

2.2 Circulation Policies

2.2-1 Confidentiality

All circulation transactions and information must be treated with confidentiality. The patron’s right of privacy must be protected as much as possible. All patron requests for materials should be discussed only in a professional context.

2.2-2 Rules for Borrowing Library Materials

- a. Limitations on borrowing materials:
 - Reference books are not loaned.
- b. The Library reserves the right to limit the number of in-demand items in a single subject area checked out to any one patron.
- c. Loan Periods:

FORMAT	HOW LONG?	HOW MANY?	FINES?	RENEWABLE?
Books	3 Weeks	Unlimited	No	Yes
Audiobooks	3 Weeks	Unlimited	No	Yes
Playaways	3 Weeks	Unlimited	No	Yes
Launchpads	1 Week	1	No	No
Music CDs	3 Weeks	Unlimited	No	Yes
Movies and TV series DVDs	1 Week	Unlimited	No	Yes
Documentary and Non-fiction DVDs	1 Week	Unlimited	No	Yes
Binge Boxes	1 Week	1	No	No
Language Audio Materials	3 Weeks	Unlimited	No	Yes
Video Games	1 Week	3	No	Yes
Children’s CD-ROM	3 Weeks	Unlimited	No	Yes
Fast Track Books	1 Week	1	No	No
Fast Track DVDs	1 Week	1	No	No
Magazines	1 Week	Unlimited	No	Yes
Museum passes (Chelmsford residents or Friends of CPL)	Good for one day	1 per day, 5 per month	Yes	No
Ebooks & other Downloadable/Streaming Content				
Book Club Kits	6 Weeks	1	No	No
Experience Bags	3 Weeks	Unlimited	No	No
For telescope, wifi hotspots, Roku streaming devices, and more, see our Library of Things list in the library catalog.				

- d. Renewals:

- Most of the materials owned by CPL may be renewed up to twice automatically. Items that cannot be renewed are: materials on hold for another patron, Fast Track items, Video Games, and some Library of Things items.
- e. Charges for lost or damaged materials:
- Books: patron is charged 100% of the full price; no replacements please. If a replacement is already purchased and it is undamaged in like new condition, we may choose to accept it on a case by case basis. *Why do we prefer payment? We may choose to purchase a newer edition of the title, or a different title on the same topic.*
 - Magazines: patron is charged 100% of the full price. No replacements accepted.
 - DVD, music CD, or video game: replacement accepted only if it is new and still sealed in the original package, otherwise 100% of full price.
 - Book on CD: \$10 per CD (if the entire item is lost, then 100% of full price) *Why don't we accept replacements? We purchase library editions with special packaging.*
 - Playaway: \$25 replacement fee.
 - Launchpad: \$75 replacement fee
 - Kit, non-video game, Library of Things item: 100% of full price. We may choose to accept an undamaged, like new replacement on a case by case basis, but please discuss it with us in advance.
 - Lost CD or DVD insert or other insert or instructions: \$2
 - Lost CD or DVD case: \$2 (so lost case & insert is \$4) The full cost for lost or damaged items will be charged to the cardholder.
 - If a borrowed CD or DVD does not play or skips, please alert staff to the problem so it can either be replaced or repaired.
 - Membership in the Merrimack Valley Library Consortium allows for payment for lost or damaged items and overdue fines from any MVLC Library to be paid at any MVLC Library.
- f. Receipts:
- Receipts are available on request.
- g. Refunds:
- In order to avoid “buying back” items after the Library has replaced them, refunds will not be given to patrons who have paid for lost materials.
- h. Schedule of overdue notices:
- First notice: Sent seven days after due date via email.
 - Second notice: Mailed to patron 14 days after due date.
 - Bill notice: 49 days after due date. Accounts with overdue items for a period of 49 days or more and/or have an amount greater than \$20 owed or more than 20 items overdue are subject to suspension until the account is cleared.
- i. Library cards:
- Any resident of Chelmsford, owner of a business or property in Chelmsford, or employee of the Town of Chelmsford is eligible to apply for a card and one will be issued upon verification of address/ownership/Town of Chelmsford employment. Those without proof of eligibility will be allowed to check out up to 3 items on their initial visit and the card will be mailed to verify their eligibility.
 - Residents of other MVLC towns should get a card from their hometown library (that will work in Chelmsford). Patrons who do not have a card from their hometown library will be issued a 30-day temporary card and allowed to check out up to 3 items on their

initial visit. Patrons issued a temporary card have 30 days to go to their hometown library to verify their address and get a full card.

- Residents of Massachusetts towns that do not belong to MVLC can apply for a card and one will be issued upon verification of current Massachusetts address. Those without proof of address will be allowed to check out up to 3 items on their initial visit and the card will be mailed to verify their eligibility.
- Out-of-state people who work in Chelmsford may obtain a 1-year Local-Use Only card upon proof of employment. This card will not give access to other libraries, online resources, or to inter-library loan services.
- Those without permanent housing may use the free “general delivery” service offered at the Chelmsford Post Office as a permanent mailing address for purposes of getting a library card through Chelmsford Public Library.
- Institutions located in Chelmsford that need a single library card to be used by multiple, designated individuals, may apply for a 1-year “institutional” card. If you believe your organization could benefit from an institutional card, please contact the Library’s Borrower Services department. Schools are not eligible for this type of card.

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