



Michael McGovern <michael.mcgovern@capeelizabeth.org>

Proposed modifications to the TML Circulation Policy

1 message

Ken Piper <ken.piper@yahoo.com>
Reply-To: Ken Piper <ken.piper@yahoo.com>
To: Michael McGovern <michael.mcgovern@capeelizabeth.org>
Cc: Jay Scherma <jscherma@thomas.lib.me.us>

Mon, Mar 25, 2013 at 9:09 PM

Chairman James T. Walsh
CE Town Council
co. Michael McGovern
Town Manager

Dear Mike-

At our 3/21/2013 TML BoT meeting, we approved a motion to recommend that the Town Council accept the proposed modifications to the Circulation Policy (attached as final and markup). This recommendation is to eliminate overdue fines for the TML collection, while still keeping the damage and lost item policies in place. Interlibrary loans will still have late fees associated with them.





Attached is a brief financial review on the impact eliminating fines will have on the Library budget for 2013 (a savings of \$762). Also attached is a document containing survey results from a librarian listserv where fines have been eliminated.

Please convey this recommendation to the Town Council.

Thank you,

Ken Piper, Secretary
TMLBoT

4 attachments

-  **Circulation Policy [Draft Rev,3-13] with markup.pdf**
39K
-  **Circulation Policy [Draft Rev,3-13].pdf**
37K
-  **Eliminating Fines- Feedback.pdf**
34K
-  **Eliminating Fines- Impact.pdf**
31K

THOMAS MEMORIAL LIBRARY
Policy Manual
Circulation Policies

Purpose: Circulation policies are necessary to enable the maximum use of available materials for the public at large. The Thomas Memorial Library staff recognizes that part of their role as stewards is to ensure the most responsible use of materials for everyone. As such, no special privileges will be granted to any individual or class of patron.

RESIDENTS

Library services are free to all Cape Elizabeth residents, property owners, any student duly enrolled in the Cape Elizabeth school system, and all town employees, including school faculty and staff. Borrowing privileges will be granted to residents five (5) years old and older.

NON-RESIDENTS

Non-residents will pay a nonrefundable annual membership fee equal to the current per capita cost per resident as set by the Town Council. They will enjoy all the privileges and services provided by the library except for reserving library facilities. Non-resident proprietors of local businesses will be given a waiver of the annual membership fee upon request. Adult children of Cape Elizabeth residents who live in a neighboring town must adhere to the regular non-resident policy stated above.

Temporary summer residents will pay a non-refundable quarterly fee equal to 25% of the regular nonresident fee, plus a refundable fifty-dollar (\$50.00) deposit.

The Library Director reserves the right to waive a non-resident fee.

CIRCULATING COLLECTION

Registration at the Thomas Memorial library allows patrons in good standing to borrow, renew and reserve books, periodicals, and audiovisual materials.

Reference materials do not circulate, but photocopies of reference items may be made at the going copying rate set by the Town. Copying costs for the first ten (10) pages are waived, and charged at a reduced rate per copy after that. The most current issue of adult periodicals does not circulate.

REGISTRATION AND LIBRARY CARDS

Patron registration must be done in person at the Library. Adult patrons are defined as any patron in ninth (9th) grade and older. Applicants will be expected to produce proof of identity and residency.

Identity may be established using any of the following documents containing photographs and physical information:

U.S. Passport, valid state driver's license, state or federal ID card, school ID card, U.S Military IDs.

For those under 18 who cannot present a document listed above, the following documents will be accepted: School record or report card, Clinic or Doctor Record, or a Day-care/Nursery School Record.

Residency may be established using any of the above documents plus:

Deeds, Rental Agreements or Utility bills addressed to the applicant at a local street address.

THOMAS MEMORIAL LIBRARY
Policy Manual
Circulation Policies

All children between the ages of five (5) and through the completion of eighth (8th) grade must have a parent or guardian's signature on his or her registration card. Parents should understand that while their signatures do not compromise the Library's policy on confidentiality they remain fiscally responsible for all damages or losses incurred by the minor.

Patrons are given a plastic library card that serves as their key to all library services:

1. Adult patrons must present a library card or photo ID to proceed with all circulation transactions. Children must present a library card or one of the ID documents specified above.
2. The library will assume that any person presenting a library card is authorized to use it, unless that card has been reported lost or stolen. Proper ID will be required in order to replace a card that has been reported lost or stolen.
3. Upon applying for a library card, all cardholders must sign the following statement:

I agree:

- To observe all rules and policies of the library, to be responsible for all materials borrowed with my card, and to pay all fines and fees associated with its use.
- To report the loss, theft, or abuse of my card immediately. I understand that I am responsible for any items checked out on my card prior to it being reported lost.
- To report changes in my account information in a timely manner.
- That the library shall assume that any person presenting my library card is authorized to use it, unless I have reported the card lost or stolen.
- That I waive my rights of confidentiality whenever I allow another person to use my card.

BOOK DROP

A book drop is available for most returns when the library is not open. Patrons are asked to return items to the circulation desk during the library's open hours. Because they are easily damaged, audiovisual materials must be returned in person at the circulation desk and not in the book drop. Patrons will be held responsible for audiovisual items improperly returned via the book drop.

THOMAS MEMORIAL LIBRARY MATERIALS

BORROWING LIMITS

No limits will be placed on the number of items that may be borrowed at one time.

BORROWING PERIOD

Books and audio recordings are loaned for a period of (3) three weeks. Periodicals circulate for one (1) week. Most videos circulate for one (1) week. Videos that run over five (5) hours circulate for three (3) weeks. Music recordings circulate for (1) one week.

THOMAS MEMORIAL LIBRARY
Policy Manual
Circulation Policies

RENEWALS

Renewals may be made by phone, or in person during regular Library hours, or online twenty-four hours a day, seven days a week. Reserved items will not be renewed and will accrue overdue fines. All circulating material may be renewed (1) one time. Books and audio books may be renewed for (2) two weeks. All periodicals, videos, and music recordings may be renewed for (1) one week. A patron may renew another family member's materials, subject to the library's policy governing confidentiality of patron records.

GRACE PERIOD

~~Overdue fines are charged only for days the library is open. There is a one-day grace period before fines begin to accrue.~~

OVERDUE CHARGES

~~Overdue fines for most materials are charged at the rate of ten cents (.10) per day per item with a maximum fine of six dollars (\$6.00) per item for adult patrons and five cents (.05) per day per item with a maximum fine of three dollars (\$3.00) per item for juvenile patrons. Overdue fines for video recordings are one dollar (\$1.00) per day per item with a maximum fine of ten dollars (\$10.00.)~~

LOST AND DAMAGED MATERIALS

When a patron damages material beyond repair, loses material, or does not return material, he or she must pay to replace the item(s). The Library reserves the right to purchase items in editions specific for library use. The charge will be the retail price of the material; all overdue fines on the material being paid for will be waived. The patron may keep the damaged material once it is paid for. As funds for lost items are immediately allocated for replacements to the collection, the library cannot refund monies paid for items found at a later date.

If no price is recorded for an item, staff will consult a reliable Internet source for the most current price. If an item is out of print, the patron will be charged according to the schedule of replacement charges for out of print items (see Appendix E.)

SUSPENSION OF LIBRARY PRIVILEGES

~~Borrowing privileges are suspended when fines reach \$6.00 for adult patrons, \$3.00 for children, or when materials have been overdue for two (2) months or more. For the purpose of this policy, all items not returned at the time a *Letter of Suspension* is issued shall be construed as "lost" and subject to replacement charges~~

Failure to pay for lost or damaged materials will result in the suspension of library privileges.

~~Delinquent borrowers may not borrow, renew, or reserve items or request interlibrary loans until materials are either returned and fines are paid or compensation for the materials is made.~~

CLAIMED RETURNED

In good faith, the Library allows patrons to claim up to (3) three items returned before borrowing privileges are suspended.

THOMAS MEMORIAL LIBRARY
Policy Manual
Circulation Policies

RESERVES

Patrons in good standing may reserve materials that are not immediately available. As soon as an item is available, the patron will be notified. Reserved materials will be held no more than (1) one week during which the Library will contact the patron via email and/or by phone (2) two times. Failure to pick up an item or to respond to the notification will result in the patron being removed from the reserve list for that item. Patrons may initiate a request for the item again. There is a maximum limit of (15) fifteen items that may be reserved at one time.

Patrons who are away from Cape Elizabeth for an extended period will be removed from reserve lists.

The Thomas Memorial Library will seek to facilitate the educational mission of the Cape Elizabeth schools by placing on in-house reserve topical materials related to a unit of study when specifically notified by a faculty member or librarian within the school system. Items on in-house reserve will be treated as reference materials. Requests for placing items on in-house reserve must be made a minimum of (2) two weeks in advance. Materials may be placed on in-house reserve for no more than (1) one school term.

PATRON REQUESTS FOR MATERIAL

The Library will consider for purchase any material requested by a patron that is not currently owned or on order. All such requests will be subject to the Library's Collection Development Policy

INTERLIBRARY LOAN MATERIALS

For items outside the scope of the library's collection, interlibrary loan is available. The library will make every reasonable effort to obtain these materials for all registered patrons in good standing. Patrons can place interlibrary loan requests directly online at the Library or on a home computer. Requests can also be made by phone or at the Library. The Thomas Memorial Library participates with numerous libraries around the state in the cooperative *Maine Info Net Electronic Resources Via Automation* project. The MINERVA consortium provides patrons with an easy-to-use catalog that is available over the Internet 24 hours a day, 7 days a week. The system makes it possible for a patron to directly access his or her borrower's record to check on due dates and fines, or to renew materials. MINERVA also provides users with a gateway to library catalogs around the state.

Items borrowed through the Maine Info Net (Minerva and INN-Reach) or from other libraries outside of the consortium are subject to policies set up by those institutions.

BORROWING LIMITS AND RESERVES

No limits will be placed on the number of items that may be borrowed at one time. There is a maximum limit of (15) fifteen items that may be reserved at one time.

BORROWING PERIOD

Minerva loans circulate for (3) three weeks, with the exception of all videos, periodicals, and music recordings, which circulate for one (1) week. INN-Reach loans circulate for (4) four weeks. All other loans circulate for a period predetermined by the lending institution.

THOMAS MEMORIAL LIBRARY
Policy Manual
Circulation Policies

RENEWALS

Reserved items will not be renewed. Renewal periods are set according to the policies of the Minerva Consortium or by the lending institution.

OVERDUE CHARGES

Overdue fines for Minerva and Inn-Reach items are charged at the rate of ten (10) cents per day per item for all patrons. There is a one-day grace period before fines begin to accrue. There are no overdue charges for items borrowed from institutions outside the consortium.

LOST AND DAMAGED MATERIALS

When a patron damages material beyond repair, loses material, or does not return material, he or she must pay to replace the item(s). For items in print, replacement costs are confirmed with the lending institution. For out of print items, replacement costs follow either follow a set schedule if they are loaned through Maine InfoNet (see Appendix E) or by the lending library, if loaned by a library outside of the consortium.

All such items must be paid for by a check made out to the lending library and given to the Thomas Memorial Library.

Failure to pay for lost or damaged materials will result in the suspension of library privileges.

Delinquent borrowers may not borrow, renew, or reserve items or request interlibrary loans until materials are either returned or compensation for the materials is made.

1) Michelle Mears <mmears@cnid.org>

Feb 27

- 1) **When did you eliminate fines?** January 2009 removed overdue fines. Lost and damaged fines remain the same.
- 2) **What was your fine rate before you eliminated fines?** 10 cents per day/25 cents for videos/max 5.00 per item
- 3) **How much money did you raise in fines each year?** Approximately \$4000 a year from a town of 50,000
- 4) **If known, how much money (in staff time & postage) did it take to manage fines in your library?** Overdue notices went out and still go out on the same schedule, so no postage was saved. Staff time was hard to measure, but it was clear that nearly every transaction involved the cash register.
- 5) **What were the positive outcomes from eliminating fines?** More books seem to be coming back, time overdue does not seem to be any different. We recently shortened our notice schedule from 7/14/21/60 days to 3/7/14/28 days and this has made a bigger impact on returns than lack of overdue fines. The biggest impact was removing the negativity from nearly every transaction, and the impression that families would not be penalized for lateness when all items had been returned in good condition.
- 6) **What were the drawbacks to eliminating them?** So many people still do not know we eliminated overdue fines; it has been hard to get the word out. Some very traditional users think it is unfair, that somehow people are taking advantage of it. We always try to put a positive spin on it.
- 7) **Did you use any strategies to replace the lost income?** After about 6 months, we got tired of the ones who wanted to pay us anyway. Patrons who feel guilty are encouraged to deposit money in our clear plastic donation boxes we put on the service desk. We get about \$50.00 a month this way.
- 8) **Where these successful?** Didn't really care about lost income because it did not affect our budget. All fines were deposited into the city's general fund and not available for the library to spend anyway.
- 9) **Other thoughts, comments, etc. that might help us in making our decision?** Stick to your guns and promote it as a way to make sure families at all income levels have equal access to reading and learning. Changing your circulation period to 21 or more days helps even more because it decreases overdue items. We just migrated to a new ILS that has a 3-day courtesy notice before the due date and have seen another reduction in overdues. The people who check out and never return will do that anyway, whether or not there are fines. There is some research that shows overdue fines are not statistically effective in increasing returns on time or at all, you might want to be able to cite these studies. They're pretty old, but convincing.
Oh, at the time, I also used the argument about the economy in 2009 and how removing overdue fines is like lowering taxes for people. At the beginning of the recession it worked but I don't know about 2013.

Hope this helps!

Michelle

Michelle R. Mears, MLS, PhD

Library Director
Public Library of Enid & Garfield County
120 W. Maine
Enid, OK 73701-5606
Library 580.234.6313
Mobile 620.506.8576
Fax 580.249.9280
<http://www.enid.org/library>

Follow us! www.facebook.com/enidpubliclibrary

2) Stephen Nichols <senichols@sacoriver.net>
Feb 27

to me
Jay,

Our library director has recently left us, but I can tell you that eliminating fines for overdue books is one of the best moves we have made in recent years. Demanding fines is definitely not good public relations. When we dropped the requirement for fines about five years ago, our income from the "guilt jar" that replaced the fines shot up. We now receive about \$1,000 each year from the "guilt jar" and surprisingly to me, patrons feel good about dropping a buck or two in the jar. There are not many win/win moves in this world, but eliminating the overdue fine is one of them.

Steve Nichols

3) Davis, Kevin
Feb 27

to me, Rachel
Hey there -

One potential complication is that if TML eliminates fines, that may prove problematic for any "open access" agreement between TML and SPPL.

With over \$20,000 in revenue from fines alone, annually, the city will surely not support my doing away with fines here at SPPL. If we were to enter into a mutual access agreement - and TML had no fines - I fear we would see an imbalance in policies and a loss in revenue (and traffic) here, as well as an uptick in 'scofflaw' users at your end.

Just a thought,
Kevin

4) From: Molly Larson <mlarson@rockport.lib.me.us>
Date: Wed, Feb 27, 2013 at 10:15 AM

We have been casually working toward this for years. We have been waiving fines for anything under a dollar. We maxed our fines to celebrate our 99th birthday to 99 cents and as a result we have found that people tend to put more in the donation jar as a result. I realize this sounds anecdotal. I will get more solid numbers for you but I find it creates a much nicer atmosphere and promotes goodwill. We haven't done away with them completely but we are definitely moving away from that punitive concept.

Molly Larson, Library Director
Rockport Public Library
P.O. Box 8
1 Limerock Street
Rockport, ME 04856-0008
207-236-3642
www.rockport.lib.me.us

5) From: Pamela - work <pdunning@wiscasset.lib.me.us>
Date: Wed, Feb 27, 2013 at 2:02 PM

Good afternoon. I have been at Wiscasset Public Library for 21 years. The Library has charged no overdue fees at any point during that time. Patrons are very happy to not be charged a "fine." The library does have a Donation and Guilt Jar on the front desk and in the Children's Room. Many patrons generously donate to the jar. WPL has over 5,500 patrons registered. The jars net approximately \$1,000 to \$1,200 a year. There are added benefits in that more items are returned because there is no fee attached and patrons feel more friendly toward the library. The system works for us.

Pamela Dunning, Director

6) From: Pamela Turner <pturner@baxter-memorial.lib.me.us>
Date: Wed, Feb 27, 2013 at 2:31 PM

Quite frankly - one of the best things we ever did in terms of customer service was to eliminate fines when we joined Minerva about 10 years ago.

I don't remember the fine rate at the time nor the amount we raised through fines. I do remember they took a good deal of staff time to administer and it was not a friendly approach to customer service.

I do know that we bring in a decent amount of money through our conscience jar. Some patrons feel more guilty than others.

For example - just last week, a patron had 3 books that were each 3 days overdue. With fines, it may have cost him a dollar or so. He put \$5 in the conscience jar. Something like this happens more often than you might expect.

We take the stand that fines aren't friendly (being friendly encourages support for the library) and don't deter people from keeping books longer than allowed.

We do stop a person's card if they have items overdue more than time allowed by our Minerva settings. We find this is often a good deterrent -- especially when the patron cannot reserve or download books because his/her card has been stopped.

We also have an ordinance in which we can ask the police to intervene if items are long overdue. We use this when/if the patron has interlibrary loan items long overdue or if the items were acquired via ILL. I try to call the patron before going to the police. That usually works.

Pam Turner
Baxter Memorial Library

7) From: Tina Branco <tbranco24@gmail.com>
Date: Wed, Feb 27, 2013 at 3:22 PM

Here in all-volunteer South Thomaston we also eliminated fines about 3 years ago. Before that we charged .05/day (but only for days that we were open -3 days/week) The amount of time spent calculating and collecting nickels and dimes was deemed very counter-productive and the all volunteer staff often just said -- oh, forget it leaving me to clean up the mess in the automated circ system.

We put out a "guilt jar" (one of our patrons wanted to know when the Quilt was going to be finished and were we going to display it?) and now use that to collect not only overdue money but also "contributions" to pay for printing and copying. The town does not want to have to go through the accounting nightmare so they graciously let us keep the money for incidentals. Last year the monies collected paid for our ILL postage (we're not on the van service.)

It's been a positive experience for both staff and patrons, and I can point out we have the same experience of most people paying way more than we'd ever charge in fines/printing.

Tina Branco,
Director, South Thomaston Public Library
P.O. Box 3
So Thomaston ME 04858
207-593-9312
tbranco24@gmail.com

8) From: <jbenedict@moore.lib.me.us>
Date: Wed, Feb 27, 2013 at 5:42 PM

Hi,

We're a small library so no huge dollar amounts have ever been involved but I stopped charging fines several years ago and just keep a donation jar on the desk. I tell patrons if they ask that we don't charge fines but they can make a donation if they want to - most give more than the fine would have been. Having the jar out also leads to lots of

donations from people who don't have overdue books! I keep a jar of candy right beside the donation jar and many patrons will put money in before they take a piece of candy. I don't keep exact track but I'm sure it must bring it \$500 a year or more.

Jeanne

--

Jeanne Benedict
Henry D. Moore Library
P. O. Box 127
Steuben, ME 04680
207-546-7301

9) From: Audrey Snowden <asnowden@orrington.lib.me.us>
Date: Thu, Feb 28, 2013 at 2:26 PM

Responses interspersed!

Audrey Snowden, Librarian
Orrington Public Library
15 School St.
Orrington, ME 04474
207-825-4938
asnowden@orrington.lib.me.us

Our Board of Trustees is considering a change of policy to eliminate the use of overdue fines here at TML. We are a municipal department of the Town of Cape Elizabeth (pop. 9,025,). We are interested in the experience of any other public libraries that have eliminated the use of overdue fines to help us in our decision making process.

1) When did you eliminate fines?

Last summer.

2) What was your fine rate before you eliminated fines?

5 cents a day, per item.

3) How much money did you raise in fines each year?

Who knows? We collected it in the drawer at the front desk and used it to pay postage on outgoing packages. We never raised enough to deposit, or anything.

4) If known, how much money (in staff time & postage) did it take to manage fines in your library?

We have not done overdue notices in years, so no postage. When checking out books, we would tell patrons, "Do you know you have book x out, and it's overdue? Would you like to renew that so it doesn't accrue any further fines?" And when checking books back in, we informed patrons what they owed right then. Orrington is like a modern-day Mayberry and is thus a special case, but really, our people are for the most part very conscientious.

5) What were the positive outcomes from eliminating fines?

SO much more goodwill. Plus, people seem more open to trying things they might not have otherwise tried; we have not noticed any great increase in titles not being returned. Also, the library used to have two fine-free months per year, and people used to hold on to their overdue books until the fine-free months, which was a pain.

6) What were the drawbacks to eliminating them?

We have not found a one. Not having fines is much more in line with our philosophy, and we receive all of our funding from the town anyway, so charging taxpayers for using their own resources seemed wrong. Even if the books are late, they're being used by the people who paid for them!

7) Did you use any strategies to replace the lost income?

We have a guilt jar. Our completely unscientific hunch is that we are making as much as if not more than what we made through fines.

8) Where these successful?

Yes. Even if we aren't making the same amount in fines, we are getting more people in and circulating more items as people realize the library police have been retired. The risk of not getting items back ever is pretty small considering the boost this library has seen in use.

9) Other thoughts, comments, etc. that might help us in making our decision?

Fines are plain old bad PR. We don't need bad PR in this day and age. We need to be the most user-friendly place possible. If we were relying on overdue fines for library operations we would be in a sad state. Granted, Orrington is a small community with a small library, so it is eminently reasonable to keep tabs on overdues without too much effort. For us, getting rid of fines was a great move.

10) Lisa Richland <lisarichland@gmail.com>

Feb 28

to me

Dear Jay-

We are a small library on eastern Long Island. We eliminated fines about four years ago and it has been terrific. The biggest benefit has been the lack of conflicts about money between staff and borrowers. We do not loan anything to folks who have overdue unrenowable items such as DVDs and video games, or items which have holds pending. This makes sense to people and isn't perceived as punitive. When we eliminated fines, we put a donations box on the circ desk which says: no fines, donations. We have found that the donations are often more than the fine would have been and we make certain that folks know it is absolutely voluntary. of course we do require payment for lost or damaged items. We send email notices in advance of due dates and overdue notices and then bills. The bills are for replacement cost and it is made clear that returning the item voids the bill.

Please feel free to ask any questions you may have about this. It is one of the best things we've done here.

Elimination of Fines
Financial Impact

Est. Rev. FY13					\$6,500.00
Estimated Expenses	Asst Tech. Serv. Lib.	Libr. Asst (Circ)	Circ. Libr.		Total
# of Hrs/Yr	104	234.24	104		442.24
Wage	\$17.09	\$15.22	\$18.46		\$50.77
Total Cost	\$1,777.36	\$3,565.13	\$1,919.84		\$7,262.33
Net. Earnings					-\$762.33

Thomas Memorial Library Board of Trustees
Minutes of Meeting: Thursday, March 21, 2013 at 6:30 pm

In Attendance:

RuthAnne Haley, *Chair*
Ken Piper, *Secretary*
Molly MacAuslan, and Judith McManamy, *Trustees*
Jay Scherma, *Library Director*
Jessica Sullivan, *Town Councilor*

Absent:

Blaine Grimes, Lee Ruddy and Julia Bassett Schwerin, *Trustees*

Agenda:

- 1. Call to Order:** 6:37 PM
- 2. Approval of Meeting Minutes**
 - Motion was deferred to the April 2013 meeting.
- 3. Director's Report for February 2013**
 - Circulation is up 2.7% over last year.
 - Circulation for February 2013 was down from February 2012.
- 4. Work on Mission Statement**
 - Word exercise (see attached for collection of words and pairings)
 - Development of revised mission statement (see attached for working statement)
- 5. Web storage options**
 - Deferred to the April 2013 meeting
 - Jay suggests we consider Google Groups
- 6. Review Policy Manual section Circulation Policy**
 - A motion was made by Molly, and seconded by Judy, to recommend to the Town Council elimination of fines from the TML collection materials. The motion was unanimously **approved**.
- 7. Third liaison to the Thomas Memorial Library Foundation**
 - The TMLF with its expanded board has room for another TML BoT liason.
 - Molly has expressed interested in keeping this role.
 - A motion was made by Ken, and seconded by Judy, to nominate Molly to the TMLF. The motion was unanimously **approved**.
- 8. 2013 BoT Goals**
 - RuthAnne has asked each steward to propose actions with deliverable dates, and assign them to a person for our next meeting.
 - All trustees are asked to review all goal actions proposed and look for lapses in meeting objectives and goals.
 - Continue working on goal actions with your workgroup partner.
- 9. Review of Building Policy**
 - Attendance of our meetings has been less than optimal. Would a different time, day, or week (currently 3rd Thursday of the month) work better?
 - Trustees are asked to email RuthAnne, Jay and Ken with responses.

10. Confirmation of Meeting: The next TMLBoT meeting is scheduled for Thursday, April 18, 2013 at 6:30 PM in the Community Room of the TML.

- Given that this is a school vacation week, will everyone be able to make a rescheduled meeting on April 11? Please email RuthAnne, Jay and Ken with your input.

11. Adjournment: 8:54 PM.

Citizen Participation at Meetings & Workshops

TMLBoT Meetings and workshops: The purpose of the monthly meeting and the occasional workshop is primarily for the Board of Trustees to conduct the business of the Board in accordance with its Charter and by-laws. Prior to Board discussion on any item, members of the public may speak on each agenda item for not more than three minutes each and up to a total of 15 minutes. If there are more speakers than the time available, the Chair may allocate the speaking time in order to balance the debate. The public participation portion shall conclude when the Board of Trustees begins its discussions.

THOMAS MEMORIAL LIBRARY
Policy Manual
Circulation Policies

Purpose: Circulation policies are necessary to enable the maximum use of available materials for the public at large. The Thomas Memorial Library staff recognizes that part of their role as stewards is to ensure the most responsible use of materials for everyone. As such, no special privileges will be granted to any individual or class of patron.

RESIDENTS

Library services are free to all Cape Elizabeth residents, property owners, any student duly enrolled in the Cape Elizabeth school system, and all town employees, including school faculty and staff. Borrowing privileges will be granted to residents five (5) years old and older.

NON-RESIDENTS

Non-residents will pay a nonrefundable annual membership fee equal to the current per capita cost per resident as set by the Town Council. They will enjoy all the privileges and services provided by the library except for reserving library facilities. Non-resident proprietors of local businesses will be given a waiver of the annual membership fee upon request. Adult children of Cape Elizabeth residents who live in a neighboring town must adhere to the regular non-resident policy stated above.

Temporary summer residents will pay a non-refundable quarterly fee equal to 25% of the regular nonresident fee, plus a refundable fifty-dollar (\$50.00) deposit.

The Library Director reserves the right to waive a non-resident fee.

CIRCULATING COLLECTION

Registration at the Thomas Memorial library allows patrons in good standing to borrow, renew and reserve books, periodicals, and audiovisual materials.

Reference materials do not circulate, but photocopies of reference items may be made at the going copying rate set by the Town. Copying costs for the first ten (10) pages are waived, and charged at a reduced rate per copy after that. The most current issue of adult periodicals does not circulate.

REGISTRATION AND LIBRARY CARDS

Patron registration must be done in person at the Library. Adult patrons are defined as any patron in ninth (9th) grade and older. Applicants will be expected to produce proof of identity and residency.

Identity may be established using any of the following documents containing photographs and physical information:

U.S. Passport, valid state driver's license, state or federal ID card, school ID card, U.S Military IDs.

For those under 18 who cannot present a document listed above, the following documents will be accepted: School record or report card, Clinic or Doctor Record, or a Day-care/Nursery School Record.

Residency may be established using any of the above documents plus:

Deeds, Rental Agreements or Utility bills addressed to the applicant at a local street address.

THOMAS MEMORIAL LIBRARY
Policy Manual
Circulation Policies

All children between the ages of five (5) and through the completion of eighth (8th) grade must have a parent or guardian's signature on his or her registration card. Parents should understand that while their signatures do not compromise the Library's policy on confidentiality they remain fiscally responsible for all damages or losses incurred by the minor.

Patrons are given a plastic library card that serves as their key to all library services:

1. Adult patrons must present a library card or photo ID to proceed with all circulation transactions. Children must present a library card or one of the ID documents specified above.
2. The library will assume that any person presenting a library card is authorized to use it, unless that card has been reported lost or stolen. Proper ID will be required in order to replace a card that has been reported lost or stolen.
3. Upon applying for a library card, all cardholders must sign the following statement:

I agree:

~~To observe all rules and policies of the library, to be responsible for all materials borrowed with my card, and to pay all fines and fees associated with its use.~~

~~To report the loss, theft, or abuse of my card immediately. I understand that I am responsible for any items checked out on my card prior to it being reported lost.~~

~~To report changes in my account information in a timely manner.~~

~~That the library shall assume that any person presenting my library card is authorized to use it unless I have reported the card lost or stolen.~~

~~That I waive my rights of confidentiality whenever I allow another person to use my card.~~

BOOK DROP

A book drop is available for most returns when the library is not open. Patrons are asked to return items to the circulation desk during the library's open hours. Because they are easily damaged, audiovisual materials must be returned in person at the circulation desk and not in the book drop. Patrons will be held responsible for audiovisual items improperly returned via the book drop.

THOMAS MEMORIAL LIBRARY MATERIALS

BORROWING LIMITS

No limits will be placed on the number of items that may be borrowed at one time.

BORROWING PERIOD

Books and audio recordings are loaned for a period of (3) three weeks. Periodicals circulate for one (1) week. Most videos circulate for one (1) week. Videos that run over five (5) hours circulate for three (3) weeks. Music recordings circulate for (1) one week.

THOMAS MEMORIAL LIBRARY
Policy Manual
Circulation Policies

RENEWALS

Renewals may be made by phone, or in person during regular Library hours, or online twenty-four hours a day, seven days a week. Reserved items will not be renewed and will accrue overdue fines. All circulating material may be renewed (1) one time. Books and audio books may be renewed for (2) two weeks. All periodicals, videos, and music recordings may be renewed for (1) one week. A patron may renew another family member's materials, subject to the library's policy governing confidentiality of patron records.

OVERDUE CHARGES

LOST AND DAMAGED MATERIALS

When a patron damages material beyond repair, loses material, or does not return material, he or she must pay to replace the item(s). The Library reserves the right to purchase items in editions specific for library use. The charge will be the retail price of the material; all overdue fines on the material being paid for will be waived. The patron may keep the damaged material once it is paid for. As funds for lost items are immediately allocated for replacements to the collection, the library cannot refund monies paid for items found at a later date.

If no price is recorded for an item, staff will consult a reliable Internet source for the most current price. If an item is out of print, the patron will be charged according to the schedule of replacement charges for out of print items (see Appendix E.)

SUSPENSION OF LIBRARY PRIVILEGES

Borrowing privileges are suspended when materials have been overdue for two (2) months or more. For the purpose of this policy, all items not returned at the time a *Letter of Suspension* is issued shall be construed as "lost" and subject to replacement charges

Failure to pay for lost or damaged materials will result in the suspension of library privileges.

Delinquent borrowers may not borrow, renew, or reserve items or request interlibrary loans until materials are either returned or compensation for the materials is made.

CLAIMED RETURNED

In good faith, the Library allows patrons to claim up to (3) three items returned before borrowing privileges are suspended.

RESERVES

Patrons in good standing may reserve materials that are not immediately available. As soon as an item is available, the patron will be notified. Reserved materials will be held no more than (1) one week during which the Library will contact the patron via email and/or by phone (2) two times. Failure to pick up an item or to respond to the notification will result in the patron being removed from the reserve list for that item. Patrons may initiate a request for the item again. There is a maximum limit of (15) fifteen items that may be reserved at one time.

THOMAS MEMORIAL LIBRARY
Policy Manual
Circulation Policies

Patrons who are away from Cape Elizabeth for an extended period will be removed from reserve lists.

The Thomas Memorial Library will seek to facilitate the educational mission of the Cape Elizabeth schools by placing on in-house reserve topical materials related to a unit of study when specifically notified by a faculty member or librarian within the school system. Items on in-house reserve will be treated as reference materials. Requests for placing items on in-house reserve must be made a minimum of (2) two weeks in advance. Materials may be placed on in-house reserve for no more than (1) one school term.

PATRON REQUESTS FOR MATERIAL

The Library will consider for purchase any material requested by a patron that is not currently owned or on order. All such requests will be subject to the Library's Collection Development Policy

INTERLIBRARY LOAN MATERIALS

For items outside the scope of the library's collection, interlibrary loan is available. The library will make every reasonable effort to obtain these materials for all registered patrons in good standing. Patrons can place interlibrary loan requests directly online at the Library or on a home computer. Requests can also be made by phone or at the Library. The Thomas Memorial Library participates with numerous libraries around the state in the cooperative *Maine Info Net Electronic Resources Via Automation* project. The MINERVA consortium provides patrons with an easy-to-use catalog that is available over the Internet 24 hours a day, 7 days a week. The system makes it possible for a patron to directly access his or her borrower's record to check on due dates and fines, or to renew materials. MINERVA also provides users with a gateway to library catalogs around the state.

Items borrowed through the Maine Info Net (Minerva and INN-Reach) or from other libraries outside of the consortium are subject to policies set up by those institutions.

BORROWING LIMITS AND RESERVES

No limits will be placed on the number of items that may be borrowed at one time. There is a maximum limit of (15) fifteen items that may be reserved at one time.

BORROWING PERIOD

Minerva loans circulate for (3) three weeks, with the exception of all videos, periodicals, and music recordings, which circulate for one (1) week. INN-Reach loans circulate for (4) four weeks. All other loans circulate for a period predetermined by the lending institution.

RENEWALS

Reserved items will not be renewed. Renewal periods are set according to the policies of the Minerva Consortium or by the lending institution.

OVERDUE CHARGES

THOMAS MEMORIAL LIBRARY
Policy Manual
Circulation Policies

Overdue fines for Minerva and Inn-Reach items are charged at the rate of ten (10) cents per day per item for all patrons. There is a one-day grace period before fines begin to accrue. There are no overdue charges for items borrowed from institutions outside the consortium.

LOST AND DAMAGED MATERIALS

When a patron damages material beyond repair, loses material, or does not return material, he or she must pay to replace the item(s). For items in print, replacement costs are confirmed with the lending institution. For out of print items, replacement costs follow either follow a set schedule if they are loaned through Maine InfoNet (see Appendix E) or by the lending library, if loaned by a library outside of the consortium.

All such items must be paid for by a check made out to the lending library and given to the Thomas Memorial Library.

Failure to pay for lost or damaged materials will result in the suspension of library privileges.

Delinquent borrowers may not borrow, renew, or reserve items or request interlibrary loans until materials are either returned or compensation for the materials is made.