



## Operations Policy

### A. Registration

- All borrowers must be registered and must have a valid patron card to borrow library materials. To obtain a patron card, identification with name and address is required. Patrons under the age of 18 must have signed consent of a legal guardian. Materials cannot be checked out until a library card is issued, though computers, facilities, and other resources may be used.

### B. Lost or forgotten cards

- All patrons, adult and juvenile, are required to bring their library cards with them if they intend to check out items. A photo ID may be presented in place of a library card to check out materials.
- If a patron loses their library card, they should notify the library as soon as possible. Patrons are responsible for all items checked out on their card until they report it lost or stolen.

### C. Loan periods

The Director may establish loan periods for circulating materials and place limits on the number of items patrons can check out at one time. Current loan periods are as follows:

Material Type	Limit	Loan Period
Books	25*	2 weeks
Audiobooks / Video Games	25*	2 weeks
Magazines	25*	1 week
DVDs	5	1 week
WiFi hotspots	1	2 weeks
e-books	7	1 week

\*Patrons may have a total of 25 items (books, audiobooks, and magazines) at any one time; this does not include the 5 DVDs that may also be checked out.

### D. Holds

- There is no charge to the patron for placing a hold. Holds may be placed by patrons in person, over the phone, or via internet. Patrons will be notified by telephone, text, or email when the materials are available. They will be available for pickup for 1 week, after which items will be returned to the shelves or released to another patron on hold.

Approved by the HCPL Board of Trustees on November 17, 2021



### E. Interlibrary Loans (ILL)

- The Hampshire County Public Library is part of a consortium of libraries throughout the state and can borrow items from any of these libraries. If a patron requests an item that we do not own, the first step is to see whether it can be borrowed via ILL. This is a free service to patrons.
- Due to requesting materials throughout the state, it may take anywhere between 7 to 90 business days. Once the materials arrive, the library staff will call, text, or email to alert the patron the item is available to pick up.
- However, if a patron abuses the ILL service by losing/keeping an item, damaging an item, or repeatedly returning ILL items late, that patron may lose ILL privileges.

### F. Fines

- The library charges fines for materials that are not returned on time. Library privileges will be suspended after patrons have accrued \$10.00 or more in library fines and fees until those fines are paid. Privileges will be reinstated once the fines have been paid. Patrons under 18 will not be charged fines.
- Lost or damaged materials will be charged at the cost of their replacement

Material	Fine
Audiobooks/Books/Magazines	\$0.10 per day
Blu-ray/DVD/Video Games	\$1.00 per day
WiFi Hotspots	\$1.00 per day

### G. Fees

The library charges fees for certain services that consume extra supplies, such as paper and ink.

Procedure	Fee
Computer prints B/W only	\$0.15 per page*
Photocopies B/W only	\$0.15 per page*
Computer prints color	\$0.50 per page*
Photocopies color	\$0.50 per page*
Faxing	\$1.00 per page
Lamination	8 1/2x11 \$1.00 ; Business card \$0.50

\*Pricing based on 8 1/2 x 11" paper. Amounts scale with increase in paper size.



#### H. Overdue Materials

- Patrons with overdue materials will be notified by phone or by mail. Items that are more than 120 days overdue will be marked lost and patrons will be responsible for the full replacement cost. The library allows materials to be returned every Friday and during Fine Free periods with no charge to the patron. Patrons may inquire at the library for dates of fine free periods.

#### I. Damaged materials

- If materials are damaged so as to be judged by the library as being unsuitable for the collection, the patron must pay the list price or provide the library with a like-new copy of the same book. A notice of these charges will be sent to the borrower. Patrons who pay for damaged library materials will be allowed to have those materials once payment has been received.

#### J. Reference Services

The Hampshire County Public Library staff can:

- provide information in the form of short answers to specific questions and guidance in locating material for patrons who appear in person, call on the telephone, or request information through correspondence;
- assist patrons in the use of the library and teach basic research methodology, when appropriate (this includes providing help in developing a research strategy and advice on whether a trip to the library would be worthwhile for individuals who telephone);
- provide bibliographic verification of items both in the library and not owned by the library and will assist patrons in obtaining materials through interlibrary loan, when appropriate;
- refer library users to other agencies and libraries in pursuit of needed information;
- consult appropriate digital resources as well as the regional resource library and other agencies by telephone in pursuit of "ready reference" information.

The Hampshire County Public Library staff **cannot**:

- offer professional advice (for example: medical, legal, financial, or tax help). Patrons asking questions of this nature can be shown the resources we have and how to use them, but library staff will not help interpret information.
- assist with the completion of paperwork that includes materials of a personal nature.

If a library employee is not able to find the answer to a patron's question, they should first ask other employees if they are aware of the answer.

Genealogical inquiries must be submitted in writing. Because of the intense research nature of these requests, the amount of requests, and our limited staff time, genealogical requests can take time. We will send what information we find in as timely a manner as possible.