

Rahway Public Library Policy and Procedure Manual

Policy: Circulation, Overdue, and Refund Policy

Statement: Books and other library resources are available for loan with a valid library card with a fine balance under \$5.00. Rahway residents are issued a free first card for a three year period if they have no prior library record and they provide proof of residency. Employees in Rahway may apply for borrowing privileges with proof of employment. Non-residents may apply for MURAL borrowing privileges if their library participates or purchase a card for an annual seventy-five dollar fee.

Cardholders must keep their address and phone information current and agree to be financially responsible for all materials borrowed for themselves and their minor children (children under the age of 18 at the time the materials are borrowed) and recognize that privileges will be suspended for charges on their own or their children's library cards. All members of a family will have privileges suspended if the collective charges exceed \$5. Patrons are responsible for monitoring their own and their minor children's accounts and borrowing. The library now offers email notification of overdue items by request of patron or parent, however; notification is a courtesy only. Charges incurred before email notification began or are incurred without email notification still apply. Non-receipt of notification does not exempt patron/parent from charges. Borrowing terms are established by signature approval on library card application and are binding. The Library will make every effort to recover fines and fees including the use of collection services, and legal proceedings as outlined in local Ordinance 38-3 in the Code of the City of Rahway, New Jersey.

Borrowers must have their own library card or acceptable identification present to charge out materials. Borrowers exiting the library must return to the circulation desk if the security gates sound an alarm in order to permit staff to check materials for proper charging. Materials must be returned on time and in good condition or fines and fees will be charged. Staff will inspect all materials when circulated and returned. The borrower is responsible for the condition of materials once they have checked the item out. Cards or IDs must be presented to use library computers. Patrons with library accounts will be prohibited from using computers if their fine balance reaches \$5.00.

Procedures:

1. Apply for a library card by presenting identification to staff.
2. Acceptable identification has a future expiration date and provides proof of current address i.e.: New Jersey driver's license or New Jersey non-driver identification card or 2 pieces of mail less than 3 months old (utility bills, bank statement, etc.) See our Borrower Policy for a full list of acceptable ID.
3. Minor children must be accompanied by a parent or legal guardian with proof of address identification; proof of custody may be required.
4. Patrons/Parents can provide an email address or select a PIN in order to manage their accounts online, this is not required.

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5. Employees in Rahway must have current proof of employment for at least 3 months.
6. MURAL borrowing privileges are given to card holders of other libraries covered under the agreement.
7. Patrons will present their library card and materials to be charged to staff at the circulation desk. Borrowers accept responsibility for the term of the loan at time of transaction. The library is not required to remind borrowers of items due. Email notification is a courtesy and delivery of email cannot be guaranteed by the library.
8. It is recommended that patrons retain the receipt given out checkout until items are returned to the library to assist them in managing their borrowing.
9. Patrons can check their accounts online with a PIN obtained at the library. Patrons may also call the library with questions regarding their own/their children's account.
10. There is a global limit of fifty total items per library card.
11. Circulation of audiovisual materials ends fifteen minutes before the library's closing time.
12. Renewal of materials can be done by phone or the library's web page (some limits apply). A PIN (obtainable at the library) is needed for renewal on the web page.
13. Books can be returned at the library circulation desk or when the library is not open, in the external book drops. Audiovisual materials must be handed in at the circulation desk or placed in the external book drop labeled AUDIOVISUAL.
14. Borrowers will be charged full list price plus a \$10.00 processing fee for lost materials.
15. Staff will inspect all items returned for damages.
16. Borrowers will be charged for damage to materials (up to \$5.00 for repairs) or full replacement price plus a \$10.00 processing fee for materials damaged beyond repair or continued use. Borrowers may replace lost materials with an identical, new item. A \$10.00 processing fee will still be applied.
17. Patrons may replace lost library cards according to the following schedule - \$1.00 for the first replacement, \$3.00 for the second, and \$5.00 for all subsequent replacements.

Schedule of Loan Periods-Fines-Fees

Material	Loan period	Fee	Fine	Renewal	Other Information
Books	4 weeks	No	No Fine	Yes	
New Books	2 weeks	No	No Fine	Yes	
Audiobooks (Adult and Children's)	2 weeks	No	No Fine	Yes	Limit – 5 per card
CD's	2 weeks	No	No Fine	Yes	Limit – 5 per card per day. (Box set limit – 1)
Feature Films (DVD/Blu-Ray)	3 days	\$1.00	No Fine	No- New titles up to 6 months Yes – titles older than 6 months Renew only at the library	Limit – 3 per card, 5 per family
Box Set (DVD/Blu-Ray)	7 days	\$2.00	No Fine	Yes \$1.00	Limit – 3 per card
Large Box Set	21 days	\$5.00	No Fine	No	Limit – 1 per card
Non-fiction (DVD/Blu-Ray)	7 days	No	No Fine	Yes	Limit – 3 per card, 5 per family
Magazines	2 weeks	No	No Fine	No	Limit – 5 per card
Museum Passes	3 days	No	\$2.00 day	No	Limit – 1 per family
Technology (Wi-Fi Hotspot, Laptop, Etc)	2 Weeks	No	\$2.00 day	No	Limit – 1 per family

Refunds

From time to time, refunds will have to be issued to account for items that have been found on the shelf after having had been paid for, credit cards being charged an incorrect amount, etc. To account for these instances, the following guidelines will be followed so as to ensure the proper documentation and execution of the refund:

1. Only the director, assistant director, or access services manager may issue a refund.
2. Patrons must fill out the library's refund form. This form will document such information as the reason for the refund, the patron's name, his or her address, phone number, etc.
3. Patrons will be allowed up to sixty days to challenge a charge for which they have already paid. Once this window has closed, refunds will not be granted.
4. Refund checks will be mailed to patrons at the address they specify. Cash refunds will not be given unless the refund occurs on the same day as the original transaction. These refunds will be issued from the register.