

# SERVICES POLICIES

## LOANS

1. All library materials, except reference materials, are loaned to card holders for a designated time period. Materials may be renewed, if there is no waiting list for the item. Reference materials may be loaned by special permission.
2. Individual borrowers are limited to twenty-five items at one time; families are limited to 50 items at one time, unless special permission is given. Special limits and circulation time periods exist for selected items such as DVDs, hotspots, and USB drives.
3. Materials will be loaned to the Peabody Retirement Community and the Timbercrest Senior Living Community on request as per agreements.
4. Anyone who lives within the town limits and who finds it difficult to come to the library on a regular basis due to extended illness, disability, limited mobility, or other special circumstances, may use the home delivery service. Library employees deliver and pick up materials by special arrangement. All library materials are available for delivery, including books, audio books, music CDs, magazines, and DVDs.
5. Patrons will be notified when any materials are overdue. Except for DVDs and wireless hotspots, no fines are charged for overdue items. Fines are determined by the library board.
6. If a borrower loses an item, the borrower must pay replacement and processing costs associated with returning the same, or like, material to the library collection.

## RESEARCH

1. Requests for genealogy, local history, or any other research may be received in writing, by phone, by email, or through the library's website. Research for these requests will be performed under the following fee schedule:

- The patron will be charged the current photocopy fee per copy plus required postage when the patron is able to provide the exact and full names and dates for obituaries and events.
- A preliminary search of 1/2 an hour will be conducted free of charge.
- After the free preliminary search, a search fee will be assessed. The patron will be informed of the search fee prior to the search, and the patron's clear permission will be obtained to conduct the search.

2. If at any time the director considers that the library cannot afford the staff time involved in an extensive search, the director or the Adult Department Manager will inform the patron of the decision to end the search and recommend instead that the patron, or someone hired by the patron, conduct the search.

## **OTHER SERVICES**

1. **Laminator** – Staff members will laminate items for patrons with at least 24 hour notice; a fee will be charged for this service.
2. **Public Computers** – Anyone may use the public access computers during business hours, excluding the first and last 1/2 hours of the business day. Time limits are imposed on the use of the computers. Use of the computers is free of charge; however, a nominal fee will be charged for computer printouts. Staff members may be able to assist with basic computer tasks, but time does not allow for advanced instruction.
3. **Photocopier** – A photocopier is available for patron use. While use of the copier is free of charge, a nominal fee is charged for the copies themselves. Staff members will provide basic instruction in the use of the photocopier and – time permitting – will assist patrons with photocopying.
4. **Fax Machine** – Staff members will send and receive information by fax for patrons upon request for a fee determined by the Library Board.
5. **Microfilm Reader** – Anyone may use the microfilm reader during regular business hours at the library after receiving usage instruction by the library staff. Use of the reader is free; however, a nominal fee will be charged for copies. These copies will be made either by the patron or the library staff. Patrons may view their own microfilm in the microfilm reader, provided that the microfilm is 35mm and in good condition, and is approved for use by the library staff.
6. **3D Printer** - Anyone may use the 3D printer during business hours, excluding the first half hour and last fifteen minutes of the day. All creations of the printer are property of the library until they are paid for by the patron.
  - Cost of printing: \$1.00 (0-60 minutes printing), \$2.00 (61-120 minutes printing). The cost will continue to go up \$1.00 for each hour added.
  - Absolutely NO FOOD OR DRINKS are allowed near the printer station.
  - Only NMPL employees should change filament or make repairs to the machine.
  - NMPL reserves the right to restrict privileges to the 3D Printer to patrons based on previous library incident reports and/or excessive library fines.
  - Library employees must approve/review any print before it is sent to the printer.
  - Misuse of the 3D printer can result in loss of future privileges or other library privileges.