

## Who can get a Sandown Public Library card and how?

Residents of Sandown, Business/Property Owners, and Town of Sandown Employees: Register in-person at the Circulation desk. Present proof of Sandown residency or employment (e.g. NH Driver's license, mail, pay-stub). Your card may be used immediately.

Residents of towns whose libraries belong to the Southern New Hampshire Library Cooperative (SNHLC) should apply for a card at their hometown library. Use it at the Sandown, Plaistow, or Atkinson library. New materials (books, movies, etc.) are exclusively available to in-town residents for a period of six months, i.e., Sandown residents receive access to new materials in Sandown exclusively for six months; Plaistow residents receive access to new materials in Plaistow exclusively for six months; and Atkinson residents receive access to new materials in Atkinson exclusively for six months.

Out-of-town or part-time residents in Sandown: There is a charge for getting a library card for non-residents of Sandown of \$65.00/year. These cards confer all benefits of a resident card. Summer residents may receive a temporary Library card that is good for June, July, and August for a fee of \$20.00.

## Circulation Policies

- **Confidentiality**

All circulation transactions and information will be treated with confidentiality. The patron's right of privacy will be protected as much as possible. All patron requests for materials should be discussed only in a professional context, e.g. with the patron directly or among library staff.

- **Rules for Borrowing Library Materials**

Limitations on borrowing materials:

Reference books are not loaned.

The library reserves the right to limit the number of in-demand items in a single subject area checked out to any one patron.

- **Loan Periods:**

Table of Loan Periods and Limits:

FORMAT	HOW LONG?	HOW MANY?	RENEWABLE?
Books	3 weeks	Unlimited	Yes
Audiobooks on CD	3 Weeks	Unlimited	Yes
Playaways	3 weeks	Unlimited	Yes
Launchpads	1 week	Unlimited	Yes
Movies/TV Series/DVDs	1 week	Unlimited	Yes
Library of Things Materials	2 weeks	4	Yes
Learning Library Materials	2 weeks	Unlimited	Yes
Magazines	1 week	Unlimited	Yes
Museum Passes	Good for one day	1 per person/family	No
eContent: Hoopla	21 days	5/month/patron	Once

eContent: Overdrive/Libby	21 days	May place holds on up to 15 items	Yes
eContent: Kanopy	72 hours (3 days)	10/month	No

- **Inter-Library Loan (ILL)**

New Hampshire's State Library facilitates the lending of books between participating libraries in New Hampshire. Ill lending periods mirror Sandown Public Library lending periods. Renewals may or may not be available, depending on the originating library. It is recommended that patrons wishing to renew a book obtained via the ILL system call the circulation desk in Sandown in advance of the due date to determine if the book can be renewed.

- **Renewals:**

Most of the materials owned by the Sandown Public Library may be renewed twice in person, online, or by telephone. Any materials on hold for another patron cannot be renewed and should be returned by the due date.

- **Fines:**

The Sandown Public Library does not currently charge fines or late fees for overdue materials.

- **Charges for lost or damaged materials:**

Books: patron is charged 100% of the full price; copies are not accepted. The original purchase price is recorded in the catalog at the time of accession and is the basis for determining full price, although numerous other factors may increase or decrease that number. If a replacement has been purchased and is undamaged and in like-new condition, we may choose to accept it on a case-by-case basis.

Magazines: patron is charged 100% of the full price. No replacements accepted.

DVDs or video game: replacement accepted only if it is new and still sealed in the original package, otherwise 100% of full price.

Book on CD: \$10 per CD (if the entire item is lost, then 100% of full price).

Playaway: \$25 replacement fee.

Kit, non-video game, Library of Things, Learning Library item: 100% of full price. The Library may choose to accept an undamaged, like new replacement on a case-by-case basis. The final determination is the library director's and is final.

Lost CD or DVD insert or other insert or instructions: \$2

Lost CD or DVD case: \$2 (lost case and insert is \$4). The full cost for lost or damaged items will be charged to the cardholder.

If a borrowed CD or DVD does not play or skips, please alert staff to the problem so it can either be replaced or repaired.

Receipts:

Receipts are available upon request.

Refunds:

In order to avoid “buying back” items after the library has replaced them, refunds will not be given to patrons who have paid for lost materials.

Payment for lost/damaged items must occur at the originating library if material is from a SNHLC library.

Payment for lost/damaged items originating from the NH State Inter-Library Loan system will be collected at the Sandown Public Library Circulation Desk.

- **Schedule of overdue notices:**

Patrons are sent automated messages/warnings through our circulation system that items are coming due. In the event that items are not returned by the due date, a courtesy phone call will be made to remind the patron that materials are overdue.

In the event that materials have not been returned, the following schedule will be followed:

- First notice: Sent seven days after due date via email.
- Second notice: Mailed to patron 14 days after due date.
- Bill notice: 45 days after due date. Accounts with overdue items for a period of 45 days or greater and/or have an amount greater than \$15 owed or more than 20 items overdue are subject to suspension until the account is cleared.

If a patron believes they have received a notice in error, they are encouraged to call the library so we can resolve the matter.

Reviewed, Revised, Approved by the Trustees of the Sandown Public Library, 6/08/2023