



Stevens Memorial Library
20 Memorial Drive
Ashburnham, MA 01430
P: (978) 827-4115
F: (978) 827-4116
library@ashburnham-ma.gov

Circulation Policy

The Stevens Memorial Library issues library cards in order to maintain an accurate record of library materials that are checked out, and to gather library usage data so it can evaluate and improve collections and services.

Card Holder Eligibility

The Stevens Memorial Library offers free library cards to anyone aged five (5) or older who lives, works, or owns property in the Commonwealth of Massachusetts. Applicants under the age of eighteen (18) must have a parent or guardian guarantee their application with a signature.

In order to check out items or place holds, positive proof of address is required for all adult applicants; positive proof of address for the signing parent or guardian is sufficient for juveniles and young adults. Examples of acceptable forms of proof of address include a state-issued ID, a lease, or mail received at one's current address.

Cards will expire after a period of two years, at which point borrowers will be asked to confirm their contact information. Card renewals are free to eligible borrowers. Card applications and renewals will only be accepted in person.¹ It is the responsibility of the borrower to inform the Library if his/her card is lost or stolen. Replacement cards will be issued at a cost of \$1.00 per card.

Out of state borrowers may register for a library card at the Stevens Memorial Library for an annual fee of \$30.

Borrowers who will be in Massachusetts on a non-permanent basis will be eligible for temporary cards. Temporary cards will expire after four (4) months and cannot be renewed.

The Trustees reserve the right to deny library privileges to residents of decertified communities.

Loan Periods and Limits

Books, CDs	3 weeks
Multi-DVD Sets	3 weeks, 1 renewal
DVDs, Magazines	1 week
Interlibrary Loan Items	3 weeks, unless otherwise specified by lending library
Museum Passes	2 days, unless otherwise specified

All items, with the exception of DVD sets, are available for two (2) renewals as long as they have not been requested by another patron. Once an item has no remaining renewals, it must be checked in and reshelfed so that it might be available for others. If the item is not checked out after 24 hours, the last patron to check it out may check it out again.

Patrons will be blocked by the system when they have 50 or more items checked out on their card. No more than ten (10) DVDs may be taken out on one card at any given time. Quantities of books or other items may be additionally limited by Library staff to prevent a single patron or family from depleting the Library's collection on a particular subject or author.

¹ Application guidelines for residents who are unable to come to the Library in person are outlined in the Library's Homebound Delivery Policy.



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The maximum number of holds a patron may have on their record at one time is 20.

Overdue Items

With an understanding that patrons will make every effort to return materials in a timely manner, occasionally items will be returned late. Patrons with materials two (2) weeks overdue will receive a phone call reminder. If items are not returned, a bill will be sent once items are four (4) weeks overdue. Patrons will be prohibited from borrowing materials until those items have been paid for or returned. Items returned in good condition do not need to be paid for or replaced. The Library reserves the right to suspend the borrowing privileges of an entire family if this overdue policy is circumvented or abused through the use of multiple cards.

Interlibrary Loan

The Stevens Memorial Library collaborates with other libraries throughout the Commonwealth, as well as many libraries across the nation, to share items in our collections. If we do not have an item, we will make every effort to request it from another library. The Library reserves the right to limit the number of interlibrary loan items requested or borrowed by a patron at any given time. This service is only available to patrons who do not currently have any lost or overdue items on their cards.

Loan periods are determined by the lending library, and while renewals may be requested, they may not be granted. Interlibrary loan renewal requests must be made three days in advance of the item's due date.

While we make every effort to obtain materials free of charge, some institutions charge for the loaning of their materials. The Stevens Memorial Library will not pursue an item with an associated fee without the prior consent of the patron who made the request. Patrons are responsible for any charges levied by a supplying library, including those for materials lost or damaged while charged out to them. No refunds will be made for lost and paid interlibrary loan materials that are subsequently found.

For greater detail on Interlibrary Loan, please see the Library's Interlibrary Loan Policy.

Fines and Fees

The Stevens Memorial Library does not charge fines for the late return of materials. However, other libraries on the C/W MARS network do charge fines, and the Library reserves the right to collect those fines if assessed. While an item may be retrieved at or returned to the Stevens Memorial Library, it may still be subject to fines if due dates are not respected.

If items are lost or damaged, the borrower is responsible for the replacement price, or the replacement of the item. A damaged item is an item that is not returned in the condition in which it was borrowed. Library staff, with the support of the Library Director, will decide if an item cannot be accepted for return because of its condition.

Replacement charges are based on the item's retail price. Prices are set at the time of an item's purchase, and can be viewed in the library catalog. Replacement items must be identical to the lost or damaged item, and must be in new condition. Acceptance of a replacement item is at the discretion of the Library. The Library is unable to provide refunds for replacement charges under any circumstances.

Privacy

In accordance with Massachusetts General Laws, the Stevens Memorial Library is committed to the confidentiality of its patrons. Confidentiality extends to information sought or received, and materials consulted or borrowed. Confidentiality includes database search



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records, reference interviews, circulation records, interlibrary loan transactions, registration records, and all other personally identifiable uses of library materials, facilities, or services.

Circulation, registration information, and information retrieval records may not be disclosed except to:

1. The cardholder (with card or other proper identification).
2. Library staff acting within the scope of their duties in the administration of the library system and in facilitating interlibrary loans.
3. Persons authorized by the cardholder to access the individual's records.
4. Representatives of any local, state, or federal government, pursuant to a subpoena or search warrant authorized under the authority of federal, state, or local law relating to civil, criminal, or investigative power. Upon receipt of any such subpoena or search warrant, the Library Director will consult with legal counsel to determine if the subpoena or search warrant is in proper form and if there is a valid basis for its issuance before providing confidential information.

The Library occasionally conducts promotional campaigns to inform the community of our services. The Library at those times use patron email or postal address for the library's internal mailing lists.

The Library does not sell, lease, or otherwise distribute or disclose patron name, email address, postal address, telephone number, or other personal information to outside parties.