

Bernville Area Community Library Service Policies

| | |
|--|---|
| Library Operating Hours | 1 |
| Library Closing – Holidays | 1 |
| Library Closing – Inclement Weather Closing | 2 |
| Services Provided | 2 |
| Library Card Registration | 2 |
| Borrower Card Information | 2 |
| Identity and Residency Requirements | 2 |
| Adult cards | 3 |
| Juvenile cards | 3 |
| Responsibilities of a Library Cardholder | 3 |
| Borrower Card Terms | 3 |
| Benefits of a Library Card | 3 |
| What can be borrowed | 3 |
| Loan periods | 4 |
| Loan Limits | 4 |
| Renewals | 4 |
| Returns and Book Drop Policy | 4 |
| Placing a Hold (or Request/Reserve) | 4 |
| Interlibrary Loan Policies | 4 |
| Confidentiality of Records | 4 |
| Overdue Notices | 5 |
| Claimed Return | 5 |
| Fines | 5 |
| Library Equipment Usage and Fee Policies | 5 |
| Additional Fees | 5 |
| Refunds for Lost Items | 5 |
| Revocation of Library Cardholder Benefits | 6 |
| Library Code of Conduct | 6 |
| Library Facility Use | 7 |
| Community Bulletin Board Policies | 7 |
| Document Retention Policy | 7 |

Library Operating Hours

| | |
|------------------|----------|
| Monday -Thursday | 10am-7pm |
| Friday | Closed |
| Saturday | 10am-3pm |
| Sunday | 2pm-6pm |

Library Closing – Holidays

The Bernville Area Community Library (BACL) will be closed for 12 holidays to be decided upon by vote at the December Board meeting each year.

Library Closing – Inclement Weather Closing

The library will be closed for inclement weather at the discretion of the Library Director. The appropriate agencies will be contacted in a timely manner for the public notice. A

Bernville Area Community Library Service Policies

sign will be placed on the library's Facebook page and the website www.bernvillelibrary.com if possible.

Services Provided

The Bernville Area Community Library seeks to provide:

- Friendly, courteous, and respectful service
- Free and equal access to information
- A clean, comfortable, and pleasant library environment.

Library Card Registration

The Bernville Area Community Library (BACL) is part of the Berks County Public Library (BCPL) system. To borrow materials from a System library, a person must register for a library card. Berks County residents are eligible to register for a library card without fee. Applicants must present proper proof of residency and identity and complete and sign a library card application in which the applicant agrees to accept responsibility for all fines, fees, or charges incurred.

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. Such non-residents of Berks County are required to register and provide proof of identity in the same manner as county residents.

Non-residents of Berks County who don't have a valid out-of-county library card may be issued a borrower card upon providing proof of identity in the same manner as county residents. This card can be used only at BCPL libraries. The State Library will be the "library of last resort" for all state residents. To register for a State Library card, call the Bureau of the State Library in Harrisburg. The general office number is 717-787-2646. The State library card can be presented to a BCPL library to obtain a BCPL card at no cost.

Borrower Card Information

Identity and Residency Requirements

BACL will issue a borrower card to any Berks County resident upon provision of proof of identity (photo ID) and residency. Patrons are required to provide a valid Driver's License or state ID, a birth date, a mailing address and telephone number and are encouraged to provide an email address. Documents accepted to verify identity and mailing address include one or more of the following: driver's license, auto registration, voter registration card, lease/rental agreement, recent utility bills, two recent pieces of mail to your address, etc.

Adult cards

Adult cards are issued to persons 18 years of age or older.

Juvenile cards

Bernville Area Community Library Service Policies

Juvenile cards are issued to resident children, under age 18 (there is no minimum age requirement), with parental/guardian signature and parent's/guardian's photo ID and proof of mailing address. The parent/guardian cardholder account must be in good standing to open an account for a juvenile; see Revocation of Library Cardholder Benefits below for conditions where an account is not in good standing. A telephone number is required. An email address is encouraged. Patron birth date will be requested on juvenile borrower registration forms.

Responsibilities of a Library Cardholder

Patrons should present a valid library card to check out materials or use library computer resources. Each patron must use their own library card. Cardholders are responsible for any fines or fees, and for any lost or damaged items borrowed on their card. Parents or guardians are legally responsible for the fines/fees for children under 18 years of age. Card holders agree to abide by the BCPL policies and to immediately report mailing address, telephone or email changes, or the loss of their library card.

Borrower Card Terms

A borrower card is valid until it expires. If a borrower card is not used for 3 years, it expires, and can be revalidated by library staff. Borrower card records are purged after 7 years of non-use if there are no fees or fines. Borrower cards with fees or fines are never purged.

Benefits of a Library Card

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

Registered borrowers also may use their library barcode number to access library databases from home, to check their library borrowing record, and to place holds on library materials.

What can be borrowed

All Bernville Library materials are eligible for circulation and may be removed from the library except for

- The professional collection
- Current issues of magazines
- Autographed books
- Materials in the Heritage Collection

Materials may also be borrowed from other BCPL libraries.

Loan periods

- 21 days - audio materials, books, DVD sets, e-Book Readers and magazines
- 7 days – DVDs, video games, and Museum passes

Loan Limits

Limits may apply on the number of items that can be borrowed simultaneously.

Renewals

Bernville Area Community Library Service Policies

Most materials, unless on reserve for another patron, may be renewed for two additional loan periods. Renewals for longer loan periods may be granted on an exception basis. Nonrenewable items include DVD sets, e-Book Readers, museum passes, and NEW materials. Items may be renewed at a library, via the library website, or by phone or email.

Returns and Book Drop Policy

Most items belonging to any Berks County public library may be returned at any Berks County public library. Exceptions include museum passes, e-book readers, video games, Library of Things items, and items borrowed from outside the BCPL system. Book drops are available at each library for the return of materials when the library is closed.

Placing a Hold (or Request/Reserve)

If an item is not available or is owned by another BCPL library, library card holders can place a hold (request/reserve) on the item at the circulation desk or online. You will be notified by phone, text, or email when the item arrives. Items that are put on hold (requested/reserved) may be picked up any BCPL library that was specified when the hold was placed. The exception is NEW movies and audiobooks, which must be picked up at the owning library. Held items must be picked up within 7 days of notification.

Interlibrary Loan Policies

If an item is not owned within the BCPL library system, the library will try to obtain it through interlibrary loan (ILL). Certain specialized materials may incur a fee from the lending library. In lieu of actual materials, photocopies may be substituted. Out-of-county ILL materials are not renewable. Notification of ILL material arrival will be by phone or email. Patron will be responsible for all charges assessed by owning library if item is damaged or lost. Ask for a request form from the circulation desk to obtain an ILL. You may also send your requests by email to baclstaff@berks.lib.pa.us please include as much information as possible including title, author and any other information you may have. You may also call us at 610-488-1302 to request ILLs.

Confidentiality of Records

The Bernville Area Community Library will not reveal the names of patrons, or the nature of materials used by them to anyone, except by court order in a criminal proceeding as according to Pennsylvania state law.

Overdue Notices

Overdue notices are sent via telephone, email, text messaging and as a last resort USPS. If materials are not returned, a postal service letter is sent including notification of impending legal action via the Bernville Police or a collection agency. If there is no response to the letter, a summary citation may be filed with the Bernville Police.

Claimed Return

Bernville Area Community Library Service Policies

- When an item is overdue on a patron account and the patron tells the library that the item cannot be found and the library cannot find it on the shelf, that item is marked as claimed returned.
- After a patron has 4 claimed returns on their account, library cardholder benefits are suspended until the materials are found.

Fines

While patrons are responsible for returning library materials on time, BACL is fine free. However, materials borrowed from other libraries may incur overdue fines that the patron will be responsible for.

Library Equipment Usage and Fee Policies

| | |
|---------------------|--|
| Computer Print-outs | Black and white: \$0.18 per page Color: \$0.82 per page |
| Fax Machine | \$0.55 per page |
| Telephone | Free for local, emergency use only |

Additional Fees

- Replacement fees are assessed as necessary.
- If a patron's check is returned for insufficient funds, the patron must pay the bank charges and checks will not be accepted for future payments from that patron.
- Hot spots are rented monthly for \$40 a month for library card holders and \$45 per month for non-card holders, failure to pay the bill will result in the device being turned off. If the device is turned off and the patron does not return it, the patron will be charged \$10 per day up to \$50 and \$100 if not returned within 30 days.

Refunds for Lost Items

Refunds for the return of lost items may be available on a case-by-case basis.

Revocation of Library Cardholder Benefits

Cardholders will not be permitted to borrow materials, put materials on hold, or use Library equipment or computers if:

1. Throughout the calendar year, there are accumulated charges of \$10.00 or more.
2. At the end of the calendar year, there are any accumulated charges.
3. There are 4 or more items out with a status of "claimed returned."
4. There is a failure to return or replace materials.
5. There is misuse, intentional damage, or abuse of library property.
6. The patron has committed acts that go against the library's code of conduct. See below for more information.
7. Giving False information such as address or phone number

Exceptions may be made at the discretion of a Library Director. Payment plans for larger fines (those over \$10.00) may be available on a case-by-case basis.

In the case of repeated offenses, the library reserves the right to not reinstate a person's library benefits.

Bernville Area Community Library Service Policies

Library Code of Conduct

The following are not permitted in the library. Failure to comply with the Library Code of Conduct will result in the patron being asked to leave the library. Further disregard for the policy will result in the patron being banned from the library.

1. Library entrance or usage without clothing or shoes.
2. Offensive weapons, as defined by 18 Pa.C.S. § 908.
3. Smoking and the use of tobacco products.
4. Campaigning, petitioning, interviewing, survey-taking, begging, soliciting, or sales without Director/Assistant Director permission. This does not refer to library-sponsored activities.
5. Animals, except for service animals, or for programs.
6. Abusive, threatening, or obscene language.
7. Loud talking, loud cell phone use, playing audio equipment loudly.
8. Disruptive behavior, excessive body odor from poor hygiene, excessive public displays of affection.
9. Running.
10. Intrusion on another person's use of the library.
11. Interference with library personnel while performing their duties.
12. Patrons under the influence of drugs or alcohol; police will be notified.
13. Patrons who pose a health or sanitation risk.
14. Damage, theft, or destruction of library property. Parents and/or guardians are liable for all acts of minors (those under 18). Those who commit any of these crimes will be prosecuted according to the Pennsylvania Library Theft Act.
15. Patrons banned from any other Berks County Library for inappropriate behavior will be banned from our Library.

Library Facility Use

1. Library-related functions will take precedence over any other functions.
2. Community functions may be scheduled in the Community Room as appropriate and as space permits.
3. Requestors shall submit a "Request for Community Use" form at least 2 weeks prior to date requested, noting space requested and equipment needed from the circulation desk or through email.
4. The use of tobacco and alcoholic beverages is not permitted.
5. Detrimental or destructive behavior will not be permitted.
6. All safety regulations must be obeyed.
7. The room should be used when the library is open. Exceptions are at the discretion of library staff.
8. The organization using the community room is responsible for the following:
 - o The conduct of all individuals present for their activity
 - o Any damage to the building, grounds, or equipment
 - o Removal of trash made by organization's activity
 - o Making sure the Community Room is clean and orderly. All tables and chairs must be returned to their proper place.

Bernville Area Community Library Service Policies

9. The Board of Trustees of the Bernville Area Community Library and the Library staff are not responsible for any items left in the community room.

Community Bulletin Board Policies

The library will permit materials of community interest and of appropriate nature for all ages to be displayed at designated places in the library. Appropriateness of materials will be at discretion of the Library Directors. Library-related materials will take precedence.

Document Retention Policy

The Bernville Area Community Library will retain documents for a period of 7 years except for the following, which will be kept permanently.

Documents to be kept permanently:

1. Audit Reports
2. Checks (for important payments and purchases)
3. Contracts (still in effect)
4. Correspondence (legal and important matters)
5. Deeds, mortgages, and bills of sale
6. Depreciation Schedules
7. Year End Financial Statements
8. Insurance Records, current accident reports, claims, policies, etc.
9. Minute books, bylaws and charter
10. Patents and related papers
11. Retirement and Pension Records
12. Tax returns and worksheets
13. Trademark Registrations and copyrights

The Bernville Area Community Library will take documents for destruction and promptly shred them.

Adopted: 1995. Reviewed: September 2000. Reviewed: June 2001. Reviewed: February 2002. Reviewed: 2003. Reviewed: December 2004. Reviewed: November 2005. Reviewed: 2006. Reviewed: 2007. Reviewed: 2008. Reviewed: 2009. Reviewed and Revised: January 2010. Reviewed and Revised: November and December 2010. Reviewed: March 2011. Reviewed and Revised: April 2011. Reviewed and Revised: October 2011. Reviewed and Revised: February 2012. Reviewed: March 2012. Reviewed and Revised: October 2012. Reviewed: April 2013. Reviewed and Revised: February 2014. Reviewed and Revised January 2016, reviewed and revised July 2018. Reviewed and revised: March 2019. Reviewed and revised November 2022.