



BEDFORD PUBLIC LIBRARY

Circulation Policy

Library Card Eligibility

New patrons may sign up for a library card in person or online. If an account is created online, the account is considered temporary until the registrant visits the Library to obtain their physical card. Proof of Bedford residency or Bedford employment is required to receive a library card. After 30 days, if the registrant does not come to the Library to receive a physical card, the account will be deleted. All new cardholders will agree to obey all the rules and regulations of the Library, promptly pay all fees charged against them for damage to or loss of books, and to give the Bedford Public Library staff immediate notice of any change of address.

Bedford Residents/Property Owners

Residents of and property owners in Bedford are eligible for a free Bedford Public Library card. Proof of residency is required to establish an account; acceptable forms of proof include:

- driver's license (or non-driver ID card) with a Bedford address
- recent utility bill addressed to the resident at their Bedford address
- current car registration

Bedford Public Library resident accounts are valid for three years from the registration date. Cardholders are required to provide proof of Bedford residency or ownership of property located in Bedford, in order to renew their library account for an additional 3 years.

Children ages 6 and older are eligible for a card and must be accompanied by a parent or guardian when signing up.

Employed in Bedford Cards

Accounts for people who are employed by a business located in Bedford (including Bedford branches of national or regional companies) or Town of Bedford departments or the SAU 25 school district are eligible for a free Bedford Public Library card. Proof of employment is required to establish an account; acceptable forms of proof include:

- recent paystub listing the employee's name and the Bedford address of employment
- letter from employer
- current SAU badge, if employed within the Bedford school system

These accounts are valid for one year from the registration date. Cardholders are required to provide proof of or employment in Bedford in order to renew their library account for an additional year.

Temporary residents

Temporary resident library cards are issued at the discretion of the Head of Circulation.

Non-residents

People wishing to obtain a Bedford Public Library card, who do not live, work, or own property in town, may purchase a library card for \$100 per year. The purchase of a library card does not guarantee the services the patron wishes to utilize will be available throughout the year of card ownership. Subscriptions to print and online services may change at any time.

Library User Records

Library accounts are confidential. Staff cannot disclose information regarding a patron's account to anyone but the cardholder, regardless of the cardholder's age. This includes the cardholder's personal information, as well as the titles of material checked out or lost on the patron's account.

NH RSA 201-D:11 Library User Records; Confidentiality

- I. Library records which contain the names or other personal identifying information regarding the users of public or other than public libraries shall be confidential and shall not be disclosed except as provided in paragraph II. Such records include, but are not limited to, library, information system, and archival records related to the circulation and use of library materials or services, including records of materials that have been viewed or stored in electronic form.
- II. Records described in paragraph I may be disclosed to the extent necessary for the proper operation of such libraries and shall be disclosed upon request by or consent of the user or pursuant to subpoena, court order, or where otherwise required by statute.
- III. Nothing in this section shall be construed to prohibit any library from releasing statistical information and other data regarding the circulation or use of library materials provided, however, that the identity of the users of such library materials shall be considered confidential and shall not be disclosed to the general public except as provided in paragraph II.

It is the responsibility of the cardholder to keep the contact information on their library account accurate. Any change of address, email, or phone number shall be promptly changed through the patron's online account or reported to library staff. If it is disclosed the patron is no longer eligible for a Bedford library card due to a move or change in employment, the patron agrees to forfeit their card before the expiration.

The Bedford Public Library may purge the records of those cardholders whose accounts have expired.

Borrowing Materials

A valid library card should be presented in order to borrow material. If the user does not have their card, a current driver's license (or non-driver ID card) will be accepted.

Most library material circulates for two weeks. DVDs, magazines, children's holiday books, and video games circulate for one week. Bedford Library materials will automatically renew up to three times unless the item has been requested by another patron. Emails are sent out two days prior to the due date to inform the account holder if the item has automatically renewed or not, and will provide the new due date if so.

The Bedford Public Library does not charge overdue fines.

There is no limit on the number of physical items checked out on an account. Limits on digital materials may apply.

Library materials may be returned at the Bedford Public Library or to another GMILCS library. Interlibrary loans must be returned to the Bedford Public Library.

Lost and Damaged Items

- Circulation will be restricted for patrons who owe more than \$5.
- Cardholders are responsible for all items checked out under their account, and are financially accountable should the item be lost or returned in a condition deemed unacceptable by the Head of Circulation.
- Once a library item has been overdue by 40 days, a bill for the replacement cost will be mailed to the address on file. If the item is returned within 60 days and is in good condition, the replacement cost will be waived from the account.
- If the item is returned past 60 days and the Library has purchased a replacement copy, the patron will still be responsible for the replacement cost of the item.
- Cardholders will be charged the replacement cost of materials that are damaged. A fee may be charged for items that are damaged but repairable at the discretion of library staff, including a processing fee. Cardholders may be assessed a fee rather than the replacement cost of material if the Library is able to replace partially lost or damaged items (e.g., one audiobook disc, damaged DVD case).
- Cash and check payments are accepted at the Library. Debit and credit card payments may be made online. An additional service charge will be applied to credit and debit card payments.
- At the discretion of the Head of Circulation, the Library may accept replacements in lieu of payment for the cost of lost or damaged materials.

Common Borrower Card

Bedford belongs to the GMILCS consortium of 12 area libraries. The GMILCS, Inc. consortium serves the libraries of Amherst, Bedford, Derry, Goffstown, Hooksett, Hudson, Manchester, Merrimack, Milford, Salem, Windham, and New England College.

A Bedford Library card is a common borrower card. A valid library card from the Bedford Public Library will be honored at the libraries listed above.

Please note that Interlibrary Loan items, Library of Things, Museum Passes, and children's programming registrations are available only through your home library.

Interlibrary Loan

Interlibrary loan (ILL) is a material transaction between the Bedford Public Library and a library outside of the GMILCS consortium. These requests are made for items that are not available for lending within the consortium.

Interlibrary loan requests may be placed on books, DVDs, audiobooks, music CDs, and photocopies of periodicals.

Interlibrary loan is a free service within New Hampshire; any applicable out-of-state interlibrary loan fees are the responsibility of the patron. The Bedford Public Library pays postage for out-of-state interlibrary loans.

Placing an interlibrary loan request does not guarantee the owning library will send the requested material.

Library accounts must be in good standing (not expired and less than \$5 in fees) before patrons may request or check out interlibrary loans. Patrons may have up to three active interlibrary loan requests open at one time.

Patrons must contact the Bedford Public Library and request a renewal for any interlibrary loan. A renewal may be granted at the discretion of the loaning library.

If an interlibrary loan is overdue past 40 days, the cardholder will be billed for the replacement cost of the item. If the item is not promptly returned (and if Library staff must contact the patron more than once about billed item) the patron will be restricted from requesting interlibrary loan materials for 6 months.

Lost or damaged interlibrary loans should be paid for immediately. The Head of Circulation will contact the owning library to obtain the replacement cost and any applicable processing fees, and adjust the balance in the patron's account accordingly. Cash and check payments for lost or damaged ILLs can be made at the Bedford Public Library.

Approved by the Board of Trustees, January 19, 2024