

# **Stratford Public Library**

**PO Box 313  
North Stratford, NH 03590  
603-922-9016**

## **Use of the Library**

- Residents of the Town of Stratford, in good standing with the Library, shall have access to all of the Library's current services. Children age five and under shall borrow on a parent/ guardian's card.
- Non-residents of the Town of Stratford may be issued library cards on a case-by-case basis, at the discretion of the Librarian, under the approval guidelines determined by the Librarian and the Library Trustees. Depending on in which town a non-resident lives, there may be a monthly or yearly fee required to obtain a library card.

## **Patron Behavior Policy**

- No foul language is permitted in the library.
- Smoking and the use of intoxicants or drugs are prohibited on the premises.
- The use of the Library or its services may be denied for due cause. Such cause may be (but is not limited to): failure to return books, destruction of Library property, disturbance of other patrons, any objectionable conduct deemed so by Library staff.
- How problems inside the library are handled:
  - Should a problem arise concerning library patron behavior, a warning will be issued verbally to the person or persons responsible for the problem.
  - If the problem persists, the person or persons will be asked to leave the library. In the case of a student, parents/guardians will be called, and a follow-up letter will be sent.
  - If a second infraction occurs, the person or persons will not be permitted into the library for six months. In the case of a minor who needs to use the computer or books for school reasons, petition may be made to the Trustees for a waiver of this decision.
  - Problems that persist beyond the Librarian's ability to control will be turned over to the Stratford Police Department.
- Problems outside the library building will be immediately referred to the Stratford Police Department.

## **Circulation Policy**

- Library materials acquired within the prior six months may be borrowed for a period of two weeks. New items may be renewed only once **and** only if no patron has placed a reserve.
- Library materials acquired more than six months ago may be borrowed for two weeks and may be renewed up to three times provided no patron has placed a reserve.

## **Overdue Policy**

- The following steps will be taken in order to retrieve overdue books.
- If an overdue item has been placed on reserve by another patron, a library employee will attempt to make phone contact on the next business day following the item's due date.
- A library employee will attempt to make contact with a patron by phone when an item is two weeks overdue. These attempts will continue for up to two weeks until phone contact has been successful.
- In the event that phone contact has not been established within two weeks of the initial attempt **or** phone contact has been made, but the item(s) is still missing two weeks after that contact, a letter will be sent requesting the return of the material **and** the patron's borrowing privileges will be revoked until the item(s) have been returned and/or a payment arrangement has been made for replacement cost. At the librarian's discretion, the patron may have limited borrowing privileges reinstated while making payments.
- If no response is received following the initial letter, additional letters may be sent every month until the missing item(s) have been returned and/or full payment has been received. Meanwhile, the patron's borrowing privileges remain suspended.
- After 12 months, the library will consider taking legal action to collect replacement costs for the item(s).

Revised and Approved by Board of Trustees, May 2015