



Borrowers Policy

East Longmeadow Public Library is a member of the Central/ Western Massachusetts Regional System (C/W MARS) and adheres to the system's recommended guidelines and policies for lending library materials, issuing library cards, and loan periods and limits.

A Public Library patron will have one C/W MARS card which will be good at all public and some academic libraries in the network. Patrons with multiple C/W MARS cards will be asked to retain their home library card if possible.

All libraries will be allowed to update patron records to reflect accurate information with verification. Patrons will notify library staff of changes to name, address, phone, and email.

The "Home Library" location code in the patron record will reflect the town in which the patron resides. Non C/W MARS and out of state patrons will have separate location codes. These home library codes will provide nonresident circulation statistics.

Libraries agree that the overdue notice will be issued when an item is two weeks overdue and the billing notice will go out when the item is four weeks overdue.

Libraries agree that at \$5 in fines the Check Out Screen will display a color that acts as an alert so that staff will warn the patrons of the amount. (Amounts owed always display on the screen, but at \$5 point, the display color will change.)

Libraries agree that at \$10 in fines or when the billing notice is issued, patrons will be blocked.

1. Library Cards

For the protection and security of all patrons, a library card is the preferred way of accessing a library account. Patrons are required to present a valid library card or photo ID in order to check out or renew materials.

- a. Any resident of the Commonwealth of Massachusetts may obtain an East Longmeadow Public Library card. To obtain a library card, an individual must complete a form and show a photo ID with a current address.
- b. There is no charge for a library card.

- c. Children aged 17 and younger will be issued a card with a parent or legal guardian present. The adult must show identification and sign as to their relationship to the child. The addresses requested on the form will be that of the responsible person, the child, and the parent/guardian.
- d. Lost or misplaced cards will be issued after showing proper identification and paying a \$2.00 replacement charge.
- e. As of October 1, 2010, all out-of-state cardholders, including new registrations and re-registrations, will be assessed a \$38.00 yearly fee per card. This fee may be waived under the following circumstances, provided proper documentation is presented at the time of registration:
 - i. Current employees of the town of East Longmeadow (may be required to show a payroll stub)
 - ii. Current East Longmeadow taxpayers who present a copy of their current East Longmeadow tax bill

2. Loan Periods and Limits

Material Type	Loan Period	Renewals
Books	3 weeks	1
New Books	2 weeks	1
Magazines	1 week	1
CDs	3 weeks	1
DVDs	1 week	1
Video Games	1 week	1
Audiobook CDs	3 weeks	1
Playaways	3 weeks	1
Kindle	3 weeks	1
Board Game	1 weeks	1
jTablet (Launchpad)	1 week	1
Museum Passes	3 days	0
Telescope	1 week	0
Hotspot	2 weeks	0
Outdoor Games	2 weeks	0
Chromebook	In-library use only	0

Patrons may borrow a maximum of 50 items at one time. Patrons may have a maximum of 20 items on hold at one time.

3. Library Accounts

- a. Patrons assume responsibility for all items borrowed. In the event an item is lost, the patron will be charged a replacement fee. Overdue notices are sent via email. Patrons will receive email reminders 2 days before items are due and overdue

reminders 2 weeks after an item's due date has passed. Effective July 1, 2019, eligible items will renew automatically. Items may also be renewed in person at the circulation desk, by phone, or by logging into a library account online.

- b. Patrons are blocked by the system when:
 - i. Their registration expires.
 - ii. Patron owes \$10.00 or more in fines, replacement costs, fees.
 - iii. Patron has billed material.
 - iv. Patron has 50 or more items checked out.
- c. Any patrons that are a registered borrower at any of our full C/W MARS member libraries can log in to their account and review their library record online. While logged in, the patron will see a list of materials borrowed, outstanding requests for library materials, and any fines owed. Patrons will also be able to request items from other libraries through their account online. Each time a patron accesses their account online, they will be required to enter a library card number and Personal Identification Number (PIN). Patrons can request a new PIN by either selecting "Forgot Your PIN?" button and the PIN will be emailed to their address on file. Patrons may also contact the circulation desk for assistance in resetting a PIN at 413-525-5400, ext. 1511.
- d. Overdue notices are sent as a courtesy only. Patrons are responsible for returning their items on time and paying their fines and fees regardless of whether or not the notification is received.
- e. Overdue fines, lost fees, or damaged fees may be waived at the discretion of the Library Director or designee.
- f. Library accounts and their associated personal information are confidential. East Longmeadow Public Library is constrained by the requirements of Chapter 66, Section 10 of the Massachusetts General Laws dealing with access to public records and to the extent that records maintained by the East Longmeadow Public Library are public records under said law. However, Chapter 78 Section 7 of the Massachusetts General Law addresses borrower confidentiality. It states: "That part of the records of a public library which reveals the identity and intellectual pursuits of a person using the library shall not be public record..." Therefore, confidential library records should not be released or made available in any format to a federal agent, law enforcement officer, or other person unless a court order in proper form has been entered by a court of competent jurisdiction.
- g. Patrons may give permission for another individual to pick up their items on hold. The person picking up another patron's items on hold must present the receiving patron's library card, library card number, or a picture of their library card to Library Staff. Library staff may make a notation in the borrower's record noting permissions.
- h. Only the Library Director is authorized to accept and respond to court orders or other requests for circulation or registration records.

4. Lost Materials: lost materials are items that have been overdue for more than 4 weeks, or that cannot be found and returned by the patron. Patrons will be charged for each lost item on their account in accordance with C/W MARS policy.
 - a. East Longmeadow items that are lost will be subject to a charge for the full replacement cost of that item. No refunds will be issued once the item is billed and paid.
 - b. For items belonging to other libraries, patrons may only pay by check made out to the owning library. The check payment will be mailed to the owning library. Patrons will have to contact the owning library in the event they subsequently locate a lost and paid item. Each lending institution has their own policy and procedure in place, and patrons may or may not be issued a refund.

Approved by the Board of Library Trustees on July 18, 2018.

Amended by the Board of Library Trustees May 20, 2020.