to library and a new appointment must be made. After 3 missed appointments, service will be discontinued.

F. LOST and OVERDUE MATERIALS

Once a borrowed item is overdue, an Overdue Notice is sent to library users via phone, text, or email. However, the responsibility for returning borrowed materials and paying all fines and fees accrued is not dependent upon the cardholder receiving overdue notification. *A patron's borrowing privileges are suspended while items checked to them are overdue.* Once all overdue items are returned, borrowing privileges will be restored. **It is the responsibility of the library user to keep track of when their items are due.**

Overdue notice schedule

Print Material:

1. The first overdue notice will be sent after 14 days
2. The second notice will be sent after 28 days
3. The Item will be declared lost and a lost notice will be sent after 42 days

Non-Print Material:

1. The first overdue notice will be sent after 7 days
2. The second notice will be sent after 14 days
3. The Item will be declared lost and a lost notice will be sent after 28 days

1. Late Fines

Milltown Public Library is a fine free library. No fines are charged for most items that are checked out from Milltown Public Library and returned late.

Exceptions:

1. Museum Passes.
2. Items checked out from other libraries. If a patron goes to another library and checks out an item, they will owe that library late fines, unless that library is also

fine free. Items placed on hold from another library and picked up at Milltown Public Library will not accrue late fines, even if the loaning library charges fines.

2. Claims Returned Materials.

If a library cardholder notifies the library that an item was previously returned or never checked out when the circulation system indicates that the item is checked out to them, the library staff on duty will check the shelf for the item. If the item is found on the shelf, the library will waive any lost item fees that have accrued in the system for the item. If the item is not on the shelf, the staff will ask the customer to look for the item again and make a note on their record.

If the customer still cannot find the item and still claims that the item was returned, library staff will set the item to the status of "Claims Returned"* and notify the Library Director. This will not affect the customer's borrowing privileges. Staff will check the shelves on a weekly basis for the item for up to 30 days. If the item is found, the item will be removed from the customer's record. A customer is limited to **two** incidents of claiming missing materials have been returned. If the customer claims to have returned more than one item at the same time which cannot be located, this will count as one Claims Returned incident. Starting with the third incident and any incidents of Claims Returned thereafter, the customer will be billed in full for the item plus the processing fee.

*Milltown Library staff can only mark a Milltown item Claims Returned. For items that are owned by another library in LMxAC, the customer will have to contact the owning library and they will determine how the situation is to be resolved.

G. CHARGES FOR LOST, DAMAGED, OR UNRETURNED MATERIALS

Library materials that are lost, damaged, or not returned must be paid for by the library user before borrowing privileges will be restored.

Restitution for lost, damaged, or unreturned materials should be equivalent to the replacement cost of the materials, with the addition of a processing fee. The current processing fee is \$2.50 per item. The processing fee is non-refundable.

Library users have the option of replacing lost/damaged material with a new donated copy, at the Library Director's discretion. The Library reserves the right to choose replacements that best suit community needs.

When there is question as to whether an item has been damaged beyond further library utility, the Library Director will be the final arbitrator. If the item can no longer be used in the collection, the customer will be responsible for the complete replacement cost of the item, plus a processing fee. Similarly, if an item has some damage, but is still usable, the Library Director

will determine the appropriate fine for the damages. In the latter case, the assessment of damages will be decided on an individual basis -- based on the extent of the damage and the cost of the item.

a. Audio Books.

The Library charges the cardholder the full price listed in the library catalog for lost, damaged, or unreturned audio books. The Library considers an audio book to be damaged if any part of the case, original cover, original accompanying material, or if any compact discs are lost or damaged beyond normal use. Library users should notify staff about any issues with the disc(s) when they are returned to the library.

b. Books.

The Library charges the cardholder the full price listed in the library catalog for lost, damaged, or unreturned books. The Library considers a book to be damaged if any part of the book, cover, or accompanying material is lost or damaged beyond normal use.

c. CDs and DVDs.

The Library charges the cardholder the full price listed in the library catalog for lost, damaged, or unreturned CDs and DVDs. The Library considers a CD or DVD to be damaged if any part of the disc case, disc, original cover, or original accompanying material is lost or damaged beyond normal use. Library users should notify staff about any issues with the disc(s) when they are returned to the library.

d. Magazines.

The Library charges the cardholder the price listed in the library catalog or the current retail price for lost, damaged, or unreturned magazines.

H. Refunds.

The library does not refund the cardholder the price of lost, damaged items, or unreturned items that were paid for by the customer in the event that s/he finds the lost item. Once the cardholder pays for a lost, damaged, or unreturned item, the item becomes the property of the cardholder.

I. Returning Library Materials

- The outside book drop is always open for most materials.
- Museum passes must be returned to the circulation desk.

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Approved by the Milltown Library Board of Trustees 4/12/2022