



## **CIRCULATION POLICY**

Valid library cards give patrons access to books, music, movies, audiobooks, magazines, and various online databases, as well as the requestIT statewide library catalog.

Patrons must present their library cards when checking out materials. Patrons wishing to designate others to retrieve their materials can fill out and submit a Holds Pickup Authorization Form (attached). Designees may not check out additional materials on the cardholder's account; items on hold only.

### **ISSUANCE OF LIBRARY CARDS**

#### **NORWICH RESIDENTS**

Norwich residents and taxpayers are eligible for a free Otis Library card with proper identification. Otis Library cards are valid for 3 years. Renewals are free. There is a replacement fee of \$1.00 for a lost card. Proper identification is required for new cards, renewals, and replacements.

#### **Adult Library Cards**

Adult library cards are available for people 18 years or older. An Otis Library Registration Form must be completed and signed. A voter registration form must be offered.

Valid unexpired photo identification (driver's license or State-issued identification) showing current Norwich residency is required for new, expired, and lost cards. If the photo identification does not include a current Norwich address, a second form of identification is required. Accepted proofs of residency are a rent receipt, tax bill, utility bill, bank statement, or another formal document that shows the person's name and current Norwich address.

#### **Young Adult Library Cards**

Young Adult library cards are available for people in Grades 6-12. An Otis Library Registration Form must be completed and signed.

Ages 16-17:

Valid unexpired photo identification (driver's license or State-issued identification) showing current Norwich residency is required for new, expired, and lost cards. If the photo identification does not include a current Norwich address, a second form of identification is required. Accepted proofs of residency are a current report card, piece

of mail, or student ID combined with verification of parent or legal guardian's Norwich address.

Ages 11-15:

A parent/legal guardian must sign the Otis Library Registration Form. Guardians assume responsibility for the content, condition, and prompt return of materials borrowed by the child.

The parent/legal guardian must provide a valid unexpired photo identification (driver's license or State-issued identification) showing current Norwich residency for new, expired, and lost cards. If the photo identification does not include a current Norwich address, a second form of identification is required. Accepted proofs of residency are a rent receipt, tax bill, utility bill, bank statement, or another formal document that shows the person's name and current Norwich address.

### **Children's Library Cards**

Library cards are available for children ages newborn through Grade 5.

Children, with a valid library card, may borrow books and magazines throughout the library but are ineligible for media checkouts (including DVDs, CDs, Audiobooks, and Playaways). Children's cards access the computers in the Children's Department only.

A parent/legal guardian must sign the Otis Library Registration Form. Guardians assume responsibility for the content, condition, and prompt return of materials borrowed by the child.

The parent/legal guardian must provide a valid unexpired photo identification (driver's license or State-issued identification) showing current Norwich residency for new, expired, and lost cards. If the photo identification does not include a current Norwich address, a second form of identification is required. Accepted proofs of residency are a rent receipt, tax bill, utility bill, bank statement, or another formal document that shows the person's name and current Norwich address.

### **No Fine Cards**

No Fine library cards may be used by staff working with schools, daycare centers, and participants in the home delivery service. These cards are to be held in the library and used by staff only.

### **TEMPORARY "USE AT OTIS LIBRARY ONLY" CARDS**

The library reserves the right, at the discretion of staff, to offer temporary and or "USE AT OTIS LIBRARY ONLY" cards to library patrons to facilitate their use of the library. This arrangement would be appropriate for exchange students and people living in temporary shelters (halfway houses, for example) or for people applying for a library card through the library's website. The card is valid for 3 months. Persons with a temporary card may check out a maximum of 5 items belonging to Otis Library at a time.

Patrons with a temporary Otis Library card may not request or check out items from other libraries. This should be explained to the patron, the account should use the Temporary code, and a note should be placed on the patron's record stating that the patron holds a temporary card.

An Otis Library Registration Form must be completed and signed. Proof of Norwich address could be a letter from the hosting family if the applicant is an exchange student.

### **NON-RESIDENT NORWICH PROPERTY OWNERS**

People who pay taxes on Norwich property but live in other towns are encouraged to get library cards in their town of residence to use at Otis Library through borrowIT CT (see below). However, they may obtain a card to "USE AT OTIS LIBRARY ONLY" by showing a current tax bill from the City of Norwich. These cards are valid for 3 years. Proof of Norwich property ownership (tax bill) is required for renewal. A note should be placed on the patron's record stating that the patron is a non-resident property owner.

An Otis Library Registration Form must be completed and signed.

### **NON-RESIDENTS**

Otis Library participates in the **borrowIT CT** program supported by the Connecticut State Library. borrowIT CT is for individuals living in Connecticut but outside of Norwich.

- A library card issued from a LION Inc. library consortium affiliate will work at Otis Library as it does in the non-resident's hometown library. It does not require a computer entry.
- Connecticut residents who live outside of Norwich but in a town not in the LION consortium who wish to borrow Otis Library materials must present a library card from their hometown library. It must include all current information, including a future expiration date. An Otis Library Registration Form must be completed and signed by the applicant and/or guardian. Otis Library will enter the non-resident's library card barcode into the Otis Library computer system using the hometown library's expiration date. Non-resident borrowers must renew their cards at their hometown library.
- Library cards issued by Three Rivers Community College are not valid borrowIT CT cards and are ineligible for public library transactions. Students are instead required to have a valid hometown public library card to use at public libraries, including Otis Library.

## **CIRCULATION BORROWING POLICIES**

### **LOAN PERIODS**

- Items are limited to 3 per author, subject, or series.
- New Adult books, New YA books, and all Magazines: 14 days, 1 14-day renewal.
- All other books (including New Children's books): 21 days, 2 14-day renewals.

- Audiobooks, CDs: 21 days, 2 14-day renewals. Audiobooks and CDs must be returned in person or to one of the audio/visual drops at Otis Library. They may not be returned to outlying book drops.
- Playaways: 21 days, 2 14-day renewals
- DVDs: 3 fiction, 3 nonfiction each from adult and children’s collections for a total of 12 per household. New DVDs and TV Series sets are included in the total of 12.
  - New DVDs circulate for 7 days, no renewal. No holds permitted.
  - TV Series sets circulate for 14 days, no renewal.
  - All other DVDs circulate for 7 days, no renewal.
  - DVDs must be returned in person or to one of the audio/visual drops at Otis Library. They may not be returned to outlying book drops.
- Mobile Hotspots: 1 week; available on a first-come, first-served basis. No holds or renewals. Households may borrow 1 hotspot at a time. Only 1 mobile hot spot may be borrowed per household per month. Hotspots must be returned in person.
- Inter-Library Loans (ILLs): The standard circulation period is 35 Days. In extenuating circumstances (i.e., book clubs), extensions or renewals may be made by the staff member responsible for ILLs.
- Museum Passes: 3 days; no renewal
- Skull set from Smithsonian Museum: (See attached policy).

## **NON-CIRCULATING ITEMS**

Newspapers and items whose physical format is very susceptible to damage do not circulate. Books and materials designated as non-circulating may circulate for 1 week at the discretion of the head of Adult Services or Children’s Services, depending on the material, in consultation with the Executive Director and affected staff members. Such items may not be renewed.

## **FINES AND FEES**

### **Overdue Materials**

As of July 15, 2022, Otis Library does not charge fines for materials returned after the due date, with exceptions noted below. If the email address is in the patron account, a computer-generated courtesy notification is issued 2 days before an item is due.

At 21 days overdue, the LION consortium sends an email or printed bill notification to the patron

Patrons are blocked from checking out items if they have charges totaling \$10 or more.

### **Fines:**

- Mobile Hot Spots: \$15.00/day
- Passes to Local Attractions: \$2.00/day (replacement fee if not returned)
- Lost card replacement: \$1.00

- Replacement costs plus a \$2.00 processing fee is charged for each lost/damaged item. Material recovered by the patron after the replacement fees are paid becomes the property of the patron. Otis Library does not refund replacement costs, processing fees, or collection agency fees.

**Services:**

- Photocopies, printing: \$0.15/page for B&W; \$0.50/page for color;  
\$.25/double-sided page for B&W;  
\$.75/double-sided page for color
- Fax service: Free
- Notary Public service: Free; appointments required
- Passport Applications: Please consult the Executive Director

**Claims Returned**

If a patron claims that an item was returned and that item is not on the shelf, the item will be renewed for 2 weeks during which time both the Library staff and patron will conduct a thorough search. If after 2 weeks the item is not found, the item will be set to "Claims Returned." A note should be placed on the patron's record noting the circumstances, item(s) date, and staff initials. If the missing materials are not the property of Otis Library, the patron is responsible for contacting the owning library.

A cardholder may designate another person(s) to pick up materials for them by completing a "Hold's Pickup Authorization" form. By signing this form, the cardholder is giving permission to the person(s) to pick up their materials. The authorization will be noted in the cardholder's account. The staff member adding the note should include their initials and date. The designee must present a valid ID when picking up materials. Materials will be checked out to the cardholder's account, not the designee. The designee may not check out additional materials on the cardholder's account; holds only.



## HOLDS PICKUP AUTHORIZATION

By signing the below form, I am giving consent to allow the below-named person(s) to pick up materials on my behalf. I will notify Otis Library in writing if I no longer give permission to pick up my materials.

• **PRINTED NAME:** \_\_\_\_\_

• **LIBRARY CARD NUMBER:** \_\_\_\_\_

• **SIGNATURE:** \_\_\_\_\_

• **DATE:** \_\_\_\_\_

• **NAME OF PERSON(S) AUTHORIZED TO PICK UP MATERIAL:**

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**Early Human Skull Replicas Circulation and Use Policy**

In January 2017, Otis Library hosted the exhibit "Exploring Human Origins: What Does It Mean to Be Human?" in conjunction with the John Templeton Foundation, the American Library Association, and the Smithsonian Institution. Five early human skull replicas were donated to the library's collection for use by local teachers of public and private educational institutions for instructional purposes only. This set may be borrowed according to the following rules:

1. The five skulls are replicas of the following early hominids: Australopithecus africanus, Homo rudolfensis, Homo erectus, Homo heidelbergensis, and Homo sapiens. In addition to skull replicas, contents also include information sheets about each specimen, information about the production of the replicas, and photographs of how specimens should be positioned and stored in the case. This material is contained in a heavy, portable case.
2. Contents are a set and must be borrowed as such; individual items may not be separated from the set. Should any item(s) be lost or damaged, a fee will be charged for the replacement of entire set.
3. Teachers or educational professionals affiliated with public and/or private educational institutions may borrow the set for 4 weeks.
4. Overdue fines will be charged at \$1.00 per day. At 30 days overdue, the maximum fine for the cost of replacing the entire set will be charged. Replacement cost of the entire set, including the case, is \$4500.00.
5. Instructors who wish to borrow the set must have a personal library card from their hometown library. Instructors must also provide proof of affiliation or employment with their educational institution, such as a school ID.
6. The instructor must agree to the 4-week loan period; payment of overdue fines; storage of the set in a secure, locked location; pickup and return of the set; and payment of the cost of replacement of the entire set should any part or the entire set, including case, be lost (see above). A copy of this policy will be given to the instructor borrowing the set to sign; the original signed document will be held by the library's Youth Services Librarian and a copy of the signed document will be given to the instructor.
7. Otis Library staff in the Children's Department will be responsible for checking out the set to the instructor. Upon return of the entire set, including the case and all instructions, Otis Library Children's Department staff will check the set for all contents, check it in if it is complete, and return the set to the office of the Youth Services Librarian.
8. The set may be used at Otis Library for instructional purposes by private entities, such as parents of homeschool students, tutors, or lecturers. Current proof of ID (such as valid driver's license) must be presented and held at the Children's Desk. Instruction must be conducted in one of the library's meeting rooms contingent upon availability. Instruction may not be conducted in open library space available to the general public.
9. For in-house library instruction, staff of Children's Department will take the set into the room; retrieve the set when instruction is finished; check the set for all contents; return the instructor's ID to the instructor; and return the set to office of the Youth Services Librarian.

\_\_\_\_\_  
Institution Name

\_\_\_\_\_  
Check out: Otis Library Staff Member Name      Date

\_\_\_\_\_  
Instructor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Check in: Otis Library Staff Member Name      Date

Early Human Skull Replicas Circulation and Use Policy  
Approved 3/2018