

| <b>Richmond Memorial Library</b>      |  |
|---------------------------------------|--|
| Manual Name:<br>Library Policy Manual | Date Effective:<br>2/10/2026   |
| Section:<br>Circulation Policy        | Date Created/Revised:<br>1/12/09; 8/12/13; 12/8/14; 2/13/17;<br>8/14/23; 2/10/26 |

### **Circulation Policy**

To check out library materials, patrons must present a valid NIOGA library card in good standing or show photo ID and proof of address matching their existing account. This does include your library card on the NIOGA app.

#### **Borrowing Requirements**

1. Library cards are issued free-of-charge to residents of Genesee, Orleans and Niagara counties and to those who work, own property or attend school within the borders of the Batavia City School District.
2. To prevent loss of library material and to protect cardholders from fraudulent use of library cards, the library requires cardholders to present a physical library card or its barcode via the NIOGA-supported app for transactions at the Circulation Desk. A valid form of government-issued photo ID may be used in lieu of a physical card. When presented with a valid library card for a transaction, library staff will generally not ask for additional identification.
3. Cardholders are responsible for all material checked out on their cards and are responsible for paying replacement fees if material is damaged or lost. Cardholders are responsible for reporting lost or stolen library cards immediately. Cardholders are responsible for all material checked out on that card up to the time that they reported to the library that it was lost or stolen.
4. Cardholders are responsible for ensuring that their library records, and those of any minor children, include current contact information. Most accounts must be renewed every two years to ensure that contact information is updated.

#### **Borrowing Privileges**

1. All cards come with free access to physical materials, digital content, and online resources provided by the Richmond Memorial Library and/or the NIOGA library system.
3. Items may be renewed online or by phone. Online renewals require the library card number or cardholder's username and PIN. Telephone renewals require a library card number. Under no circumstances will library card numbers be released via telephone or other electronic means.
4. Cardholders using regular adult or juvenile cards may place holds on most materials found in the NIOGA catalog. Cardholders may initiate their own requests through the library catalog or website or ask for staff to help request materials from NIOGA libraries.
5. Cardholders holding regular adult or juvenile cards may also request materials from libraries outside of the NIOGA library system via interlibrary loan. The library attempts to obtain material from other libraries for free whenever possible. However, some libraries charge a small fee for their material. Interlibrary loan fees over \$15 must be paid by the cardholder. Additionally, cardholders may be charged a small handling fee if they request interlibrary loan material but do not pick it up from the library once it has arrived.
6. Richmond Memorial Library materials may be returned to any NIOGA library and will be discharged from the cardholder's library card upon receipt by that library. Certain exceptions apply and will be noted, such as kits and hotspot devices.

## **Resident Library Cards**

Resident library cards may be issued free-of-charge to residents of Genesee, Orleans and Niagara counties and to those who work, own property or attend school within the borders of the Batavia City School District.

Photo ID with name and current street address must be presented to apply for a card or to replace a lost card. When primary residence within Genesee, Orleans or Niagara counties is not established, additional proof of working, attending school or owning property within the borders of the Batavia City School District is required.

Children may be issued resident cards and their replacements when they:

- Can establish their identity and residency in the manner described above or in the presence and under the supervision of a parent or legal guardian who can do so.
- If the parent's (or legal guardian's) library card is blocked because it exceeds maximum fines, fees, over dues or items claimed returned, then no card shall be issued to a minor until the parent's card is cleared of restrictions.
- It is not the policy of the Library to decide which ideas individual children should be exposed, therefore parents need to help their children select materials. Parents may request that a minor child may be limited from borrowing all video recordings and video games. The limit is lifted only at the request of the parent or when the child reaches the age of 18 years. Requests to limit juvenile borrowing of selected media will be indicated in writing on the Library card application form.

## **Non-resident Library Cards**

Non-resident library cards may be purchased by adults for an annual fee of \$40.00 (for 12 months) or a quarterly fee of \$12.00 (for 3 months) in accordance with the terms of the *Borrowing Policy for Non-Residents*.

## **Institutional Library Cards**

Institutional library cards may be issued to schools, daycare centers and other agencies that partner with the library in support of its mission in accordance with the terms of the *Borrowing Policy for Organizations*. A proper picture ID with current address is required.

## **Temporary Library Cards**

Adult Temporary cards are issued to those 18 and over who are unable to secure a regular adult account due to being unable to provide proof of address or identification in accordance with the *Temporary Library Card Policy*.

## **Replacement Cards**

Fees for lost cards are \$1.00 for each replacement.

## **Loan Periods, Renewals, Requests, Limits**

- Most library materials (books, audiobooks, music CDs, periodicals) circulate for a three-week loan period.
- DVDs circulate for a two-week period.
- Cake pans, kits, museum passes and games circulate for a one-week loan period. Museum and park passes are limited to 1 per library card.
- Wi-Fi hotspots circulate for a three-week loan period and may not be renewed. Use is restricted to 1 per household.
- DVDs are limited to 10 per library card. Video games are limited to 1 per library card.
- Most materials may be renewed twice unless the item is on a waiting list. Certain items are not renewable.
- Materials may be renewed or requested in person, by phone or online.

- Materials from other libraries in the NIOGA system may have different loan periods.
- Patrons should take note of other item restrictions as noted at check out or on the item.

### **Fines and Fees**

Richmond Memorial Library is fine-free, so overdue fines are not charged for Richmond materials. Other NIOGA libraries are still charging fines, so please note where your item is from when checking out materials using Interlibrary Loan.

Lost or damaged materials will be charged the library's full recorded retail price as cataloged or the full retail replacement cost if not cataloged. Material exchanges are not accepted in lieu of payment.

Borrowing privileges are suspended when library fees exceed \$5.00.

Fees for Library materials lost or damaged in natural or personal disasters may be waived if a patron provides proof of cause, such as, but not limited to:

- Copy of insurance claim (property damage or vehicle theft).
- Police report (theft).
- Verification of address within the area of a large-scale disaster.
- Other evidence as approved by the Library Director.

Lost items found within one year of payment will be refunded by check on the next available library board warrant. Refunds for found materials will be made in full unless the item is returned damaged.

The Richmond Memorial Library cannot waive fines or fees for items owned by other libraries, it is the borrower's responsibility to address those fees with the owning library.