

WEST SPRINGFIELD PUBLIC LIBRARY CIRCULATION POLICY

I. REGISTRATION

A. Definition of registration types:

1. Juvenile. Ages 5 years to 17 years old with the signature and identification of a parent or legal guardian appointed by the court.
2. Adult. Ages 18 and over with valid ID with current address.

B. West Springfield Residents. All patrons will be registered for a two year term in accordance with the following policies. At the end of each two year term, registration will expire and patrons will be re-registered. Any outstanding problems (fines, lost items, etc.) should be brought to the patron's attention at this time.

C. Massachusetts Residents. All Massachusetts residents are eligible for a library card free of charge with adequate proof of address, provided that they are residents of communities with libraries certified by the Massachusetts Board of Library Commissioners or employed by the town of West Springfield.

D. Out-of-State Residents.

1. See Employees of West Springfield (E)
2. See Temporary Patrons (F)
3. Part year residents who maintain a temporary home in West Springfield (F)

E. Employees of the Town of West Springfield. Employees of the Town of West Springfield may assume the same library privileges as residents of West Springfield with positive proof of employment. Exceptions can be made by Library Administration.

F. Temporary Patrons. Persons who do not meet the above criteria for registration but wish to borrow materials can apply for a temporary card which will be in effect for 90 (ninety) days. Persons who apply for the temporary card must supply valid ID with proof of permanent address and/or temporary address. This temporary card is only guaranteed valid at WSPL.

G. Lost Card Replacement. A replacement card will be issued to any patron who meets the criteria for renewal. Once a card has been replaced the old card will no longer be electronically recognized as valid. The library reserves the right to charge a \$1.00 replacement fee for excessive replacements.

H. Institutional cards. Any institution with an address in the town of West Springfield may apply for

a borrower's card. The applicant must agree to adhere to the policy set forth-herein. Said institution will supply the library administration with a letter of application on official letterhead. The letter will include the names of persons authorized to use the card. The letter will be signed by a member of the management team of the institution.

I. CWMARS eCard. Through the online registration page, patrons may register for online access to electronic materials, such as ebooks, audiobooks, magazines, and databases. The eCard is for patrons who do not already have a CWMARS library card and may be upgraded to a physical library card with borrowing privileges by visiting your local library.

II. BORROWER LIMITS

Each registered patron may have a total of 50 items on their record. However, only 25 items can be taken at the WSPL Borrower's Services desk at any one time.

Preferred loan limits:

- 3 items on a new card (for first-time borrowers)
- 12 periodicals (4 of any one title)
- 4 books on any one subject
- 4 books by a single author
- 6 graphic novels of a single title
- 8 compact discs
- 8 books-on-compact disc
- 2 Playaways
- 3 puppets
- 1 theme kit
- 4 media kits
- 8 DVDs or Blu-rays
- 1 pass to an area museum
- 1 video game
- 1 library of things item
- 1 puzzle
- 1 board or outdoor game
- 1 memory kit

* The library staff reserve the right to exceed or restrict these limits.

III. ITEM RENEWALS

- A. All items borrowed through a C/W MARS library are entitled to-automatic renewal(s) as set forth in C/W MARS policy.
- B. Out of network Inter-library loan materials can only be renewed with prior approval of the Adult Services Department.
- C. Questions regarding renewals can be handled in person, by email or by phone.

IV. SUSPENSION OF BORROWING PRIVILEGES

All borrowing privileges will be suspended under the following circumstances:

- A. Patron has any 1 (one) or more item(s) over 30 days overdue, considered "lost."
- B. Patron claims to have returned more than 3 items, and the library computer system still shows those items as missing and overdue by more than 30 days.
- C. Misuse of another person's library card.
- D. If accumulated fines meet or exceed \$10.00. Once returned, fines are forgiven.
- E. If a patron is barred due to violation of the Library's Codes of Conduct.

V. FINES & FEES

The library does not charge fines or fees for most services such as use of special collections (i.e. compacts discs, videos, etc.), library sponsored programs (i.e. children's story hours, summer reading club, etc.) or borrowing books. The following fines and fees do apply:

- A. Overdue Fines –Museum Passes: \$5.00 per day, no maximum.
- B. Replacement costs.
 - 1. Damaged or lost materials. Patrons will be responsible for materials that were lost or returned in damaged condition. An invoice for the replacement cost is automatically generated and mailed to the patron when any item is overdue by more than 30 days;

borrowing privileges are suspended until the invoice is paid or the matter is resolved otherwise. Money collected will be used solely for the replacement of materials. The following replacement cost* will be assessed:

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| Nonfiction Books: Adult | \$25 |
| Fiction / Large Print Books: Adult | \$25 |
| Nonfiction Books: YA | \$23 |
| Fiction Books: YA | \$18 |
| Nonfiction Books: Juv | \$18 |
| Fiction Books: Juv | \$15 |
| Picture Books / Hardcover: Juv | \$18 |
| Picture Books / Trade: Juv | \$5 |
| Board Books: Juv | \$8 |
| Beginning Reader Books | \$12 |
| Paperback Books: Adult | \$6 |
| Paperback Books: YA/Juvenile | \$5 |
| Graphic Novels: Adult/YA/Juv | \$15 |
| Wonderbooks: Juv | \$45 |
| Magazine or Periodical: Adult | \$5 |
| Magazine or Periodical: YA/Juv | \$3 |
| Music Compact Disc: Adult/YA/Juv | \$15 |
| DVD: Adult/YA/Juvenile | \$20 |
| Blu-rays | \$28 |
| DVD Nonfiction or Sets: Adult/YA/Juv | \$30 |
| Puppets | Replacement cost of item |
| Board Games | Replacement cost of item |
| Puzzles | \$20 |
| Playaways: Adult/YA/Juv | \$60 |
| Video Games | \$50 |
| Multi-disc Audio Books: Adult/YA/Juv | \$10 per CD |
| MP3 Audio Books: Adult/YA/Juv | Replacement cost of item |
| Multi Disc DVD Sets | \$30 or replacement cost of set if higher |
| Educational Theme Kits | Priced as indicated |
| Library of Things materials | Priced as indicated |

All damaged or lost packaging for above listed items will be subject to a fee between \$1-\$5 per

item depending on replacement cost.

(*In lieu of the replacement cost(s) listed above, a patron may replace any lost or damaged items with an exact duplicate of that item with final approval upon inspection by the librarian-in-charge.)

C. Refunds. A refund will be granted to any patron presenting the receipt and lost item within 30 days of payment. A Request for Refund form must be filled out and if approved, a money order will be issued minus processing fees.

D. Fees. The library does not charge fees for most services such as use of special collections, library sponsored programs, or borrowing books. However, certain fees do apply. Photocopies and computer printing are 20¢ per page (40¢ color). Cleaning/repair/damage fees added range between \$1 -\$5.

VI. **CONFIDENTIALITY.** The library adheres to the American Library Association Policy on Confidentiality of Library Records, as well as Mass General Laws regarding patron privacy:

https://malegislature.gov/Laws/GeneralLaws/PartI/TitleXII/Chapter78/Section7*

* Section 7. A town may establish and maintain public libraries for its inhabitants under regulations prescribed by the city council or by the town, and may receive, hold and manage any gift, bequest or devise therefore. The city council of a city or the selectmen of a town may place in such library the books, reports and laws which may be received from the commonwealth. That part of the records of a public library which reveals the identity and intellectual pursuits of a person using such library shall not be a public record as defined by clause twenty-sixth of section seven of chapter four. Library authorities may disclose or exchange information relating to library users for the purposes of inter-library cooperation and coordination, including but not limited to, the purposes of facilitating the sharing of resources among library jurisdictions as authorized by clause (1) of section nineteen E or enforcing the provisions of sections ninety-nine and one hundred of chapter two hundred and sixty-six.

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