



Mount Laurel Library

CIRCULATION POLICY

Approved June 21, 2017

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

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

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
- Present their library card for all account transactions
- 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

The library acknowledges that all materials except Museum Passes may be checked out to any valid library card holder. Museum Passes may only be checked out by Adult card holders.

1. Lives in Mount Laurel.

All Mount Laurel Township residents are entitled to a free Mount Laurel Library card based on proof of residency. Proof may be a driver's license, tax bill, or an official document prepared by a recognized organization 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.

2. Owns property in Mount Laurel.

Any non-resident Mount Laurel Township property owner may receive a card issued to the name(s) on tax bill or deed.

3. Attends or on staff in schools in Mount Laurel.

Students and staff in any public or private K-12 schools based in Mount Laurel and Lenape High School may receive a free card based on proof of current enrollment or employment. Students under 18 must have their application signed by a parent or guardian, who must show proof of residency.

4. Works for Mount Laurel Township.

Courtesy cards to the library may be issued to any non-resident employee of Mount Laurel Township upon proof of current employment, including police, fire fighters, and other township employees.

5. Non-resident cards.

All purchased cards are valid for one year from the date of purchase.

a. Full Service Card.

Entitles the purchaser to all of the materials, programs and services afforded to a resident cardholder. The Annual Fee is \$90. The fee for a three month card is \$25.

b. Internet Only Card.

Entitles the purchaser to use the library computers for the same amount of time afforded to resident cardholders. The Annual Fee is \$35. A monthly card can be purchased for \$5.

c. Works in Mount Laurel.

Any non-resident Individual working in Mount Laurel may receive a card based on proof of employment and payment of \$45. Proof must be a recent pay stub from their employer, showing the address of the Mount Laurel business. Proof of home address is also required. If the home office of a company is not based in Mount Laurel, proof of employment can be a letter from the company indicating the location of the Mount Laurel office.

6. Library Employees

Non-resident employees of the library are entitled to a free Mount Laurel Library card. With the approval of the director, immediate family members who reside in the employee's household may also receive a free Mount Laurel Library card. Upon termination of employment, nonresident employees and their family are no longer eligible for a free library card.

7. Volunteers

Non-resident library volunteers may become eligible for a free Mount Laurel Library card upon completion at least 12 hours of volunteer service. To remain eligible for a free card, volunteers must continue to be active by volunteering on a regular basis at least 8 hours per quarter. Individuals performing community service are not eligible to receive a free card.

8. Courtesy Cards.

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

9. State of Emergency Cards.

Following a declared state of emergency Mount Laurel non-residents staying in Burlington County emergency shelters, with Mount Laurel residents, or as long term residents in Mount Laurel hotels may receive a three month card at no cost. Items loaned are limited to books, DVDs, CDs, audiobooks (no video games, mobile technology or Museum Passes are included). A working phone number must be listed as well as a temporary address and a permanent legal address, if available.

10. Renewing cards.

All library cards must be renewed annually by showing current proof of residence, property ownership, employment or K-12 educational enrollment/employment in Mount Laurel. At the time of renewal all outstanding fines and fees must be paid in full.

11. Replacement of Cards.

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

12. Use of Cards by Others.

Library cards are issued to individuals. A library card may be used by others with the cardholder's permission, unless that member's own borrowing privileges have been revoked.

The card holder is responsible for the use of their card and any fees incurred.

13. Lost or Stolen Cards.

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

B. Loan Periods, Fees, Borrowing Limits

1. Loan Periods, Renewals and Fees

Materials	Loan Period	Renewals	Fine per day	Maximum Late Fee
Books, Magazines, Audiobooks, CDs, and Playaways	3 weeks	3	25 cents	\$5
Popular DVDs	3 days	0	\$1	\$10
Popular Bestsellers, CDs and Audiobooks	2 weeks	0	25 cents	\$5
Book Express	1 week	0	25 cents	\$5
DVDs and Video Games	1 week	1	\$1	\$10

Book Club 2 Go	8 weeks	0	\$1	\$10
Museum Passes	1 day of use	0	\$25	\$100
Reference Material <i>Material lent at discretion of librarian</i>	1 day	0	\$10	\$50

No loans are made on newspapers, and the latest magazine issues.

2. Renewals

- a. Cardholders may renew materials as set forth above.
- b. Cardholders may renew materials any time on the library website, www.mountlaurellibrary.org; or by calling our 24 hour renewal line at 856-234-5019; or, during library hours, by telephone to the Circulation department, 856-234-7319 option #3; or in the library themselves at a library catalog terminal or with staff assistance at the Circulation desk. The Library posts overdue fees to the cardholder's account at the time of renewal.
- c. Cardholders may not renew any item that another customer has requested.

3. Borrowing Limit.

The maximum number of items that can be checked out at one time is 50.

4. Vacation Privileges.

Items not in demand can be extended for more time, at the cardholder's request.

C. REQUESTS/HOLDS

- a. Cardholders may place requests for materials any time on the library website, www.mountlaurellibrary.org; or, during library hours, by telephone to the Information desk, 856-234-7319, ext. 333, or in the library themselves at a library catalog terminal or with staff assistance at the Information desk. A cardholder may request a maximum of 50 items.
- b. Cardholders will be notified by phone or email when a requested item is ready to be picked up. Holds will be held for 4 days from the date of notification. After that time, an item not claimed is returned to the shelf or given to the next customer.
- c. Cardholders may not check out an item that is on hold for another cardholder.

D. OVERDUE MATERIALS

The Library sends the cardholder up to four notifications of overdue materials. However, the responsibility for returning borrowed materials and paying all fines and fees accrued is not conditional upon the cardholder receiving overdue notification.

The Library suspends borrowing privileges when \$10 or more in overdue fines, fees, and/or lost materials 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 Circulation Manager is authorized to suspend privileges at any time before issuing notices, when abuse of borrowing privileges so warrants.

The Library uses any legal means available to effect return of materials and/or the payment of fines and fees, including using the services of a commercial collection agency and/or prosecuting in municipal court under pertinent laws and ordinances. In addition to the charges, a service fee of \$10 is charged to the cardholder when a collection agency is utilized.

1. Late Fees.

Late fees are charged on overdue materials for each day the Library is open, according to the current fine schedule, with the following exceptions:

- a. Late fees are not charged for any day on which the Library has a delayed opening or early closing due to a holiday, inclement weather, or other unforeseen circumstance.
- b. Late fees are not charged on days of inclement weather when the library is closed on the decision of the Director.

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 conduct a thorough search for the item.

Staff will notify the cardholder of search results by posting a message on a library card account and/or by telephone. The Circulation Manager is authorized to resolve cases in which the cardholder claims the materials has been returned but cannot be located within the Library. A customer may have no more than three claims returned items at any time.

E. 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 between 25 and 35 days past due. At that time, the maximum overdue fines changes to the price of the materials plus a processing fee of \$5 and a billing notice is sent. If the cardholder returns the lost materials, the cardholder is charged the maximum overdue fines plus all additional prior fines accrued for each overdue item.

2. Damaged Materials.

The Library does not charge the cardholder for damage due to normal use. Library materials that are damaged due to normal use remain the property of The Library.

The Library charges the cardholder as indicated below for damage beyond normal use. Cardholders may keep damaged materials for which they have paid. The Library holds returned damaged materials for four weeks before disposal.

a. Audio Books.

The Library charges the cardholder the full price listed in the library catalog or listed on a current Internet retail site for lost, damaged, or unreturned audio books. The Library considers an audio book to be damaged if any part of the case, original cover, or original accompanying material or a cassette or compact disc is lost or damaged beyond normal use. The Library charges the cardholder \$10.00 for a lost or damaged compact disc. A returned audio book that is damaged or that has missing parts remains the property of The Library unless the customer pays the full price for the audio book.

b. Books.

The Library charges the cardholder the full price listed in the library catalog or listed on a current Internet retail site 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, CD-ROMs, Video Games, Playaways and DVDs.

The Library charges the cardholder the full price listed in the library catalog or listed on a current Internet retail site for lost, damaged, or unreturned CDs, CD-ROMs, Video Games, Playaways and DVDs. The Library considers a CD, CD-ROM, Video Game, Playaway, DVD, or other audio-visual format to be damaged if any part of the disc case, disc, original cover, or original accompanying material is lost or damaged beyond normal use.

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. The cardholder has the option of providing a replacement magazine instead of paying for the item. The replacement copy must be the same title, issue and must be new.

e. No Price Available.

The Library charges the cardholder the following when no price is listed in the library catalog or on a current Internet retail site:

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|--------------------|---------------|---------------------|---------------|
| • Adult Books | \$25 | • Computer Software | \$25 |
| • Audio Books | \$10 per disc | • DVDs | \$20 per disc |
| • Children's Books | \$15 | • Playaways | \$50 |
| • Compact Discs | \$15 | • Video Games | \$50 |
| • Magazines | \$5 | | |

3. Refunds.

If a cardholder returns a lost or unreturned item in usable condition within 60 days after payment, The Library refunds the amount paid, less fines and the processing fee of \$5. When the cardholder returns the item, library staff will prepare a voucher for payment while the cardholder is present. Unless the item is returned the same day that the payment was made, the cardholder receives payment by check, by mail, within 35 days.

4. Replacements

Once a cardholder provides The Library a replacement copy for a lost item in lieu of payment, the replacement item is the property of The Library and is not returned to the cardholder in the event that s/he finds the lost item. A processing fee of \$5 is charged to add the item into the collection.

G. BORROWING RECORDS

The Library does not maintain records of what individuals have borrowed and returned in the past, except when overdue fines have not been paid when due, and/or lost materials have been paid for. All information on the individual cardholder is confidential except for notification and collection of overdue materials.