

WESTBROOK PUBLIC LIBRARY CIRCULATION POLICY

The Circulation Policy of the Westbrook Public Library exists to facilitate the Library's mission by outlining guidelines for community access to the materials and information in the Library's collection.

Confidentiality of Circulation Records

The library keeps circulation and card registration information confidential. A patron may access their own circulation records only. Confidential patron information, including a patron's barcode, may not be given out over the phone or email.

Library Cards

Patrons must possess a valid Connecticut Library card in order to borrow materials.

Those primarily domiciled in Westbrook may obtain library cards free of charge from the Westbrook Public Library by providing the following:

- a photo ID
- an item bearing the patron's name and current local residential address (for example, Connecticut State-issued identification, utility bill, or mortgage/lease).

Children under 12 years of age must have a parent or guardian present when applying for a card. Children enrolled in Westbrook Public Schools are assumed to be primarily domiciled in Westbrook and do not need to provide further proof of residency. Patrons who are 12 years and older may obtain a Westbrook Public Library card without a parent or guardian present.

Westbrook Public Library cards must be renewed every three years. Patrons must verify residency at the time of renewal.

A current (unexpired) Connecticut public library card in good standing can be used in all public libraries in the State of Connecticut. A patron who is primarily domiciled in a Connecticut town other than Westbrook must obtain a library card from their hometown's public library. Patrons whose public libraries are outside of the LION Consortium must bring in a valid library card from their current town of residence and a form of identification in order to be registered in the Westbrook Public Library system. These accounts will expire on the expiration date provided by the patron's home library on the patron's library card.

Teacher Cards

Teachers who work in Westbrook may apply for a Teacher Card. The Teacher Card allows educators to check out items for in-school use only. Items intended for personal use must be checked out on the teacher's personal library card issued from the public library in their hometown. Lost or damaged items are the responsibility of the teacher.

Westbrook Public Library Teacher Cards must be renewed every year. Patrons must verify employment at the time of renewal.

Local Use Only Cards

Patrons who are primarily domiciled outside of Connecticut may obtain a Local Use Only card. Local Use Only cardholders are granted the ability to borrow physical items from the Westbrook Public Library as well as to access the Westbrook Public Library's digital resources. Westbrook Public Library Local Use Only Cards must be renewed every year. Patrons must verify residency at the time of renewal.

Responsibility

Library patrons are responsible for all materials checked out on their card or the cards of children under 12 years of age for whom they have assumed responsibility. If a patron allows others to borrow materials using his/her card, those materials are the responsibility of the card owner.

Lost Library Card/Change of Address

Please report a lost card or change of address promptly. You are responsible for items checked out on your card.

Loan Periods

DVDs & Magazines - 7 days

Books, CDs, Games, & Items in the Toy Library - 21 days

Museum Passes - 1 day

Sewing Machines – 14 days

Non-Circulating Items

Newspapers, certain Reference materials, and items in the Historical Westbrook Public Library and History of Westbrook collections do not circulate. Copiers are available for those needing copies of information found in non-circulating materials. There is a charge for copies made using library copiers.

Renewing Items

Most items will automatically renew twice unless there is a hold on them. If we have an email address on file for you, a courtesy notice will be automatically emailed two days before an item's original due date with notification of the new due date or automatic renewals. It is the patron's responsibility to keep track of all items checked out on their card and their due dates. Patrons are encouraged to either view their records online through the library's website/catalog or call the Library if they need help.

Overdue Fines & Replacement Fees

The Westbrook Public Library does not charge overdue fines. However, replacement costs for lost and damaged items must still be paid. Notices regarding replacement fees are emailed and mailed three weeks after an item is due.

Lost and Damaged Items

Patrons are responsible for all materials borrowed on their library card and will be charged a replacement fee for any lost and damaged items. The Westbrook Public Library will not accept replacement items in lieu of money. The cost for lost items is the replacement cost of the item as determined by Library staff. The cost for damaged items is also determined by staff and will not exceed the cost of replacement.

Items that belong to other libraries, even if checked out at the Westbrook Public Library may have different rules and fees. The rules from the owning library will apply.

Blocked Library Cards

Library cards will become blocked if the fees for lost and damaged items exceeds \$50. Parents or guardians whose library cards are blocked due to lost items are not allowed to use their child's card until their own record has been cleared. A child may continue to use their card to check out materials if their parent's/guardian's card is blocked.

Reserving Library Materials

Patrons may reserve a book or other item that is not immediately available. Museum passes and the Nintendo Switch consoles are not available to reserve. Reserves are honored in the order taken. Once the item is available to pick up, the patron will be notified by telephone, email, or text and the item will be held for seven days. If the item is not picked up after seven days, the hold will be canceled and given to the next person or returned to the owning library.

Items that are not available within the LION Consortium but are owned within the State of Connecticut may be obtained through an Inter-Library Loan.

Returning Items

Most items can be returned when the library is open or closed. Items can be returned at the circulation desk when the library is open. Items can be returned in the external book return slot located at the front of the library or in the book return located in the parking lot at any time. If the book returns are full and you cannot insert any more items, please do not leave items outside.

Toy Library items and Nintendo Switch consoles must be returned to the circulation desk.

Generally, materials borrowed from the Westbrook Public Library may be returned at any other public library in Connecticut. Conversely, materials borrowed from other public libraries may be returned to the Westbrook Public Library. Toy Library items, Nintendo Switch consoles and museum passes must be returned directly to the Westbrook Public Library.