

CIRCULATION POLICY:

Loan Periods

The following loan periods apply to all holders of Peterborough Town Library cards.

We are a fine-free library! There are no fines for overdue materials, but fines may be charged for overdue interlibrary loan materials in cases where the lending library charges Peterborough Town Library an overdue fee.

Our loan periods give you maximum freedom to use our collection so please use our collection responsibly and return items on time. Thank you!

All Items and Materials:

Loan Period: two (2) weeks

Renewals: two (2) renewals are allowed consecutively for each item

Items which have a hold cannot be renewed

Limit: Items must be returned after final renewal period.

Interlibrary Loans

Loan Period: 3 weeks

Renewals: no automatic renewals, only if approved by the lending library

Limit: 3 items at a time

Fine: Fines may be charged in cases where the lending library charges Peterborough Town Library fines for items returned late by our patrons. Replacement fees will be charged for lost items.

If an interlibrary loan item is lost more than one time, then a patron will no longer be allowed to use the interlibrary loan service. A patron may petition to have these privileges restored after six months. The Library Director will review the history of the situation and issue a decision.

Overdue Process and Replacement of Lost and Damaged Materials

- Library staff will remind patrons about overdue materials by email, phone call, and finally by mail.
- Borrowing privileges are suspended when an item becomes more than three weeks (21) days overdue or if an overdue item is on hold. When all items overdue items are returned, privileges will be reinstated.
- Items overdue by 30 days or more are considered lost. Patrons will be notified of the cost for replacing the items by mail.

- Once a patron returns an overdue item or pays for its replacement cost, the account will be reinstated, and no fines will be charged.
- The library cannot accept the return of or provide refunds for lost materials if they are found after payment of replacement charges has been made. Once the Library receives payment for a lost item, the item becomes the patron's property.
- If a patron is unable to return overdue items or pay their balance, they may contact the library to discuss options.
- The library makes every effort to retrieve lost items through our fine-free overdue process. If a patron does not replace or return lost items and has over \$25 worth of items for more than 30 days, we may escalate efforts to obtain the materials back by asking the police department to deliver overdue notices.
- If you lose or damage a single item in a set, you may need to replace the entire set if a single replacement item cannot be acquired.

Payment Method

Fees for lost items can be paid at the library help desk by cash or personal check made out to Peterborough Town Library.

Payment Plans

We all lose things! If you need to, we can establish a payment plan to pay for your lost items. The payment plan will involve a substantial initial payment, followed by regular installments until your record is once again in good standing. Email Library@PeterboroughNH.gov for additional information.

Restoration of Privileges

A patron may reapply for a library card five (5) years from the date of an account restriction. The library Director shall then review the application and history of the situation and may elect to restore privileges to the patron.

Overdue Collection Policy

- At one day overdue, ten days overdue, and twenty-one days overdue, patrons will be reminded by automatic email to return overdue items. Staff will add a note recording all reminders by phone, email, or mail on the patron record. Staff will delete all notes when the patron issue is resolved.
- At fourteen days and twenty-one days overdue, patrons will receive a reminder by telephone.
- At thirty days overdue, a notice will be sent by mail including the replacement fee(s) for the overdue material(s) and informing the patron their borrowing privileges have been suspended. No additional materials may be checked out on the patron's card until the overdue material(s) is returned, or the replacement fee has been paid.
- Guarantors and Guarantees will both be restricted at thirty days overdue. Special exceptions may be made by the Circulation Manager.
- At two months (60 days) overdue, the patron will receive an invoice for the cost of the items overdue.
- At seventy days overdue, staff will notify Library Director of patron accounts that must be escalated to attempt recovery. Final invoice may be delivered by the police department in a sealed envelope.
- If patron does not respond to final invoice, the library director will bring the case to the Board for further instruction.
- Staff will remove items from the patron record at seventy days overdue and mark them long lost overdue. The replacement costs will be posted on the patron account. All patrons linked by a guarantor/guarantee status will also be restricted at this time.
- The circulation manager may request from the Director a restriction on a patron account for a minimum of 90 days if the patron account has reached 70 days overdue more than twice in a calendar year. If approved by the Director, the account will be restricted for 90 days after all items have been returned or paid for in full.

Approved March 18, 2021

Edited and reapproved September 15, 2022

Edited and reapproved May 16, 2024

Edited and reapproved February 19, 2026