

KIMBALL LIBRARY CIRCULATION POLICY

5 Academy Avenue, Atkinson, NH 03811

Free Access to Materials

1. It is the policy of the Kimball Library not to deny or abridge the borrowing of materials to any card holder based upon that card holder's origin, age, background, or views.
2. In the case of minors, the Library endorses the concept that it is the responsibility of parents or guardians, not the Library Trustees or staff, to monitor and approve the selection of materials made by children. It is the parents or guardians (and only these) who may restrict their children (and only their children) from access to library materials and services. Parents or guardians who prefer that their children not have access to certain materials or services should so advise their children. The Library, its trustees and staff are charged with the responsibility of providing equal access to all library users to library materials and services.

Confidentiality

1. The library's circulation records and other records identifying the names of library users are confidential. (RSA 201-D:11)
2. The Trustees, Director or staff shall not make these records available to any agency of the state, federal or local government without consent, subpoena, court order, or where otherwise required by statute.
3. Upon receipt of such process, order, or subpoena, the Library Director will consult with legal counsel to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance. If the process, order, or subpoena is not in proper form or if good cause has not been shown, the Director will insist that such defects be cured.

To Apply for a Library Card

A Kimball library card is free to all residents of Atkinson. As is standard practice in public libraries, the applicant must provide proof of identity and residency in order to borrow materials funded by the taxpayers.

- An up to date government issued ID that includes a photograph and the address of an applicant such as a NH license or state ID meets both requirements.
- An unexpired United States Passport establishes identity, but not residency
- Residency can be established by presenting documents such as a utility bill or lease that lists the person names and address.
- Youth without the required ID (under 16) must have a parent or guardian apply for an account on their behalf to verify their child's identity and residency.
- With Identity and residency established, other detailed information must be provided to create a library card. Currently, these include:

- Full name
- Date of birth
- Street address (P.O. Box cannot be used), town, state and zip code.
- Telephone **and** email so the Library may contact you if needed.
 - For general notifications - such as a reserve being held, the Library is unable to make phone calls except in very special circumstances. You will receive an email.
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All personal information and borrowing history is confidential by law and cannot be released without a subpoena. (RSA 201-D:11) See Confidentiality Policy.

NOTE: Collecting birth date data is common practice in public libraries. A birthday allows us to run anonymous reports to evaluate our services for various age groups in town. We can learn if our film skews to far towards seniors enjoy for example, or if our nonfiction collection is serving teens well? Given the strict confidentiality laws protecting library accounts, we hope you will feel comfortable to provide this valuable piece of data.

However, if can prove that you are 18 years or older by presenting appropriate ID, an exception can be made. An up to date government issued ID that includes a photograph and address such as a NH license or state ID meets the requirement.

Library Cards

1. One library card and one key card shall be issued free of charge to Atkinson residents and those considered residents. (See Eligibility Policy)
2. If the person is not a resident, a Non-Resident Library Card must be purchased. (See Eligibility Policy) The cost is \$75.00 annually.
3. All patrons must present a valid library card in order to borrow materials. People who do not own cards may apply for a card and borrow materials that same day.
4. If a patron forgets his or her library card, the staff at the Circulation Desk will ask for the patron's driver's license or school ID for identification.

Library Card Renewals

Library cards expire every 24 months. This is a quick and easy process that must be done in person. You will need to show a valid driver's license, state or student ID. Outstanding bills must be paid at the time of renewal.

- a. If a patron has no way to settle their account or correct ID with them, or is calling on the telephone to renew, we will allow one 3-week renewal for their card to give them a chance to visit their hometown library.
2. All library cards that are expired for 4 years will be deleted from the library system.

Loan Periods

1. Library materials will be loaned to library card holders for the following loan periods:
 - Twenty-four hours:
Reference materials at the discretion of the librarian
 - One-week loan:
DVDs, Blu-Rays, Library of Things items, seasonal collections and VOX books
 - Two-week loan
Magazines, Express books
 - Three-week loan
 - a. All fiction & non-fiction books for adults and children
 - b. Audio books
 - c. Juvenile Music CDs
 - Four-week loan
 - a. Interlibrary loan (ILL) items loaned to other libraries (Non-circulating items and items in circulation for less than six months at the Kimball Library are not available for ILL.)
 - Upon occasion, to satisfy the unique, non-recurring needs of specific card holders, items in the library collection may, upon approval by the ILL Librarian or Director, be loaned for special loan periods which differ from the periods specified above.
 - Museum passes are available to patrons 16 years old and up.

Returning Library Materials

Most library materials may be returned in the outside book drops located in the back of the library which is open 24/7. Materials may also be returned at the circulation desks during regular library hours and to the Plaistow or Sandown Public Libraries. Launchpads, VOX books and Library of Things items must be brought inside to the Kimball Circulation Desk.

Renewal of Library Materials

1. Express titles, interlibrary loan, seasonal collections, Library of Things and magazines are not renewable.
2. DVD's may be renewed once. Other materials may be renewed a maximum of two (2) times, for the original loan period.
3. Interlibrary loan items borrowed from other libraries need to be handled on an individual basis. Please contact the library at (603) 362-5234.
4. Any item which has a patron reserve attached is ineligible for renewal.
5. For accounts in good standing, items that are generally renewable will be renewed automatically the day before they due. You will receive a notice with the new date dues and the reason why any titles might not have been eligible for renewal. You will NOT receive messages about items that are restricted to zero renewals.
6. You may also renewal materials either in person, by telephone, or through our website at www.kimballlibrary.com (click on library catalog link – you must have your card number and password to access your account).
7. Overdue items may be renewed in person or by telephone.

Reserving Library Materials

1. Any circulating item in the library collection may be reserved by a library card holder.
2. As soon as a reserved item becomes available, the requesting card holder will be notified via email (or if by phone for those without email).
3. Reserved items will be held for three (3) business days (when the library is open) following the day of notification. Reserved items which are not called for in time will either be given to the next requesting card holder or returned to the circulating stacks.

Overdue Notification

Overdue items: Patrons receive an email notice three days prior to items becoming overdue, and again the day the item is overdue requesting the return of overdue items. Patrons may receive more than one mailing over a period of weeks if materials are not returned.

Billed items: A list is generated and the shelves are checked for the materials. Patrons in this group receive a phone call. If unsuccessful, a letter will be sent from the Library Director informing them of their violation of NH law (RSA 202-A). The letter requests that within 15 days the items be returned or the Library be reimbursed for their value.

Patrons who do not respond to the letter may have their names forwarded to the Atkinson Police Department for further action. The patron's borrowing privileges will be suspended until the matter is resolved to the satisfaction of the Library Director.

Overdue Materials

The Kimball Library eliminated overdue fines as of July 1, 2023. However,

1. If there is a bill for **any amount** for a lost or damaged item, borrowing privileges are suspended until the Library has been reimbursed for the entire bill.
2. All library fees are paid to the Kimball Library and are used exclusively per RSA 202-A:11 for the benefit of the Library, as authorized under the New Hampshire Revised Statutes Annotated.

Replacement Costs for Lost or Damaged Materials

1. Patrons are responsible for all materials checked out and are liable for any damages which may occur to library materials.
2. The billed amount reflects the library's cost in replacing the item. We cannot accept replacement copies.

Borrowing Suspensions

1. Library privileges may be denied for failure to return library materials, settle bills, replace lost or damaged materials, or for inappropriate behavior.
2. It is the policy of this library to honor and enforce borrowing suspensions imposed by other libraries upon their own card holders who may attempt to borrow materials from the Kimball Library, as long as the Library is given notification of such suspensions.

Interlibrary Loan

1. Sharing of library resources is essential for adequate and effective library service. The purpose of interlibrary loan (ILL) is to obtain library material not available in the Kimball Library's collection. An ILL is a transaction in which library material, or a copy of the material, is made available by one library to another upon request (from New Hampshire Interlibrary Loan Protocol Manual).
2. Kimball Library patrons requesting materials from another library (excluding members of the SNHLC) must fill out an "ILL Request Form" (See appendix) at the Circulation Desk. Requests take an average of two weeks to fill, although they may take longer. All books borrowed through ILL from other libraries must be returned to the Kimball Library.
3. Some libraries do not lend new books, audio books, or DVDs; there may be additional restrictions as to what is available through ILL.

Special Collections

The Library cooperates with the Atkinson Historical Society, Town Hall, and local school libraries to develop a local history collection and to avoid duplications.

Approved by the Kimball Library Board of Trustees on April 18, 2012

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