

# Circulation and Borrowing Policy

Dyer Library, owned and operated by Dyer Library Association (a private 501c3 nonprofit organization), serves as the public library for the City of Saco. Through municipal appropriations we provide free public library borrowing services to Saco community members. This policy establishes guidelines for the circulation of library materials at Dyer Library to ensure fair and equitable access to materials for all patrons.

## Library Card Eligibility

Anyone who lives, works, attends school, or pays property taxes in Saco is eligible for a free library card. Nonresidents who do not meet the above criteria may purchase a library card at a rate approved by the Board of Trustees.

All applicants must fill out an application form to receive a library card, as well as present both a photo ID and another document verifying name, address, or local affiliation. Acceptable documents include a driver's license, Maine ID, school ID, car registration, checkbook, recent utility bill, lease or mortgage, tax bill, pay stub, rent receipt, or a letter or business card from an employer. Contact information is required; library notifications will be emailed unless otherwise noted.

A signature is required on the library card application. By signing, the individual accepts responsibility for all items borrowed, including replacement fees for lost or damaged books. Individuals aged 16 and older are issued adult cards and are fully responsible for their own accounts. Children under the age of 16 must have a parent or legal guardian sign the registration form and accept responsibility.

In special circumstances, an institutional card may be issued for a residential home, local nonprofit, or a classroom teacher. In all cases a designated representative will be listed to ensure communication and policy compliance.

All library cards are valid for one year, at which time they must be renewed. After three years of inactivity all patron records are deleted from the system.

## Use of Library Cards

Patrons must present a valid library card or photo ID to borrow materials. Cardholders are responsible for all items checked out on their account, even if items are loaned or shared with others. When picking up materials on hold for someone else the appropriate library card or account number must be presented. Holds must be checked out to the account that placed them.

In limited circumstances, patrons may request that staff link accounts within their household. This allows for circulation of items on linked cards by any member of the linked family. Linking accounts is done with patron permission and is managed by staff in accordance with library privacy standards. At any point, any adult cardholder can ask for a linked account to be removed.

In compliance with the Maine Statute Title 27, Chapter 4A section 121, Confidentiality of Library Records, only authorized persons will be provided detailed information on any library account. This means anyone so authorized by the card

holder has permission to access the account. Parents may present their ID card to view the information on the library account of any child 15 years old or younger.

Use of the library or its materials may be denied for inappropriate conduct, loss of books or other materials, destruction or tampering with library property, or any illegal activities. The borrower may appeal denial of privileges in writing to the Executive Director within 14 days of the denial.

All Dyer Library cards provide free admission to Saco Museum. Passes to other area attractions and museums are available for cardholders to request at the Adult Circulation Desk.

## Digital Resources

Dyer Library cards offer access to many digital resources, including Digital Maine Library which is full of research databases and scholarly articles, as well as CloudLibrary, a collection of downloadable audiobooks and ebooks. Digital resources have their own access periods and circulation rules which are applied at the state level.

As long as the patron account has not expired, patrons will continue to receive access to these resources. In the event a library account has a billed item they will continue to receive access to digital resources. In extreme cases an account may be blocked from digital resources until the issue is resolved.

## Borrowing Materials

Most library materials may be borrowed for three (3) weeks unless otherwise noted. Items in special collections or needed for in-house reference do not circulate. Dyer Library items may be renewed up to two (2) times, provided no other patron has placed a hold. A maximum of seven (7) DVDs or Blu-Rays or two (2) video games may be borrowed per card, other items are at the patron's discretion.

Patrons may place up to fifteen (15) holds at one time for items in the Dyer Library catalog or those available through the Minerva library consortium or the MaineCat statewide system.

Items borrowed from other Maine libraries may be renewed once for an additional three (3) weeks, if permitted by the lending library and if no holds exist. Further renewals require DLSM staff to get approval from the owning library.

## Overdue, Lost or Damaged Items

Dyer Library does not charge overdue fines. Patrons will be contacted by email or phone for overdue items, followed by a bill by mail if materials are not returned. Once items reach billed status, they cannot be renewed and the account is frozen. When billed items are returned corresponding charges on the account are cleared.

If weather, illness, or personal emergencies affect a patron's ability to return items, patrons are encouraged to contact the library. Staff are happy to work with patrons when possible. Some materials may require in-person return; patrons will be advised when applicable.

## Lost or Damaged Materials

Patrons are responsible for the replacement cost of lost or damaged items checked out on their account. Patrons are encouraged to report any damage noticed at checkout. Pre-existing damage noted by staff will not be charged. Items (such as kits or media) returned with missing elements will remain on the patron's account until all parts are returned.

If a patron claims to have returned, or to have never checked out, an item that appears on their record, the item will be marked “claimed return.” Staff will note this information on the patron’s record and clear the account. Repeated claims returned may result in the patron being designated as delinquent and may lead to a loss of borrowing privileges.

## Payment

If an item is lost or damaged beyond repair, the patron will be charged the replacement cost listed in the item record.

New items require replacement at full value of replacement, older items may be negotiated as applicable. Payment for lost or damaged materials may be made in cash, credit card, or check payable to Dyer Library. Purchased replacement copies are not accepted in place of payment. All outstanding fees must be resolved before additional items may be borrowed.

If a patron pays for a lost item originally belonging to Dyer Library, it becomes their property. Lost or damaged interlibrary loan items are subject to the rules of their home library even after payment has been received. Refunds are not issued if the item is later found.

Status	Timeframe	Process
Overdue	1–45 Days	Patron returns item.
Billed	46 Days – 6 Months	If returned in good condition, the replacement fee is waived.
Lost	6+ months	The fee is permanent. If the item is later found, it remains the patron’s property, and the replacement fee will still apply.

## Interlibrary Loan

Dyer Library participates in the Minerva Library Consortium which links 60+ libraries through a shared catalog. This includes MaineCat, which provides extended connection to other statewide consortia. Dyer Library patrons may request books through either of these resources. Similarly, Dyer Library items are shared out to the state to expand access and information throughout the state. All interlibrary loans are provided with mutual understanding of generosity and goodwill between libraries.

Interlibrary loan requests fulfilled from within the state of Maine are provided free of charge. Dyer Library receives a delivery of items multiple times per week Patrons are given seven (7) business days to pick up items once notified by email or phone.

On occasion, an item will not be available in the statewide system. Out-of-state interlibrary loans may be requested from staff, and if possible the item will be ordered through the mail. To help maintain this service, we ask patrons to cover the cost of return postage for the requested item.

Many libraries, including Dyer Library, participate in the statewide reciprocal borrowing program allowing for a patron to use their Dyer Library card in another library’s location. This functions as in-person interlibrary loans and all rules apply as if the book were borrowed after being delivered to Dyer Library.