

# CIRCULATION POLICY

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## Getting a Library Account

### Library Account Registration and Issuance of Library Cards

Library accounts are provided free of charge to:

- Mountainside residents
- Nonresident property owners
- Nonresidents employed within Mountainside
- Temporary residents residing in Mountainside for less than 1 year

Library accounts may be initiated in-person or online for residents only. For those signing up for an account online, a third-party vendor verifies all patron information. If the information cannot be verified, the patron must apply for a card in-person with required identification. Patrons who have successfully signed up online may use their assigned account information to place items on hold and access digital materials. If desired, they may also come to the library to get a physical card.

Members in good standing of libraries in communities that participate in the following reciprocal programs are welcome to use their community's library card at the Mountainside Library

- Members of the MAIN Library Alliance
- Members of Open Borrowing communities including STELLA (formerly LMxAC with libraries in Middlesex, Monmouth, Somerset, and Union counties), BCCLS (many Essex and Bergen county libraries), PALS (Passiac Library System), Warren, and Sussex counties
- Members of the Middlesex Union Reciprocal Associated Libraries (MURAL) communities

Members of Open Borrowing communities and MURAL communities may not place holds and may not borrow digital items.

### Requirements

In order to obtain a library card an individual must provide:

- A current government issued photo ID such as a driver's license, state identification card, or a passport.
- Proof of current address such as a driver's license, state identification card, utility bill, property tax statement, official lease, or an issued change of address card from the NJ Motor Vehicle Commission.
- Non-residents who work within Mountainside must provide proof of employment at a local business or employer in addition to photo ID.
- Non-residents who own property or a business must provide proof of property ownership in the form of a Borough tax bill in addition to their photo ID and proof of address.

### Library Card Purchase

Those who are not eligible for a Mountainside Public Library Card and do not have access to our collection through a library with reciprocal privileges, or for those who wish to have privileges beyond what is available as a nonresident are able to purchase a MAIN Library Alliance card for an annual fee of \$300. This card offers the full range of privileges at the Mountainside Library and MAIN Library Alliance member libraries. Proof of identification and address as detailed above are required to purchase a card.

### Library Account Expiration

Library cards are issued to Mountainside residents for 3 years. Cards for all other patrons are valid for 1 year. Library cards will not be renewed for patrons whose outstanding library account charges exceed \$10.00. Once the charges are less than \$10.00, a card may be renewed.

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## Use of Library Cards

1. Patrons must provide a library card or electronic image of the card with the bar code in order to check out material. In absence of a library card, staff may be able to use a photo ID if the information on the ID is an exact match to the information in the library's patron database.
2. Patrons under the age of 18 may give their address and phone number as proof of identification, but both the address and phone number must match those in the library's records. If the child cannot provide address and phone number, a parent may do so for them, in person.
3. Whenever a patron calls into the Library to conduct a transaction on his/her account, he or she must provide his or her name or library card number. A patron may only conduct phone transactions on his/her own account or the account of a dependent.
4. Once a patron's library card is blocked, the patron may not borrow or renew items until the charges on the card are less than \$10.00.
5. Using another patron's library card to check out materials is not permitted and may result in restriction of library privileges.
6. Patrons who do not adhere to library policies may have their card suspended or revoked.

## Patron Responsibilities

1. The individual named on the account is responsible for all materials checked out on that account as well as all fines and fees assessed to that account and to any additional accounts of dependents.
2. All lost or stolen library cards should be reported immediately because the owner of the card is responsible for all items checked out on the card until the card is reported lost or stolen.

## Mountainside Public Library Employee Borrowing Privileges

1. Mountainside Public Library employees are granted the same borrowing privileges as Mountainside residents and are subject to the same rules and requirements as residents.
2. When employment is terminated, the employee status will be removed from the account. If the patron is not entitled to library privileges through any of the options available, the account will be closed.

## Loan Periods

### Mountainside Library Card

For all items, loan periods and fines are set and enforced by the owning library. The chart below details the borrowing period for each type of item owned by the Mountainside Library. Although Mountainside Library does not charge overdue fines, other lenders choose to. Patrons are responsible for paying overdue fines as specified by the library that owns the material.

The maximum number of items that may be checked out on a card at one time is 100. The maximum number of holds that may be placed is 25. These limits are set by the MAIN Library Alliance and as a member of MAIN, Mountainside must abide by them.

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## Loan Periods for Physical Items

Item	Borrowing Period
New Books (Adult)	14 Days
Holiday Books	14 Days
All other Books	28 Days
CDs	28 Days
New DVDs/DVDs or BluRays	7 Days
Audiobooks	28 Days
Periodicals	7 Days
MAIN Library Alliance Items	Depends on owning library
Inter Library Loan	Depends on owning library

## Loan Periods for Digital Items

Loan periods for digital items are set as part of the contractual agreement with the digital vendors. Staff do not have the ability to extend loan periods or enable additional renewals on digital items. The loan periods on digital items may vary, may change over time, and may be unique to a specific item depending on parameters set by the vendor. The most common loan periods are shown in the chart below.

## Most Common Loan Periods for Digital Items

Libby eBooks	14 days
Libby eAudioBooks	14 days
Hoopla eBooks	21 days
Hoopla eAudioBooks	21 days
Hoopla movies	2-3 days

## Renewals

1. All Mountainside-owned physical materials are automatically renewed one time unless another patron has placed a hold on the item.
2. Additional renewals for Mountainside-owned materials beyond the original one renewal may be granted at the discretion of the Library Director or a designated substitute. Such a renewal must be done in-person with the item present. Materials will not be renewed consecutively more than two times. If a patron wishes to extend time on an item that is owned by a MAIN Alliance Library, the item must be returned and requested again.
3. In most cases, overdue items cannot be renewed.

## Overdue, Lost and Damaged Materials

### Overdue and Lost Materials

The library automatically renews items one time if the item is not on hold for another patron. The library sends a reminder notification of the due date 3 days before the item is due. The patron will be sent an overdue reminder at 15 and 30 days overdue. When an item is 60 days overdue, it is declared lost. At that time the patron will be notified of the replacement cost of the item plus a \$5.00 processing fee per item. The replacement cost for that item is the list price of the item at the time it was added to the collection according to the item record in the library's database. In the event that no amount is indicated in the item record, the replacement cost is the amount the item is listed for sale as a new item from our materials vendor. The library does not accept patron-purchased replacement items in lieu of replacement fees. There are no refunds for replacement fees even if a patron locates a lost item after paying for it.

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## Damaged Materials

Patrons are responsible for returning items in the condition they were in when borrowed. Patrons will be charged a replacement fee for items damaged beyond normal wear and tear, including accidental or purposeful defacement or destruction. Fees for damaged materials will be the replacement cost for the material plus a \$5.00 processing fee. If the customer has lost or permanently damaged a DVD or Music CD but still has the case, the customer is responsible for the entire amount of the item. The price of the case will not be subtracted from the replacement cost. If the damaged item belongs to a library other than Mountainside, the patron must work directly with the owning library to resolve the issue.

## **Placing Holds**

Customers may place a hold request on circulating items only. Hold times depend on factors including how many patrons are waiting for an item, how many items of that title are available and specific delivery issues. Once an item is available, the patron will be notified by email, text message, or a phone call. Patrons have 5 days from the notification to pick up the held item. If the item is not picked up within the time allotted, the hold is cancelled and the item is returned to circulation or will fill the next hold in the queue. In order to check out the hold item, the customer must present the library card on which the hold request was made. No pickups will be allowed without the originating card.

## **Borrowing from other Libraries**

As a member of the MAIN Library Alliance, Mountainside Library patrons can seamlessly borrow and place holds on physical and digital items from more than 50 libraries in New Jersey. Mountainside Library patrons may also borrow physical items directly from libraries that participate in the Open Borrowing program and from libraries that are members of the Middlesex Union Reciprocal Associated Libraries (MURAL). Mountainside Library patrons may borrow materials directly from Open Borrowing and MURAL libraries in-person only. Patrons may not place holds nor borrow digital materials from Open Borrowing or MURAL member libraries. Likewise, patrons from Open Borrowing and MURAL member libraries who do not qualify for a Mountainside Library card may borrow physical items from the library, but are not permitted to place holds nor check out digital materials from those libraries. The Mountainside Public Library also participates in the Jersey Cat statewide interlibrary loan program and will request from another library materials that are not available to patrons through other means.

In order for holds of any type to be fulfilled, the patrons account must be active and in good standing. Patrons may have no more than 25 holds through MAIN and no more than 3 interlibrary loan titles on their account at one time.

The Mountainside Public Library honors any restrictions and/or check out periods the lending library places on the material. The patron is responsible for all materials borrowed from another library. The library patron will pay any charges assessed by the lending library. Interlibrary loan items checked out by a patron are subject to the same late fees as a Mountainside-owned title. In order to check out the item, the patron must present the library card on which the interlibrary loan request was placed. Items are held for 7 days. If an item is not picked up within the time allotted, the loan request is cancelled and the item will be returned to the shelf or to the lending library.