

Thomas Crane Public Library

Borrowing Policy

LIBRARY CARDS

Policy Statement

The Thomas Crane Public Library issues free library cards in order to maintain an accurate record of library materials that are checked out, and to gather library usage data so it can evaluate and improve collections and services. As a member of the Old Colony Library Network (OCLN), the Library adheres to all OCLN policies related to library cards and accounts.

Regulations

General

1. A valid permanent library card number that is registered with the Old Colony Library Network (OCLN) must be presented to borrow physical library materials. A valid permanent card may be a physical card or a virtual card stored in a digital format.
2. Patrons may register for an e-card online. E-card privileges include access to online resources and the ability to place holds on physical items. An e-card must be converted to a permanent card to borrow physical library materials according to the Registration policies listed below.
3. Patrons may have only one active OCLN library card.
4. Patrons may have either a permanent card or an e-card, but not both.
5. Patrons are responsible for all materials checked out with their library card.
6. Patrons should notify the library immediately if a card is lost or stolen, if there are any unauthorized checkouts or other usage on their account, or if the patron's address or other information changes.

Registration for Adults

7. To register for a permanent Old Colony Library Network (OCLN) library card, adults and young adults in 8th grade or above must apply in person at the library.
8. The patron will be required to show valid identification, which must show the patron name and current street address. This must include a photo ID with a current residential address or a photo ID along with documentation with the patron's name and current residential street address. Forms of valid identification that includes the patron's name and address may be in physical or digital format and include, but are not limited to:
 - Driver's license
 - State or federal ID
 - School ID
 - Passport
 - Green card
 - Military ID
 - Student ID
 - Checkbook with printed address
 - Postmarked mail
 - Current lease or bill

Registration for Teens

9. Patrons who are age 13 through 17 or are in the seventh to twelfth grade are not required to present identification to obtain an application for a library card.

10. Parents/guardians of patrons between the ages of 13 and 17 may be given information about overdue or lost materials only, upon presentation of the youth's library card barcode number or printed overdue notice.

Registration for Children

11. To register for a permanent Old Colony Library Network (OCLN) library card, children in 7th grade or below must apply in person at the library.
12. Children must have the signature of a parent or legal guardian.
13. Children must also be able to either sign/print their own first and last name, or be five years of age.
14. The child's parent or legal guardian must present their own valid identification, which must show their name and current street address. This must include a photo ID and something with a current residential street address. A photo ID with the current residential street address is acceptable by itself. Forms of valid identification include but are not limited to those listed in Regulation #8
 - 14.5 Parents will be added to the child's account as an authorized user with the express consent of the child at the time of registration.
15. Additional parents or legal guardians may be added as authorized users for a Child's account, but must be accompanied by the child when being added and must fulfill the same requirements as outlined in Regulation #14.5.

Replacement Library Cards

16. Patrons who have lost their library card may obtain a replacement card free of charge.
17. The library has the right to limit the distribution of replacement cards.
18. Patrons must present a valid form of identification as outlined in Regulation #8 or their current, valid library card in order to obtain a replacement card.

BORROWING MATERIALS

Policy Statement

The Thomas Crane Public Library has established a borrowing policy to provide fair and equitable services for our patrons. The primary purpose of this policy is to outline the rules and regulations associated with borrowing library materials. The Library also adheres to OCLN policies related to borrowing materials.

Regulations

General

1. Patrons must present a valid permanent OCLN library card number to borrow materials.
2. Patrons who owe \$15.00 or more will not be allowed to borrow materials.
3. The Library reserves the right to limit the number of items borrowed on a specific subject, by a single author, or in a specific format.

Borrowing Items from Other Libraries

4. The Thomas Crane Public Library is a member of the Old Colony Library Network (OCLN), which is made up of public and academic libraries that share materials and resources.
5. Patrons may request that materials owned by other OCLN member libraries be sent to the Thomas Crane Public Library for borrowing, when available.
6. Patrons may also request items from outside the Old Colony Library Network for borrowing at the Thomas Crane Library using the online Commonwealth Catalog or by submitting an interlibrary loan request. (see also Thomas Crane Public Library Interlibrary Loan Policy).

Returning Items

7. Most library materials may be returned to any OCLN Library, with the following exceptions:
 - Interlibrary Loan (ILL) and Commonwealth Catalog materials must be returned to the library they were borrowed from (if checked out at a Quincy library, they must be returned to Quincy).
 - Museum passes must be returned to Help Desk 1 at the Main Library.
 - Materials from the Board Game, Puzzle, and Library of Things collections.
8. Materials borrowed directly from non-OCLN Massachusetts libraries may be returned to the Thomas Crane Public Library, unless otherwise stated in the borrowing conditions. These materials will be sent to the owning library and will not be checked back in (and taken off the patron's library account) until received by the owning library.
9. Each Quincy library location has an outside return. Patrons are responsible for damage or theft of any items not properly returned.

Renewals

Definition

A *renewal* extends the borrowing period of library material for another loan period of the same duration. A renewal acts as borrowing the same item for a second, third, etc. time.

10. With the exception of items on reserve/hold for other patrons, most Quincy-owned materials will be automatically renewed three times and most items from other OCLN libraries will be automatically renewed twice. You will receive an email notice or text message when an item is automatically renewed.
11. Patrons may choose to opt out of automatic renewals and instead manually renew items online, by phone, or in person with a valid OCLN library card number.
12. The number of renewals available on non-Quincy items is determined by the local policies of the owning library.
13. Items borrowed from non-OCLN libraries include Commonwealth Catalog materials and Interlibrary Loan materials. Commonwealth Catalog materials may not be renewed. Interlibrary Loan materials may be renewed only with the permission of the owning library.

Holds/Reserves

Definition

Placing a hold means requesting an item to be kept for a patron when it becomes available in the library.

14. If an item is not available in Quincy a patron may receive an item from another OCLN library. If there are no available copies of an item, a patron will be entered into a waiting queue for that item.
15. A valid OCLN library card is required to place a hold. Holds can be placed in the following ways:
 - In person, at a library public service desk
 - By telephone
 - Online, using the OCLN catalog
17. Hold items are available for patrons at or near a public service desk. Patrons may borrow available hold items using a valid OCLN library card.
18. The library sends email and/or text notification when hold materials become available. If a patron does not have an email or phone number attached to their library account, they may be notified by telephone.

- 19. Available hold items will be held for seven days.
- 20. Materials in all formats may be requested from other OCLN libraries for pickup in Quincy, but restrictions may apply.

Loan Periods

Definition

A *loan period* is the length of time a patron may borrow an item.

- 21. All loan periods, fines and charges listed below apply to Quincy-owned material only, except as otherwise noted. Materials owned by other Old Colony Library Network (OCLN) libraries may have varying loan periods and charges based on the library that owns the item.
- 22. Loan Periods for Quincy Items:

ITEM TYPE	LOAN PERIOD
Most Adult Books and Audiobooks Young Adult Books and Audiobooks Commonwealth Catalog Materials	28 days (4 weeks)
New Adult Fiction Adult DVDs, CDs, & Electronic Resources Magazines All Children’s Materials	14 days (2 weeks)
Commonwealth Catalog Materials	4 weeks
Interlibrary Loan (ILL) Materials	Varies by item
Things (equipment, tools, etc.)	7 days (1 week)
Museum Passes	1 Day

- 23. Loan periods for non-Quincy items may vary according to the local policies of the owning library.

Library Charges

Definitions

Overdue materials are items that have not been returned to the library by the end of an item’s loan period, also known as the item’s due date.

Fines are the monetary charge for overdue materials. Fines accrue for each day an item is overdue. Fines do not accrue on days that the library is closed. The Thomas Crane Public Library does not charge fines for their materials; materials borrowed from other libraries may accrue fines based on the local policies of the borrowing library.

General

- 24. Charges paid in person must be paid in cash or check; online payments can be made with a credit

card.

25. Failure to return materials by their due date may result in fines or fees being accrued based on the policies of the owning library.
26. No overdue fines are charged for Quincy items.
27. The overdue fees for non-Quincy items vary according to the local policy of the owning library.

Lost Materials

Definitions

A *lost item* is library material that is not returned to the library. Items not returned within 45 days of the due date are considered lost. Items reported as lost, misplaced, or missing by a patron are also considered lost.

29. It is the responsibility of the borrower to return materials or be subject to a replacement fee for the item.
30. The replacement cost of lost Quincy items is determined by the retail price of the item. Patrons paying for a lost item may be required to pay this full amount.
31. Patrons who have had standing bills that are at least five years old can arrange a repayment plan with the library. The Deputy Director and/or the Executive Director will have discretion to establish a plan based on the following criteria:
 - Monthly installments extending no longer than 18 months.
 - Recovery of a minimum of 60% of the total amount billed to the patron's account.
 - Installments must be made on time to prevent the cancellation of any agreement.
 - A minimum of 3 installments must be made to secure any paperwork from the library retracting claim for court action.
 - The library reserves the right to terminate the agreement if it believes the account holder is not acting in good-faith.

The parameters of the above arrangements are meant to balance the recovery of lost materials with the potential financial burden on the patron of replacing aging materials at their full price.

32. No refunds will be issued for payment of lost materials.
33. The above standards only apply to Quincy items. For items owned by a non-Quincy library, local policies apply and payment is made to that library.

Damaged Materials

Definitions

A *damaged item* is an item that is not returned in the condition in which it was borrowed. Damage includes, but is not limited to: wet, stained, sticky, sandy, chewed, missing pages, written in (including underlining or highlighting), or missing pieces.

34. It is the responsibility of the patron to return items in the same condition as when the item was originally borrowed or be subject to a replacement fee for the item. The library checks all returned items to make sure that they are not damaged so only materials in good condition are in our circulating collection.
35. The replacement cost of damaged Quincy items is determined by the retail price of the item. Patrons paying for a damaged item may be required to pay this full amount.
37. For items owned by a non-Quincy library, local policies apply and payment is made to that library.

Claims Returned Materials

Definition

A *claims returned* item is a library material that a patron informs the library they have returned despite it still being charged to the patron's account.

38. If a patron claims to have returned a Thomas Crane Public Library item that is still on their account,, library staff may set the item to Claims Returned. Library staff will then conduct periodic searches for the item
39. This item will remain on the patron's account with a Claims Returned status until the item is found.
40. A patron is only allowed to have up to three items with a Claims Returned status total, including items from other OCLN libraries. Additional items may result in replacement fee(s) being charged to the library patron's account.
41. Items from non-Quincy libraries are subject to the policies of the owning library. Patrons should contact the owning library to determine their policy.

Claims Never Checked Out Materials

Definition

A *claims never had* item is a library material that appears on a patron's library account, but that the patron claims was never borrowed.

42. If a library patron is notified that they have not returned a Quincy library item and that patron claims they never borrowed the item, library staff will conduct a search for the item. If the item is not found, the Circulation & Access Services Coordinator and/or Library Administration have sole discretion on if the item is removed from the library patron's account.
43. Items from non-Quincy libraries are subject to the policies of the owning library, which may differ from local policies

Adopted by Vote of the Library Board of Trustees, January 10, 2011; Amended March 21, 2014; Amended June 11, 2018; Amended March 11, 2019; Amended May 11, 2020; Amended December 13, 2021; Amended December 12, 2022; Amended April 24, 2024. Amended October 9, 2025; Amended February 12, 2026.

Related Policies

Interlibrary Loan Policy