



CIRCULATION POLICY

Plainsboro Public Library

General Information:

The Circulation Desk is the gateway to the Plainsboro Public Library. The circulation staff promotes a warm, welcoming, and friendly environment, embodying the library's open spirit. Patrons at the desk receive priority. The circulation staff is trained to handle all circulation procedures, answer directional questions, assist with the catalog, encourage patrons to access our databases, and direct informational questions to the Reference Desk.

Plainsboro Public Library is part of the Libraries of Middlesex County Automation Consortium (LMxAC). Plainsboro residents who have valid Plainsboro library cards can use their library card at any of the libraries in LMxAC.

Confidentiality:

The Plainsboro Public Library supports the American Library Association's recommended policies regarding confidentiality of patron records, intellectual freedom, and freedom of information. The library always observes strict confidentiality in the handling of patron records. No information contained in a patron's record will be released to any third party except upon the presentation of a court subpoena and then only by the Director and the Board of Trustees with advice of legal counsel.

Staff may not release to patrons the personal contact information of library staff or board members.

Library Card Registration:

1. Any resident of Plainsboro is entitled to a Plainsboro Public Library card.
2. Proof of Plainsboro residency is required to obtain a library card. Bank statements, utility bills, drivers' licenses or legal documents showing the applicant's name and address constitute valid identification. West Windsor-Plainsboro School I.D.s are acceptable as proof of residency. West Windsor students must show a Mercer County Library Card to staff when they register at Plainsboro Library.

Exceptions:

- Plainsboro residents without appropriate proof of residency at the time of registration can receive a library card and immediately borrow up to three items. We will mail the library card to the patron's home address. The patron must then prove residency at the next checkout to receive continued borrowing privileges. Without verification of address, such library cards will only be valid for one month.
3. Each cardholder is responsible for materials checked out on their card.

4. Lost cards can be replaced at the Circulation Desk. On reissue, staff must verify the cardholder's name, address and telephone number and establish proof of residency.
5. People who work in Plainsboro but do not reside in an LMxAC town may receive a courtesy card valid for one year. Current proof of employment showing the employee's name and employer's Plainsboro address is required to obtain a Plainsboro library card. Current proof is required each time the card is renewed.
6. Temporary Plainsboro Residents may receive a library card if they can provide a letter from the property owner where they are residing or the manager of the hotel/residence inn indicating the length of the stay. The library card's expiration date will reflect the duration of the stay.
7. People who reside in LMxAC or Mercer County Library System towns must obtain library cards from their home libraries in order to check out materials from Plainsboro Public Library. Staff will enter valid Mercer library cards into the LMxAC system with an annual expiration date.
8. Non-residents who do not reside in an LMxAC, Mercer, Middlesex Union Reciprocal Agreement Libraries (MURAL) or Open Borrowing Library system town may purchase a non-resident card for \$75.00, valid for one year. For more information on the Open Borrowing Library System see <http://www.openborrowing.org/intro.shtml>
9. Non-residents who own property in Plainsboro will receive a library card if requested and upon proof of such ownership by presenting a current real estate tax bill. LMxAC residents who own property in Plainsboro must choose which library will be their home library.
10. Cardholders may not hold two library cards under their name. At registration, staff will determine whether the applicant already holds a valid card. When replacing a lost card, staff will render the original card invalid. A patron relocating from another LMxAC town who had a valid library card will receive a Plainsboro library card and staff will update the other library card in the system.

Exceptions:

- Middlesex County Community College students can have two cards in the system.
11. Cardholders claiming a stolen card will receive a replacement card at no charge and staff will render the stolen card inoperative.

Checkout and Return:

1. The library honors all valid cards from the Plainsboro Public Library or any library participating in LMxAC, MURAL, Open Borrowing, or Mercer County Library systems.
2. Cardholders must use one of the following items to check out Library items: library card barcode store in the LMxAC app, or a valid ID.
3. There is no check out limit on materials.

Exceptions:

- Three new DVDs per card.
- Three School Summer Reading books per card.
- One Educational Tablet per card.
- Two Lucky Day or High Demand collection items

4. Loan Periods:
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|---|---------|
| Educational Tablets, New books, TV series, New DVDs, Summer Reading Books | 2 weeks |
| Books, magazines, audiobooks, DVDs, CDs | 3 weeks |
| Lucky Day Items | 2 weeks |

Cardholders may request additional time for vacations or personal reasons on all items except new books, Lucky Day/High Demand items, DVDs, and School Summer Reading books.

5. Checkout receipts will note to cardholders the due dates of all borrowed items. Due dates can also be reviewed online with the library's website, using the library app, or by calling the library.
6. When checking out with staff, staff will notify cardholders who have item(s) overdue fewer than six weeks of the outstanding items. Cardholders may continue to check out items without returning the items. If using a self-checkout station, patrons are encouraged to review their account for overdue items.
7. Cardholders who have item(s) billed as Lost may not check out any additional items until they have returned or paid for all Lost items. The Director, Assistant Director or Circulation Supervisor may make exceptions to this policy.
8. Cardholders may return borrowed items to any LMxAC library; however, we caution you about the possibility of lost, late, or damaged materials when using this option.
9. Cardholders are liable for damaged items. Damage fees range from \$1.00 for a missing barcode to the replacement cost of the damaged item.

Overdue Notices:

1. Overdue notices will be sent to the cardholder's email address. They may choose to have overdue notices sent to their home address.
2. Cardholders receive a courtesy reminder notice that a book is due three days prior to the items due date.
3. Cardholders receive notices regarding overdue items on the following schedule. These notices note the item is overdue and advises returning item at the cardholder's earliest convenience.

	<u>Books</u>	<u>Non-Print Items</u>
First notice	Overdue 14 days	Overdue 7 days
Second notice	Overdue 28 days	Overdue 14 days
Billed for lost item	Overdue 42 days	Overdue 28 days

4. Cardholders receive a bill when an item is billed as Lost. The bill is for the replacement cost and processing fee for the item as specified under "Lost Items." The bill is sent to the email address on the cardholder's account. The bill states that the cardholder's privileges have been suspended until the item is paid for. Patrons with no email address on their account will receive a notice by mail.
5. The library may engage the services of a collection agency to recover items or fines in excess of \$100. Such action occurs no earlier than two months and no later than six months after the due date of the overdue items.
6. Upon finding in the library an item for which a cardholder has received an overdue notice, staff will promptly update the cardholder's account.

Lost Items:

1. The library charges the cardholder the purchase price listed in the library catalog for lost items. When a price is not listed in the library catalog or on a current Internet retail site, the following prices apply:

Adult, YA Books	\$20.00
Children's Textbooks	\$75.00
Children's Books, Paperbacks and Board books	\$10.00
Educational Tablets	\$100.00
Magazines	\$5.00
Audiobooks	\$60.00
Children's Audiobooks	\$30.00
DVDs	\$15.00
CDs	\$13.00

2. The library charges a processing fee of \$3 per item for all lost items.
3. The library does not accept replacement copies for lost items.
4. No refunds are issued for lost item(s) that the cardholder has paid for in full.

Reserves:

1. Cardholders may reserve items (except new DVDs, Lucky Day items and Educational Tablets) owned or on order by the library. Cardholders may also reserve items owned by other LMxAC libraries in the LMxAC catalog. Some LMxAC libraries limit what items they allow Plainsboro cardholders to reserve. Mercer County Library System cardholders may only place holds on Plainsboro Library items.
2. Reserved items are put on a waiting list; the library system will notify the cardholder via email when the reserved item is available. If no email address is on file in the patron's library account, staff will call the cardholder using the phone number on file.
3. After notification, the reserved item is placed on the hold shelf and held for 5 days. If the item has not been picked up by the end of the fifth day, the item will be removed from the cardholder's account and reshelved or the next person on the reserve waiting list for the item will be notified.

4. Cardholders may request that a family member pick up their reserved item by calling the library in advance of pick up. The cardholder must give staff the name of the family member they have approved to pick up their reserved item. The person picking up the reserved item must have the family member's library card and their own valid I.D.

Renewals:

1. Items are automatically renewed up to three times for an additional loan period based on item type each time, providing there are no reserves on the items.

Loan Periods:

Educational Tablets, New books, TV series, New DVDs, Summer Reading Books	2 weeks
Books, magazines, audiobooks, DVDs, CDs	3 weeks

Exceptions:

- Educational Tablets and Adult New books (green dot) and New DVDs may be renewed only once for two weeks.
 - Lucky Day and High Demand items may not be renewed.
2. Cardholders may checkout an item that they had previously renewed the maximum number of times after waiting one day if the item has not been placed on reserve
3. If an item has been reserved, it will not be automatically renewed, and the item must be returned by its current due date.

Revised and adopted:

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October 5, 2011

September 6, 2016

February 4, 2020

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