



Hollis Social Library • 2 Monument Square • Hollis, NH 03049  
Phone: (603) 465-7721 • Fax: (603) 465-3507 • [hollislibrary.org](http://hollislibrary.org)

---

## 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. Borrowing privileges, including museum passes and digital resources, are suspended when a Library card is expired.

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 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 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 Kids Discovery Kits or Library of Things Items) may require Special Borrowing Agreements and additional identification at time of checkout. Borrowers must meet any age or identification requirements stated in a Special Borrowing Agreement. Some Library of Things items may require borrowers to be 18 or older and may require additional documentation.
- h. The Library offers patrons the ability to interlibrary loan items from other New Hampshire libraries. Borrowers are financially responsible for interlibrary loan items in accordance with the lending library's replacement costs or damage fees. Some lending libraries impose fees that differ from Hollis Social Library policies, and cardholders agree to those terms when borrowing ILL materials.

##### **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.
- c. 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.
- d. 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.
- e. Items that are damaged but repairable may be assessed a materials fee at the discretion of the Library staff, see Appendix B.
- f. Replacement charges will be waived for lost items returned in good condition within 90 days of being overdue.
- g. In the event that a lost item is found after payment, the payment will not be refunded.
- h. The Library will charge a \$20.00 fee for any checks returned due to insufficient funds.
- i. 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 30 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 60 days overdue, the Library will mail a paper Final Billing Notice to the cardholder for material replacement costs and fees. The cardholder will then have 30 days to return Library materials. If the materials are not returned within 30 days of the Final Billing Notice (90 days overdue in total) 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.

## 10. Digital Materials

- a. Digital materials, including but not limited to, e-books, audiobooks, and streaming content, are subject to loan periods, borrowing limits, and licensing restrictions set by digital content providers. These rules may differ from the Library's physical material circulation policies. Access to digital collections requires a valid Library card.

## 11. Borrowing Privileges Suspension for Non-Fee Policy Violations

- a. Borrowing privileges may be suspended for violations of other Library policies, even when an account is otherwise in good financial standing. Suspension decisions will follow the Library's Use and Behavior Policy.

## V. Library User Records

1. The Hollis Social Library treats Library User Records in accordance with NH RSA 91-A:5-Exemptions and NH RSA 201-D:11.
2. NH RSA 201-D:11:

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.

II-a. All library records related to a minor's current borrowing of printed library materials and audio-visual materials, such as DVDs and CDs, shall be available to either parent or the legal guardian of the minor when requested by either parent or the legal guardian of the minor, or the parent or legal guardian of the minor whose address matches that on the library account or who is listed on the library account.

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.

3. 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:
  - a. Those expired and inactive for 3 or more years AND
  - b. Have no associated replacement costs OR a monetary balance below the threshold determined at the time by the Library Director.

## VI. Parental Access to Minor's Current Borrowing Pursuant to NH RSA 201-D:11 II-a

1. Requirements to Access Minor's Current Borrowing
  - At the Hollis Social Library a minor is considered anyone under the age of 18.
  - Per NH RSA 201-D:11 II-a, parents or legal guardians of the minor are entitled to a list of what is **currently checked out** on that minor's account.
  - The burden of proving parental custody or legal guardianship lies with the parent or guardian.
  - The Library will disclose currently checked-out items on a minor's account to any person that has met the burden of proving to the satisfaction of the Library Staff that they are the parent or guardian of the minor. To determine parental custody or guardianship, the Library will accept the following documentation:
    - i. Listed as approved borrower on Library card
    - ii. In possession of the Library card
    - iii. A valid photo ID with the same last name AND same address as the minor.
    - iv. Documentation showing legal guardianship or parental relationship:
      - (a) Birth certificate listing parent
      - (b) Court guardianship paperwork
      - (c) Custody order
      - (d) Foster care placement letter
  - The Library will make a printed list available for the requestor to pick-up at the Library. To protect the privacy and confidentiality of all Library users, the Library will not provide such a list over the phone or to a third party.
2. Requests to Access a Minor's Current Borrowing

- Requests supported by a valid photo ID (matching name and address), by the requestor being in possession of the Library card, or by the requestor being listed as an approved borrower on the Library account may be approved by any Library staff member except a Library Page.
- Requests supported by legal guardianship with documentation listed above must be approved by the Library Director, Adult Services Librarian, Youth Services Librarian, or Assistant Librarian – Cataloger.
- Requests supported by documentation not included in the accepted list will be handled as follows:
  - i. Library staff will do their best to determine the veracity of the documentation.
  - ii. Requests involving unlisted documentation will be responded to within 5 days, but may not be immediately fulfilled, as designated staff must review the request.
  - iii. A designated staff member must review and agree on whether the documentation is sufficient. Designated staff include the Library Director, Adult Services Librarian, Youth Services Librarian, and Assistant Librarian – Cataloger. If the presented documentation is not sufficient the requestor will be informed and will be allowed to submit new documentation.

### 3. Library Liability

- The Library assumes no liability for incorrectly identifying a parent or guardian.
- The Library, as an institution, is not situated to independently verify parental or guardianship claims beyond the documentation presented.
- The Library does not accept the burden of definitively determining parenthood or guardianship and relies on reasonable documentation to meet the requirements of state law.

### 4. Documentation and Record-Keeping

- All individuals requesting access to a minor’s current borrowing must complete the Library’s Request of Minor Records form unless the requester is already listed as an approved borrower on the minor’s Library account or the requester is in physical possession of the minor’s Library card.
- A Request of Minor Records form must be completed for each child for which a request is being made.
- When a form is required, it must be completed each and every time access is requested, even if the requester has submitted a form in the past.
- The completed form and accompanying documentation will be reviewed by designated staff (as outlined in Section 2).
- Once approved or denied, the form will be retained by the Library as part of its internal records. These forms will be treated as confidential per NH RSA 91-A:5 and shall be exempt from Right to Know requests.
- The Library will not add individuals requesting access to a minor’s current borrowing to the minor’s Library account or list them as authorized borrowers.
- If adequate documentation is not provided, the Library will not release information about the minor’s current borrowing until verification requirements are met.

## **VII. Adding an Approved Borrower to a Library Account**

1. The Hollis Social Library recognizes that it may be convenient for a patron to allow another individual(s) to pick up their holds, check items out, etc. To that extent, the Library will add additional approved borrowers to a patron’s Library account at the patron’s request with the following parameters:

- The addition of an approved borrower must be requested verbally in person or over the phone by the Library cardholder. If done over the phone, Library staff will require the Library cardholder to verify their birthdate, address, and phone number.
- Library cardholders accept the full burden of everything checked out on their account even if it is checked out by an approved borrower and not themselves.
- Approved borrowers will be added with their full legal name as a note on the patron's account.
- Approved borrowers will be required to verify their identity with a valid photo ID.
- Approved borrowers may only perform borrowing related actions (check-out, place holds).
- Approved borrowers will not be able to change or update account details such as library card number, patron name, address, phone number, email, date of birth, password or messaging preferences. Any and all account changes must be done by the Library cardholder.
- Approved borrowers will be reviewed with the Library cardholder at the time of their account renewal (every 1 or 2 years depending on account type).
- The burden of removing someone as an approved borrower rests with the Library card holder and not the Library.

#### **VIII. Policy Review**

1. This policy shall be reviewed every year by the Library Director and Board of Trustees to ensure accuracy and relevance. It may also be reviewed at any time should the need arise.

## Appendix A – Item Loan Limits

Item	Check Out Limit	Length of Loan
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	2	1 day
Outdoor Activity	1	1 day

## Appendix B – Damaged Item Material Fee

Item	Replacement Cost
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

**Appendix C – Request of Minor Records Form**

Hollis Social Library  
Request of Minor Records Form

*Note: Please complete a separate form for each child for whom you are requesting records.*

I swear and affirm that I, the undersigned, am a parent or legal guardian of the child listed below and that I am entitled to receive all library records related to this minor’s **current** borrowing of printed or audio visual library material pursuant to RSA 201-D:11 II-a.

By completing this request I, the undersigned, am requesting a list of library materials the child listed below currently has checked out on their account with the Hollis Social Library.

I hereby release and waive any and all claims I have or may have in the future against the Hollis Social Library, its Board of Trustees, employees, agents, and volunteers from any claims, damages, or liabilities arising from its production of or providing the information requested above and agree to defend and indemnify the library and its Board of Trustees, employees, agents, and volunteers from all suits and claims arising from and in any way related to production of these records to me.

PLEASE BE AWARE: The Library will make records available in accordance with NH RSA 201-D:11 II-a and the Library’s Circulation Policy. Library policies are available on our website and printed by request.

Child’s Name (Printed): \_\_\_\_\_

Child’s Library Card Number: \_\_\_\_\_

Parent/Guardian’s Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Library Staff Use Only:**

Approved By: \_\_\_\_\_ Date: \_\_\_\_\_

Verification of identification for person making the request (please check one)

- A valid photo ID with the same last name AND same address as the minor.
- Birth certificate listing parent
- Court guardianship paperwork
- Custody order
- Foster care placement letter
- Other (requires staff approval)

Approved: April 23, 1997

Reviewed/Revised: October 12, 2004, October 4, 2011; February 4, 2014; March 4, 2014; May 14, 2019, September 12, 2022,  
March 13, 2023, December 9, 2025, January 13, 2026

Reviewed by Legal Counsel: August 2022, December 2025