

Merrimack Public Library

Cardholder Responsibilities and Privileges

Borrowing Privileges

As a member of the **GMILCS, Inc.** consortium, we are able to extend borrowing privileges to include materials from other participating libraries in the area (for cardholders in good standing). The extension of these privileges and responsibilities may vary based on individual library policies. Your card is considered “in good standing” if there are no fines or fees and/or the card is not expired.

The actual Library Card or, for Merrimack Cardholders government-issued identification (driver’s license, U.S. passport, a current government identification card or a current military identification card), must be presented in order to check out physical materials. Government Issued Identification must match the ID number associated with the cardholder’s library account. Library materials may not be checked out to an account if there are overdue items currently checked out, fees exceeding \$5, or if the account is expired. A total item limit and total hold limit is set at 100 items per user (meaning that a single user may not have more than 100 items checked out or held on their card at one time).

Cardholder Responsibilities

The Merrimack Public Library is able to provide materials through the use of local taxes; cardholders are expected to care for borrowed library items as if they were their own. Careful and gentle usage extends shelf life, and helps keep operating expenses down. By accepting a card from the Merrimack Public Library the cardholder agrees to:

- Accept responsibility for any use of the card
- Follow all Library policies and procedures
- Present the card or valid ID for **all** account transactions
- Return all materials to the Library by the stated due date and in the same condition as they were in when borrowed
- Pay all fees and replacement costs associated with overdue charges and lost/damaged materials
- Report a lost or stolen card
- Promptly report changes to address, phone number or the cardholder's name

Lost or Damaged Materials

If materials appear damaged upon check-out, library staff notes the damage and the date of discovery in borrowing records. It is highly recommended that patrons point out suspected damage to library staff at the time of check-out. The Merrimack Public Library charges fees when library materials are returned in a damaged condition (See Fines and Fees Schedule for a full list of charges). Patrons are not charged for normal wear and tear on library materials. Damaged materials are assessed by library staff and patrons are billed for replacement costs depending on the extent of the damage.

Refunds may be granted 30 days from the date of payment for an item that has been paid for in full. A refund will only be issued if record of payment in full is found in the Library system. Refunds will not be issued for items which have been replaced.

Lost or stolen card

The Merrimack Public Library is not responsible for any unauthorized use of a Merrimack Public Library Card. To minimize liability, cardholders must inform the Merrimack Public Library immediately if their Library Card becomes lost or stolen. Reporting the card lost or stolen can be done in person or by phone. Cardholders are held responsible for any items checked out and any fines incurred by the use of their Library Card prior to the card being reported lost or stolen.

Delinquent Accounts

The Director is authorized to use a collection agency or Small Claims Court to settle overdue accounts if normal billing procedures do not result in returned materials.

Cardholder Confidentiality and Privacy

RSA 201-D:11 Library User Records; Confidentiality.

I. Library records which contain the names or other personal identifying information regarding the users of public or other than public libraries shall be confidential and shall not be disclosed except as provided in paragraph II. Such records include, but are not limited to, library, information system, and archival records related to the circulation and use of library materials or services, including records of materials that have been viewed or stored in electronic form.

II. Records described in paragraph I may be disclosed to the extent necessary for the proper operation of such libraries and shall be disclosed upon request by or consent of the user or pursuant to subpoena, court order, or where otherwise required by statute.

III. Nothing in this section shall be construed to prohibit any library from releasing statistical information and other data regarding the circulation or use of library materials provided, however, that the identity of the users of such library materials shall be considered confidential and shall not be disclosed to the general public except as provided in paragraph II.

Source. 1989, 184:3, eff. July 21, 1989. 2009, 273:1, eff. July 29, 2009.