

## **CIRCULATION POLICIES**

Circulation policies are established as a compromise between the Library's commitment to make materials available to the entire community and the individual's need for adequate access to particular items.

### **LOAN PERIOD:**

Library materials may be borrowed for the following periods as per BCCLS policy:

Books - 28 days	Compact Discs - 14 days
New Books - 14 days	Audiobooks - 28 days
Holiday Books - 14 days	Periodicals - 14 days
Travel Guides - 14 days	DVDs - 3 days and 14 days
College Guides - 14 days	Hotspots 14 days
Book Express - 14 days	Library of Things - 14 days

Reference books, newspapers, microforms, and other material(s) left at the Director's discretion do not circulate.

Specified loan periods of Franklin Lake materials may be altered temporarily when deemed appropriate by the Library Director.

### **NUMBER OF ITEMS BORROWED:**

Limiting the number of items an individual may borrow allows similar materials to be available to other borrowers. Borrowers may have up to fifty (50) items charged out on their card at one time.

The Director has the authority to temporarily alter the above limits of Franklin Lakes materials when deemed appropriate.

### **OVERDUE FINES:**

1. Beginning January 1, 2022, the Franklin Lakes Public Library has eliminated late fees for Franklin Lakes circulating materials and cleared patrons' debt because of the exclusionary impact of fines and card blocks.
2. Items from special collections such as museum passes, Inter-Library Loans, Library of Things, and WiFi Hotspots will continue to have overdue fees attached, including items from other Bergen County Cooperative Libraries that are not fine-free.
3. Franklin Lakes Library cardholders who have fines on other BCCLS library items are recommended to pay those fines online through [www.BCCLS.org](http://www.BCCLS.org). A \$.50 service charge is added to all online payments.
4. The goals of eliminating the fines are to remove barriers to the library, encourage reading, and move toward a more equitable society.

5. If you return an overdue item or pay for its replacement cost, your account will be reinstated, and no fines will be charged.
6. To avoid overdue fines from non-fine-free libraries, automated notices are sent via the patron's preferred method (email or text). 1st Overdue notices are sent electronically at 14 days, and 2nd Overdue notices are sent electronically at 28 days. Billing notices are sent via mail when materials are 60 days overdue.

#### LOST/DAMAGED MATERIALS:

1. The library's charges for lost materials or the replacement of seriously damaged materials shall be consistent with the prevailing unit prices approved by the BCCLS System Council, which are adjusted occasionally as needed. These unit prices are outlined in the BCCLS Policies and Procedures Manual.
2. The unit price of an item is a set dollar amount that becomes the default unit price for consistency and uniformity. Libraries may change the unit price to reflect the actual list price of the item. If a library replaces the default unit price, the patron or library will be billed at that amount.
3. Member libraries may accept payment for lost materials owned by any BCCLS library.
4. Borrowers are responsible for overdue fines on lost or damaged material(s).
5. Replacement prices for kits, Library of Things, or miscellaneous materials may be locally defined.
6. Suppose the Franklin Lakes Library has reimbursed another library for a lost item borrowed by a Franklin Lakes cardholder. In that case, the borrower is responsible for all charges, even if the item is found.

#### RESERVES:

Reserving library materials is a specialized service that the library provides at a user's request. "Reserve" designates that an item will be set aside for an individual when it becomes available. Borrowers requesting this specialized service must be cardholders in "good standing," i.e., no overdue books or outstanding fines.

1. Reserves may be placed on items presently on loan to another user or order. It also includes those materials that the library obtains from another library specifically for use by that individual. (See D: Interlibrary Loan)
2. The individual will be notified when the material becomes available. The requested item will be set aside for four (4) days from the date of notification. Users must pick up material within this period; otherwise, it will be passed on to the next person or returned to the shelves.
3. Exempt materials may not be reserved, held, or sent to other libraries for borrowing.

#### SPECIAL SERVICES:

1. JerseyCat: The library will try to locate materials unavailable within the BCCLS system for resident cardholders in good standing, per guidelines for interlibrary loans adopted by the American Library Association or the New Jersey State Network. While this service is officially a library-to-library transaction, the individual Franklin Lakes borrower assumes responsibility for the material while it is in their possession and agrees to all local circulation policies.
  - a. A maximum of five (5) JerseyCat requests per borrower per day will be accepted.
  - b. The requestor will pay any charges assessed by the lending library for delivery or photocopying.
  - c. Overdue charges will be assessed according to the same Franklin Lakes Library materials schedule.
  - d. No requests for renewal of items will be honored unless the item is overdue.
  - e. ILL materials that are not picked up by the requestor shall be returned to the lending library by the due date
2. Book drop
  - a. The library provides book drops for users' convenience, primarily after hours.
  - b. Hotspots may not be returned in the book drop as they are fragile. They must be returned to the Circulation Desk and checked in. Patrons will be responsible for any damage to the item if it is returned via the book drop.
  - c. In addition, Library of Things items may not be returned in the book drop.
3. Interlibrary Delivery
  - a. All library materials will be sent to requesting libraries on behalf of their borrowers, and returns will be accepted at other libraries.

#### MISCELLANEOUS:

Patron Identification Numbers (PINs) will be available for residents who wish to access their current borrowing status, see items they have checked out, place loan requests, and manage holds on their library account. These numbers selected by the borrower are four (4) digit numerals that enable a person to see and print a list of all items on their borrower's card. Borrowers with PINs are expected to remember and keep their numbers in a safe place. The library will not maintain a cross-reference file of PINs; once entered into the computer system, these numbers are not retrievable.

#### IMPLEMENTATION NOTES:

##### **Renewals**

For the public's convenience, items may be renewed online (using a PIN) or by telephone. The following conditions shall apply:

1. At the time of the renewal request, the borrower must be in good standing with no outstanding fines or fees over \$10.00.

2. If the item has no holds, we may reset the due date or do a "special renewal" if it's not overdue. If an item is overdue, we request the patron to bring it in, and, at our discretion, we may check it in and back out to the patron again if there are no holds.
3. Following the rules specified by BCCLS, a library may not override the loan policy of another library. If the renewal limit of the owning library is reached, it is the patron's responsibility to return the items promptly. If an override is necessary, staff must ask the borrower to deal directly with the owning library and relay that library's telephone number.

### **Reserves and Requests**

Purchase requests are referred to the appropriate department and selector for consideration.

### **LOST AND DAMAGED:**

1. If lost or the item has sustained significant damage, the patron will be responsible for the item's replacement cost.
2. Any overdue charges will be added to the amount due.
3. Franklin Lakes Public Library will follow BCCLS policy for materials owned by other libraries.

### **MOBILE HOTSPOT CIRCULATION POLICY:**

**Eligibility:** The person borrowing a Hotspot must be a Franklin Lakes resident, 18 years or older, with a valid Franklin Lakes Public Library card in good standing.

**Availability:** Hotspots are available on a first-come, first-served basis. Only one (1) Hotspot may be borrowed by a household.

**Loan Period:** Hotspots are checked out for two (2) weeks. Renewals are not permitted. Returns: Hotspots MAY NOT be returned in the Book Drop as they are fragile. They must be returned to a Library's Circulation Desk staff member and checked in. Patrons will be responsible for any damage to the item if it is returned via the book drop.

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

**Lost or damaged hotspot:** Any hotspot not returned after 30 days will be assumed lost and the patron charged. The charge for a lost hotspot is \$100. The Library Director will determine the charge for a damaged hotspot. A lost or damaged cord, bag, or charger will be charged at the current market replacement cost.

**Internet Use:** The Franklin Lakes Public Library is not responsible for information accessed using this device or personal information shared over the Internet. The Borrower agrees that the Hot Spot is the property of the FLPL and agrees to conform to all the rules and regulations related to the use and handling of the device and protect the device from damage and misuse.

*Approved: 6/21/2010*

*Current Revision: 1/2024*