



Keene Public Library Policies

Borrowing Policy	Adopted: January 25, 2022 Revised: December 19, 2023
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Access to Materials

The Keene Public Library serves all residents of the City of Keene. Service will not be denied or abridged for reasons of religion, race, gender, sexual orientation, social, economic, political status, or age. All are welcome to use the Library's collections within the building. A library card is required to take materials out of the building and access some online resources. It is the responsibility of the parents and guardians to limit their children's access to Library materials if they so choose.

The Board of Trustee shall approve the loan period for all Library materials. Loan periods may be adjusted as needed on a case-by-case basis if the supervising librarian determines it is appropriate.

Library Cards

When applying for a library card, the borrower agrees to comply with the Library's rules. This includes returning the items to the Library by the stated deadline and in the same condition as they were when borrowed.

A specific procedure for issuing cards has been approved by the Board of Trustees and shall be followed by Library staff.

On proper registration, all residents will be entitled to a Library card at no charge in their individual names. The use of this card is not transferable.

At the request of a parent or guardian, a child, at any age, may receive a Library card. A parent or guardian must sign for a child's card until the child reaches the age of 18. The signing parent or guardian is responsible for all materials borrowed on a child's card.

Persons, including spouses and minor children, residing outside the city limits, but owning property in the City of Keene, shall be considered residents.

Full-time employees of the City of Keene, full-time teachers in the Keene School System, and full-time students attending an educational institutions in the City, Library volunteers, and tutors in any Cheshire County literacy program shall be entitled to individual Library cards at no charge.

Institutions and organizations which own or rent facilities in the City are entitled to one Library card in the name of that institution or organization, providing such institution or organization takes responsibility for the use of the card. Individual Library cards are available to non-residents who pay a



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fee that is set by the Board of Trustees and approximates the cost per Keene resident for Library services as reflected in the City budget. Non-resident card fee will be reviewed on an annual basis. Nonresident institutions and organizations do not qualify to receive non-resident cards.

Fines and Fees

The Library has the authority to charge borrowers for unreturned, damaged or lost materials, per RSA 202-A:24 and RSA 202-A:25.

Borrowers who do not return materials by the due date shall be charged a daily fine as set by the Board of Trustees. The overdue fine will not include days when the Library is closed. Fines levied under this section shall not exceed the replacement cost for such items. Borrowers who have failed to pay fines over \$10 will be notified of their responsibility and their borrowing privileges will be restricted until fines due are below that amount.

Borrowers will be charged replacement cost if they fail to return items or return items damaged. Replacement cost will be computed by category using current price information or list price. The Replacement Cost Charges will be reviewed annually by the Library Finance Committee.

The borrower will receive first notice by email, phone, or mail when items are overdue. If the items are not returned within 14 days of first notice, up to two more notices with replacement costs will be sent to their last known mailing address at 14-day intervals. The third notice will be sent by certified mail if the borrower owes more than \$200 in replacement costs.

The police may be asked to assist in the collection of library materials or payment if unreturned or damaged materials amounting to at least \$200 are not paid for or returned within 14 days of notice by certified mail.

Items returned or paid for will be charged a maximum of one month overdue fine per item. An item returned within two weeks of payment may be eligible for reimbursement only if returned prior to the library replacing the item or deleting it from the database.

If items are returned and payments are made, library privileges will be reinstated. Patrons who are chronically delinquent in returning materials may be reinstated with express conditions of reduced number of materials loaned, trial periods or other conditions for their accounts.