TML Committee Meeting Minutes
Thursday, March 3, 2022
6:30 p.m.

APPROVED

Present: : Jason O'Brien, Tim Blackstone, John DiPalazzo, Tim Hebda, Sara Hirshon, Sara Hoffman, Rachel Davis (Director, Thomas Memorial Library, Committee Secretary)

Absent: Megan Cotter

Welcome and Call the Meeting to Order: Jason called to order at 6:33 p.m.

1. Acceptance of minutes from the January 27 meeting: Sara Hirshon made a motion to accept the minutes as written; seconded by Tim Blackstone; unanimously approved.
2. Citizen's Opportunity for Discussion: none
3. Library Director's Report: as submitted
4. Reports and Correspondence
    a. Director's Report: as submitted
    b. Strategic Planning: Rachel and Jason reported on the meeting with Craig Freshley, the strategic planning consultant, who will be leading the workshop on March 24. Staff will be invited to attend. Megan and Rachel will start the workshop with a presentation on the staff view of the library's strengths and weaknesses.
5. Policy Review:
    a. Vote on policies revised at the last meeting: The Committee reviewed redlined changes identified at the last meeting in the Circulation and Displays & Exhibits policies. The need for consistency in the capitalization of the word "Library" was identified. Jason made a motion to recommend the Town Council approve the revised policies with stylistic edits as identified; seconded by Tim Hebda; unanimously approved.
    b. Review current policies for revision: The Committee reviewed the current Community Information Policy and an updated redlined version of the Confidentiality Policy (see attached.) Tim Blackstone identified the need for the library to have a separate Privacy Policy addressing how information is collected on the library's website. During the meeting, he found that the Town has a policy that the library can link to on its own website. Sara Hirshon volunteered to research the current status of the Patriot Act and suggest revised language for the references to laws regarding subpoenas and requests for information from law enforcement for the next regular meeting.

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6. New Business: none
7. Public Comment (15 minutes): none
8. Next Meeting: Strategic Planning Workshop on March 24, 2022 at 6:30 p.m. via Zoom
9. Adjourn: Sara Hirshon made a motion to adjourn the meeting; seconded by Tim Blackstone; unanimously approved. Meeting adjourned at 7:41 p.m.

Minutes respectfully submitted by Rachel Davis, 3/17/22

Thomas Memorial Library Policy Manual

Displays & Exhibits Policy

REDLINED

[Note: This policy was previously "The Gallery Policy" but has been revised to include other display areas in the library. All additions and changes are in red.]

Purpose

Thomas Memorial Library strives to offer exhibit, display, and digital sign content that is of an educational or cultural nature, and that will be of interest to the Cape Elizabeth community. This policy does not apply to the Community Information Area (please see the Community Information Area Policy.) In addition to those general criteria, the library staff, under the supervision of the Library Director, reserves the right to select or design content that:

- Aligns with the library's mission, vision, values, goals, and/or strategic plan
- Aligns with the Town of Cape Elizabeth's mission, vision, values, and/or strategic plan
- Is logistically appropriate for the desired space

The library does not display content that relates to commercial activity (such as sales or fundraisers), partisan political activity, or recruitment for paid or volunteer work.

In keeping with the Library Bill of Rights and the library profession's Code of Ethics, the Thomas Memorial Library endeavors to present a broad spectrum of opinion and a variety of viewpoints. Content will not be excluded because of the origin, background, or views of those contributing to its creation, nor will content be proscribed or removed because of partisan or doctrinal disapproval. The Thomas Memorial Library does not endorse the beliefs or viewpoints of content that may be the subject of library exhibits, displays, or digital signs. We will not censor or remove an exhibit, display, or digital sign because some members of the community may disagree with its content. Residents with feedback on the content of an exhibit, display, or digital sign may submit comments and/or their own proposal of content, to be evaluated according to these policies. Comments or proposals of additional content may be directed to the Library Director.

Displays of Books and Other Library Materials

Book and other library material displays are curated by library staff in order to highlight portions of the library's collection. Items selected for display should follow the same criteria as laid out in the library's Collection Development Policy regarding quality, diversity, and community interest. Displays will not be used to promote singular opinions or political stances, or to promote a business.

Stier Family Gallery

The Stier Family Gallery (known henceforth as "The Gallery") aims to host exhibitions that offer a great variety of media, topics, and artists that will educate, inform, or entertain the community.

The Gallery consists of two wall display areas (with a rail/cord hanging system) and a large display case divided into 5 segments. More detailed space plans are available in the application.

Selection

All interested artists are strongly encouraged to make a site visit prior to submitting a proposal. Artists are able to use part or all of the gallery space available. Please note, if an artist is only using part of the space (i.e. only the display cases), another artist's work may be displayed elsewhere in the Gallery.

Any interested party in utilizing the Gallery must submit an application to the Library Director. Applications are available at the library and on the library's website.

Applications are accepted any time of year and selected by the Library Director and/or designated individuals. ~~Exhibits are scheduled on a "first come, first serve" basis. Please note that at times of high demand, the Gallery may be scheduled months in advance.~~

Given the public viewing of the Gallery, the subject matter of any show must be appropriate for children as well as adults, therefore explicit images are not permitted in gallery shows. The Library Director reserves the right to reject or remove any material(s) that seem incongruent with the public nature of the gallery. In the event that the Library Director rejects or removes any material(s) for exhibit, that decision is final.

General Guidelines

1. By signing the Gallery Application, the exhibitor understands and accepts all guidelines and responsibilities listed in this policy, the Gallery Overview, and the Gallery Application.

2. It is the responsibility of the Exhibitor to install, maintain, and dismantle any exhibits at times coordinated with the Library Director or designated library staff member.

3. The existing hanging system must be used for any wall hanging art. No other mounting means are allowed. The library will supply the hanging wires and tools for hanging any artwork, however, will not supply labor. No works will be hung that require structural

changes or could potentially cause damage to the wall.

4. All art to be displayed must be capable of being securely and safely hung on the wall or fit within existing display cases.

5. A complete inventory of works on display must be supplied by the artist to the library.

Promotion

The library will post promotional material provided by the artist in the building, on the library's website, newsletter, and/or social media outlets. The library will submit promotional materials received from the artist to the Cape Courier with sufficient lead time (however, the library cannot guarantee the Courier will publish submissions). Any additional promotion or press releases regarding the exhibit is the responsibility of the artist.

In presenting exhibits, the library does not imply endorsement of the opinions or viewpoints of the artist(s). The library endeavors to present a broad spectrum of opinions and a variety of viewpoints.

Artist Receptions are permitted upon request in accordance with the Gallery Overview document.

Sales

The exhibitor may sell items in the exhibit, subject to the following:

- The exhibitor will display a price list and contact information in the Gallery and submit a copy to the Library Director/designated library staff member.

- The exhibitor is solely responsible for the sale transaction. Library staff will not negotiate sales, collect payment, deliver an item to a purchaser, or calculate commissions.

- Any item sold must remain on display with the show until the removal of the entire exhibit at the end of the month of the show. No departure from this rule will be permitted without prior approval of the Library Director and shall be subject to any conditions he/she may impose. Artwork may be marked with a red dot in the lower corner of the item to indicate that it has been sold.

- The exhibitor will inform the Library Director, in writing at the end of an exhibition, of the sale price to be received by the exhibitor for all items sold during or as a result of the display at

the library.

- The exhibitor will pay a 10% commission on the total sale price of items sold during or as a result of the display in the library. Payment shall be made to the Town of Cape Elizabeth, in the form of a check. The commission must be paid at the Town Office within one month of the removal of the exhibit.

Request for Withdrawal/Objection Procedure

If a ~~patron~~ resident objects to an exhibit or to any piece within an exhibit, that complaint will be referred to the Library Director who will discuss the matter with the complainant.

If the complainant is not satisfied with the Library Director's response, the complainant will be provided with a "Request for Reconsideration of Library Exhibit Form." If the ~~patron~~ complainant wishes to have the exhibit or any piece within an exhibit reconsidered, ~~the patron~~ they must complete the form and return it to the Library Director. Anonymous forms will not be processed.

The Reconsideration process will mirror that of the Request for Reconsideration of Library Materials.

No challenged exhibit or pieces within an exhibit will be removed from public view during the request for reconsideration process.

Other Display Areas

The library may display items of interest to the community in display cases that are not part of the Stier Family Gallery, on the tops of shelves or other areas in the library.
These designated exhibit areas serve to further the library's goals of life-long learning and the enhancement of cultural and leisure activities. Priority for displays is given to library activities, then to exhibitors living or working in the Town.

The Library Director or designee must approve all materials for display or exhibit. The following guidelines apply:

- Exhibits by commercial entities are permitted only with prior approval of the Library Director.

- Exhibits and displays must be informational and/or cultural in nature.

- Exhibits in the children's area must be of interest to, and appropriate for, children.
- Partisan or sectarian materials are not permitted. As the library endeavors to present a broad spectrum of ideas and variety of viewpoints, material exhibited does not necessarily represent the view or imply the endorsement of the Town, the library administration, or the staff.
- All items exhibited are done so at the owner's risk. The library assumes no responsibility for security against theft or damage of any displayed material.
- Exhibit space is available for a period of time to be determined by the Library Director.
- The exhibitor is responsible for properly displaying their items and is responsible for any damage to library property that may result from their display.
- The library reserves the right to remove an exhibit if it interferes with the normal operation of the library.

Digital Signage

The library may use digital signage to highlight library programs, collections and services, and to share important information about current events, such as weather or public health, that may affect normal library operations. Content displayed on any library digital signage is subject to the same general guidelines and standards as all other displays within the library.

Revised: January, 2022
Voted for recommendation of approval by the TML Committee on: March 3, 2022
Amended by the Town Council Effective Date:
Adopted by the Town Council Effective Date:
Policy Review: This policy shall be reviewed at least every 5 years

Request for Reconsideration of Exhibit

Please fill out this form as completely as possible. Incomplete or illegible forms will not receive an official review. Only one piece of artwork can be included in a request for reconsideration. A resident can submit no more than three requests within the same one year period.

Title of Work: _____
Artist: _____
Time Period of Display: _____
Request Initiated By: _____
Address: _____
Phone Number: _____
Complainant Represents: ____ Self _____ Group/Organization (Name)_____

What consequences do you feel you have encountered as a direct result of viewing this work?

What action do you request the library take in regard to this artwork?

Do you feel this artwork would be of interest to others not sharing your viewpoint and, if so, what do you feel would result from allowing others to view it?

Note: In conformance with the American Library Association's Bill of Rights, it is the Thomas Memorial Library's express obligation to provide materials and information presenting all points of view on current and historical issues and thereby resist abridgment of free expression and free access to ideas. Library policy has been based on the belief that in order to prevent censorship, materials should not be proscribed or removed because of partisan or doctrinal disapproval.

In light of the above philosophy, could you please suggest a viable alternative to the removal of this material from the library's exhibit space?

What do you find inappropriate about the artwork you wish to challenge? Please be specific; please use additional paper if needed.

Please fully describe what you have based your objections upon.

Did you view the entire exhibit?

____Yes ____No
If no, specifically describe what portions you did view.

Did you find anything positive about this exhibit? If so, what?

What do you feel might be the result of having this artwork on view at the Thomas Memorial Library?

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Thomas Memorial Library
Circulation Policy
REDLINED

Statement of Purpose

Circulation policies are necessary to enable the maximum use of available materials for the public at large. The Thomas Memorial Library staff recognizes that part of their role as stewards is to ensure the most responsible use of materials for everyone. As such, no special privileges will be granted to any individual or class of patron.

Residents Library services are free to all Cape Elizabeth residents, property owners, ~~any~~ students ~~duly~~ enrolled in the Cape Elizabeth school system, and all Town employees, including school faculty and staff. Borrowing privileges will be granted to residents five (5) years old and older.

Non-residents Non-residents will pay a nonrefundable annual membership fee equal to the current per capita cost per resident as set by the Town Council. They will enjoy all the privileges and services provided by the library except for reserving library facilities. Non-resident proprietors of local businesses will be given a waiver of the annual membership fee upon request. Adult children of Cape Elizabeth residents who live in a neighboring town must adhere to the regular non-resident policy stated above. ~~Temporary summer residents will pay a non-refundable quarterly fee equal to 25% of the regular nonresident fee, plus a refundable fifty dollar ($50.00) deposit.~~ The Library Director reserves the right to waive a non-resident fee.

Circulating Collection

Registration at the Thomas Memorial library allows patrons in good standing to borrow, renew and reserve books, periodicals, and audio visual materials. Reference materials do not circulate, but photocopies of reference items may be made at the going copying rate as set by the Town. Copying costs for the first ten (10) pages are waived, and charged at a reduced rate per copy after that. ~~The most current issue of adult periodicals does not circulate.~~

Registration and Library Cards

~~Patron registration must be done in person at the Library.~~ Adult patrons are defined as any patron ~~in ninth (9th) grade and older.~~ thirteen (13) years of age or older. Parents or legal guardians may supply the necessary proof of identity and residency for their minor children.
Applicants will be expected to produce proof of identity and residency. Identity may be established using any of the following documents containing photographs and physical information: U.S. Passport, valid state driver's license, state or federal ID card, school ID card, U.S Military IDs. For those ~~under~~ between the ages of 13 and 18 who cannot present a document listed above, the following will be accepted: School record or report card, clinic or doctor record, or ~~a Day-care/Nursery School Record,~~ presence of a parent or guardian with a photo ID or valid

TML card. Residency may be established using any of the above documents plus: deeds, rental agreements or utility bills addressed to the applicant at a local street address. ~~All children between the ages of five (5) and through the completion of eighth (8th) grade must have a parent's or guardian's signature on his or her registration card.~~ Children between the ages of five (5) and twelve (12) must have a parent's or guardian's acknowledgement noted on their library card application. Parents should understand that while their ~~signatures do not~~ acknowledgement does not compromise the ~~Library's policy on confidentiality~~ library's Confidentiality Policy they remain ~~fiscally~~ financially responsible for all damages or losses incurred by the minor. Patrons are given a plastic library card that serves as their key to all library services:

Adult patrons must present a library card or photo ID to proceed with all circulation transactions. ~~Children~~ Child patrons must present a library card or one of the ID documents specified above.

A valid library card is defined as either: 1) the physical card as issued by the Thomas Memorial Library upon patron registration or 2) the digital card as displayed on a mobile device in a format approved by the Thomas Memorial Library. For a list of approved digital formats, please speak to a library staff person at the main circulation desk.

The library will assume that any person presenting a library card is authorized to use it, unless that card has been reported lost or stolen. Proper ID will be required in order to replace a card that has been reported lost or stolen.

Upon applying for a library card, all cardholders must sign the following statement:
I agree:

- To observe all rules and policies of the library, to be responsible for all materials borrowed with my card, and to pay all fines and fees associated with its use.
- To report the loss, theft, or abuse of my card immediately. I understand that I am responsible for any items checked out on my card prior to it being reported lost.
- To report changes in my account information in a timely manner.
- That the library shall assume that any person presenting my library card is authorized to use it, unless I have reported the card lost or stolen.
- That I waive my rights of confidentiality whenever I allow another person to use my card.

Book Drop

A book drop is available for most returns when the library is not open. ~~Patrons are asked to return items to the circulation desk during the library's open hours. Because they are easily damaged, audiovisual materials must be returned in person at the circulation desk and not in the~~

~~book drop. Patrons will be held responsible for audiovisual items improperly returned via the book drop.~~

Thomas Memorial Library Materials Borrowing Limits

No limits will be placed on the number of items that may be borrowed at one time.

Borrowing Period

~~Most circulating materials are loaned for a period of three (3) weeks. Periodicals, music CDs, and most videocassettes and DVDs circulate for one (1) week . Videocassettes and DVDS owned by Thomas Memorial Library that run over five (5) hours circulate for three (3) weeks (if borrowed through interlibrary loan, these items only circulate for one (1) week.)~~

Most circulating materials circulate for established loan periods which are to be based on, but may differ from, the loan periods established by the Minerva Library Consortium. Exceptions include park and museum passes, Citizen Science Kits, and special collections, among other items at the discretion of library staff. Library items borrowed via interlibrary loan are subject to applicable Minerva Library Consortium loan rules.

Renewals

Renewals may be made by phone, or in person during regular Library hours, or online twenty-four hours a day, seven days a week. ~~Reserved items will not be renewed and will accrue overdue fines. All circulating material may be renewed once. Books and audiobooks may be renewed for one (1) two-week period. Videocassettes, DVDs, music CD, and magazines may be renewed for one (1) one-week period.~~ The renewal periods are based on, but may differ from, the renewal period established by the Minerva Library Consortium and in the case of interlibrary loans, set by the lending institution. Renewals are subject to demand; if another patron has placed a reserve on an item, and there are no other available copies in the Minerva catalog, or the item has reached a billed status (20 days overdue) it cannot be renewed. A patron may renew another family member's materials, subject to the library's policy governing confidentiality of patron records.

Lost and Damaged Materials

When a patron damages material beyond repair, loses material, or does not return material, he or she must pay to replace the item(s). The library reserves the right to purchase items in editions specific for library use. The charge will be the retail price of the material.~~; all overdue fines on the material being paid for will be waived.~~ The patron may keep the damaged material once it is

paid for. As funds for lost items are immediately allocated for replacements to the collection, the library cannot refund monies paid for items found at a later date. If no price is recorded for an item, staff will consult a reliable ~~I~~internet source for the most current price. If an item is out of print, the patron will be charged ~~according to the schedule of replacement charges for out of print items (see Appendix E.)~~ the amount it would cost to replace the item with a similar item, to be determined by library staff based on current industry prices.

Suspension of Library Privileges

Borrowing privileges are suspended ~~when fines reach $6.00 for adult patrons, $3.00 for children, or~~ when materials ~~have been overdue for two (2) months or more~~ have reached the billing status as determined by the Minerva Library Consortium. For the purpose of this policy, all items not returned at the time a ~~Letter of Suspension~~ bill is issued shall be construed as "lost" and subject to replacement charges. Failure to pay for lost or damaged materials will result in the suspension of library privileges. Delinquent borrowers may not borrow, renew, or reserve items or request interlibrary loans until materials are either returned and fines are paid or compensation for the materials is made.

Claimed Returned

In good faith, the library allows patrons to claim up to three (3) disputed items as returned before borrowing privileges are suspended.

Reserves

Patrons in good standing may reserve materials that are not immediately available. As soon as an item is available, the patron will be notified. Reserved materials will be held no more than one (1) week during which the library will contact the patron via email and/or by phone ~~two (2) times.~~ one (1) time. Failure to pick up an item or to respond to the notification will result in the patron being removed from the reserve list for that item. Patrons may initiate a request for the item again. There is a limit of fifteen (15) items that may be reserved at one time. Patrons who are away from Cape Elizabeth for an extended period will be removed from reserve lists. ~~The Thomas Memorial Library will seek to facilitate the educational mission of the Cape Elizabeth schools by placing on in-house reserve topical materials related to a unit of study when specifically notified by a faculty member or librarian within the school system. Items on in-house reserve will be treated as reference materials. Requests for placing items on in-house reserve must be made a minimum of two (2) weeks in advance. Materials may be placed on in-house reserve for no more than one (1) school term.~~

For items outside the scope of the library's collection, interlibrary loan is available through the Minerva Library Consortium or from other libraries outside of the consortium (OCLC). The library will make every reasonable effort to obtain these materials for all registered patrons in good standing. Patrons can place interlibrary loan requests in person, through the library's online catalog, or by phone.

A patron can only pick up another family member's materials, including interlibrary loans, by presenting the library card associated with the hold in hand. The library will assume that any person presenting a library card is authorized to use it.

Interlibrary Loan: Lost and Damaged Materials

When a patron damages material beyond repair, loses material, or does not return material, they must pay to replace the item(s). For items in print, replacement costs are confirmed with the lending institution. For out of print items, replacement costs either follow a set schedule if they are loaned through Maine InfoNet or by the lending library, if loaned by a library outside of the consortium. Failure to pay for lost or damaged materials will result in the suspension of library privileges. Delinquent borrowers may not borrow, renew, or reserve items or request interlibrary loans until materials are either returned or compensation for the materials is made. If the library is directly billed by another library for an item and pays the fine to the lending institution, the patron is responsible for all replacement costs to the library and their account is suspended until all fines are paid, return of the item will no longer clear any fees that have been assessed.

~~**Patron Requests for Materials**~~

~~The Library will consider for purchase any material requested by a patron that is not currently owned or on order. All such requests will be subject to the Library's Collection Development Policy.~~

~~Interlibrary Loan Materials~~

~~For items outside the scope of the library's collection, interlibrary loan is available. The library will make every reasonable effort to obtain these materials for all registered patrons in good standing. Patrons can place interlibrary loan requests directly online at the Library or on a home computer. Requests can also be made by phone or at the Library. The Thomas Memorial Library participates with numerous libraries around the state in the cooperative Maine Info Net~~

~~Electronic Resources Via Automation project. The MINERVA consortium provides patrons with an easy-to-use catalog that is available over the Internet 24 hours a day, 7 days a week. The system makes it possible for a patron to directly access his or her borrower's record to check on due dates and fines, or to renew materials. MINERVA also provides users with a gateway to library catalogs around the state. Items borrowed through the Maine Info Net (Minerva and INN-Reach) or from other libraries outside of the consortium are subject to policies set up by those institutions.~~

~~Borrowing Period~~

~~There is no limit on the number of interlibrary loans that may be borrowed at one time. However, only fifteen (15) items may be placed on reserve at one time. Minerva loans circulate for three (3) weeks, with the exception of video recordings, which circulate for one (1) week. INN-Reach loans circulate for four (4) weeks. All other loans circulate for a period predetermined by the lending institution.~~

~~Renewals~~

~~Reserved items will not be renewed. Renewal periods are set according to the policies of the Minerva Consortium or by the lending institution.~~

~~Overdue Charges~~

~~Overdue fines for Minerva and Inn-Reach items are charged at the rate of ten (10) cents per day per item for all patrons. There is a one day grace period before fines begin to accrue. There are no overdue charges for items borrowed from institutions outside the consortium.~~

~~Lost and Damaged Materials~~

~~When a patron damages material beyond repair, loses material, or does not return material, he or she must pay to replace the item(s). For items in print, replacement costs are confirmed with the lending institution. For out of print items, replacement costs follow a set schedule if they are loaned through Maine InfoNet (see Appendix E) or by the lending library, if loaned by a library outside of the consortium. All such items must be paid for by a check made out to the lending library and given to the Thomas Memorial Library. Failure to pay for lost or damaged materials will result in the suspension of library privileges. Delinquent borrowers may not borrow, renew, or reserve items or request interlibrary loans until materials are either returned or compensation for the materials is made. Return to top.~~

~~Approved by the Cape Elizabeth Town Council April 8, 2013~~

Thomas Memorial Library

Circulation Policy

REDLINED

Revised: March 2022
Voted for recommendation of approval by the TML Committee on: March 3, 2022
Amended by the Town Council Effective Date:
Adopted by the Town Council Effective Date:
Policy Review: This policy shall be reviewed at least every 5 years

Thomas Memorial Library
Circulation Policy
DRAFT FINAL VERSION

Statement of Purpose

Circulation policies are necessary to enable the maximum use of available materials for the public at large. The Thomas Memorial Library staff recognizes that part of their role as stewards is to ensure the most responsible use of materials for everyone. As such, no special privileges will be granted to any individual or class of patron.

Residents Library services are free to all Cape Elizabeth residents, property owners, students enrolled in the Cape Elizabeth school system, and all Town employees, including school faculty and staff. Borrowing privileges will be granted to residents five (5) years old and older.

Non-residents Non-residents will pay a nonrefundable annual membership fee equal to the current per capita cost per resident as set by the Town Council. They will enjoy all the privileges and services provided by the library except for reserving library facilities. Non-resident proprietors of local businesses will be given a waiver of the annual membership fee upon request. Adult children of Cape Elizabeth residents who live in a neighboring town must adhere to the regular non-resident policy stated above. The Library Director reserves the right to waive a non-resident fee.

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Registration and Library Cards

Adult patrons are defined as any patron thirteen (13) years of age or older. Parents or legal guardians may supply the necessary proof of identity and residency for their minor children. Applicants will be expected to produce proof of identity and residency. Identity may be established using any of the following documents containing photographs and physical information: U.S. Passport, valid state driver's license, state or federal ID card, school ID card, U.S Military IDs. For those between the ages of 13 and 18 who cannot present a document listed above, the following will be accepted: School record or report card, clinic or doctor record, or presence of a parent or guardian with a photo ID or valid TML card. Residency may be established using any of the above documents plus: deeds, rental agreements or utility bills addressed to the applicant at a local street address. Children between the ages of five (5) and twelve (12) must have a parent's or guardian's acknowledgement noted on their library card

application. Parents should understand that while their acknowledgement does not compromise the library's Confidentiality Policy they remain financially responsible for all damages or losses incurred by the minor. Patrons are given a plastic library card that serves as their key to all library services:

Adult patrons must present a library card or photo ID to proceed with all circulation transactions. Child patrons must present a library card or one of the ID documents specified above.

A valid library card is defined as either: 1) the physical card as issued by the Thomas Memorial Library upon patron registration or 2) the digital card as displayed on a mobile device in a format approved by the Thomas Memorial Library. For a list of approved digital formats, please speak to a library staff person at the main circulation desk.

The library will assume that any person presenting a library card is authorized to use it, unless that card has been reported lost or stolen. Proper ID will be required in order to replace a card that has been reported lost or stolen.

Upon applying for a library card, all cardholders must sign the following statement:
I agree:

- To observe all rules and policies of the library, to be responsible for all materials borrowed with my card, and to pay all fines and fees associated with its use.
- To report the loss, theft, or abuse of my card immediately. I understand that I am responsible for any items checked out on my card prior to it being reported lost.
- To report changes in my account information in a timely manner.
- That the library shall assume that any person presenting my library card is authorized to use it, unless I have reported the card lost or stolen.
- That I waive my rights of confidentiality whenever I allow another person to use my card.

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Most circulating materials circulate for established loan periods which are to be based on, but may differ from, the loan periods established by the Minerva Library Consortium. Exceptions include park and museum passes, Citizen Science Kits, and special collections, among other items at the discretion of library staff. Library items borrowed via interlibrary loan are subject to applicable Minerva Library Consortium loan rules.

Renewals

Renewals may be made by phone, or in person during regular Library hours, or online twenty-four hours a day, seven days a week. The renewal periods are based on, but may differ from, the renewal period established by the Minerva Library Consortium and in the case of interlibrary loans, set by the lending institution. Renewals are subject to demand; if another patron has placed a reserve on an item, and there are no other available copies in the Minerva catalog, or the item has reached a billed status (20 days overdue) it cannot be renewed. A patron may renew another family member's materials, subject to the library's policy governing confidentiality of patron records.

Lost and Damaged Materials

When a patron damages material beyond repair, loses material, or does not return material, he or she must pay to replace the item(s). The library reserves the right to purchase items in editions specific for library use. The charge will be the retail price of the material.The patron may keep the damaged material once it is paid for. As funds for lost items are immediately allocated for replacements to the collection, the library cannot refund monies paid for items found at a later date. If no price is recorded for an item, staff will consult a reliable internet source for the most current price. If an item is out of print, the patron will be charged the amount it would cost to replace the item with a similar item, to be determined by library staff based on current industry prices.

Suspension of Library Privileges

Borrowing privileges are suspended have reached the billing status as determined by the Minerva Library Consortium. For the purpose of this policy, all items not returned at the time a bill is issued shall be construed as "lost" and subject to replacement charges. Failure to pay for lost or damaged materials will result in the suspension of library privileges. Delinquent borrowers may not borrow, renew, or reserve items or request interlibrary loans until materials are either returned and fines are paid or compensation for the materials is made.

Claimed Returned

In good faith, the library allows patrons to claim up to three (3) disputed items as returned before borrowing privileges are suspended.

Reserves

Patrons in good standing may reserve materials that are not immediately available. As soon as an item is available, the patron will be notified. Reserved materials will be held no more than one (1) week during which the library will contact the patron via email and/or by phone one (1) time. Failure to pick up an item or to respond to the notification will result in the patron being removed from the reserve list for that item. Patrons may initiate a request for the item again. There is a limit of fifteen (15) items that may be reserved at one time. Patrons who are away from Cape Elizabeth for an extended period will be removed from reserve lists.

For items outside the scope of the library's collection, interlibrary loan is available through the Minerva Library Consortium or from other libraries outside of the consortium (OCLC). The library will make every reasonable effort to obtain these materials for all registered patrons in good standing. Patrons can place interlibrary loan requests in person, through the library's online catalog, or by phone.

A patron can only pick up another family member's materials, including interlibrary loans, by presenting the library card associated with the hold in hand. The library will assume that any person presenting a library card is authorized to use it.

Interlibrary Loan: Lost and Damaged Materials

When a patron damages material beyond repair, loses material, or does not return material, they must pay to replace the item(s). For items in print, replacement costs are confirmed with the lending institution. For out of print items, replacement costs either follow a set schedule if they are loaned through Maine InfoNet or by the lending library, if loaned by a library outside of the consortium. Failure to pay for lost or damaged materials will result in the suspension of library privileges. Delinquent borrowers may not borrow, renew, or reserve items or request interlibrary loans until materials are either returned or compensation for the materials is made. If the library is directly billed by another library for an item and pays the fine to the lending institution, the patron is responsible for all replacement costs to the library and their account is suspended until all fines are paid, return of the item will no longer clear any fees that have been assessed.

Revised: *March 2022*

Voted for recommendation of approval by the TML Committee on: *March 3, 2022*
Amended by the Town Council Effective Date:
Adopted by the Town Council Effective Date:
Policy Review: This policy shall be reviewed at least every 5 years