

# **Milton Public Library**

## **Borrowing Policy**

### **Policy Statement**

In keeping with its mission to enrich the community by connecting people to the world of ideas, information, and imagination, the Milton Public Library has established a borrowing policy to provide fair and equitable services to our library patrons. The primary purpose of this policy is to outline the rules and regulations associated with borrowing library materials.

### **Regulations**

#### **General Provisions**

1. Patrons must present a valid OCLN library card to borrow materials. Patron may use non-OCLN library cards if they are properly entered into the OCLN database.
2. Patrons who owe more than \$5.00 in fines or fees will not be allowed to borrow materials.
3. The Library reserves the right to limit the number of items borrowed on a specific subject or by a single author.

#### **Borrowing Items From OCLN Libraries**

4. Patrons may borrow items from outside the Milton Public Library. The Milton Public Library is a member of the Old Colony Library Network (OCLN), which is made up of 26 public and two academic libraries that share materials and resources. An OCLN library is defined as one of the 28 member libraries.
5. Patrons may request that OCLN materials be sent to the Milton Public Library for borrowing, when available.
6. Patrons may visit other OCLN libraries to borrow materials.

#### **Borrowing Items From Non-OCLN Libraries**

7. Patrons may borrow items from outside the Old Colony Library Network. A non-OCLN library is defined as any Massachusetts library that is not a member of OCLN (for example: Boston Public Library, UMASS-Boston).
8. Patrons may request that non-OCLN materials be sent to the Milton Public Library for borrowing, when available. Request may be made using the online Massachusetts Virtual Catalog, or by making a request through the library's Reference Department.
9. Patrons may visit non-OCLN public libraries to borrow materials. Patrons may contact academic libraries to inquire about direct borrowing privileges.
10. Patrons may borrow materials from libraries outside of Massachusetts by making a request through the library's Reference Department.

## Returning Materials

11. Most library materials may be returned to any OCLN library, with the following exceptions:
  - a. Interlibrary Loan (ILL) and Massachusetts Virtual Catalog materials must be returned to the library they were borrowed from.
  - b. Museum passes must be returned to the Circulation Desk in Milton.
12. Materials borrowed from non-OCLN Massachusetts libraries may be returned to the Milton Public Library. These materials will be sent to the owning library and will not be checked in (and taken off the patron's library account) until received by the owning library.
13. The Milton Public Library's outside book return is open at all times. Patrons are asked to please return one item at a time through the book drop.

## Renewals

A *renewal* extends the borrowing period of library materials for another loan period of the same duration. A renewal acts as borrowing the same item for a second time.

14. With the exception of items on reserve/hold for other patrons, all Milton-owned items may be renewed one time.
15. The number of renewals available on non-Milton items is determined by the local policies of the owning library.
16. Library materials may be renewed in person at the Library where a valid library card must be presented. Materials may be renewed by telephone with a valid OCLN library card number. Materials may also be renewed remotely via the Library's web catalog unless the item is overdue or on reserve/hold for another patron.
17. Items borrowed from non-OCLN libraries include Virtual Catalog materials and Interlibrary Loan materials. These items may not be renewed.

## Holds/Reserves

*Placing a hold* means requesting an item to be kept for a patron when it becomes available in the library.

18. If an item is not available in the Milton Public Library, a patron may receive an item from another OCLN library. If there are no available copies of an item, a patron will be entered into a waiting queue for that item based on when they placed their hold.
19. A valid OCLN library card is required to place a hold. Holds can be placed in the following ways:
  - In person, at a library public service desk
  - By telephone
  - In the library, using the Library's web catalog
  - Remotely, using the Library's web catalog
20. Hold items are available for patrons at the Circulation Desk. Patrons may borrow available hold items using a valid OCLN library card.
21. Library staff pulls hold from the OCLN holds list at least three times a day. Holds may not be available on the day they are placed. Patrons will receive notification when the item is available for pickup.

- 22. The Library sends email notification, or a text message when hold materials become available. If a patron does not have an email account, or text account attached to their library record, we will call the patron when an item becomes available.
- 23. Available hold items will be held for five to seven days.
- 24. Materials not owned by any OCLN library may be requested from non-OCLN libraries directly via the Virtual Catalog or by submitting and Interlibrary Loan request.

**Loan Periods**

A *loan period* is the length of time a patron may borrow an item.

- 25. All loan periods, fines and charges listed below apply to Milton-owned materials only. Materials owned by other OCLN libraries may have varying loan periods and charges based on the library that owns the item.

*Loan Periods for Milton Public Library Items*

ITEM TYPE	LOAN PERIOD
Most Adult, Teen and Children’s books Audiobooks Music CDs Software	21 days (3 weeks)
New books Magazines	14 days (2 weeks)
Movies (DVDs & videos) Videogames	7 days (1 week)

**Library Charges**

*Overdue materials* are items that have not been returned to the library by the end of an item’s loan period, also known as the item’s due date.

*Fines* are the monetary charge for overdue materials. Fines accrue for each day an item is overdue. Fines do not accrue on days that the library is closed.

- 26. All charges must be paid in cash or check; the Library does not accept any other forms of payment.
- 27. Patrons assume certain responsibilities when borrowing library materials. It is the responsibility of the borrower to renew materials, or return materials by the due date, or pay fines for the overdue materials.
- 28. All overdue charges listed below apply to Milton-owned materials only. Materials owned by other OCLN libraries may have varying charges based on the library that owns the item.

### Overdue Charge Schedule for Milton Public Library Items

ITEM TYPE	DAILY FINE	MAXIMUM FINE PER ITEM
Adult & Teen books Audiobooks Music CDs Software Magazines	.20 cents	\$5.00
Children's books	.10 cents	\$5.00
Movies (DVDs & videos) Videogames	\$1.00	\$10.00

#### Other Charges

29. Replacement fee for a lost library card is \$2.00.

#### Lost Materials

A *lost book/item* is a library material that is not returned to the Library. Items not returned within sixty days of the due date are considered lost. Items reported lost, misplaced, or missing by a patron are also considered lost.

30. Patrons assume certain responsibilities when borrowing library materials. It is the responsibility of the borrower to return materials, or be subject to a replacement fee for the item.
31. The replacement cost of lost Milton items is determined by the retail price of the item at the time of purchase. Patrons paying for a lost item must pay this full amount.
32. Any accrued overdue fines for a lost item will be cancelled upon payment for replacement.
33. Patrons will be issued a receipt upon payment for an item. If a patron locates a lost Milton item they can receive a refund if returned within thirty days of payment. The patron must bring both the lost item and the receipt to receive reimbursement for the item.
34. The Library does not offer reimbursement for paperback items.
35. The Library does not accept replacement copies of materials in lieu of a fee.
36. The above standards only apply to Milton Public Library items. For items owned by a non-Milton library, local policies apply and payment is made to that library.

#### Damaged Materials

A *damaged item* is an item that is not returned in the condition in which it was borrowed. Damage includes, but is not limited to: wet, stained, sticky, sandy, chewed, missing pages, written in, or missing pieces.

37. It is the responsibility of the patron to return items in the same condition as when the item was originally borrowed or be subject to a replacement fee for the item. The Library checks all returned items to make sure that they are not damaged so only materials in good condition are in our circulating collection.
38. The replacement cost of damaged Milton items is determined by the retail price of the item at the time of purchase. Patron paying for a damaged item must pay this full amount.
39. Any accrued overdue fines for a damaged item will be cancelled upon payment for replacement.

40. The Library does not accept replacement copies of materials in lieu of a fee.
41. The above standards only apply to Milton Public Library items. For items owned by a non-Milton library, local policies apply and payment is made to that library.

### **Claims Returned Materials**

A *claims returned* item is a library material that a patron has borrowed, that is not set to returned in the library database, but that the patron claims was returned to the library.

42. If a library patron is notified that they have not returned a Milton Public Library item and that patron claims they have returned it, library staff may set the item to Claims Returned. The library staff will then check the shelf for the item and will continue to periodically search for the item. This item will remain on the patron's account with a Claims Returned status until the item is found.
43. A patron is only allowed to have three items with a Claims Returned status. Additional items will be marked as Lost and patrons will be billed for the replacement.
44. Items from non-Milton libraries are subject to the policies of the owning library. Some libraries use the Claims Returned status and others do not. Patrons should contact the owning library to determine their policies.

### **Claims Never Checked Out Materials**

A *claims never had* item is a library material that appears on a patron's library account, but that patron claims was never borrowed.

42. If a library patron is notified that they have not returned a Milton Public Library item and that patron claims they never borrowed the item, library staff may set the item to Claims Returned. The library staff will then check the shelf for the item and will continue to periodically search for the item. This item will remain on the patron's account with a Claims Returned status until the item is found.
43. A patron is only allowed to have three items with a Claims Returned status. Additional items will be marked as Lost and patrons will be billed for the replacement.
44. Items from non-Milton libraries are subject to the policies of the owning library. Some libraries use the Claims Returned status and others do not. Patrons should contact the owning library to determine their policies.

Adopted by the Library Board of Trustees, 9/16/14.