

Lending Policy

The Lending Policy of the Welles-Turner Memorial Library (WTML or “the Library”) exists to provide guidelines for the borrowing and return of materials contained in the Library collection. It is intended to ensure that all members of the public are provided with consistent and equitable services from the Library and that patrons understand their rights and responsibilities as library cardholders.

General Information

Anyone who presents a valid Connecticut public library card is eligible to borrow Library materials. To be valid, a library card must include the following information: a) Name and town of the issuing library; b) Signature of the person to whom the library card was issued; c) A specific future expiration date. Library cards from academic institutions, private libraries, or out-of-state libraries can not be accepted.

The Library is responsible for ensuring free and equal access to Library materials and services to all people. Loan periods are designed both to allow adequate time for borrowers to use materials and to provide timely loans of materials that are in high demand. Borrowers assume responsibility for payment of fees or fines for materials not returned on time or those that are lost or damaged.

To best serve the public, the Library participates in the Library Connection (LCI) Consortium and the Connecticut State Library borrowIT CT and deliverIT CT programs.

Library materials are the property of the Town of Glastonbury.

Library Cards: Eligibility and Registration

Glastonbury Residents

Library cards are issued to identify users of library materials and to provide a means of recovering materials that have not been returned. Any person who shows proof of residence within the Town of Glastonbury may obtain a Welles-Turner Memorial Library card, free of charge. The Library card will be valid for three years.

- Children below the age of 18 who wish to obtain a Library card must be accompanied by a parent or legal guardian. The guardian must present their proof of residency and sign the child's application form.
- Library cards are available to be used immediately upon registration.
- Connecticut residents are issued public library cards in their town of residence, and can use that card at most public libraries in Connecticut. Once a Glastonbury resident obtains a Welles-Turner Memorial Library card, their library card from any other Connecticut public library is no longer valid.
- Welles-Turner Memorial Library cards have a three (3) year expiration date, with the exception of Library cards for temporary residents, teacher cards, and Town employee cards.

- **Temporary Digital Library cards** may be issued to persons who are residing in Glastonbury and who apply for a library card online. The Library card will expire within 30 days of the online application. People requesting temporary Library cards must provide the library with proof of residency within the 30-day period if they would like to obtain a permanent Library card.
- **Temporary Library cards** may be issued to persons who are residing in Glastonbury for a short period of time. The Library card will expire when the person plans to leave Glastonbury, or within six (6) months, whichever is sooner. People requesting temporary Library cards must provide a valid telephone number and their permanent address or proof of their temporary residency. Temporary Library cards are limited to the checkout of two physical Library items at one time.

Forms of acceptable identification / Proof of Residency

Applicants for a Library card must show identification with a current residential address. Identification with only a post office box number will not be accepted. Any one of the following is considered acceptable identification:

- A valid Connecticut driver's license or identification card issued by the State of Connecticut with photo and current Glastonbury residential address. Change of address sticker on the back of a license is acceptable without extra documentation.
- A valid photo ID/license and one of the following:
 - A current property tax bill for Glastonbury residential property in the name of the applicant
 - A lease or mortgage for a Glastonbury residential property in the name of the applicant
 - A utility bill or canceled first-class mail postmarked within the last 30 days sent to the applicant at their Glastonbury residential address
 - Car registration or car insurance documentation with a Glastonbury address
- Please Note: Proof of residency must include a name and street address. A post office box is not proof of residency, but may be used as a mailing address.

Minors

A parent or legal guardian must be present with the applicant and sign the application for the applicant under the age of 18. The parent's or legal guardian's identification or current Welles-Turner Memorial Library card will be accepted as proof of residence. Parents or legal guardians are responsible for all items checked out by children under the age of 18; parents or legal guardians are responsible for monitoring their child's borrowed materials, including all formats.

Exceptions to this are made for Library visits to the schools for Library Card Sign-up Days or School Field Trips to the Library.

When a child has two legal residences, this minor may have two separate Library cards with two distinct addresses and barcodes and two different parent/guardian signatures. Each card will reflect the parent/guardian responsible for items checked out using that card.

Non-Resident and Specialty Cards

borrowIT CT: The Library honors valid library cards from all Connecticut public libraries in accordance with the statewide *borrowIT CT* reciprocal borrowing policy. Out-of-town borrowers who have a valid library card from their hometown library will be entered in the LCI database if they are not already in the

system. The expiration date of their hometown library card will be the expiration date entered into the LCI system.

Town of Glastonbury Municipal Employees: Town employees may obtain a Welles-Turner Memorial Library card in order to access the digital education and research resources available through the Library. Library cards issued to Town employees may not be used to check out physical items at WTML or any other library. Town employee Library cards will expire in one (1) year.

Institutional Library Cards: Companies and businesses located in Glastonbury may obtain institutional Library cards. The employee obtaining the card must present identification containing his/her name and the company/business name, such as a business card or company letterhead, and proof that the company/business is located in Glastonbury. The employee who signs the application form is responsible for materials borrowed on the Library card by any employee of that company/business. The employee must provide his/her home address and telephone number. Company/business Library cards may be used for business purposes only.

Renewal of Library Cards

Cards may be renewed within a month of the expiration date. Expired library cards are replaced at no charge. At the time of renewal, applicants may be asked to verify address or other information on the patron record. Overdue items must be returned and fees on the card must be below \$25.00 before a Library card is renewed.

Lost Library Cards

Lost cards should be reported immediately. A Library patron is responsible for all materials checked out on their card up to the date the card is reported lost to the Library. ***There is a \$2.00 replacement fee for a lost card.***

Patron Responsibility

Library cardholders are responsible for:

- a. All Library materials checked out on their card and the cards of children for whom they have assumed responsibility.
- b. All fines and fees incurred on their Library card by themselves or others.
- c. The replacement cost of lost or damaged items or parts of items.
- d. Reporting change of name and/or address to the Library.
- e. Reporting lost or stolen Library cards.

Borrowers must have their Library card or identification with them to conduct Library business in person, online, or by telephone. A digital copy/version of the card is acceptable.

Borrowers who use their Library cards at other Connecticut libraries are subject to the rules of those libraries.

Parents or guardians whose library cards are blocked due to fines or lost items are not permitted to use their child's card until their own record has been cleared. A child may continue to use their own card to check out materials if their parent's/guardian's card is blocked.

At the discretion of the Library Director, patrons may be asked to sign a waiver and/or leave a deposit when borrowing items from the Library of Things.

Denial of Borrowing Privileges:

Borrowing privileges may be blocked for the following reasons:

- The total amount of fees and fines owed Welles-Turner Memorial Library or any combination of LCI Libraries exceeds **\$25.00** either on the patron's record or in combination with fines/fees on a child's registration for which an adult has assumed responsibility
- If the Library determines it needs confirmation of a borrower's Glastonbury address or other pertinent registration information

Lending Rules

Holds (Reserves):

Connecticut residents with a valid Library card can borrow physical items from any public library in the State. Glastonbury cardholders have direct access to circulating physical items owned by all LCI Consortium member libraries. Borrowers may request (hold) those materials through our system for pick-up at any library in the LCI Consortium. Holds may be placed in-person or by telephone at our Reference or Children's service desks, through the LCI app, or online through the online library catalog. Holds on eBooks and eAudio books owned by Glastonbury may be placed by Glastonbury cardholders using the individual Library services (i.e. Libby, Hoopla).

- Fulfillment of holds is left to the discretion of the loaning library, with some libraries in the LCI Consortium choosing to limit the transport of specific items, such as New Materials, Library of Things items, and/or Museum Passes.
- There is no charge to reserve materials that are available through the LCI Consortium.
- There is a limit of 50 holds on physical items per cardholder.
- Courtesy notices, generated by the LCI system by email or text, may be sent to the borrower as notification that the reserved item is now available. Materials will be held at the Library for the borrower for up to seven (7) days.
- For hold requests (reserves) that extend beyond the LCI Consortium, please see the "Special Borrowing Services" section below.

Loan Limits:

A limit may be placed on any material which may be in high demand, such as books used for school projects, items in special collections, and/or items with high costs. Loan limits are subject to change by Library Administration.

- Patrons may borrow one Museum Pass at a time from the Welles-Turner Memorial Library.
- Patrons may borrow two “Library of Things” items at a time from the Welles-Turner Memorial Library.
- Other materials may be restricted to a limited number of loans at one time based on demand or collection size.

Loan Periods:

Loan periods are established within the LCI Consortium to provide patrons with an adequate amount of time to use materials and return them so they are available to others. Most items within the Library’s collections may be borrowed for twenty-one (21) days, although loan periods are subject to change by Library Administration and Consortium standards. If the due date falls on a holiday or a day when the Library is closed, the loan period will be extended until the next day the Library is open.

The following loan periods have been established for circulating Library materials:

- **Adult and Teen Collections:** Most materials in these collections circulate for 21 days, with the possibility of two (2) renewals, with the following exceptions:
 - Lucky Day Materials: Twenty-one (21) days; no holds or renewals
 - Museum Passes: Two (2) days; no renewals
 - Entertainment DVDs: Seven (7) days; two (2) renewals
 - Library of Things: Three (3) to seven (7) days depending on item; one renewal
- **Children’s Room Collection:** Most materials in the Children’s collection circulate for 21 days, with the possibility of two (2) renewals, with the following exceptions:
 - Children’s Entertainment DVDs: Seven (7) days; two (2) renewals
 - Library of Things: Three (3) to seven (7) days depending on item; one renewal

Library materials may be granted an extended loan period by request at the discretion of the department supervisor. If an extended loan period is granted, items can not be renewed.

Item Renewals:

Items checked out at Welles-Turner Memorial Library will automatically renew up to two (2) times for the standard loan period (see above) if the item is not on hold for another Library patron. It is the borrower’s responsibility to review item due dates during the borrowing period to ensure their timely return.

Digital resources may be manually renewed if there are no holds on the titles, however automatic renewals are not currently offered.

Some Library items, including Museum passes and Lucky Day materials may not be renewed. See the Library website for an updated list.

Library materials borrowed at other libraries may be renewed at Welles-Turner Memorial Library if the LCI Consortium system permits. Please note: Items borrowed outside of the LCI Consortium system can not be renewed by WTML Library staff.

Exceptions to Standard Loan Periods:

- Statewide/Nationwide (non-LCI) InterLibrary loan materials Borrowed: The borrowing period and renewal period are determined by the lending library.
- Statewide/Nationwide (non-LCI) InterLibrary loan materials Loaned: The loan period for materials to other libraries is four (4) weeks. One renewal for two (2) weeks is allowed. Reference materials, items on reserve (holds) lists and newspapers are not loaned.
- Non-Resident and Specialty Library Cards: Please see individual card descriptions for information on loan rules for specialty cards.

Online account access:

Library patrons with current valid registrations can access their accounts using their library card's 14-digit barcode number and a PIN.

Return of Items:

Library materials may be returned to the Library's interior automated return system, the circulation desk, the 2nd floor interior book drop, or the exterior book drop. Welles-Turner's exterior book drop is open 24 hours a day. Items returned in the book drop before the Library opens are considered returned as of the last day the Library was open.

Digital loans are returned automatically on the day the item is due.

Borrowers are responsible for all materials until they have been safely returned to the Library or another library on the deliverIT route. Patrons are encouraged to return materials to the same library location as originally borrowed.

Museum Passes and items from the Library of Things must be returned to their home (lending) library.

Overdue materials borrowed from other libraries returned at WTML will be charged fines based on that library's lending policy.

Overdue materials from non-LCI libraries returned to WTML will have their return date noted by WTML staff and will be returned via deliverIT to the owning library. Fines for those items will be determined by the owning library, and may be delayed due to transit.

If a patron claims to have returned an item, a minimum of two Library staff members will search the Library for the missing item on separate occasions. A determination will then be made as to whether the item will be removed from the patron's record. A patron will be allowed up to three (3) free "claims returned" items. The patron will be responsible for any additional claims.

Use of the Book Return (Book Drop):

All items, with the exception of Museum Passes, Board Games, Library of Things items, and items labeled with specific return instructions may be returned to the exterior book drop. Patrons are asked to return all oversized

items to the Circulation Desk as large items may cause a jam in the book drop. Welles-Turner's book drop is open 24 hours a day. Items returned in the book drop before the Library opens are considered returned as of the last day the Library was open.

Use of the State Library Delivery Service (deliverIT):

The Library accepts materials for other Connecticut public libraries that are served by the State Library delivery service. Persons using deliverIT to return library materials are advised that they are responsible for items returned this way. Patrons are responsible for any fees or fines that are charged by the owning libraries, to be paid directly to the owning library.

Library Materials from Schools:

Library materials belonging to Glastonbury schools should not be returned to WTML, nor will the Glastonbury schools accept Library materials for return in school libraries. Fines may be charged on all overdue items. If the Welles-Turner Memorial Library is unable to return items to the owning library via delivery, staff will make three (3) attempts to contact the school library to arrange for their materials to be returned at patron expense.

Books belonging to Out-of-State Libraries:

Staff will make three (3) attempts to contact the patron or the out-of-state library to arrange for their materials to be returned, at patron expense.

Overdue Notices/Bills:

Library patrons are responsible for keeping a record of the due dates of their library materials. Patrons can contact the Library or use the Library's online catalog to log into their account and verify due dates, pay their fines and fees with a major credit card, and generate a paid receipt to be sent to their email address.

A courtesy email reminder may be generated by the ILS System (if the patron has submitted an email address) that their materials are coming due.

A courtesy overdue email notice may be sent when an item is three (3) days overdue, and a second may be sent when the item is seven (7) days overdue. If an item has not been returned after fourteen (14) days past the due date, it will be considered lost and a bill will be added to a patron's account. Bills will be cleared from a patron's account when the item is returned.

Failure to receive a notice will not be considered grounds for waiving a fine.

Non-circulating items

Newspapers, reference materials, and items from the Vertical Files do not circulate. Copiers are available for people needing copies of information from materials that do not circulate. There is a charge for all copies made using Library equipment. Non-circulating materials (for in-Library use only) include:

- Reference materials
- Most current issues of adult periodicals
- Adult vertical file materials
- Newspapers
- Video games, board games, and toys for in-house use
- MakerSpace Equipment

Fees and Fines

Payment of fines: Fees and fines may be paid in person by cash, or check, or by using a major credit card via the Library's online catalog. Identification such as a valid Connecticut driver's license may be required for personal checks. A printed receipt for payment for lost and damaged items will be given to the patron upon request.

A borrower will have their borrowing privileges suspended whenever they owe twenty-five dollars (**\$25.00**) or more in overdue fines and/or replacement charges to the Welles-Turner Memorial Library or any combination of libraries in the LCI system.

Borrower accounts exceeding \$50.00 in fines or lost/missing materials may be sent to a collection agency.

Discretion in Financial Transactions: The Board and staff of the Library acknowledge that mistakes can be made when charging and discharging Library materials. The Library's commitment to public service allows staff members to adjust or cancel fines or replacement costs if circumstances warrant. Common sense shall prevail.

Lost Library Cards

There is a \$2.00 replacement fee for a lost Library card.

Overdue Materials

Fines will not be charged for most overdue library materials borrowed from WTML. Borrowers are asked to return items in a reasonable timeframe, as defined by the current lending periods, in order to ensure all patrons have free access to shared library materials.

- Library materials owned by WTML and checked out at other libraries will accrue fines based on the transaction library's fine policy.
- Overdue materials returned to WTML that were checked out from other CT libraries will be charged a fine based on the fine policy of the transaction (checkout) library.
- Fines for overdue materials must be paid to the transaction (checkout) library.

Exceptions: Fines will be charged if the following items are not returned by the due date. The accrued fine will be posted on the patron's record. Fine rates, which are subject to change by Library Administration, are as follows:

- Museum Passes: \$10.00 per day, up to the cost of replacing the pass
- Library of Things Items: \$5.00 per day up to the cost of replacing the item
- InterLibrary Loans (outside of LCI): \$1.00 per day

- Lucky Day items: \$1.00 per day up to \$10.00

The Library does not charge overdue fines for any materials when such charges result from the death, hospitalization or serious illness of a cardholder or a member of the cardholder's close family.

Overdue fines will not be charged for days the Library is closed.

Lost and Damaged Items

Lost items: Items that are more than **14 days** overdue will be marked "lost" by the system and replacement costs (see below) will be added to the patron's record. These materials will remain checked out to the patron until the lost item is renewed, located, returned, or paid for. These charges will be reversed when the item is returned to the Library.

If a part of an item has been lost, the patron will be charged for the replacement of that part if it can be replaced. If the part cannot be replaced, the person will be charged with the replacement of the entire item.

Damaged items: The Library will attempt to repair slightly damaged items; however, if the material is determined to be beyond repair, the patron will be responsible for replacement costs (see below). Patrons should not attempt to repair Library materials. Patrons are encouraged to point out damage to Library staff to support a well-maintained collection. Fees may be charged for damaged packaging, such as CD Book cases, equipment bags, etc.

Replacement costs: If an item is lost or so severely damaged that it requires replacement, the library patron will be charged the current replacement cost of the item plus the cost of any supplemental packaging and processing. The replacement cost will be verified using recognized library vendors, such as Baker and Taylor. As an option, the patron may, *upon approval from Library Staff*, provide the Library with a new, identical copy of the damaged item (same format, same edition, etc.).

If an item owned by another library is damaged or lost, the borrower will be responsible for the cost of replacement and any processing fees that are set by the lending library. The Library has no control over these fees.

Refunds: No refunds will be given for payments made for lost items. If a patron locates a Glastonbury-owned item after making a payment, the patron may keep the original item.

Please Note: Fines for lost or damaged materials not owned by Welles-Turner Memorial Library must be paid directly to the owning library.

Special Borrowing Services

Statewide InterLibrary loans (Reserves):

Borrowing from Non-LCI Libraries via the state-wide InterLibrary loan system: Glastonbury patron needs will be met first within the LCI Consortium's circulation system; if a material cannot be found within the system and

depending on staff availability, the Library will attempt to hold/borrow the material through the State Library's InterLibrary loan system.

- There is no charge to place an in-state InterLibrary loan request. There is a per-title charge if the title has to be searched out-of-state. This charge is non-refundable.
- Patrons are notified by email when their material has arrived. If there is a charge for postage, the fees are passed on to the patron.
- Items are held at the Circulation Desk for seven (7) days.
- Most materials can be charged out for twenty-one (21) days. If the loaning library stipulates a shorter loan period, that loan period is honored.
- There may be a charge for photocopies of journal articles from the loaning library. This charge will be passed on to the requesting patron.
- Some libraries charge to loan books or other materials on InterLibrary loan. This charge is passed on to the user, and will be communicated and collected prior to the loan request being placed.
- Patrons are notified by email if the material requested through InterLibrary loan is not available.

Loaning to Non-LCI Libraries via the State InterLibrary Loan System: Registered Connecticut residents may request InterLibrary loans through the State InterLibrary Loan System. Library staff will attempt to fill requests for InterLibrary loans based on staff availability.

- The Welles-Turner Memorial Library loans books, unbound periodicals, and other media to any requesting library, providing the material is available.
- Materials not available for loan include new materials, reference materials, bound periodicals, Library equipment, Library of Things items, museum passes, microfilm, and newspapers. The Library can provide photocopies or scanned images of microform and/or newspaper articles that are not available via other sources.
- There is no charge to the borrowing library to place a request.
- The Library will scan/email up to ten (10) exposures free of charge. There is a per exposure charge for scans over 10.
- Interlibrary loan materials are shipped via deliverIT, U.S. Mail Library Rate, fax, or email.

Book Discussion Groups:

The Library will attempt to locate and circulate copies of any title requested by a non-Library-sponsored book discussion group through the LCI Consortium system. The number of copies borrowed is determined by availability of the title from lending libraries.

Service without a Card:

Service will be provided to borrowers who have forgotten their library cards if they present a valid ID, their registration information is available within the Consortium's system, **and** if outstanding fees or fines on their registration records do not exceed **\$25.00**. Borrowers without valid identification can have items held for them at a service desk through the end of the following business day.

Confidentiality of User Records

Pursuant to [Connecticut General Statutes Sec. 11-25\(b\)](#), records maintained by public libraries that can be used to identify any library user or link any user to a library transaction shall be kept confidential except for those records that are used by library employees in operation of the library.

A patron's library record may only be viewed by that individual or, in the case of a minor under the age of 18, by that patron's parent or legal guardian. No patron records will be shared with any member of the public without the express permission of the patron. If a patron would like to arrange for a friend or family member to access their account to pick up holds or check out items on their behalf, patrons must provide their friend/family member with their library card or a copy of their hold pickup notice.

Library records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power. All official requests for patron information should be forwarded to the Library Director.

Approved by the WTML Library Board – 01/13/2025