



Keene Public Library Policies

Borrowing Policy	Adopted: January 25, 2022 Revised: December 19, 2023 September 24, 2024
-------------------------	--

Access to Materials

The Keene Public Library serves all residents of the City of Keene regardless of religion, race, gender, sexual orientation, social, economic, political status, or age. All are welcome to use the Library's collections within the building. A library card with an account in good standing is required to take materials out of the building and access some online resources. It is the responsibility of the parents and guardians to limit their children's access to Library materials if they so choose.

The Board of Trustees shall approve the loan period for all Library materials. Loan periods may be adjusted as needed on a case-by-case basis if the supervising librarian determines it is appropriate.

Library Cards

When applying for a library card, the borrower agrees to comply with the Library's rules. This includes returning the items to the Library by the stated deadline and in the same condition as they were when borrowed. Library cards may be issued and renewed to applicants who are at least 18 years of age, present one form of government-issued photo ID, proof of current physical address, mailing address and means of contact via phone or email. A Post Office Box will not be accepted in lieu of a physical address.

Documents proving residency at current address must include the applicant's name and a physical address on a:

- mortgage
- lease or rental agreement
- utility bill
- car registration or driver's license
- banking documents

Presentation of other proof of address may be accepted at the discretion of the supervising librarian.

All library materials borrowed must be returned before the card expires. Library cards may be renewed for those with continued eligibility and an account in good standing.



Keene Public Library Policies

All those who prove residency within Keene will be entitled to a Library card good for three years at no charge in their individual names. The use of this card is not transferable. Card renewals require proof of address. Library card privileges will be revoked when the individual no longer resides in Keene unless the non-resident rate is paid.

At the request of a resident parent or guardian, their minor child, at any age, may receive a Library card. A parent or guardian must sign a child's card until the child reaches the age of 18. The signing parent or guardian is responsible for all materials borrowed on a child's card.

Persons, including spouses and minor children, residing outside the city limits, but owning property in the City of Keene, shall be considered residents. Property owners must provide proof of ownership each year in order to renew their account.

Full-time employees of the City of Keene, full-time educators in the Keene School District, and full-time students attending an educational institution in the City, Library volunteers, and tutors in any Cheshire County literacy program shall be entitled to individual Library cards with a one-year expiration date at no charge.

Institutions and organizations which own or rent facilities in the City are entitled to one Library card, valid for one year, in the name of that institution or organization, providing such institution or organization writes a letter in which they take responsibility for the use of the card. Anyone presenting that Library Card will be allowed to borrow. It is the responsibility of the institution or organization to secure their Library Card.

Persons residing in short-term or temporary housing within Keene may request a free temporary Library card. Temporary Library cards are valid for up to 90 days and allow the cardholder to check out up to six items on their account. Temporary cardholders do not have access to interlibrary loans, Keene State College collections, Library of Things, Garden Tools and Outdoor Gear collections, and some online resources.

Temporary card applicants must

- be at least 18 years of age
- provide one form of government-issued photo ID
- provide a letter from an administrator of their temporary residence confirming the expected length of their stay
- provide means of contact via phone or email
- provide mailing address at temporary residence



Keene Public Library Policies

Individual Library cards are available to non-residents who pay a fee that is set by the Board of Trustees and approximates the cost per Keene resident for Library services as reflected in the City budget. Non-resident card fees will be reviewed by the Trustees on an annual basis. Non-resident institutions and organizations do not qualify to receive non-resident cards.

Fines and Fees

The Library has the authority to charge borrowers for unreturned, damaged, or lost materials, per RSA 202-A:24 and RSA 202-A:25.

Borrowers who do not return materials by the due date shall be charged a daily fine as set by the Board of Trustees. The overdue fine will not include days when the Library is closed. Overdue fines levied shall not exceed the replacement cost for such items. Borrowers who have failed to pay fines over \$10 will be notified of their responsibility and their borrowing privileges will be restricted until fines due are below that amount.

Borrowers will be charged replacement cost if they fail to return items or return items damaged. Replacement cost will be determined by category using current price information or list price. The Replacement Cost Charges will be reviewed annually by the Library Finance Committee. An item returned within two weeks of payment may be eligible for reimbursement only if returned prior to the Library replacing the item or deleting it from the database.

The borrower will receive first notice that items are overdue by email, phone, or mail. If the items are not returned within 14 days of the first notice, the borrower will receive a second notice at their last known mailing address that states the Replacement Cost Charges. If the items are not received within 14 days of the second notice a third notice will be sent by certified mail.

The police may be asked to assist in the collection of library materials or payment if unreturned or damaged materials amounting to at least \$200 are not paid for or returned within 15 days of notice by certified mail.

To reinstate borrowing privileges all items must be returned, or all outstanding fees must be paid in full. Patrons who are chronically delinquent in returning materials may have their accounts reinstated with express conditions. A supervising librarian may require reduced number of materials loaned, trial periods or other special conditions for such accounts.