

Circulation Policy

The Concord Free Public Library is a member of the Minuteman Library Network (MLN). A library card entitles patrons to borrow materials from Concord's Main Library and Fowler Branch Library as well as 41 other public and academic libraries.

Library Card Policy

Massachusetts residents may obtain a library card by presenting photo identification and confirmation of current address in accordance with MLN identification requirements. Children may obtain a library card in Concord when they are able to write their first and last name on the application form. The child's parent or legal guardian must be present with the child to sign the application form, confirm their name, and address with a valid ID. Parents or legal guardians are responsible for any charges incurred for materials borrowed by their minor children (age 18 and under). The library card application form may also be downloaded from our website, filled out in advance and brought to the library with valid ID.

As a courtesy, new Concord residents without required ID can be given a library card with a 2 – item limit pending address verification.

As members of the Minuteman Library Network, Concord adheres to the Minuteman policy of issuing only one library account per person for use at all public libraries in the network.

Out-of-state residents, who meet the following requirements, may be issued a library card with sufficient identification: work or attend school in Massachusetts; own property in Massachusetts; are temporarily living in Massachusetts for more than 2 months. Out of state residents must provide identification showing their home/permanent address. Students must verify their status with school ID. Temporary residents such as Au pairs must provide proof of temporary residence.

Patron checkout with and without ID

Patrons must present their physical or digital library card or valid ID when checking out materials. Patrons must notify the library immediately of loss of card or any changes in address, telephone or email.

As a courtesy for Concord residents who do not have either their card or ID with them, verification of information will be made through additional means.

Smartphones

The library card barcode can be used in digital version through the MLN mobile app Patrons should visit their device's app store to download the Minuteman Library Network app.

ECards (Online Registration)

New Patrons can register online for a temporary electronic library card (e-card) that provides the following access:

What the temporary card offers

- Temporary card is good for 6 months.
- Patron can place 5 holds in the catalog. No checkout allowed.
- Patron can place 7 holds in Overdrive. 10 checkouts allowed in Overdrive.
- Patron has free access to statewide databases.

Rules for setting up and using the temporary card

- Patron gets a confirmation email with all necessary registration information.
- Patron barcode is only visible to patron in the confirmation email.
- Patron needs to visit a public library in the Minuteman Network with the confirmation, ID and proof of address to complete the registration.
- After 6 months, temporary cards with designation of online patron along with holds are deleted.

Loan Periods, Renewals, Limits, Notices and Late Fees

Patrons are allowed a total of 150 items to be checked out to their account. There is a limit of 50 requests per account. Items cannot be borrowed or renewed if the overdue charges are over \$10.

Fines on overdue items from other Minuteman Libraries returned to Concord will be collected at the lending library rates. Fines owed to public libraries outside of the Minuteman Library Network must be resolved with the owning library; with the exception of ILL items borrowed through Concord Free Public Library.

Courtesy reminders are emailed 2 days before an item is due provided the patron has a valid email address in their library account. The 1st late notice is emailed 2 weeks after an item is due. A bill for the replacement cost of an item is sent at 30 days overdue and a final notice, in print only, is mailed after an item is 3 months overdue.

Waiving Fines

Staff will work with patrons to explain charges and resolve disputes. Circumstances may warrant staff to waive fines for good cause according to the following guidelines: Staff can waive amounts up to \$5.00; Circulation Supervisor and Branch Librarian up to \$25; Circulation Supervisor and Branch Librarian will refer requests for larger amounts to the Library Director or his/her designee.

Medium	Loan Period	Limits	Renewals (restrictions may apply)	Overdue charge (per day)
Books/New books	4 weeks/2 weeks	-	2/1	20¢
Books on CD, and Playaway	4 weeks	-	1	20¢
DVDs	2 weeks		1	\$1.00
Magazines (Latest issue does not circulate)	1 week	-	1	20¢
Speed Read Books/Speed View DVDs	2 weeks/1 week	-	0	25¢/\$1.00
Interlibrary loan materials	Determined by lending library	-	Determined by lending library (call Reference Dept.)	\$2.00
Library of Things	1 week	Adults only 1 per card	1	\$2.00
Music CDs	2 weeks	-	1	20¢
Laptops/phone chargers	3 hours in library use only	1 per household per day	1	\$5/hour
Museum Passes	1 day		0	\$10.00

Lost or Damaged Items

Patrons are responsible for items checked out to their card. They can pay in person or [online](#) for lost or damaged items. CFPL does not accept replacement copies. Refunds for lost items can be issued for Concord items found and returned within 60 days of payment. The replacement fee for a lost or damaged interlibrary loan (ILL) item varies depending on the lending library's policies.

Museum Pass Program

Museum passes are funded by the Friends of the Concord Free Public Library and may be used for free or reduced admission at the following locations: Acton Discovery Museum, Annual ParksPass for free parking at various State Parks (funded by Mass DCR), Boston Children's Museum, Concord Museum, , Harvard Art Museums, Harvard Museum of Natural History, Institute of Contemporary Art (ICA), Isabella Stewart Gardner Museum, Museum of Fine arts, Museum of Science, New England Aquarium), Orchard House, Peabody Essex Museum, The Trustees including DeCordova Museum, Fruitlands and the Old Manse and Zoo New England.

Reservations can be made at www.concordlibrary.org or by phone at the Main Branch (978)318-3301 or Fowler Branch (978) 318-3350 up to 60 days in advance. Please note the location of the reservation Main or Fowler to pick up the pass. To cancel a reservation please call the library.

Patrons may pick up the pass the day before their reservation or the day of use.

Some passes must be returned to the location where they were borrowed and are due back by the time the library opens the next business day. There is an overdue charge of \$10 per day if returned late. Patrons should return passes to the Circulation desk if the library is open or in the overnight book drop if the library is closed. Replacement cost for a lost pass is \$20.

The library is not responsible for honoring reservations when passes have not been returned by the previous borrower.

Friends' memberships and proceeds from their book sales help to fund museum passes, children's programs, concerts, poetry readings, author talks and audio-visual items.

My Account

In order to log into **My Account** enter the library card number, as well as a password. Once the patron is in their account they can also, if desired, create a Username to enter instead of the library card number. This will allow patrons to:

- Place requests
- Renew items
- Pay fines
- Freeze requests
- Cancel requests
- Modify personal information (i.e. create Username, change email and reserve pick-up location)
- Keep a list of what you've borrowed (Link to "my reading history")
- Arrange to receive text messages via your mobile phone to alert you in real time when reserved items are ready for pick up and to notify you when items are coming due within 2 days.

Hold and Holds Pickup

To place a hold on an item through the online catalog patrons need their library card number (or username) and password. Staff can also assist with placing holds at the library or by phone.

Only Concord residents can place a hold on DVDs added to the collection in the last three months

Patrons will receive an email, text message or phone call when a hold is ready for pick-up. Holds will be held for seven days.

Held materials must be checked out on the library card of the borrower who has placed the hold.

Concord has open hold shelves for ease of pick up. Patrons may elect to create a pick up alias, which will print on the hold slip instead of their legal name. Please talk with the Circulation Department for more information.

Patrons may pick up holds for family members. Verification may be required.

Renewals

Most library materials are renewable (with some exceptions) as long as no other library patrons are waiting. . You may renew items: [online](#) through your library account, in reply to text message, by phone (978-318-3301), or in person. The MLN auto-renew feature will automatically renew eligible items 2 days before the items are due. Items cannot be renewed if there are charges over \$10 on the account.

Returns

Items should be returned at the Main or Fowler Branch Library's Circulation Desks or at any of the Minuteman Library Network member libraries. Additional options for returns include: outside book drops located at the Main Library's Sudbury Road entrance and at the Fowler Branch Library. Book drops at the Main Library are generally emptied before opening and one hour before closing and are emptied mid-day at the Fowler Library. Items placed in book drops after closing will be checked in the next business day.

Homebound Services/Direct to You

Direct to You delivery service is designed to help Concord residents who are temporarily or permanently homebound. The Library will deliver materials to you according to your individual requests. You can select books (including large print books), audio books, music CDs or DVDs. You will be contacted by a Library employee or volunteer assigned to work with you. That person will discuss your choices with you, deliver them and pick them up at an agreed upon time. If you or someone you know, could benefit from this service, please call the main library at 978-318-3301 and ask about Direct to You Home Delivery.

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