



Hollis Social Library • 2 Monument Square • PO Box 659 • Hollis, NH 03049  
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## Hollis Social Library: Circulation Policy

### I. Access to Materials

The Hollis Social Library does not restrict access to any materials on the basis of a person's color, religion, national origin, socioeconomic status, gender, gender identity, sexual orientation, or age. Free access to the total Library is essential to public library service for the entire community.

The Library adheres to the Americans with Disabilities Act of 1990 that assures equal access to all Library facilities, activities, and programs. Every attempt will be made to accommodate the needs of persons with disabilities.

Anyone wishing to use materials “in-house” may do so at no charge and without a Hollis Social Library card. Some exceptions may apply. A valid Library card is required for the use of our digital services, the use of e-resources, museum passes, and for the requesting and borrowing of all materials. See Library Card Eligibility Section II. A Library card is considered valid if it is unexpired, has less than \$5.00 in charges owed, and has no overdue items.

The Library staff must not be expected to act in loco parentis by parents who wish to limit the materials accessed by their own minor children. Parents who wish to limit their own children’s materials should accompany the children to the Library and supervise the borrowing process. For more information, refer to our Unattended Children Policy.

The Hollis Social Library subscribes in full to the Library Bill of Rights, to the American Library Association Freedom to Read Statement, and to the American Library Association Freedom to View Statement.

## II. Library Card Eligibility

Account Type	Eligibility	Required Documentation
<p><b>Hollis Resident</b></p> <ul style="list-style-type: none"> <li>• Library card valid for 2 years.</li> <li>• Renewed by presenting required documentation and verifying phone number and email address.</li> <li>• Library card is free.</li> <li>• For a lost card, there is a \$2.00 replacement charge.</li> </ul>	<p>A person, ages 18+, whose legal physical address is in Hollis or a landowner who pays taxes to Hollis.</p>	<p>Proof of Identity &amp; Residency</p> <p>Documentation that shows the individual’s name and physical address (not a PO box).</p> <p>Acceptable documentation for <b>identity</b> includes:</p> <ul style="list-style-type: none"> <li>• Valid U.S. driver’s license</li> <li>• Valid ID card issued by federal or state government agency</li> </ul> <p>Acceptable documentation for <b>residency</b> includes:</p> <ul style="list-style-type: none"> <li>• Valid U.S. driver’s license</li> <li>• Valid ID card issued by federal or state government agency</li> <li>• Auto registration</li> <li>• Recent utility bill/e-bill</li> <li>• Last property tax statement</li> <li>• Recent rental/lease agreement</li> <li>• Rental, lease, or mortgage papers</li> <li>• Posted mail with name of applicant</li> </ul>
<p><b>Minor Hollis Residents</b></p> <ul style="list-style-type: none"> <li>• Library card valid for 2 years.</li> <li>• Renewed by presenting required documentation and verifying phone number and email address.</li> <li>• Library card is free.</li> <li>• For a lost card, there is a \$2.00 replacement charge.</li> </ul>	<p>A person, ages of 5-17, whose legal physical address is in Hollis.</p>	<p>Proof of Identity &amp; Residency</p> <p>Children Ages 5-14</p> <ul style="list-style-type: none"> <li>• A parent or legal guardian may provide proof of their identity and residency, in place of the minor, using the guidelines under Hollis Resident Required Documentation.</li> </ul> <p>Young Adults Ages 15-17</p> <ul style="list-style-type: none"> <li>• Young adults (ages 15-17) assume financial responsibility for materials borrowed on their own Library cards. They must provide proof of their identity and residency using the guidelines under Hollis Resident Required Documentation. OR A parent or legal guardian may provide proof of their identity and residency using the guidelines under Hollis Resident Required Documentation.</li> </ul>

<p><b>Non-Residents</b></p> <ul style="list-style-type: none"> <li>• Valid for 1 year.</li> <li>• Renewed by presenting required documentation and verifying phone number and email address.</li> <li>• Library card is \$50.00 per year. Paid annually when the card is renewed.</li> <li>• For a lost card, there is a \$2.00 replacement charge.</li> </ul>	<p>Persons who do not live, work, or attend school in Hollis.</p>	<p><b>Proof of Identity &amp; Address</b></p> <p>Documentation that shows the individual’s name and physical address (not a PO box).</p> <p>Acceptable documentation for identity includes:</p> <ul style="list-style-type: none"> <li>• Valid U.S. driver’s license</li> <li>• Valid ID card issued by federal or state government agency</li> </ul> <p>Acceptable documentation for address includes:</p> <ul style="list-style-type: none"> <li>• Valid U.S. driver’s license</li> <li>• Valid ID card issued by federal or state government agency</li> <li>• Auto registration</li> <li>• Recent utility bill/e-bill</li> <li>• Last property tax statement</li> <li>• Recent rental/lease agreement</li> <li>• Rental, lease, or mortgage papers</li> <li>• Posted mail with name of applicant</li> </ul>
<p><b>Non-Resident Students of Hollis Schools</b></p> <ul style="list-style-type: none"> <li>• Valid for 1 year.</li> <li>• Renewed by presenting required documentation and verifying phone number and email address.</li> <li>• Library card is free.</li> <li>• For a lost card, there is a \$2.00 replacement charge.</li> </ul>	<p>Persons who attend any of the schools in the Town of Hollis but who reside elsewhere.</p>	<p><b>Proof of Identity &amp; Enrollment</b></p> <p>Documentation that shows the individual’s name and physical address (not a PO box) and the individual’s enrollment in school.</p> <p>Acceptable documentation for identity includes:*†</p> <ul style="list-style-type: none"> <li>• Valid U.S. driver’s license</li> <li>• Valid ID card issued by federal or state government agency</li> </ul> <p>Acceptable documentation for enrollment includes:</p> <ul style="list-style-type: none"> <li>• Current student ID</li> <li>• Dated report card</li> <li>• Official copy of current class schedule</li> <li>• Dated letter from the school office</li> </ul> <p>*Documentation for identity may be in the parent or legal guardian’s name if the student is a minor.</p> <p>† If the identity documentation does not have the applicant’s physical address an additional item to prove physical address will be required. See “acceptable documentation for address” under Non-Residents.</p>

<p><b>Non-Residents Employed in Hollis</b></p> <ul style="list-style-type: none"> <li>• Valid for 1 year.</li> <li>• Renewed by presenting required documentation and verifying phone number and email address.</li> <li>• Library card is free.</li> <li>• For a lost card, there is a \$2.00 replacement charge.</li> </ul>	<p>Persons who work in the Town of Hollis but who reside elsewhere.</p>	<p><b>Proof of Identity &amp; Employment</b></p> <p>Documentation that shows the individual’s name and physical address (not a PO box) and the individual’s workplace address.</p> <p>Acceptable documentation for identity includes:*</p> <ul style="list-style-type: none"> <li>• Valid U.S. driver’s license</li> <li>• Valid ID card issued by federal or state government agency</li> </ul> <p>Acceptable documentation for employment includes:</p> <ul style="list-style-type: none"> <li>• Recent paycheck stub</li> <li>• Dated work badge</li> <li>• Dated letter from Employer</li> </ul> <p>*If the identity documentation does not have the applicant’s physical address an additional item to prove physical address will be required. See “acceptable documentation for address” under Non-Residents.</p>
<p><b>Institutions in Hollis</b></p> <ul style="list-style-type: none"> <li>• Valid for 1 year.</li> <li>• Renewed by presenting required documentation and verifying phone number and email address.</li> <li>• Library card is free.</li> <li>• For a lost card, there is a \$2.00 replacement charge.</li> </ul>	<p>An Institutional account established for a nonprofit organization or institutions within the Town of Hollis at the discretion of the Library Director.</p> <p>This account membership is not intended for personal use.</p>	<p>Nonprofit organizations or institutions may request a Library card by submitting the following information on letterhead, signed by an individual authorized to act on behalf of the organization:</p> <ol style="list-style-type: none"> <li>1. A statement indicating that the organization accepts responsibility to pay the replacement cost for any lost or damaged items.</li> <li>2. The names of all individuals who are authorized to use the card.</li> </ol>

### III. Registration

Applicants for Library membership may apply for a Hollis Social Library card in person and must present acceptable identification. Applicants may also apply using the Online Library Card Form. All applicants must appear in person and present a valid photo ID to pick-up their Library card. Library memberships requested via the Online Library Card Form expire and are deleted after one month if not picked up. Library card numbers will not be given out over the phone or email.

Each Library card applicant must be present to receive a Library card. The Library will not issue cards to anyone who does not appear in person at the Library. Exceptions may be made at the discretion of the Library Director for homebound residents.

Library members applying to renew their Library membership may do so in person or using the Online Library card Form.

#### **IV. Borrowing Privileges and Responsibilities**

##### **1. Checking Out Materials**

- a. Any individual with a valid Library card from the Hollis Social Library may borrow circulating Library materials. Library patrons are responsible for all materials checked out on their Library cards.
- b. A valid Library card should be presented when borrowing materials. If a patron cannot present a Library card at the time of checkout, a valid photo ID (such as a driver's license) displaying the cardholder's name and address will be accepted.
- c. Borrowers with overdue items may not borrow materials until the items are renewed or returned. Borrowers with outstanding charges of \$5.00 or more may not borrow materials until the balance on the card falls below \$5.00.
- d. Replacement Library cards are available for a fee of \$2.00. A valid photo ID is required to get a replacement card.
- e. Library users are expected to treat the Library facility, equipment, and materials carefully and respectfully.
- f. Most Library materials are available to be checked out. Exceptions include items in the Library's Reference Collection, newspapers, and materials of special value. Items are circulated for a specified period based on their format, content, and demand (see Appendix A).
- g. High value items (including but not limited to Microphone, Telescope, etc.) may require Special Borrowing Agreements and additional identification at time of checkout.
- h. The Library offers patrons the ability to interlibrary loan items from other New Hampshire libraries.

##### **2. Self-Check Out**

- a. A self-checkout station is available in the Library for patron convenience. Borrowers with overdue items may not borrow materials until the items are renewed or returned. Borrowers with outstanding charges of \$5.00 or more may not borrow materials until the balance on the card falls below \$5.00.

##### **3. Loan Limits**

- a. Library items are circulated for a specified period based on their format, content, and demand (see Appendix A).
- b. Patrons may periodically request a special loan period of up to 8 weeks if they wish to take Library materials with them on vacation.
  - i. Normal checkout limits apply.
  - ii. Vacation loans are given at the discretion of the Library staff. Certain items do not qualify for vacation loans:
    - (a) New items
    - (b) Items with holds
    - (c) Popular items (Popularity is determined on a case by case basis by the Library staff.)

##### **4. Reserving Items**

- a. Patrons may place requests on Library materials in person, by phone, or through the Library's online catalog.
  - b. Requests will be filled in the order in which they were placed.
  - c. Patrons must pick up requested items within seven days. If the requested item is not picked up after seven days, the Library reserves the right to pass the item on to the next patron on the request list or to return the item to the shelf or owning Library.
5. Renewals
- a. Most materials may be renewed up to two times as long as no other cardholder has placed a hold on the item. Renewals may be made by phone, in person, or online through the Library's online catalog.
  - b. Interlibrary loan materials may be renewed in accordance with the loan arrangements of the lending Library. The renewal of materials obtained through interlibrary loan requires Library staff intervention and may take additional time to process the request.
6. Returning Materials
- a. Materials should be returned to the Library in the condition in which they were borrowed.
  - b. Library materials may be returned in the Library building (during open hours) and in the outdoor Library book drop (24-hour access).
7. Overdue, Lost, or Damaged Materials
- a. Library materials are overdue when they remain out one day past the due date without return or renewal.
  - b. Library borrowing privileges are suspended until the cardholder's library account is in good standing. To be in good standing a library account must have no overdue items and an owed balance below \$5.00.
  - b. Library cardholders will be held financially responsible for materials checked out using their Library card. Should an item become lost or damaged to the extent that it will not remain in the Library's collection, the cardholder will be required to refund the Library for the cost of the item.
  - c. When the Library is able to replace a part of a lost or damaged item, the patron will be assessed a charge based on the cost of the replaced part rather than the cost of the full item.
  - d. Items that are damaged but repairable may be assessed a materials fee at the discretion of the Library staff, see Appendix B.
  - e. Replacement charges will be waived for lost items returned in good condition within 90 days of being overdue.
  - f. In the event that a lost item is found after payment, the payment will not be refunded.
  - g. The Library will charge a \$20.00 fee for any checks returned due to insufficient funds.
  - h. Funds received for lost or damaged items will be used for the purchase of Library materials, in accordance with NH RSA 202-A:11, III.
8. Notifications for Overdue, Lost, or Damaged Materials
- a. All notifications from the library regarding overdue materials are a courtesy. Cardholders are ultimately responsible for keeping track of due dates and returning borrowed Library materials on time.

- b. If a cardholder has provided an email address and marked Library automated emails as safe, they will receive automated reminders and notices in their email. These emails should go to their inbox but it is the responsibility of the cardholder to check spam and junk folders for these notices.
- c. After materials become thirty days overdue, an email billing notice will be sent to the cardholder. The materials will be marked as lost and replacement costs will be charged to the cardholder's account.
- d. After materials become sixty days overdue, the Library will mail a Final Billing Notice to the cardholder for material replacement costs and fees. The cardholder will then have thirty days to return Library materials. If the materials are not returned within thirty days of the Final Billing Notice the replacement costs become non-negotiable. The cardholder will owe the assessed costs regardless of whether the item is returned or not.

#### 9. Museum Passes

- a. Museum passes are funded generously by the Friends of the Hollis Social Library. Passes provide free or discounted entry to area museums, parks, and zoos. Museum passes are made available to Hollis Social Library cardholders only.
- b. Two passes per day may be used per cardholder. Passes are limited to one pass per week per cardholder during school vacation weeks.
- c. Passes may be reserved in advance online via the Library's website, by phone, or in person. Passes can be picked up no more than 3 days in advance of the date they have been reserved to be used.

### V. Library User Records

- 1. In accordance with NH RSA 91-A:5 and NH RSA 201-D:11, Library user records are confidential for cardholders of all ages. Hollis Social Library employees will not divulge titles that are currently checked out, items that are overdue, or materials that have been requested by any Library cardholder unless compelled to do so by a process, order, or subpoena authorized by a federal, state, or local legislative or judicial power. Please see the Hollis Social Library Policy on the Confidentiality of Library Records for more information.
- 2. Database purges are part of the normal Library process to keep our database current and free of old, expired Library card numbers and associated information. Cardholder records considered for purging may include the following:
  - b. Those expired and inactive for 3 or more years AND
  - c. Have no associated replacement costs OR a monetary balance below the threshold determined at the time by the Library Director.

This policy will be reviewed and revised by the Hollis Social Library Board of Trustees as needed.

**Appendix A – Item Loan Limits**

<b>Item</b>	<b>Check Out Limit</b>	<b>Length of Loan</b>
Audiobooks & JUV Kits	5	3 weeks
Books	100	3 weeks
Book Club Books (ILL)	2	Until Meeting
DVDs (Not TV Series)	10	1 week
DVDs (TV Series)	5	2 weeks
Interlibrary Loans (ILL)	5	3 weeks
Magazines	20	3 weeks
New Adult Fiction (Regular Print)	100	2 weeks
Video Games	2	2 weeks
Craft Kits	1	3 weeks
Discovery Kits	2	2 weeks
Library of Things	1	1 week
Museum Pass	1	1 day
Outdoor Activity	1	1 day

**Appendix B – Damaged Item Material Fee**

<b>Item</b>	<b>Replacement Cost</b>
DVD, CD, Audiobook Artwork	\$2.00
DVD Case	\$2.00
CD Case	\$2.00
Audiobook Case (up to 10 discs)	\$5.00
Audiobook Case (10+ discs)	\$10.00

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