

Boone Area Library POLICY AND PROCEDURES	Section: Patrons	Effective Date: 1/2024 Supersedes: New
	Title: Service	

1.0 Policy

1.1 Policy Statement

The Boone Area Library is committed to providing a quality environment for the delivery of information for cultural, economic, educational and recreational development to the public. In order to do this, we strive to maintain a safe environment for all staff and patrons of the public library and further, to protect and preserve property under its stewardship.

2.0 Guidelines

2.1 Library Card Registration

The Berks County Public Library System (BCPL) provides services to all residents of the County of Berks without discrimination in fulfillment of its mission to develop services, resources and collections to meet the cultural, informational, educational and recreational needs of its diverse community.

All library transaction records are confidential under Article IV. Section 428 of the Public Library Code (24 PA C.S.).

BCPL member libraries issue library cards to establish a patron account, facilitate loan of materials and use of online resources, and to enable the member libraries to keep a record of which materials are on loan to patrons. Individuals who live, own property, work, or attend school in Berks County are eligible for a free library card. This card is also referred to as a Full-Service Library Card.

Library cards are valid for use at all BCPL member libraries and Reading Area Community College.

To borrow materials from a BCPL member library, a person must register for a library card. Applicants must present proper proof of residency and identity, and complete and sign a library card application. By virtue of registering for a card, the applicant agrees to accept responsibility for all fines, fees, or charges incurred through library transactions. Applicants are able to obtain a registration form

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online; but must present proof of residency and identity before receiving a library card.

Anyone under the age of 18 may receive a library card after completion of an application by a parent or legal guardian presenting proper proof of residency and/or identity. At the discretion of the Library Director and under certain circumstances, another adult may register as the responsible adult on behalf of a minor child. By virtue of completing registration for a minor the adult agrees to be financially responsible for the use of the card and all fines and other charges incurred pursuant to the Borrowing Policies. The adult applying for a juvenile card on behalf of a child must be in good standing (no fines/fees over \$10). A juvenile card will be linked to the library card account of the signing adult. Member libraries may require adults registering on behalf of a minor child to apply for a library card if an account is not already opened.

At their discretion, member libraries may allow those under the age of 18 to assume responsibility and register for their own card. By virtue of registering, the person agrees to be financially responsible for all fines and other charges incurred.

Upon turning 18, a minor who has a library card will need to apply for a new card and thereby assume financial responsibility for the new account.

BCPL member libraries and staff do not act in loco parentis.

BCPL member libraries are participants in the ACCESS PA Statewide Library card program and adhere to its rules and regulations for free reciprocal library cards. Pennsylvania residents who hold a valid library card from an out-of-county library or a State library card are eligible for a BCPL library card without fee; a Limited-Service library card. Such non-residents of Berks County are required to register and provide proof of identity.

Non-residents of Pennsylvania may be issued a borrower card upon providing proof of identity in the same manner as county residents.

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This card can be used only at BCPL libraries. These cardholders receive a Limited-Service Library Card.

2.2 Library Card Information

Identity and Residency Requirements

The applicant must provide a full legal name, address and date of birth. Applicants are encouraged to provide valid photo identification that verifies name and current address. At their discretion, member libraries may accept other documentation to verify the current address.

Institutional and Homeschooling Requirements

Institutions may receive an institutional borrower card, providing the Director or other authorized person of the agency signs the application and commits to the financial responsibility of all fees and charges incurred pursuant to the Borrowing Policies.

Homeschooling educators may apply for a Homeschool borrower card upon presentation of an affidavit as defined by the Pennsylvania Department of Education and issued by the local school district. The affidavit covers the school year, and the borrower card registration must be renewed annually. A homeschooling card enables the cardholder to borrow up to 150 items at one time and place 50 hold requests.

Because Pennsylvania Law does not require homeschooling educators working with children younger than 8 to have an affidavit, those educators working exclusively with students under 8, may receive a homeschooling card at the discretion of the Library Director.

2.2 Welcome Card

Member libraries may issue welcome library cards with specific restrictions or limitations to new library patrons; no more than 5 holds

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and 5 items checked out a time. These cards lose their good standing after \$5.00 in fines or fees are accrued.

2.3 Ecards

Ecards or electronic cards enable users to access digital materials only. In order to obtain an ecard, users are encouraged to provide proof they live, work or attend school in Berks County.

2.4 Online Registration Library Cards

This card type is given to users who sign up for cards online using the online registration form. These cards can only be used to place holds. Patrons who place holds will have to verify their information before they can checkout physical or digital materials at a library location. This card is only active for two months.

2.5 Limited-Service Library Card

This card type allows the cardholder to borrow physical materials at any BCPL location. This card does not include access to digital media types including but not limited to Overdrive/Libby, Hoopla, RB Digital, etc. This card does not give access to the ACCESS PA Statewide Library Card program or give the ability to utilize out-of-System Interlibrary Loans (ILL) to request materials from libraries outside of the Berks County Public Libraries System.

2.6 Full-Service Library Card

This card type is given to PA residents who live, work, or learn in Berks County. Cardholders can access and borrow physical materials including but not limited to books, DVDs, CDs, audiobooks, museum passes, etc. In addition, patrons can access countywide digital services and any specialty resources provided by the registering library. This includes Libby/OverDrive and online databases such as Ancestry.com. Cardholders may request out-of-System Interlibrary Loan (ILL) materials available from libraries outside of the Berks County Public Libraries System.

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2.7 Cardholder Responsibilities

Cardholders should present a valid library card in order to check out materials and to use library computer resources. If a library card is not available, the cardholder must provide an ID and proof of address that exactly matches the address on the account.

Adult cardholders can designate other adult cardholders to pick up reserved materials for them by completing a "Holds PickUp" form. This authorization is specifically noted in the cardholder's account.

A cardholder is responsible for all materials checked out on their library card and on the cards of minor children for whom they have assumed responsibility on a library card application.

BCPL libraries may charge fines as an incentive for cardholders to return materials in a timely manner so that others can have access to them. Maximum fine amounts vary by material type. No fines are assessed on the late return of juvenile books, audiobooks, magazines or Young Adult/Teen books.

Cardholders are responsible for all charges on their account including payments for any lost or damaged items borrowed on their card. BCPL reserves the right to charge an Administrative/Processing fee for handling lost and damaged items.

Cardholders are responsible to report address, telephone and/or email changes.

Lost or stolen library cards must be reported immediately so that the card can be invalidated. The owner of the card is responsible for all items checked out on the card until the card is reported lost or stolen.

2.7 Cardholder Privileges

Cardholders may use their library barcode number to access library databases from home, check their library borrowing record, place holds on library materials and borrow electronic resources. Suspension of Cardholder Privileges A cardholder's account is considered delinquent when items are overdue or money is owed. This status may

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affect the cardholder’s ability to borrow materials, place holds or use electronic/digital resources.

Privileges will be suspended when:

- There are accumulated charges of more than \$10.00. Cardholder privileges for any adult responsible for any juvenile account(s) will be suspended when the sum of all charges associated with the adult + juvenile account is more than \$10.00
- There are fines and fees from a previous calendar year. A library may require accounts to be paid in full by the end of each calendar year before items may be borrowed in a new calendar year.
- There are 4 or more items with a status of ‘claimed returned’

2.8 Expiration of Library Cards

All library cards must be renewed every three years. If there has been no activity on the account, and there are no outstanding charges or unreturned materials, the account is considered inactive after three years and deleted after seven years.

2.9 Material Loan Periods

Loan periods

- 21 days - audio materials, books, some DVD sets, e-Book Readers, and magazines.
- 7 days - DVDs, VHS tapes, and Museum passes

Non-standard item loan periods, including loans from the Library of Things collection, are set by owning libraries.

2.10 Hold Limits

Most card holders can request 20 items of any type. These hold limits cannot be overridden.

2.11 Renewals

Most materials, unless on reserve for another patron, will be automatically renewed for up to two additional loan periods. An

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additional subsequent renewal may be available; please consult your library for more information. Renewals for longer loan periods are granted on an exception basis.

Nonrenewable items may include DVD sets, e-Book Readers and NEW materials. For more information, contact your local library.

Items may be renewed at the library, online through the library website, or by phone. The cardholder’s barcode number is required for telephone renewals.

2.12 Maximum number of items

The maximum number of items that can be borrowed is determined by each individual library. To learn the limits on the number of items that can be borrowed, see your local library’s local service policies. Placing a Hold (or Request/Reserve) If an item is not available at the time and place that it is sought, cardholders can place a hold (request/reserve) on the item at any member library, by phone, or online. Cardholders will be notified when the item is available.

Items placed on hold (requested/reserved) may be picked up at the BCPL library that was specified at the time the hold was placed. Member libraries may restrict or limit pick-up options for certain items. Held items must be picked up within 7 days of notification. Hold periods for special materials may vary by library.

2.13 Fines

Cardholders are responsible for returning library materials on time. There are no overdue fines on standard library materials such as Books, Audiobooks, DVDs, CDs, or Magazines. Member libraries may charge fines on special materials, out-of-System Interlibrary Loans (ILL), and Library of Things. Fines are calculated based on the open dates of each individual library and vary by material type. The current fine table, as amended from time to time, is posted at the Circulation Desk and online.

- Museum Passes - \$1.00/day Overdue Fine

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- Special Materials (such as hotspots, tablets. etc. that only a few libraries carry), out-of-System Interlibrary Loans (ILL), and Library of Things. Overdue Fines are determined by the library that circulates the items.

2.14 Overdue Notices

Cardholders are notified when items checked out become delinquent. A billing invoice is sent if, after 2 overdue notices, the items have not been returned. Patrons receive overdue notices from the library using the notification preference listed in their library card account.

- 5 days after an item has become due, patrons are sent an overdue notice.
- 15 days after an item has become due, patrons are sent a second overdue notice.
- 30 days after an item has become due, patrons are sent a billing notice.

Section 6708 of Title 18, Pennsylvania Code makes it a summary offense to retain library property after being notified to return it.

2.15 Fees

- For lost/damaged card: No Charge (both adult and juvenile)
- For lost/damaged museum pass: \$15.00
- For all other lost/damaged items: Replacement value plus a \$2.50 Administrative/Processing Fee

2.16 Credits for lost Items:

Credits may be given for lost materials which were previously paid for, if the materials are found and returned in good condition to the library within 60 days. Maximum fines (when applicable) and any Administrative Fees will be deducted from the credited amount.

2.17 Returns and Book Drop Policy

Most items belonging to any Berks County public library may be returned at any Berks County public library. Exceptions may include museum passes, e-book readers, video games, hotspots, and items

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borrowed from outside the BCPL system. Book drops are available at each library for the return of materials when the library is closed.