



TOWN OF BURLINGTON



BURLINGTON
Public Library
Connect, Discover, Enjoy

Circulation Policy

Obtaining a Library Card

Burlington Residents will be issued a Burlington Public Library card with full borrowing privileges.

Residents of any Massachusetts municipality outside of Burlington whose library is certified by the Massachusetts Board of Library Commissioners may be granted borrowing privileges within the Merrimack Valley Library Consortium (MVLC).

Non-Massachusetts residents who work, attend school, or own property in Burlington may be granted borrowing privileges within the Merrimack Valley Library Consortium (MVLC).

eCards are available to any Massachusetts resident whose library is certified by the Massachusetts Board of Library Commissioners, who do not already have a library card from an MVLC library.

Proof of Identity and Address are required to obtain a Burlington Public Library Card; the following item(s) are required at the time of registration:

Massachusetts Residents

- Picture ID with current address or Picture ID provided by the Burlington Public Schools.
- Or one item from each category below:

Picture ID

Official document with current address
(printed or digital)
OR
Returned post card sent to a current
Massachusetts address

Massachusetts Non-Resident

- One item from each category below:

Picture ID

Official document showing proof of
employment, school enrollment, or
ownership of property in Burlington

Children under the age of 18 may have a parent or guardian present identification as indicated above. The child must be present to obtain a card. If the parent or guardian's card is not in good standing, the child may be denied a card until their account is cleared.



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Borrowing Privileges

Subject to constraints of this policy regarding withholding of borrowing privileges and other specific circumstances, all cardholders have equal use of the library's collection. Parents and other caregivers, not the library staff, are responsible for determining what their child may read, listen to, or view.

Withholding of Borrowing Privileges

Individual consortium libraries may block a patron's card at different increments. The Burlington Public Library follows the consortium recommendation and withholds borrowing privileges when a patron's fines or bills accrue to \$20 or they have 20 items overdue. In the event that a patron is declined borrowing privileges, materials selected by that patron may be held through the close of business on the third day after borrowing privileges were withheld. The patron has the right to appeal the withholding to the Library Director.

Expiration of Privileges

1. Patron accounts are renewed on a three-year basis; at the time of expiration, patrons are notified by email to renew their account. When renewing the account, contact information is checked by library staff for accuracy.
2. Patron accounts that have remained expired for a two-year period are periodically purged from the library records, as established by the Merrimack Valley Library Consortium and required by the Massachusetts Board of Library Commissioners.

Amnesty for Minors

The library provides a one-time amnesty from overdue fines, fees and lost items that belong to the Burlington Public Library which accrued on an account while the patron was aged 17 or younger. The patron applying for the amnesty must be aged 18 or older, apply in person at the library and provide proof of age at the time.

Card Use and Replacement

1. A library card or valid picture ID is required to check out materials. A digital barcode or photograph of the library card and/or picture ID are accepted in lieu of a physical card. Anyone presenting the above information is deemed to have the cardholder's permission to use the card as if it were the presenter's own.
2. It is the cardholder's responsibility to inform the library of lost cards and changes in name, address, e-mail address, telephone number, etc. The library is not responsible for loss of privacy or other consequences of failure to notify the library of such changes.
3. If a patron reports their library card lost or stolen, and the patron can provide an acceptable form of picture ID, a replacement card will be issued. The patron's card must be in good standing in order to issue a new card.



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Requests, Reserves and Interlibrary Loan

1. Reserved materials will be held through the close of business on the seventh day after the reserve is filled. Patrons will be notified of available reserve materials by their preferred method (phone, email or text).
2. In order to pick up a reserved item, the patron must present the library card or ID used when placing the reservation.
3. Pursuant to Massachusetts General Laws Chapter 78, Section 8, the library will lend materials to any library certified by the Massachusetts Board of Library Commissioners. The library reserves the right to decline to negotiate an interlibrary loan outside of the Merrimack Valley Library Consortium for borrowers who are delinquent.

Holds Hub

1. Patrons may request that items be held in the exterior holds lockers (Holds Hub) when submitting their holds request or prior to it being filled. Reserved materials will be held through the close of business on the third day after the reserve is filled. Patrons will be notified of available reserve materials by e-mail or text.
2. Certain materials cannot be held in the Holds Hub, such as: Library of Things; Book Kits; American Girl Dolls; Wonderbooks; ComCat and/or WorldCat holds; and Museum Passes

Loan Periods and Renewals

The Merrimack Valley Library Consortium (MVLC) has established uniform loan periods for various classes of materials. The Burlington Public Library has established loan periods for other classes of materials. The loan periods are as follows:

Established by MVLC:

Books	21 days
Videos	7 days
DVDs	7 days
Blu-rays	7 days
Audiobooks	21 days
Music Audio	21 days

Established by Burlington Public Library:

3 day DVD	3 days
14 day Books	14 days
CD Rom	7 days
Video games	7 days
Magazines	7 days
Launchpads	7 days
Library of Things	7 days
Kits	21 days
Puppets	21 days
Puzzles	21 days
Tote Bags	21 days



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In keeping with MVLC policy, items may be renewed two times if no one is waiting for the item. Exceptions to this rule include 3 Day DVD, 14 Day Books, Library of Things, In-House Use, and Museum Pass collections.

Special Collections

In-House Use Items

1. Items are checked out at and must be returned to staff at the Reference Desk.
2. In-House Use items are checked out for the day and are due 10 minutes before the library closes.
3. Items not returned to the Burlington Public Library's Reference Desk at the end of the library's daily operating hours will be marked lost and the patron will be charged the full replacement cost of them item.
4. Items may only be used in public workspaces in the library, and are not to leave the library building.
5. Under no circumstances should an item be left unattended. Leave the item with a staff member at the Reference Desk if a quick break is needed.

Return of Materials

1. It is the responsibility of the library patrons to return all materials in good and complete condition by the item due date.
2. Library items may be returned directly to the library or to any other Merrimack Valley Library Consortium (MVLC) member library, with certain exceptions. Library of Things items must be returned to staff members at the Burlington Public Library's Circulation Desk; In-House Use items must be returned to staff members at the Burlington Public Library's Reference Desk. A \$10 fee will be charged if the above exceptions are not returned to a public desk, or if they are returned to another MVLC member library.
3. For items within the Library of Things collection, staff will inspect the item prior to borrowing and again upon return. Please allow up to 24 hours for inspection and check-in.

Fines and Overdue Items

1. The Burlington Public Library does not charge fines for late items, with the exception of items outlined below. However, patrons should be aware that other Merrimack Valley Library Consortium libraries do charge fines and patrons may be subject to fines if material was checked out or renewed at another location. The Burlington Public Library honors all other libraries' policies. The overdue fine schedule is as follows:

Item	Daily fine	Max. Fine
Museum passes	\$ 10.00	\$ 30.00

2. The Burlington Public Library will accept equivalent donations of non-perishable food items to the Burlington Food Pantry in lieu of overdue fines. This donation must be made at the library and staff must be alerted to this donation. This applies only to overdue fines, and not



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to other charges. Fines of \$20 or more that originated from other libraries cannot be forgiven by this donation.

3. Upon patron request, library staff will check the collection for items which are believed to be returned but which remain outstanding on the patron's record. The patron should report any such discrepancies within one week of notification that an item is overdue.

If repeated checks by the library staff and the patron fail to locate the item, and the patron believes the item to have been returned, it may be considered as returned and marked as "Reported Returned" within the library's database. This function will not have any adverse effect on the patron's record. The library reserves the right to restrict the number of "Reported Returned" items per patron.

Damaged and Lost Materials

1. Materials lost or severely damaged while checked out to a borrower incur a charge equal to the list price of the item when new. An item is considered lost 49 days after its due date and the patron will be billed at that time. The library does not accept in kind replacement of lost items.
2. Library patrons may be charged reasonable replacement costs for missing or damaged packaging, missing pieces of multiple piece sets, etc. The following is a schedule of fees for damaged items:

Item	Fee
Missing or damaged barcode	\$ 2.00
Missing or damaged CD or DVD case	\$ 5.00
Individual CD from set	\$ 5.00 or the replacement cost

3. The library will cooperate fully to bring about the return of overdue materials obtained through interlibrary loan for circulation to patrons of the library.

The Board of Trustees reserves the right to amend this policy, and to rule on situations not specifically covered herein. The Board of Trustees and the Library Director shall review this policy as needed.



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BOARD OF TRUSTEES (Circulation Policy)

DATE

Chairman _____

Vice-Chairman _____

Reviewed June 12, 2025 _____