

# TRENTON FREE PUBLIC LIBRARY

## Circulation Policy

### Purpose:

The circulation policies of the Trenton Free Public Library exist to facilitate community access to the materials and information in the library's collections, while protecting these same collections.

### Policies

1. Library Card Policy
2. Material Loan Limits and Loan Periods
3. Renewal Policy
4. Fines and Fees
5. Claims Returned Policy
6. Overdue Notices
7. Library Material Hold Policy

Trenton Free Public Library's circulation policies are intended to be in accord with the American Library Association's Library Bill of Rights.

### 1. Library Card Policy

#### Policy Statement:

The Trenton Free Public Library issues library cards to facilitate loan of materials and to enable the library to keep a record of which materials are on loan to patrons.

#### Regulations:

##### Obtaining a Library Card

As of October 2012, the Trenton Free Public Library will accept only new issued photo library cards with the Library's current logo. This is to protect patron privacy and further security against identity theft.

1. Any person that resides in The City of Trenton, owns property in Trenton, attends school in Trenton or works in Trenton may receive a library card upon completion of an application and provision of proof of identification (ID), current Trenton address and employer/school (if necessary).
2. Acceptable photo ID and proof of current address shall be one or more of the following:
  1. valid New Jersey driver's license or other government issued photo ID with current address
  2. utility bill

3. printed checks
4. property tax statement
5. canceled mail, from your bank/utility company/employer etc. postmarked within the last two weeks
6. typed lease that shows the address
7. Department of Motor Vehicles-issued change of address card
8. Acceptable proof of employment in Trenton shall be a recent paystub or current company photo ID.

Those who do not qualify for a free Trenton Free Public Library Card may receive a library card with full borrowing privileges by completing the above steps and, in addition, paying an annual fee specified by the Library Board, currently \$75.

Anyone under the age of 18 can receive a juvenile card after completing a "Youth TFPL Card Application" and securing the signature of his/her parent or legal guardian who holds a Trenton Free Public Library card in good standing and agrees to be the responsible party on the child's account. Children must be present in order to apply for a library card.

Emancipated minors who have proof of their court ordered emancipation, may receive an adult card without parental consent.

A Limited Library Card may be issued at the discretion of the Library Director to individuals who can produce valid New Jersey driver's license or other government issued photo ID but whose living situation is unresolved such as a crisis center, half-way house, or other similar circumstances. The Director may require additional written documentation to verify the unresolved living situation. Limited Library Cards will allow use of the internet and the checkout of no more than one print item and one audio-visual item at a time.

### Renewal of Library Cards

1. All non-fee library cards are valid for two years. At the end of that period, patrons will be asked to verify their address and phone number with valid state issued photo ID and/or current proof of address.
2. All cards that carry a fee or require documentation are valid for one year. At the end of that period, patrons will be asked to verify their continued status and provide the appropriate current documentation and remit the annual fee.
3. All temporary cards that require documentation are valid for six months. At the end of that period, patrons will be asked to verify their continued status and provide the appropriate current documentation to renew privileges.
4. If during the course of that period, a patron's residency or status changes they are required to notify the Library.

## Use of Library Cards

1. Patrons can maintain full library privileges by:
  1. Returning materials on or before the due date
  2. Adhering to the borrowing limits for all types of material
  3. Paying for lost or damaged materials before the item is 28 days overdue
  4. Keeping the amount of money owed below \$5.00
  5. Promptly informing the library of any change of address or phone number
2. Patrons must provide a library card to check out. If they do not have their library card, they may access their account by providing photo ID that exactly matches the library's computerized circulation system.
3. Patrons under the age of 18 may give their address and phone number as proof of identification, but both the address and phone number must match those in the library's records. If the child cannot provide address and phone number, a parent may do so for them, in person.
4. Whenever a patron calls into the Library to conduct a transaction on his/her account, he or she must provide a library card number and his or her name. A patron may only conduct phone transactions on his/her own account or on the account of a dependant part. Library card numbers and names must be given for each transaction.
5. A patron retains full library borrowing privileges as long as his/her library record is not blocked. A library record becomes blocked under the following circumstances:
  1. When an item is overdue by 28 days
  2. When more than one item is overdue, for one or more days.
  3. A patron exceeds borrowing limits by type or quantity of material
  4. When the total amount of unpaid fines and fees exceeds \$5.00
  5. When a patron's account has five or more lost or claims returned items on it.
6. Once a patron's library card is blocked, all library privileges for that patron are suspended including borrowing and renewal of items and use of library computers.
7. Using another patron's library card to check out materials is not permitted and may result in restriction of library privileges.

## Lost, Stolen, or Previously Issued Library Cards

1. Patrons must report lost or stolen cards in order to avoid being held responsible for materials checked out on their cards.
2. There is a charge of \$1.00 to replace a lost/stolen library card.
3. If a patron reports a card lost or stolen, the patron must provide identification in order to get a new library card in addition to paying the \$1.00 replacement fee.

4. Children under the age of 18 who do not have picture ID, must give their address and phone number in order to get a new card in addition to paying the \$1.00 replacement fee. The address and phone number must match exactly those on the patron's account in the circulation system. In the event that the address and phone number don't match, the child must bring a parent with them in order to get a new library card.
5. If a patron comes to the circulation desk with a previously issued library card, i.e. a card that has been replaced with another card, the patron must show identification before the staff person will look up the current card number.

### Patron Responsibilities

1. Because the Trenton Free Public Library verifies the identity of all library card applicants, the individual named on the account is responsible for all fines and fees assessed to that account and to any additional accounts for which they are the responsible party.
2. A library patron is responsible for all materials checked out on his or her card or on the cards of children for whom he/she has signed library card applications regardless of who checked the items out.
3. All lost or stolen library cards should be reported immediately because the owner of the card is responsible for all items checked out on the card until the card is reported lost or stolen.
4. When a patron moves, it is the responsibility of the patron to inform the Trenton Free Public Library of the new address.
5. If a patron changes their name legally through the courts (including marriage and divorce), they must provide legal documentation of the name change to the library.

### Trenton Free Public Library Employee Borrowing Privileges

1. Trenton Free Public Library employees are granted fine-free borrowing privileges.
2. TFPL employees may not renew books that are still on reserve for other patrons or staff members.
3. TFPL employees must wait their turn on reserve lists and may not change their priority to be higher on the list for materials.
4. Staff members may not check out new materials until they have been available to the public for at least 14 days.
5. Staff members who leave the employ of TFPL will have their status changed from fine-exempt to non-fine-exempt.

## **2. Material Loan Limits and Loan Periods**

### Policy Statement:

The Trenton Free Public Library sets loan periods and loan limits in order to provide patrons with fair and reasonable access to the library's resources. The Trenton Free Public Library sets limits on the length of time that an individual can keep a specific type of material in order to more fairly distribute limited resources such as audio-visual materials. The limit also reflects the fact that it takes more time to utilize some types of materials than others.

### Definitions:

A **loan period** is the total number of hours, days or weeks that one patron can keep a specific item.

A **loan limit** is the total number of items of a specific type or total value that any one patron can have on loan at one time.

A **High Demand** item is one that has four or more holds on it, or that is expected to be in very popular among patrons, such as best sellers.

### Regulations:

1. Books, with the following exceptions, are lent for a period of 28 days. The exceptions are:
  1. High Demand: 14 days
  2. Reference Books and Periodicals do not circulate
  3. The Trentoniana collection does not circulate

The Trenton Free Public Library also sets the following loan period limits on non-book items:

4. Videos and DVDs: 4 days
  5. Music CDs: 14 days
  6. Audiobooks: 28 days
2. The length of time or number of items that patrons may keep items of a certain type (holiday books, books on specific subjects or by specific authors, for example) may be temporarily reduced at the discretion of the supervising librarian or Library Director. Time limits must be for a specific period of time and must be removed when that period of time has expired. *Examples: during the month of February, Black History books may be set to a circulation period of two weeks. On March 1, the circulation period shall be reset to the original four weeks. At Christmas it may be necessary to limit the number of holiday books borrowed by any one person based on the size of the collection.*

3. The material loan limits exist to enable fair access to the Library's resources. Patrons are limited to borrowing up to 25 items total and the following limits:
  1. 4 VHS or DVDs
  2. 5 High Demand adult, YA or juvenile fiction or non-fiction
  3. 5 music CDs
  4. 5 interlibrary loan items
4. Limited Library Cards will allow use of the internet and the checkout of no more than one print item and one audio-visual item at a time.
5. Patrons may borrow multiple copies of the same title at the same time unless the title has holds, in which case no patron may have more than one copy of a title at one time.
6. Loan periods on 28-day books may be extended at the discretion of the Library Director or designated substitute for the following reason(s):
  1. Loan periods on 28-day books may be extended at patron request in the event of vacations. However, the loan period may not exceed nine weeks (63 days) in length. The length of the original extended loan period will be taken into account in determining whether materials can be renewed. For example, if a book is borrowed for an extended loan period of six weeks, the book could be renewed once for an additional three weeks.
  2. When the due date falls on a holiday for which the library is closed, the loan period will be extended until the next day that the library is open.
7. All borrowed materials must be returned to the Trenton Free Public Library. Items returned to a non-TFPL library will accumulate overdue fines until the item is returned to the TFPL and discharged.
8. Only books may be returned in the book return. Videos, DVDs, audio books, and music CDs should be returned inside the library to avoid the possibility of damage. Patron's return these items in the book return will be assessed a \$2 fine per item.
9. When the renewal limit has been reached, it is the patron's responsibility to return the item or incur a fine.
10. A High Demand item is any book for which there are four or more holds. The library reserves the right to change the loan period of these items from 28 days to 14 days on a temporary basis to make the items available more quickly to a greater number of patrons. High Demand items cannot be renewed under any circumstances. Only five High Demand items may be checked out to any one patron at a time. Once demand has been met, the loan period for these items will be reset to 28 days. The library reserves the right to set loan periods for potential High Demand items to 14 days before 4 holds are placed on the title.

### **3. Renewal Policy**

### Policy Statement:

The Trenton Free Public Library allows patrons to renew library materials as a courtesy to patrons who have not completed their use of an item. Limits on renewals exist so that all patrons can have an equal opportunity to use the library's materials.

### Definition:

A **renewal** is an extension of the original loan period.

### Regulations:

1. Renewals are granted dependent upon:
  1. material type
  2. the presence of a hold for the material by another patron
2. Materials may be renewed no more than twice providing a hold for the material has not been placed by another patron.
3. Additional renewals beyond the original two can be granted at the discretion of the Library Director or a designated substitute. So that other patrons may have a chance to find the item by browsing, materials will not be renewed consecutively more than four times.
4. Staff will not discharge a book then immediately check the book out again to the same patron the same day when the renewal maximum has been reached. Materials must return to the shelf for a minimum of 24 hours before being checked out again to the same patron.
5. Library materials can be renewed in person, by phone, or through the library's on-line catalog on the Trenton Free Public Library website. To renew by phone you must provide your library card number and name. Renewals for dependant parties also require library card number and name.
6. Overdue materials can be renewed; however any fines incurred prior to the renewal will be added to the patron's account.
7. To maintain the integrity of the reserve system, items for which other patrons have placed holds on may not be renewed.
8. Staff may renew materials up to two times (a third and fourth time shall be at the discretion of the Library Director) to allow patrons more time to look for a lost item, providing the patron's account is not delinquent. However, under no circumstances will staff renew materials beyond the permitted four so a patron can avoid paying for a lost item.
9. When the renewal limit has been reached, it is the patron's responsibility to return the item or risk incurring a fine or lost book charge.
10. Staff will provide patrons with the new due date whenever an item is renewed. If an item is renewed over the phone, it is the patron's responsibility to record the new due date.
11. Renewal requests for Interlibrary Loan materials can only be granted through the Interlibrary Loan department. They must be requested at least five days before the item is due.

## 4. Fines and Fees

### Policy Statement:

The Trenton Free Public Library charges fines as an incentive for patrons to return materials in a timely manner so that other patrons can have access to the items. The Trenton Free Public Library charges fees to offset the cost of recovering and replacing lost and damaged library materials.

### Definitions:

A ***fine*** is a variable charge imposed for the late return of library materials.

A ***fee*** is a fixed charge imposed to cover the cost of processing replacement library materials or recovering or replacing lost ones.

### Regulations:

#### Overdue Fines

1. Items not returned by the due date will be charged as follows:
  1. All items (with the exception of those listed in #2 below) will be charged 10 cents (\$0.10) per item per day up to a maximum fine of \$4.00 per item.
  2. All VHS & DVDs will be charged \$1.00 per item per day up to a maximum of \$8.00.
2. Borrowing privileges will be suspended when the amount of money owed reaches or exceeds \$5.00 in fines and/or fees.
3. No fines will be charged on days the library is closed.
4. The library does not send out notices of fines incurred.
5. Staff will inform patrons of money owed each time the patron borrows materials.

#### Miscellaneous Fines and Fees

1. The Trenton Free Public Library reserves the right to pass on the cost of fees incurred when borrowing an item for a patron through interlibrary loan whether the patron picks up the item or not.
2. A fee of \$1.00 is charged for the replacement of a library card and should be paid at the time the card is issued.
3. The library charges a fee of .20 cents per page for black and white printing and .50 cents for color.
4. Charges for printing from photocopiers and microfilm reader printers shall be .10 cents per page and .50 cents for color.

#### Fines and Fees for Lost and Damaged Materials

1. Once items have been kept 28 days after the due date, the item will be assumed to be lost and will be marked and charged as lost.

2. The library adds a processing fee to the cost of replacing any lost library materials.
3. The library reserves the right to charge a fee to cover the cost of lost or damaged materials. Charges will be imposed for lost or damaged video, DVD, CD or audio book cases at their replacement cost. (See attached chart.) There will be a charge of \$1.00 for lost or damaged barcodes. Lost plastic jackets will be charged \$2.00. The Library Director has the discretion to charge for other types of damage depending upon the severity. If the damaged material can be repaired, the charge for the damage will be reduced.
4. The replacement cost of lost books, magazines, audio books, videos, DVDs, and music CDs will be based on the current average cost of a new book, magazine, audio book, video, DVD, or music CD for items added to the collection prior to July 1, 2009. The average cost of materials will be recomputed every five years. (See attached chart for current prices.)
5. For items added to the collection after July 1, 2009, the replacement cost for any lost item will be the original retail price of the item.
6. The cost of replacing individual lost or damaged audio book tapes or CDs will be \$10.00 each plus a five dollar processing fee.
7. Patrons will receive a receipt for payment received when paying for a lost item.
8. Once a lost item is paid for, it may not be returned to the Library for a refund. It now becomes the property of the patron if found.
9. Patrons will be responsible for any overdue fines incurred on a lost book at the time the book is paid for.
10. The full cost of the item shall be assessed for any items returned damaged if the extent of the damage renders the item unusable.
11. The patron may keep any damaged or lost items for which they have paid.

#### Default Prices for Lost Materials

Item Type	Description	Default	Process Fee
CASS_BK	Cassette Audiobook	\$50.00	\$10.00
CD_BK	CD Audiobook	\$60.00	\$10.00
DVD	DVD	\$30.00	\$10.00
HDBK	Hardback Book	\$25.00	\$5.00
HIGH_DMD	High Demand	\$25.00	\$5.00
ILL	Interlibrary Loan	TBD	TBD
J_BOARD_BK	Juvenile Board Book	\$8.00	\$5.00
J_CASS_BK	Juvenile Cassette Audiobook	\$50.00	\$10.00

J_CD_BK	Juvenile CD Audiobook	\$60.00	\$10.00
J_DVD	Juvenile DVD	\$30.00	\$10.00
J_HDBK	Juvenile Hardback	\$17.00	\$5.00
J_HI_DMD	Juvenile High Demand	\$17.00	\$5.00
J_KIT	Juvenile Kit	\$35.00	\$5.00
J_MM_PBK	Juvenile Mass Market Paperback	\$5.00	\$5.00
J_MUSIC_CD	Juvenile Music CD	\$20.00	\$10.00
J_TRD_PBK	Juvenile Trade Paperback	\$10.00	\$5.00
J_VHS	Juvenile VHS	\$30.00	\$10.00
KIT	Kit	\$25.00	\$5.00
MAGAZINE	Magazine	\$5.00	\$5.00
MMPBK	Mass Market Paperback	\$7.00	\$5.00
MUSC_SCORE	Music Score	\$10.00	\$5.00
MUSIC_CD	Music CD	\$20.00	\$10.00
REFERENCE	Reference	\$60.00	\$5.00
Trentoniana	Trentoniana	TBD	TBD
TRD_PBK	Trade Paperback	\$15.00	\$5.00
VHS	VHS	\$30.00	\$10.00
YA_CASS_BK	Young Adult Cassette Audiobook	\$50.00	\$10.00
YA_CD_BK	Young Adult CD Audiobook	\$60.00	\$10.00
YA_DVD	Young Adult DVD	\$30.00	\$10.00
YA_HDBK	Young Adult Hardback	\$17.00	\$5.00
YA_HI_DMD	Young Adult High Demand	\$17.00	\$5.00
YA_MM_PBK	Young Adult Mass Market Paperback	\$5.00	\$5.00
YA_TRD_PBK	Young Adult Trade Paperback	\$10.00	\$5.00
YA_VHS	Young Adult VHS	\$30.00	\$10.00

## Replacement Costs for Lost or Damaged Video, DVD, Audio Book, and PlayAway Cases and parts

- Single video case: \$1.00
- Double video case: \$3.50
- Single DVD case: \$1.00
- Double DVD case: \$2.00
- Triple DVD case: \$2.00
- 4-capacity case: \$2.50
- 5-capacity case: \$3.00
- 6-capacity case: \$3.00
- 2-capacity audio book case: \$3.50
- 4-capacity audio bookcase: \$5.00
- 6-capacity audio book case: \$5.00
- 8-capacity audio book case: \$6.00
- 9+ capacity audio book case: \$7.00
- PlayAway battery cover: \$2.00

## Paying Library Fines and Fees

Library fines and fees may be paid in person by cash, check, or money order. Checks and money orders should be made payable to the "Trenton Free Public Library" and include the library card number.

Checks and money orders may be mailed to:  
TRENTON FREE PUBLIC LIBRARY c/o Business Office  
120 Academy St,  
TRENTON , NJ 08608

## 5. Claims Returned Policy

### Policy Statement:

The Trenton Free Public Library extends the privilege to patrons of claiming that they have returned materials that the circulation system indicates are still checked out to them. This policy acknowledges that staff occasionally errs in discharging books from a patron's record.

### Definitions:

**Claims returned** means that a patron has indicated that they have returned an item that the computerized circulation system indicates is still on their account.

### Regulations:

1. If a patron indicates, by phone or in person, that they have returned items the computerized circulation system indicates are still checked out to them, the staff will search the shelves for the items.

2. A staff person will immediately initiate a shelf search. If the staff person finds the items in question, the items will be discharged from the patron's record in such a way that no fines will be incurred.
3. If the staff person does not find the items in question on the shelf, he/she will mark the items claims returned on the patron's record.
4. Patrons will be notified either in person or by phone of the status of their accounts after the search.
5. Patrons may search the shelves for the items in question. If they are found, the items will be discharged from the patron's record in such a way that no fines will be incurred.
6. Items marked claims returned remain on the patron's record. Patron's may have four claims returned items on their record and maintain borrowing privileges. Upon claiming the fifth item to be already returned, the patron will lose his or her borrowing privileges until the item or items in question are returned or paid for.
7. Claims returned status will be removed from an item on a patron's record only if the item is located either by the patron at home or by staff at the library and subsequently discharged.
8. The library maintains, as a part of the patron's record, the number of items a patron has claimed to return over their lifetime as a patron.
9. If a patron finds an item previously claimed to be returned they are expected to return the item to the library and will not incur a penalty for doing so. At such time, the claimed return will be removed from their record.

## **6. Overdue Notices**

### **Policy Statement:**

Due to the high cost of postage, The Trenton Free Public Library does not send overdue notices.

## **7. Library Material Hold Policy**

### **Policy Statement:**

The Trenton Free Public Library accepts holds for library materials in order to provide access to high demand materials.

### **Definitions:**

A **hold** is a request, placed by a patron, for an item from the collection to be held in their name for future pickup from a designated location.

A patron in good standing is defined as an individual whose record shows no overdue or lost materials, fines in excess of \$5.00, or more than four claims returned items.

### **Regulations:**

1. All library patrons in good standing may place holds on library materials.

2. Patrons with blocked records may not place holds on materials.
3. There is no charge for placing a hold on library materials.
4. Only items listed in the online catalog may have holds placed on them.
5. Holds must be picked up in person and can only be checked out on the card upon which the reserve was placed.
6. Patrons are limited to a total of 15 holds at one time.
7. Patrons may place holds in person, by telephone, and via the Trenton Free Public Library online catalog on the library's website. Patrons are blocked from placing holds through the online catalog if their records are blocked.
8. Patrons will be notified by phone that the held item is available for pickup.
9. Patrons may place a hold on on-order items as soon as they are listed in the online catalog.
10. Patrons may place holds on available items until the close of business the day the hold is placed. Available items are items that are checked in and located on the library's shelves; not in use by another patron.
11. Patrons may place a hold on more than one copy of an item at the discretion of the Library Director or designated substitute.
12. Holds will be held for the patron for three days after the notification date.
13. Holds will remain active for four months. If the hold has not been filled by that time, patrons will receive a notice from the library that their hold has been cancelled.

*Approved by TFPL Board of Trustees*