

CUSTOMER SERVICE POLICY PERU FREE LIBRARY

DAYS AND HOURS OF OPERATION:

Tuesday - Friday 10-6

Saturday 10-1

HOLIDAY CLOSINGS:

Memorial Day (Saturday before)

Juneteenth

Independence Day

Labor Day (Saturday before)

Thanksgiving Day, Friday and Saturday after Thanksgiving

Christmas Eve and Christmas Day

New Year's Eve and New Year's Day

LIBRARY CARDS:

Library Cards are required to borrow materials.

A card will be issued to a patron at his/her request. A form of ID with proof of address is required for an adult (18 years of age and older) to receive a library card. If an individual does not have identification with a current address, another document is required to verify the person's address.

Library cards will be issued to children of any age with permission of a parent/guardian.

Individuals residing temporarily in the community may receive a card if they present proof of their permanent address and their visiting address. These individuals may borrow 3 items the first time they borrow library materials.

Patrons must use their own cards when checking out library materials. **EXCEPTIONS:**

Individuals may check out items held on reserve for another patron using that patron's card.

Caregivers, who have written permission from a parent or a guardian, may use the parent's or guardian's card. Under certain circumstances, cardholders may contact the library and permit others to use their cards (housebound patrons, for example).

An individual may use another person's card if that person is at the circulation desk and acknowledges responsibility for the materials.

Patrons may borrow materials without having their library card if their identity can be verified by a library staff member.

Patrons should have only one card from one library within the Clinton, Essex, Franklin Library System. This card can be used in all libraries throughout the system.

OVERDUE LIBRARY MATERIALS:

All library materials circulate for 4 weeks. Patrons are given 5 grace days. Materials are renewable as long as they are not requested by another patron. This may be done on-line, by telephone, or in person. Patrons will be charged for lost materials.