

RUTHERFORD PUBLIC LIBRARY CIRCULATION POLICY

The Rutherford Public Library Circulation Policy is aligned with the policies to which Rutherford Public Library is obliged to comply and enforce as a member of the Bergen County Cooperative Library System (BCCLS).

1. LIBRARY CARDS

Each patron should have his or her own library card. Library cards are not transferable to another person, and except as noted in this policy or in BCCLS policy, individuals should not have more than one patron record in the database. The list below enumerates the different types of cards issued by the Library and related eligibility details.

1.1 Resident Adult Cards

Adult library cards are free to all Rutherford residents 18 years or older with identification that documents the individual's residency. Commonly accepted forms of identification are: driver's license; government-issued ID with Rutherford address; lease agreement; tax bill; or water or utility bill.

1.2 Resident Youth/Minor (a.k.a., Juvenile and Young Adult) Cards

Parents/guardians of minors who reside in Rutherford may open an account for their children, providing the parent/guardian can document his or her own residency in the Borough as if applying for a Resident Adult Card. If there is more than one parent or guardian in the household, both are jointly fiscally responsible for the materials borrowed and fines incurred by their children.

Children who in effect reside in two different households in Rutherford or in another BCCLS town are eligible for an account associated with the parent/guardian who is the head of each of these households. In this case, each parent has separate fiscal responsibility for the account opened on behalf of the child.

1.3 Rutherford Property Owners

Adults who own property in Rutherford, and the dependents of these adults, are eligible for a Resident Adult Card or a Resident Youth/Minor card, respectively. Applicants for this type of card must show proof of ownership, such as a tax bill or mortgage statement. However, they are encouraged to obtain a card from the town in which they are a resident. If a Rutherford Property Owner lives in another member town of the Bergen County Cooperative Library System (BCCLS) and already has an account, this account must be in good standing in order for the individual to use the card for which he or she is eligible as a property owner to borrow materials.

1.4 General Courtesy Cards

Individuals who work in Rutherford but do not live in a member town of the Bergen Cooperative Library System (BCCLS) are entitled to a Courtesy Card, providing they supply documentation of

employment in the Borough. Commonly accepted forms of documentation are: identification card showing both the employer and employee name; letter on company letterhead from employer; and, pay stub showing the employer and employee name (financial details may be redacted). The borrowing privileges of a Courtesy Card holder are restricted. For example, these cardholders may only borrow materials from the collection located at the Rutherford Library, and they do not have access to digital content provided through BCCLS. General Courtesy Cards expire at the end of each calendar year, and they are renewable on an annual basis.

1.5 Student Courtesy Cards

Students ages 5 through 18 and college students who attend private educational institutions in Rutherford may be eligible to obtain a Student Courtesy Card if they do not live in a member town of the BCCLS. Eligibility rests on the educational institution having developed a Memo of Understanding with the Rutherford Library which assumes financial responsibility for the materials borrowed by students. In addition, students need to supply documentation of attendance at the local institution (e.g., Academy at St. Mary, St. Mary High School, and Felician University). Commonly accepted forms of documentation are: student identification card or a transcript along with some other form of identification. Student Courtesy Cards, regardless of date of issue, expire one month before the end of the academic year at which the student attends school.

1.6 Faculty Courtesy Cards

Faculty teaching for and employed by the Rutherford Board of Education are eligible for a Faculty Courtesy Card for classroom use. Faculty courtesy cards are intended for the borrowing of materials to be used in the Rutherford Public School setting. This type of card is not issued for personal use, and in establishing a Faculty Courtesy Card account an individual recognizes that he or she releases the Library from compliance with the confidentiality requirements afforded to other cardholders under N.J.S.A. 18A:73-43.2.

1.7 Pay Cards

The Rutherford Public Library does not sell "Pay Cards" whereby individuals may purchase membership privileges at the Library.

1.8 Expiration dates

All Resident and Property Owner library cards (1.1, 1.2 and 1.3 above) are issued with a three-year expiration date, provided the applicant provides satisfactory documentation and does not communicate to staff that he or she will be residing in Rutherford for fewer than three years. Courtesy Cards of various types (1.4, 1.5 and 1.6 above) are issued with a one-year or shorter expiration date.

1.9 Replacement Cards

Patrons who lose a Library card may purchase a replacement card for \$3.00. Staff may at their discretion waive this fee for a replacement card if the patron's record is no longer in the database or if the patron account has effectively been inactive for longer than one year.

2 BORROWING MATERIALS

2.8 Presentation of Library Card or substitute

All patrons are required to present a library card in order to borrow materials from the Rutherford Library, and the physical card is the default required form of presentation. To accommodate patrons' use of advancing technology, the Library will allow use of smart phone or smart devices apps (e.g., Key Ring or other digital rendering) in lieu of the presentation of a physical card. Additional verification or ID may be required to help to ensure that the presenter of the card is the legitimate cardholder.

The Rutherford Library will accept from Rutherford cardholders the following as a substitute to a physical library card: New Jersey driver's license; school-issued student identification card with photo; U.S. military identification card with photo, State of New Jersey non-driver identification card; or a government-issued passport with photo.

The Library treats an individual who presents a library card or its substitute as the person represented by that card, and treats any misrepresentation as an instance of identity theft.

Rutherford cardholders visiting other member libraries of the Bergen County Cooperative Library System (BCCLS) will be required to present a physical library card.

2.9 Loan periods – book and media collections

Loan periods are typically associated with the type of material. The standard loan periods are as follows:

<u>Material type</u>	<u>Loan period</u>
Juvenile books	4 weeks
Juvenile DVDs	1 week
Juvenile CDs	4 weeks
Juvenile audiobooks	2 weeks
Juvenile reference	Staff discretion (typically, 2 nights)
Juvenile periodicals	4 weeks
Adult NEW books	2 weeks
Adult books	4 weeks
Adult NEW DVDs	1 week
Adult DVDs	1 week
Adult CDs and audiobooks	2 weeks
Adult reference	Staff discretion (typically, 2 nights)
Periodicals	1 week

2.10 Renewals – book and media collections

Materials borrowed are often renewable if they are not requested or placed on reserve [hold] by another patron. New and high-demand items may have more restrictive renewal limits. The standard renewal limits, conditions permitting, are as follows:

<u>Material type</u>	<u>Renewal limit</u>
Juvenile books	4
Juvenile DVDs	2
Juvenile CDs	4
Juvenile audiobooks	4
Juvenile reference	0
Juvenile periodicals	4
Adult NEW books	2
Adult books	4
Adult NEW DVDs	1
Adult DVDs	2
Adult CDs and audiobooks	2
Adult reference	0
Periodicals	2

2.11 Item limits -- book and media collections

A patron may borrow a total of 50 items at any given time. The following material types have specific item limits.

<u>Material type</u>	<u>Item limit</u>
Juvenile DVDs	15
Juvenile CDs	15
Juvenile audiobooks	15
Juvenile periodicals	15
Adult DVDs	15 (only 4 of which may be NEW DVDs)
Adult CDs and audiobooks	15
Periodicals	15

2.12 Lending of technology hardware

The Library loans technology hardware such as wireless Internet devices, laptops, tablets, e-readers, and language learning devices to holders of a Rutherford Resident Adult Card, provided the account of that member is in good standing. Borrowing of these items is restricted to Rutherford Resident Adult Card holders. These cardholders may be denied borrowing privileges of technology hardware if the individual wishing to borrow this technology lives in a household which has an aggregate of fines that exceed \$30.

2.13 Lending of digital content

The majority of the digital content the Library provides the public is accessible by virtue of the the Library's membership in BCCLS. Because of this, policies for access to digital content through BCCLS are constrained by BCCLS.

Policies for access to digital content provided through contracts negotiated or services engaged by the Rutherford Public Library are set by staff, working within the parameters set forth in such contracts.

2.14 Book return

A book drop return located on the Library property is open for returning materials when the Library is closed. Items returned on the due date will not be charged fines.

The book drop very occasionally fills up. Patrons are responsible for ensuring their items are inserted into the book drop. Damage or theft resulting from a patron leaving materials on top of the drop, sticking partially outside of the drop, etc. will be the responsibility of the patron. All items except CDs and technology hardware may be returned to the Library in the book drop.

3 ACCOUNT MATTERS: OVERDUES, FINES, PATRON STATUS, REFUNDS, DAMAGED ITEMS, COLLECTIONS

Overdue fines vary by the type of material, and they also vary by the Library to which the item belongs. BCCLS determines the Default Unit Pricing for types of materials borrowed by patrons from libraries other than the one to which they belong. Default unit prices for Rutherford Library materials are in APPENDIX D.

3.1 Late fines

Below is a schedule of fines for materials owned by Rutherford Public Library.

<u>Material or item type</u>	<u>Daily fee</u>
Mobile technology	\$ 20.00
Museum Passes	\$ 10.00 (beginning 11:00 am date due)

3.2 Lost materials

The Rutherford Public Library does not accept replacement copies for lost items. The replacement costs for lost items are the Default Unit Price established by BCCLS (see Appendix D). If the item cost is higher than the Default Unit Price, the patron will be charged the higher cost. If Library staff are able to replace the item for a lower price by purchasing it through a

regular vendor, the Library may reduce the charge for a lost item. If a patron does not pay the Default Unit Price, up to \$5.00 processing fee may apply to the transaction.

Patrons are obliged to pay the Default Unit Pricing for any lost materials that do not belong to the Rutherford Public Library.

3.3 Refunds

Refunds may be provided to the patron for a lost item that has been paid for by the patron but subsequently found and returned to the Library, provided that the item is not more than 30 days overdue and the patron has requested the refund within 30 days of the payment. The patron must provide a receipt for the payment. Refunds are only available for items for which the patron paid the Default Unit Price as determined by the BCCLS. There is a \$10 processing charge for refunds.

Refunds will not be given for lost items for which the patron paid less than \$10.00.

3.4 Damaged items

Library staff may assess a fine in order to recover costs associated with repairing damage to items incurred by more than regular wear and tear. Items that are damaged beyond repair are treated as lost items. The list below illustrates common examples of damage:

- i. Cover damage (e.g., torn, sand in the cover)
- ii. Missing or destroyed cover
- iii. Broken media case
- iv. Cracked CD or DVD
- v. Liquid damage (e.g., water or coffee spilled on item)
- vi. Defacement (e.g., highlighting, pencil, ink or crayon marks; pages folded)

3.5 Patron status

The default status for a patron account is that it is an active account; however, other patron statuses may be assigned to an account.

- i. Blocked. A blocked account is one for which all borrowing privileges have been suspended. Accounts are automatically blocked by the system software for the following causes:
 - a. Fines on the account are in excess of \$10 on the individual card;
 - b. there are 10 or more overdue items on the card;
 - c. and/or, an item on the card is overdue in excess of 45 days.
- ii. Barred. A barred account is one for which all borrowing privileges have been suspended. This status is applied manually by the Library. Reasons for applying a barred status may be but are not limited to the following:
 - a. The patron's household fines are in excess of \$75;
 - b. and/or, verification of patron's address is needed.
- iii. Expired. Patron accounts automatically expire three years after the date of issue. Patrons are required to present identification that documents residency or eligibility for the card type issued.

3.6 Non-payment of assessed fines and fees

The Library reserves the right to submit to collections fines incurred by a borrower if the total amount exceeds \$150. Parents or guardians are liable for fines on their children's cards. Should the fines on the cards of children in a family exceed the \$150 threshold, the Library will hold the parent/guardian financially accountable.

If members of any household incur an aggregate of fines in excess of \$75, the borrowing privileges may be suspended for all members of the household until the fines are resolved.

3.7 Overdue notices

The Library encourages patrons actively to manage their accounts through a range of mechanisms, such as patron-enabled online account access, overdue notices, and print receipts detailing due dates of materials borrowed. Overdue notices in any format and print receipts are issued to aid a patron in successful account management. Non-issue of notices or receipts does not release a patron from returning materials on time.

4 Requests

Requests for materials and their delivery may be initiated by any patron except Courtesy Card holders and those whose account status is blocked or barred.

4.1 Requests limits

The BCCLS system is enabled to allow for 25 active requests at any given time. Rutherford cardholders and other BCCLS patrons choosing to pick up their requested materials at Rutherford Library are limited to 10 pick-ups per week. Requests that are delivered beyond the limit of 10 are cancelled.

4.2 Requested items neither picked up nor cancelled

The Library reserves the right to fine patrons who repeatedly place items on hold but do not pick them up and do not request a cancellation of the reservation, especially high-demand items. Items in high-demand include but are not limited to: all new items (acquired in the previous six months by the library); all technology the library loans (e.g., mobile wireless units, laptops, tablets, Starlings); and museum passes. Fines that may be assessed are as follows:

- i. \$.50 for each book or media collection item after the patron has not picked up 10 or more items in a year.
- ii. \$20.00 for a technology item (e.g., laptop, mobile wi-fi unit) after the patron has not picked up 2 or more times in a year.
- iii. \$10.00 for a museum pass after the patron has not picked up 3 or more times in a year.

5 Technology Lending

The Library loans items such as laptops and mobile Internet devices to Rutherford Adult Resident Card holders. Eligible patrons who wish to borrow these are obliged to agree to the terms and conditions for each item type, which are set forth in Appendices to this document. The loan period for technology items is two weeks, and there are no renewals. Additionally, two weeks must elapse between each occasion a patron borrows a specific device type. The Library limits the loaning of each type of technology item to one (1) item per household at a time.

APPENDIX A: Laptop Loan Agreement

APPENDIX B: Mobile Internet Device Loan Agreement

6 Museum Pass Lending

The Library Museum Pass program is open to Rutherford Adult Resident Card holders. Eligible patrons who wish to borrow these are obliged to agree to the terms and conditions. There is a limit of two Museum Passes per patron and per household for the same time period. The loan period for museum passes is three days; a pass may be picked up after 12 p.m. on the first day and is due before 11 a.m. on the third day. Museum passes are non-renewable. Two weeks must elapse between each occasion a patron borrows the same museum pass. The Library limits the loaning of museum passes per household to two (2) passes at a time, and a single household may not borrow multiples of the same pass at the same time.

APPENDIX C: Museum Pass Loan Agreement

7 Confidentiality of Library Records

The Library protects each patron's right to privacy and confidentiality in accordance N.J.S.A. 18A:73-43.2.

N.J.S.A. 18A:73-43.2. Library records which contain the names or other personally identifying details regarding the users of libraries are confidential and shall not be disclosed except in the following circumstances:

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

In order to comply with this law, staff are prohibited to disclose to patrons who are unidentified (e.g., via email or over the phone) certain account details because doing so risks the patrons' confidentiality. However, if a parent/guardian possesses their minor child's library card staff will honor requests for the disclosure of information related to that card and allow parents to use that card to check out materials for the minor children (and pick up requests for them). In addition, patrons may not pick up materials (e.g., requests) for others, since this violates patron

confidentiality. Staff members, volunteers and Trustees do not reveal the borrowing history of an individual except under the circumstances outlined by N.J.S.A. 18A:73-43.2.

APPENDIX A: Laptop Loan Agreement

Patron's Name: _____

Patron's Barcode: _____

Laptop Number: LP _____

Laptop Barcode: _____

Pick Up Date: _____

Due Date: _____

Date Returned: _____

Time Returned: _____

Laptop Terms and Conditions

Eligibility: Person reserving a Laptop must be a Rutherford resident, 18 years or older, with a valid Rutherford Public Library card in good standing.

Availability: Reservations for Laptops will be made on a first-come, first-served basis. Reservations may be made up to 60 days in advance, either online, by phone, or in person at the Library.

Loan Period: Laptops are checked out for a two-week period (**no renewals**). A patron may borrow a Laptop only once every thirty days.

Returns: Laptops are **NOT** to be returned in the Book Drop. Borrower will be liable for all damage if the Laptop is left in the Book Drop.

Cancellation: Reservations may be canceled or rescheduled online, by telephone or in person. Please call the Library if cancelling within 24 hours of reservation date.

Late Fines: There will be a \$20.00 per day charge if the Laptop is returned late.

Lost or damaged Laptop: The charge for a lost Laptop will be a minimum of \$600 and a maximum of \$1000 for hardware, software and labor, as determined by the Library Director.

Borrower's Signature: _____

Cell Phone Number: _____

Rutherford Public Library

150 Park Avenue Rutherford, NJ

(201) 939-8600, ext. 7

www.rutherfordlibrary.org

Patron's Name: _____

Patron's Barcode: _____

Hotspot Number: _____

Hotspot Barcode: _____

Pick Up Date: _____

Due Date: _____

Date Returned: _____

Time Returned: _____

Mobile Hotspot Terms and Conditions

Eligibility: Person reserving a Hotspot must be a Rutherford resident, 18 years or older, with a valid Rutherford Public Library card in good standing.

Availability: Reservations for Hotspots will be made on a first-come, first-served basis. Reservations may be made up to 60 days in advance, either online, by phone, or in person at the Library.

Loan Period: Hotspots are checked out for a two-week period (no renewals). A patron may borrow a hotspot only once every thirty days.

Returns: Hotspots may **NOT** be returned in the Book Drop.

Cancellation: Reservations may be canceled or rescheduled online, by telephone or in person. Please call the Library if cancelling within 24 hours of reservation date.

Late Fines: There will be a \$20.00 per day charge if the hotspot is returned late.

Lost or damaged hotspot: The charge for a lost hotspot is \$200. The charge for a damaged hotspot will be determined by the Library Director.

Borrower's Signature: _____

Cell Phone Number: _____

Patron's Name: _____

Patron's Barcode: _____

Pass Name: _____

Pass Barcode: _____

Pick Up Date: _____

Due Date: _____

Date Returned: _____

Time Returned: _____

Museum Pass Terms and Conditions

Eligibility: Person reserving a pass must be a Rutherford resident, 18 years or older, with a valid Rutherford Public Library card in good standing.

Availability: Reservations for passes will be made on a first-come, first-served basis. Reservations may be made up to 60 days in advance, either online, by phone, or in person at the Library.

Loan Period: Passes may be borrowed for 3 days and are not renewable.

Returns: Passes may be returned in the Book Drop when the Library is closed, or at the Reference Desk during operating hours.

Cancellation: Reservations may be canceled or rescheduled online, by telephone or in person. Please call the Library if cancelling within 24 hours of reservation date.

Late Fines: There will be a \$10.00 per day charge if the pass is returned late.

Lost Pass: The charge for a lost pass may be the full price of the pass plus a \$50 processing fee.

Borrower's Signature: _____

Cell Phone Number: _____

Rutherford Public Library

150 Park Avenue Rutherford, NJ

(201) 939-8600, ext. 7

www.rutherfordlibrary.org

APPENDIX D: Default Unit Pricing

Material Type	Replacement Cost
Audiobook	\$45
Blu-Ray	\$25
Board Books	\$10
DVD	\$20
Early Reader	\$20
Graphic Novel	\$25
Hardcover	\$30
Juvenile Hardcover	\$20
Juvenile Paperback	\$7
Kit	\$25
Large Print	\$35
Miscellaneous Media	\$25
Miscellaneous Print	\$30
Music	\$20
Paperback	\$10
Periodical	\$6
Picture Book	\$20
Reference	\$60
Trade Paperback	\$20

This policy was approved by the Library Board of Trustees on September 18, 2017. An amendment to item limits in section 2.11 was approved on October 16, 2017; revisions to fines date to May 18, 2020.