



## Circulation Policies

### Library Cards:

A library card is available free of charge to anyone who is able to show proof that they live in or own property in Franklin Township, work for the municipal government, township schools or own a business in Franklin (see “Library Card Registration Chart” available at the Circulation Desk). A parent or legal guardian’s signature and proof of residency are required to register a minor (age 17 and younger) for a library card. Minors must be present at the time of registration. The library requires all cardholders to provide a valid home or personal cell phone number.

All applicants need to apply for their library cards in person\* and bring proof of residency in the form of:

- A valid driver’s license with a Franklin Township street address. If the driver’s license has a PO Box for the address, the person must bring in proof of physical address such as: ownership deed with a Franklin Township address on it, PSE&G bill, telephone bill, tax bill or another bill with a current Franklin Township address. Bills cannot be more than 30 days old.

OR

- Another form of photo identification and one of the following: ownership deed with a Franklin Township address on it, PSE&G bill, telephone bill, tax bill or another bill with a current Franklin Township address. Bills cannot be more than 30 days old.

Applicants may show a lease as proof of address; however, they will only be granted privileges for a maximum of one year, or until their lease expires, whichever comes first.

\* Homebound applicants must receive permission to register from the Head of Circulation.

Reciprocal borrowers may apply for privileges if they are in good standing with their home libraries. When a patron from another reciprocal library applies, we must contact the home library to verify his/her status. If staff cannot reach the home library the patron must return when his or her home library is open. This process is repeated upon yearly renewals of borrowing privileges (see Reciprocal Agreement.)

Non-residents who do not qualify for free memberships may purchase library cards for a yearly fee of \$50.00.

New library cards and replacement cards cannot be processed in the 15 minutes prior to closing.

The library provides all new users with a free wallet and keychain copy of their library card. There is a \$3.00 charge to replace a lost card. The replacement charge can be waived if an account has been expired for two or more years.

By registering for a library card the cardholder agrees to:

- Accept responsibility for any use of the card.
- Present the card when required for transactions.
- Follow all library policies and procedures.
- Pay all fines and fees.
- Report promptly if the card is lost or if stolen or there is a change of address or telephone number.



The library requires that patrons must present their library cards in order to check out or renew loans. In addition to the physical card, the library will also accept copies saved to Smartphones using loyalty card apps so long as the app creates a scannable barcode.

Patrons are limited to a one time checkout using their driver's license. (Limit once per year.) This restriction protects patrons' rights to privacy and their accounts from misuse. Patrons are allowed a one time exception to use their drivers' license to check out or renew items if they do not have their library card with them. If the one time exception has already been used, staff can offer to hold the items aside for 24 hours if the patron wishes to return later with a library card. The library reserves the right to limit the number and type of items that can be held.

Library cards must be periodically updated. Patrons may be required to show photo ID and proof of residency to renew borrowing privileges.

**Accompanying Material:**

Accompanying material must be checked out with the primary item; for example, a book with an accompanying CD-ROM. All items must be returned together. Neither will be checked in until primary and accompanying material are accounted for. If both the main item and accompanying material are barcoded then both must be checked out (and in) to the patron.

CD-ROMs must circulate together with their accompanying books. Librettos are optional if the patron wishes to borrow them.

If material is returned missing or replaced with non-library materials – it will remain on the patron's account until the problem is resolved. Library staff will attempt to contact the patron for the return of the missing item.

**Checkout Limits:**

There is a limit of one new release and ten older entertainment movies per cardholder. These items must be returned directly to the Circulation Desk if the patron wants to borrow more that same day. Cardholders must have purchased video privileges in order to check out these materials.

There is a limit of one museum pass at a time per household. Households are permitted one unique museum pass every 30 days. Cardholders must be 18 years or older in order to checkout a museum pass. Reciprocal borrowers are not eligible to borrow museum passes.

Kindles and Book-Club-Kits are limited to one per card, and may not be borrowed by reciprocal borrowers.

The library reserves the right to place limits on checkouts.

Cardholders are responsible for keeping track of all items borrowed on their library card.

We suggest that patrons take only four books from a school reading list or homework assignment as a courtesy to others.



Staff may override a block to renew overdue items, but no new materials may be checked out if accounts are blocked because of library fees.

**Collections Agency:**

Fees for lost or damaged items must be paid within 14 days. Fees for overdue items must be paid within 60 days. Library users that owe the library \$25.00 or more in unpaid fees will be reported to the library's collection agency, Unique Management Services Inc.

For each account sent to Unique, the library will be billed \$10.00. This fee must be paid by the user. The library is willing to work with users who return long overdue materials, but this portion of their bill is non-negotiable.

**Family Block:**

The library reserves the right to block all household members if one member has overdue items or outstanding fines of \$50 or more. Household members in good standing may borrow one book at a time, but they will not be allowed to borrow any media. Once all materials are returned and all fees on all accounts are paid in full the Family Block can be removed.

**Holds:**

Patrons must present the appropriate card in order to check out an item on hold. Holds can only be checked out to the account the item is on hold for.

Patrons may place holds on most items in our catalog. Patrons will be notified via phone or email when their item is available for pick-up, and will have three days from the date of notification (four days from when the item became available) to pick-up their holds. Patrons may request additional time if needed by calling the Circulation desk.

Patrons should call the branch, Adult Service's or Children's reference desk for assistance if they need an on-shelf item pulled immediately. Otherwise, on-shelf requests will be pulled the following morning when the *OnShelf Holds* report is run.

Reservable materials include:

- All circulating Non-Fiction and Fiction books, EDVs and older entertainment videos.
- Circulating items listed as "At bindery," "Being acquired," "Being cataloged," "Being fixed/mended," "Checked out," or in "Reshelving."

Non-reservable materials include:

- Blue Dot entertainment movies
- Historical collection
- Interlibrary Loans (ILL)
- Magazines or periodicals
- Reference collection

Preference will be given to the patron who has the book in hand. If a patron brings an item to the counter that is on hold for another user staff will override the hold and allow the item to be checked out. The person on hold will be notified when the item is returned.



The library reserves the right to cancel an on-shelf (aka on-demand) hold if a patron fails to pick up the same requested item two times in a row, or if they fail to pick up three different requests in a row. Patrons are asked to wait 24 hours before placing an item on hold that they just returned -- the library reserves the right to cancel these holds.

Beginning January 2, 2015, the library will charge a \$1.00 fee for each expired available hold request. Patrons wishing to avoid being charged this fee will need to cancel their hold request before the pickup date. Requests can be canceled online using the MY ACCOUNT feature available on our website, using our Bookmyne app or by calling the Circulation desk. Patrons may also request additional time to pick up their holds at no additional charge by calling the Circulation desk.

### **Library Notices:**

Library notices are sent to patrons as a courtesy. Failure to receive the notice does not absolve the patron of responsibility for paying overdue fees.

For patrons who request email notification, the library will attempt to send out a courtesy reminder two days before items are due.

For all patrons, the library will attempt to send out several reminders for overdue items. If you think that you have received an overdue notice in error, contact the library as soon as possible to avoid being assessed for fees:

1. The first notice will be sent via telephone call or email when items become four days overdue.
2. A second reminder will be sent via telephone call or email at 14 days overdue.
3. A third notice will be mailed at 21 days overdue.
4. At 28 days overdue the item will be assumed lost and the account mailed a bill for the replacement costs. Items returned within 14 days will only be subject to late fees.
5. At 43 days overdue, accounts owing \$24.99 or less are mailed a second reminder billing notice. Accounts owing \$25.00 or more will be sent to Collections. Accounts owing \$50.00 or more will also have a Family Block added to the address.

For all patrons, the library will attempt to send a reminder to accounts with unpaid fees of \$10.00 or more.

### **Loan Periods:**

- Newspapers do not circulate.
- Current magazine issues do not circulate. Back issues circulate for 21 days.
- New entertainment videos circulate for two (2) days. Older videos circulate for seven (7) days.
- Specially marked reference items circulate for three (3) days. Unmarked reference items do not circulate.
- Museum passes circulate for four (4) days.
- New fiction, new non-fiction, Kindles, and Inter-Library Loans circulate for 14 days.
- Book-Club-Kits circulate for 42 days.
- All other collections circulate for 21 days.



### **Lost or damaged items:**

If patrons lose or damage library materials they must pay the replacement cost. For most materials, this amount will reflect the original retail value. For older materials with no price listed in the system, staff will charge the standard out-of-print fee. (See “Fee Schedule” available at the Circulation Desk.) Patrons may keep damaged materials after payment is made. Lost materials may be eligible for a full refund (minus late fees) if they are found within six months of payment and are in good condition. Refunds cannot be issued for materials that are returned damaged. To request a refund, patrons must return the item in person to the Circulation Desk. Refunds cannot be guaranteed if items are left in the book drops.

### **Media:**

Library policy requires that staff check the contents of all media before they can check items out to a patron and again before the item is checked back in. If material is returned missing or replaced with non-library materials it will remain on the patron’s account until the problem is resolved. Library staff will attempt to contact the patron for the return of the missing item.

### **Overdue Materials:**

Cardholders are responsible for returning or renewing their borrowed materials on time; if not, fees will be assessed. Overdue fees accrue at different rates for different materials:

- Adult and Young Adult books, non-fiction videos, and music CDs are \$0.20 per day up to a maximum of \$10.00
- Adult and Young Adult magazines are \$0.20 per day up to \$3.00
- Book-Club-Kits, Circulating Reference, Kindles, and Museum passes are \$10.00 per day up to a maximum of \$50.00
- Children’s books and magazines are \$0.10 per day up to a maximum of \$6.00
- Children’s media are \$0.20 per day up to a maximum of \$6.00
- New entertainment videos are \$1.50 per day up to a maximum of \$10.00
- Older entertainment videos are \$1.00 per day up to a maximum of \$10.00

At four weeks all overdue item(s) are assumed lost and the account is billed for replacement. A billing notice will be mailed stating the replacement cost of the item. If items are returned within a reasonable amount of time, patrons will only be billed for late fees.

At six weeks overdue, the bill for assumed lost items may be sent to collections. See below for more detailed information regarding accounts referred to our collection agency.

If you think that you have received a notice or been billed in error, please contact the Circulation desk for assistance.

### **Payments and Refunds:**

The library will accept cash, checks, money orders, or cashier’s checks. The library cannot accept bills larger than \$20 bills or take payment by credit or debit cards.



The library does not refund fees for damaged materials or for materials that are returned/ renewed late. If you believe that you have been mistakenly charged a fee, please contact the Circulation Desk for assistance *before* making any payments.

Refunds for lost materials will be made if an item is found within six months of the original payment date, is in good condition, and has not been withdrawn from the catalog. Overdue fees will be applied to refunds for lost materials. All refunds will be issued by check from the Library and mailed to the patron from our Business Office. Refunds will not be issued for items that are returned damaged.

**Privacy:**

In general, only the staff and the cardholder have access to information about a patron's library record. The New Jersey Statute 18A: 73-43.2 requires that library records that contain the names or other personally identifying details regarding the users of libraries are confidential and shall be disclosed only in very specific circumstances:

- The records are necessary for the proper operation of the library;
- Disclosure is requested by the user; or
- Disclosure is required pursuant to a subpoena issued by a court or court order.

Additionally, under the federal USA PATRIOT Act of 2001, disclosure of library records may be required when a search warrant or court order is presented to the library.

The parent(s) or legal guardian(s) of a child(ren) under 11 years of age is(are) entitled to information relating to the use of the minor child's card, as this is deemed as essential and necessary for the proper operation of the library. However, if a child (patron) is over 11 years of age, the library will not disclose information regarding the account with anyone other than that patron, unless that patron authorizes such disclosure.

When patrons telephone for information about items being held, titles will be given if the caller supplies the appropriate library card barcode number. Library staff may confirm that reserves are being held for a person who the caller names, but may not reveal the titles unless the caller provides the library card barcode number. A patron may pick up reserved items for others if he or she presents the other individual's library card.

When patrons telephone to renew items, the caller must supply the appropriate library card barcode number or item ID. In person, patrons may renew or check out items for others if he or she presents the other individual's library card.

**Reciprocal Borrowing:**

Your home town library card can be used to obtain free borrowing privileges at a number of surrounding area libraries. This is known as "Reciprocal Borrowing." A current list of participating libraries is available on our website.

Please note that reciprocal borrowers may have limited access to some libraries' services. You will need to check with the individual libraries you wish to register at for more details.



To register at a reciprocal library, you must do so at a time when both libraries are open. Your library account will need to be verified as active and in good standing before you will be allowed to register or renew your reciprocal card. You will need to have your home library card with you at the time of registration. Reciprocal borrowing privileges must be updated/ renewed according to each individual library's policy.

Reciprocal borrowers may not be given a unique library barcode; however, all accounts at the different reciprocal libraries are separate. This means if you log into the Franklin Twp. Library website, you will only see the materials that you have checked out with us and vice versa.

Because it can take one week for returns to reach their owning library, it is best to return them directly to the library from which they were borrowed. Materials cannot be cleared from your account until the owning library receives them, and you may be charged late fees.

#### **Renewals:**

Most library materials can be renewed two times unless they are on reserve for another patron. New entertainment videos cannot be renewed. Circulating Reference, Book-Club-Kits and Museum passes cannot be renewed. Patrons wanting to renew a Kindle or an Inter-Library Loan will need to contact the Reference Desk for assistance with this special request.

For eligible materials, renewal requests may be made online, in person or by calling the library. Patrons may call to speak with a Circulation staff member during library hours, or they can call SAM -- the library's automated circulation telephone system -- available 24/7. SAM can be reached by calling 732-873-3985 or 732-873-3986. Renewals online or via SAM will require that patrons log on with their User ID and PIN. When calling to speak with a staff member, patrons may renew a single item by reading aloud the item's barcode or to renew multiple items by reading aloud their card number. Patrons are only allowed a onetime exception to renew by telephone without their library cards if they are able to verify for staff their full contact information. Renewals in person can be done using either the patron's library card or by scanning the individual items.

For most materials, once the renewal limit has been reached patrons may re-borrow an item if there are no holds on it and their card is not blocked because of fees. If the item is on hold for another user, patrons will not be able to renew it. After returning the item, patrons may place it on hold to try borrowing it another time. Materials that are not eligible for renewal cannot be returned and immediately re-borrowed. This is to provide access to the materials to all our users.

If a patron owes \$10.00 or more in library fees, he/she will not be able to renew online or by using SAM. Please call the Circulation Desk for further assistance.

Items must be renewed on time to avoid being assessed fees. Items that cannot be renewed for any reason must still be returned on time to avoid being assessed fees.

#### **Video Club:**

To borrow entertainment videos patrons must be a member of the Video Club. Individual membership can be purchased at the Circulation desk for a one-time, non-refundable fee of \$10.00 by cardholders in good



standing. One-time membership fee is good for 60 years from date of purchase. Club membership is only available to patrons 18 years and older unless a parent or legal guardian gives consent. Parents/legal guardians must have a library card in good standing before membership can be purchased for a minor. Parents/legal guardians are responsible for video selections made by minors.

Patrons are responsible for immediately notifying the library if videos are damaged or otherwise not playable. Patrons are responsible for returning videos in complete and undamaged condition. Library policy requires that staff check the contents of all media before they can check items out to a patron and again before the item will be checked back in. If material is returned missing or replaced with non-library materials – it will remain on the patron’s account until the problem is resolved. Library staff will attempt to contact the patron for the return of the missing item.

There is no charge to borrow entertainment movies; however, loan periods are shorter and fines are higher for these materials. New releases circulate for two days, cannot be renewed, and are fined \$1.50 per item each day overdue. All other entertainment videos circulate for seven days, are eligible to be renewed twice, and are fined \$1.00 per item for each day overdue. (See above for detailed information on the library’s renewal policy.) Members may borrow a total of one new release and ten older entertainment videos at a time. Items must be checked in by a staff member before more videos can be borrowed.

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