



Patron Circulation Policy	External Policy	Version 1.0
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## Purpose

To define the eligibility and requirements for a library card, and to clarify the responsibilities for patrons when materials have been checked out, and are in their possession.

## Policy

### 1. Library Cards

- a. All patrons of Massachusetts may apply for a library card regardless of their place of residence. Out of network residents may purchase a library card for \$10.00. All in network patrons 16+ may apply for a library card.
- b. Library cards expire every two years.
- c. A patron must show a current appropriate photo ID and proof of address to apply for or reactivate a library card.
  - i. *Acceptable forms of ID can include government issued identification (state ID, Driver's license, passport) or school IDs and report cards for minor patrons.*
  - ii. *Proof of address must be a government issued ID, utility bill, tax statement or bank statement. A Post Office Box or business address is not acceptable as proof of address.*
- d. CWMARS patrons are allowed only one library card from all CWMars network libraries.
- e. Patrons who live in an in-network Massachusetts town and are over 13 years of age may register for an eCard. An eCard is a CWMARS library card that you can register for online to access electronic materials, such as ebooks, audiobooks, magazines, and databases. The eCard is for patrons who do not already have a CWMARS library card and may be upgraded to a physical library card with borrowing privileges by visiting your local library.
- f. Patrons may use the CWMARS App for iOS and Android to display and use their digital library card.
- g. Organizations can apply for a library card. The Director of an organization must submit a letter on official letterhead with a list of users. Organization library cards will be kept at the library at the Circulation Desk.
- h. Patrons should report lost cards immediately. Cardholders are responsible for all materials checked out on their card up until the card is reported. Patrons will have a 30- day grace period to replace their library card if lost
- i. Library cards will become blocked if your material owed is more than \$10.00 or has expired.
- J. It is up to the discretion of the Director or designated library staff to make decisions for extenuating circumstances to check materials out with overdue balances.

### 2. Checking Out Materials

- a. According to the CWMARS policy, patrons must have their library card (physical or digital) and photo ID to check out material.
- b. Authorized users can pick up materials on behalf of another patron if they are listed on the patron's account. In order to pick up materials, the authorized user must have the owning patron's library card or a photo ID proving they are the authorized user listed on the account. Patrons are limited to list two authorized users to their account.
- c. Patrons will check out all of their materials prior to fifteen minutes before closing each day.
- d. All patrons are responsible for materials checked out on their library card. Parents/guardians are responsible for the material checked on library cards of children for whom they registered a card. All materials must be checked out for the patron or patron's household.
- e. Most materials picked up at the Millbury Public Library can be returned to any CWMARS library location. However, specific "Library of Things" items must be returned to the Millbury Public Library.

### 3. Renewals

- a. Materials checked out of the library will automatically renew once for the same length of time as the original lending period. A patron may request an additional renewal in person or over the phone at the discretion of the lending library.

### 4. Holds

- a. All patrons are able to place an item on hold through our CWMARS online catalog, by telephone, or in person by a staff member as long as the patron's card is not blocked for any reason.
- b. Material requested will be kept for seven days before returning to its original owning library.
- c. If a patron has overdue materials, their library card is blocked or expired they cannot check out holds from other libraries.

### 5. Late Fees, Fines, and Penalties

- a. Materials
  - i. *Our library does not charge late fees.*
  - ii. *If materials are not returned or are damaged, the patron is responsible for the replacement cost or must replace the materials in "like-new" condition.*
  - iii. *If materials are borrowed from another CWMARS network library, different renewal periods, fees, and policies may apply.*
- b. Museum Passes
  - i. *If a museum pass becomes lost, it is the responsibility of the patron for any expenses accrued to replace the museum pass. Fees vary from one museum pass to another.*