

Overdue Library Materials Policy:

It is the intention of the Library Trustees that, in order to maintain our library's property and to attempt to maximize the availability of materials, an Overdue Materials Policy shall be implemented.

Additionally, as service to our community is the reason for our library, it is our intention to ensure that any action taken in enforcing the Borrowing Procedures take fully into consideration the respect and dignity due our patrons and that such action not damage that relationship.

All materials circulated by the library may be borrowed for a two-week period and, with the exception of new best-selling books or DVDs, that this period may be renewed in person or by telephone for an additional two weeks. There are no fines charged for overdue items. At the discretion of the Library Director, time and quantity limits may be set for various types of materials.

It is our intent that the Library Director is directly responsible for enacting and communicating any penalties such as the revoking of library privileges or billing for lost materials, and that he or she has sole discretion in such matters.

Adopted February 16, 2003

Updated April 21, 2008

Revised and updated May 30, 2013

Overdue Library Materials Procedures:

To maximize the availability of items to the entire community, the following procedures are to be employed:

Items 28 days overdue:	Patron will receive phone call from the Library Staff reminding them to return late materials.
Items 42 days overdue:	Patron will be sent a postcard reminding him/her to return late materials
Items 56 days overdue:	Patrons will receive an invoice for materials not returned. Additionally, borrowing privileges may be revoked until the materials are returned.
Items 70 days overdue:	The Director will send a certified letter/return receipt requested with a copy of the invoice plus additional mailing costs to the patron. Borrowing privileges are revoked until items are returned and/or fees are paid.

Sample Letter on Library Letterhead

VIA CERTIFIED MAIL/RETURN RECEIPT REQUIRED

Dear Patron,

According to our records, the items you borrowed are now more than 12 weeks overdue.

Library materials constitute property of the Hampton Falls Free Library, and by extension, the citizens of Hampton Falls. Therefore, to retain them indefinitely is both a violation of the borrowing privileges and policies of the Hampton Falls Free Library, detrimental to other patrons, and also wrongful and unauthorized possession of library property, which can trigger pursuing other legal remedies.

In light of the foregoing, and your failure to return overdue materials despite repeated requests, please be advised that your borrowing privileges are hereby revoked until the items are returned, or in the alternative, you reimburse the Hampton Falls Free Library for the replacement cost of the items and all related costs, as set forth on the enclosed invoice, whichever occurs first. Upon receipt of the overdue materials, or receipt of payment, your borrowing privileges may be reinstated at the discretion of the Library Director.

We look forward to your timely resolution of this matter.

Regards,

Chair, Library Board of Trustees
Hampton Falls Free Library
7 Drinkwater Road
Hampton Falls, NH 03844