

PUBLIC SERVICE POLICIES

Card eligibility

Any resident of a Massachusetts community (aged five and older) that is certified by Massachusetts Board of Library Commissions and receives State Aid for Libraries grant funding is eligible for a library card from the Southwick Public Library. The Library will also honor cards from other public libraries (not academic libraries) in the C/W MARS network. We will check the C/W MARS system to verify that the applicant does not already have a library card in the system, whether at their current or previous address. If a record does exist, any outstanding fines or charges exceeding \$10.00 must be brought up-to-date before a new card can be issued. No card will be issued through the mail or over the telephone, due to the need for positive identification and signature of responsibility for all items charged to the card that are not returned to the library, or are returned in a condition that is unsuitable for further circulation.

In order to obtain a card:

ADULTS

Must provide a photo I.D.-drivers' license, Mass I.D. Card, passport or Military I.D. and proof of current address*- utility bill, vehicle registration, or a piece of mail that shows a residential address ***A post office box or business address is not sufficient; a current residential address is required.**

TEENS – ages 13-17

May present student picture ID and piece of mail (or be accompanied by a parent or legal guardian who has required IDs)

CHILDREN- ages 5-12

Must be accompanied by a parent or legal guardian who has required IDs

LIBRARY CARDS ARE NON-TRANSFERABLE

Lost cards

The patron is responsible for notifying the library of the loss of a card. This allows the library to place a restriction on the card so that materials cannot be charged to it. Failure to report a lost or stolen card will result in the patron being billed for any materials charged to the card that are not returned, or are returned in a condition that is unsuitable for further circulation.

Circulation policies

BOOKS

Books are available for a 3 week loan. Books may be renewed one time.

MAGAZINES

Magazines may be checked out for 1 week. Magazines may be renewed once.

DVDS

DVDs may be checked out for 1 week and may be renewed once.

DVD Kits may be checked out for 2 weeks and renewed once.

AUDIO CD BOOKS

Audio CD titles may be checked out for 3 weeks. Audio titles may be renewed once.

COMPACT DISC (MUSIC)

Compact discs are available for a 3 week loan. They may be renewed once.

LIBRARY PASSES

All library passes are allowed out for 2 days only. Only one pass per family may be checked out at a time. A family may only check each pass out once per month. There is a \$5.00 late charge per day. Some passes require a membership in the *Friends of the Southwick Public Library*.

PUPPETS AND TOYS

Puppets and toys are available for a 3 week loan. Puppets and toys may be renewed, but they cannot be reserved.

SOUTHWICK LIBRARY OF THINGS ITEMS AND HOT SPOTS

Items from the Library of Things collection are available for a 1 week loan and may be renewed once. Overdue charge is \$5.00 per day. These items may not be reserved and must be returned to the Southwick Public Library Circulation Desk ONLY. Items MAY NOT be returned at another library or in the library's drop boxes outside. Patrons must be aged 18+ to borrow from the Library of Things and Hot Spot collections. Hot Spots are available for 1 week and are NOT renewable. Overdue charge is \$5.00 per day. Hot Spots may not be reserved and must be returned to the Southwick Public Library Circulation Desk ONLY. Items MAY NOT be returned at another library or in the library's drop boxes outside.

LATE FEES AND OTHER CHARGES

When you sign for your library card, you agreed to return items checked out in the time frame set by the Library, and to be responsible for items in your care. Should an item have an accident or become lost, you will be charged the price of the item, plus a \$5.00 processing fee. The library does not accept replacement items for lost or damaged material.

The Southwick Public Library only charges late fines on museum passes, hotspots and Library of Things Items. If patrons request items through Interlibrary Loan, other libraries may charge fines. There are 3 return boxes located outside the Library for return of materials when the Library is not open.

Patrons owing \$10.00 or more in fines shall have their borrowing privileges suspended until the account is under \$10.00. Lost items must be paid for in full.

ITEM BORROWED FROM THE COMMONWEALTH CATALOG

All items that are placed on hold using the Commonwealth Catalog and picked-up at the Southwick Public Library must be returned at the Southwick Public Library only. Loan periods are set by the loaning library and may differ from the Southwick Public Library's loan policies. Paperwork that is from the lending library and attached to the item must be returned with the item.

All items that are received to fill a hold through the Evergreen Catalog or the Commonwealth Catalog will be held for one week as stipulated by our Network Agreement.

Inter-Library Loan Materials Not Available through C/W Mars for the Commonwealth Catalog (Mediated Inter-Library Loans)

Patrons must fill out an "Interlibrary Loan Title Request" form at the library. Patrons must pay the shipping costs for the item to be delivered and will be charged when they visit to pick up the item. Shipping will be determined by the cost it was for the item to arrive. The fee will be used to ship the item back to the owning library. Items will be shipped back to the owning library using the USPS Library Rate. If there is any discrepancy in shipping costs, the patron will be refunded the amount overpaid.

The items requested must be picked up and returned to the Southwick Public Library. Due dates are set by the owning library and may differ from the Southwick Public Library's Loan Policies.

REFERENCE SERVICES

1. In the building: Patrons seeking reference services on the premises will be taught to use the PAC to conduct a keyword search on their topic and escorted to where the materials found through the search are located.
2. By telephone: Reference questions will be answered by telephone under the following conditions: the patron needs to leave his or her telephone number, so that the staff may conduct the search and call them back. Patrons shall not be left on hold if researching the answer unless the staff has the information readily available. They will need to be called back. Patrons who are in the building have priority in receiving services.

Programs and Special Events

The library sponsors programs and special events both in the library building and off-site. Regardless of the site, the following rules shall be followed:

1. There will be no consumption of alcohol at library events.
2. Library patrons have priority for attendance at those functions for which attendance is limited.
3. The library staff reserves the right to have removed persons who are disruptive to the program.
4. Children under the age of 12 shall be allowed if accompanied by an adult and the program doesn't have age limits requested by the presenter and space allows.

Exhibits and Displays and Signs

1. No exhibits or displays are allowed without the consent of the library director and in some cases, may need to be approved by the Southwick Library Board of Trustees.
2. All signs that are approved to be displayed in the library must be no larger than 8 ½" x 11". Signs will be displayed for up to 30 days.

(Approved by the Southwick Board of Library Trustees on June 28, 2019, revised 11/10/2020, 11/9/2021, 2/8/2022, 5/2/2023 & 9/12/2023)