

# Portland Library Loan Policy

This policy provides library users with information regarding Portland Library rules regarding patron borrowing. Portland Library is a member of the Library Connection Consortium. Portland Library shares patron and item databases with 30 other libraries in Library Connection.

The loan rules of the Portland Library are applied to items borrowed at Portland Library. Items borrowed at other libraries are subject to the rules of those libraries i.e. fine schedules and loan periods. Items borrowed at Portland whether owned by Portland or another library are subject to Portland's Loan policies.

Loan periods are set by each library for each type of material, with the intent to encourage users to return the items in a timely manner so the items will be available to others.

## **OVERDUE ITEMS**

**Portland Library does not assess overdue fines for most borrowed materials.**

**Fines are assessed only for late returns of special items such as museum passes, equipment or technology, and for books from the Zoom collection in accord with a schedule published on the Library website and available on request.**

All libraries which are members of the Library Connection consortium may assess fines and fees related to items borrowed at the member library; current fees will be attached to a patron's record and may affect borrowing privileges at all libraries including Portland.

## **Patron Borrowing Records**

Patrons may access their records online or request the staff to send them a list of items checked out to them. Patrons are notified *by e-mail* of items which are coming due; the patrons also are sent an e-mail noting the items may be automatically renewed for a second loan period. It is the patron's responsibility to discover whether the items were renewed; the patron may consult any staff member of a member library or may go online to view their current borrowing record. For items not renewed due to demand, the items are expected to be returned by the due date.

## **Items not returned by the Due Date and Revocation of Borrowing Privilege**

The patron will be notified as to which items are overdue according to an established schedule. If, after being notified, a patron still does not return overdue items within the scheduled timeframe, the library sends the patron a replacement bill for the unreturned items.

As of July 1, 2021, patrons who owe a total of **\$25.00** or more in overdue fines and/or billed items to any library or libraries that are members of Library Connection Inc. shall have their borrowing privileges suspended and shall be unable to borrow library materials until the amount owed is less than the established amount.

If the patron does not pay the replacement cost and the item(s) remain overdue, the Library reserves the right to pursue appropriate legal action.

A patron only may make a payment electronically through the Library Connection catalog. Library staff cannot handle credit or debit cards per compliance regulations.

### **Lost/Damaged Items**

The care of library materials while on loan to a patron is the responsibility of the patron. Patrons are expected to return all items in usable condition as they were when borrowed. It is the responsibility of the patron to pay the replacement cost of any item that is lost while on loan to him/her.

#### **Lost items:**

*For items owned by Portland Library,* the patron has the option of purchasing a new copy of the item and bringing it in. This duplicate item must be unused and the replacement edition must be no older than the lost or damaged item.

If an item is no longer available for purchase, and therefore, no current price can be located, the patron will be charged a default price established for that type of material as posted in the Materials Replacement List.

If any part of an item is missing, a fee will be charged to the patron. Missing items include but are not limited to an insert, a library barcode, or a media case.

#### **Multi-part media and games:**

Missing discs from a DVD set or CD Book the borrower will be charged for the whole set if the individual disc cannot be purchased. If a single disc is available, the fee charged is in accord with the Materials Replacement Price List.

For critical parts related to a game or other non-book item that is missing or damaged so the item can no longer be used, the borrower will be charged for the complete item replacement cost. The fee charged is in accord with the Materials Replacement Price List.

#### **Damaged items:**

**If an item on loan to a patron is damaged so badly that the library determines the item is no longer fit for loan, the patron will be charged the replacement cost of the item. In the case of multipart no media items: Unless the item can be repaired or a critical part replaced at the patron's expense, the replacement cost will be charged to the patron.**

All fees are charged is in accord with the Materials Replacement Price List.

If the patron pays for a damaged item, they may keep the item after it is deleted from the database.

If an item is no longer available for purchase, the patron will be charged the out of print price established for that type of material.

The patron is not charged for items that are worn from use.

The patron has the option of purchasing a new copy of an item and bringing it in providing the criteria are met for replacement.

At the discretion of the Library Director or designee, fees may be waived when warranted.

Approved by the Board of Library Directors and Pending approval of the Board of Selectmen,

June 17, 2021

Approved by the Library Board of Directors 6-17-2021

Portland, CT

Approved by the Portland Board of Selectmen August 4, 2021

Correction Patrons are notified *by e-mail* of items which are coming due. The approved version stated e-mail *or mail*

J. Nocek August 13, 2021