



Auburn Public Library  
369 Southbridge Street | Auburn, Massachusetts 01501  
(508) 832-7790 | Fax: (508) 832-7792  
<http://www.auburnlibrary.org>

## Circulation Policy

### **Obtaining a Library Card**

Patrons who wish to borrow materials or use electronic resources must apply for a library card. Anyone who lives, works, or attends school in Massachusetts is eligible for a library card.

Patrons must provide identification that verifies both name and current address. A photo ID (such as a driver's license or state ID) is preferred. If a photo ID does not include a current address, additional documentation (such as a utility bill or vehicle registration) may be accepted.

Patrons without a permanent home address may be issued a temporary card which allows them to check out 2 items per visit and expires after 6 months.

Children or young adults with no identification may use a parent's identification. An Auburn Public School identification card is also acceptable as an ID.

An Auburn library card is valid at any library in the CW MARS network, and all CW MARS cards are valid at Auburn Public Library.

Students or faculty members who use both an academic and public library must have two separate patron records. Public and academic patron records will not be merged.

Auburn Public Library does not provide library cards to residents of towns with decertified libraries, or residents of other states.

Patrons of decertified libraries, non-residents, and patrons without a library card are welcome to use library materials inside the library, and may request a guest pass in order to use library computers.

### **CW MARS eCard**

- An eCard is a CW MARS library card that patrons can register for online to access electronic materials, such as ebooks, audiobooks, magazines, and databases. The eCard is for patrons who are eligible for and do not already have a CW MARS library card, and may be upgraded to a physical library card with borrowing privileges by visiting your local library.
- Patrons can register for an eCard at [auburn.cwmars.org/MyAccount/eCARD](http://auburn.cwmars.org/MyAccount/eCARD)

### **Cardholder Privileges and Responsibilities**

Patrons are responsible for all items borrowed on their card, including any fines, fees, or replacement costs assessed for items lost or damaged while in the patron's possession.

Borrowing privileges will be suspended if:

- Fines exceed \$10
- Any item is declared lost (exceeds 4 weeks overdue)
- The card is expired

The library may require positive identification from any patron checking out materials. Patrons are expected to present their library card to conduct any library business. A driver's license or state ID, passport, or hold notification email may be accepted as identification for checkout and holds pickup.

Patrons picking up holds on behalf of a friend or family member should have that patron's card in their possession to indicate permission.

Patrons may opt to add permission for others to use their account to Place Holds, Pick Up Holds, Obtain Circulation Information, and Check Out Items. "Allow Others to Use My Account" policies may vary by location and do not guarantee that privileges extend across the entire network.

Library cards expire two years from the date of registration or renewal. Cards can be renewed either in person or by logging into the patron's account in the public catalog.

The patron is responsible for immediately notifying the library in the case of a lost or stolen card. The cost to replace a library card is \$2.

Library card apps:

- CW MARS Libraries App for iOS and Android allows patrons to search the catalog and place holds, manage existing holds, view items checked out and due dates, pay fines and replacement costs, view and update list, display your digital library card (accepted at participating libraries).
- Most wallet apps that display the library card or barcode on the patron's phone screen can be used (Stocard, etc.)

Electronic Resources:

- An Auburn Library card gives patrons access to Auburn Public Library's collection of electronic resources, which can be found at [auburnlibrary.org/electronic-resources](http://auburnlibrary.org/electronic-resources)
- Boston Public Library eCard: Anyone who lives, works, or goes to school in Massachusetts can register for a free Boston Public Library eCard at [bpl.org/ecard](http://bpl.org/ecard) and gain access to a wide range of digital resources covering newspapers, magazines, streaming media, genealogy, and more.

## **Borrowing Materials**

Checkout limits

- 50 items total
- 20 DVDs
- 2 Library of Things items
- 1 Museum Pass

Loan periods

- Books, Audiobooks, DVDs, Music CDs, Video Games, Magazines: 3 weeks, 3-week renewal
- Adult New Books: 2 weeks, 2-week renewal
- Library of Things: 1 week, no renewal
- Circulating Museum Passes: 1 day, no renewal

Non-circulating items:

- Daily Newspapers: Worcester Telegram & Gazette, Boston Globe, New York Times, Wall Street Journal, as well as Auburn News are for in-library use only
- Local History materials and items marked Reference are for in-library use only.

## **Renewals**

Automatic Renewals: Circulating items will be renewed automatically two days before the due date if no holds exist on the item. Auburn Public Library items renew once, for the same length of time as the original loan period.

Library of Things items, Museum Passes, and items borrowed via the Commonwealth Catalog may not be renewed.

## **Returns**

Items can be returned at the Circulation Desk during the library's operating hours, or in the outdoor bookdrop located to the right of the main front doors, at any time including when the library is closed.

Auburn Public Library items may be returned at any CW MARS library, and items from any CW MARS library may be returned at Auburn Public Library.

Some items must be returned directly to Auburn Public Library, including:

- Library of Things items and Museum Passes
- Items borrowed through the Commonwealth Catalog and Interlibrary Loan

Some items borrowed from other (such as museum passes, kits, library of things, or items too large or delicate to be sent through delivery) may need to be returned to the owning library.

## **Fines**

The Auburn Public Library is generally fine free. As long as items are returned undamaged, there will be no overdue fee charged no matter how late the item is. For more information, see the Fine Free Policy at [auburnlibrary.org/policies-and-forms](http://auburnlibrary.org/policies-and-forms)

Exceptions:

- Library of Things items: \$5 per day
- Museum Passes: \$1 per day
- All CW MARS libraries agree to not charge overdue fines on their items. Some specific items (such as museum passes, equipment, kits, technology, library of things) may still incur fines.

## **Lost and Damaged Materials**

Items exceeding 4 weeks overdue will be placed in Lost status, which will result in the suspension of borrowing privileges until the issue is resolved.

Items returned damaged, missing pieces, or with significant staining beyond normal wear and tear may be billed for up to the full replacement cost of the item. Bills exceeding \$10 will result in the suspension of borrowing privileges until said items have been resolved.

Bills for replacement costs for Auburn Public Library items may be paid in person by cash or by check made out to "Town of Auburn," or by card via the public catalog. Once an item has been paid for, no refund will be given.

Bills for replacement costs for another library's items may be paid in the form of a check made out to the owning library only if approved by the owning library in advance.

Replacement copies will not be accepted in lieu of payment unless approved in advance by library staff

If a patron believes they have returned/never checked out an item that is still checked out on their record, the library may, at its discretion, mark the item Claims Returned or Claims Never Checked Out. Only the owning library can approve a claims returned/never checked out status on its own materials. Patrons are allowed a maximum of 3 unresolved claims returned items in the system at one time.

## **Holds & Interlibrary Loan**

Most items owned by libraries in CW MARS can be placed on hold for pickup at Auburn Public Library. The hold limit is 20 items total per library card.

When an item is available for pick up, the patron will be notified via the preferred contact method(s) selected on their account (phone call, text, email). Items will be held on the holds shelf for 7 days before being returned to circulation if not picked up.

Items not available in CW MARS but owned by another library in Massachusetts may be requested through the Commonwealth Catalog. Patrons may submit requests by logging in with their library card number at [commonwealthcatalog.org](http://commonwealthcatalog.org) or through staff at the circulation or reference desk.

Items not available in the Commonwealth Catalog may be requested through the Massachusetts Library System's Mediated Interlibrary Loan system through staff at the circulation or reference desk. Items received via Interlibrary Loan may incur a \$3 return shipping fee, which can be paid when the item is picked up or returned.

Items borrowed from other CW MARS libraries, or via the Commonwealth Catalog or Interlibrary Loan, are subject to the owning library's policies on loan period, renewals, fines, replacement costs, etc.

### **Confidentiality of Library Records**

The right to privacy is fundamental to the freedom to read. Article VII of the American Library Association's [Library Bill of Rights](#) states, "All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use."

Auburn Public Library upholds the principles of the American Library Association's [Code of Ethics](#) and protects patrons' rights to privacy and confidentiality regarding the resources they use, borrow, or request.

Any cardholder may borrow any materials from the library without regard for age, with the exception of Museum Passes and Library of Things items, which are only available to adults 18 years and older.

Responsibility for the use of library materials by children rests solely with their parents or legal guardians. Selection of or access to materials in any area of the library is not restricted by the possibility that children may obtain materials which their parents might consider inappropriate. The library does not operate in loco parentis. (From the [Collection Development Policy](#))

In accordance with [Chapter 78, Section 7 of Massachusetts General Laws](#), the borrowing records of individual patrons are considered confidential. Such records will not be shared with any government agency except as required by law.

***Library staff have the authority, at their discretion, to make immediate decisions regarding interpretation and enforcement of this policy in order to ensure the safety and comfort of all library patrons and staff.***

Approved by the Library Board of Trustees April 2, 2026