

General Service Policies

A. Hours

The Robesonia Community Library will be open in accordance with the following schedule:

Monday, Tuesday & Thursday – 9:30 AM to 8:00 PM

Wednesday -10:30 AM to 8:00 PM

Friday – 9:00 AM to 1:00 PM

Saturday – 9:00 AM to 2:00 PM

- The library will be closed on the following holidays – New Year’s Day, Martin Luther King, Jr. Day (observed), President’s Day (observed), Memorial Day (observed), Fourth of July, Labor Day, Thanksgiving Day (observed), Christmas Eve, Christmas Day and New Year’s Eve.
- In the event of inclement weather, the Robesonia Community Library will operate on the Conrad Weiser School District schedule for delays and closures.

B. Library Membership

The Robesonia Community Library serves the area, which includes Robesonia Borough, Heidelberg Township, and North Heidelberg Township. However, library membership is not limited to residents of these municipalities. Anyone residing in Berks County may become a member by filling out an application and receiving a library card. To apply, proof of residency in Berks County along with a valid Pennsylvania ID or Driver’s License is required. A lease agreement or utility bill may be used to verify residency. Children 17 or younger must have parental signature and identification.

C. Length of Loans

All books, magazines, series DVDs, video games, music CDs and audio books will be checked out for three (3) weeks, except for DVDs which will be checked out for one (1) week and certain overnight reference works. With the exception of new items, any material owned by our library may be renewed once if another patron does not reserve it. DVDs are checked out for one week. There is a fifty (50) item limit per card that a patron may check out, and a limit of seven DVDs per card.

D. Fines

A fine of 25¢ per day per item will be charged for overdue books, magazines, all DVDs, video games, music CDs and audio books up to \$10.00. There is no fine for juvenile and Young Adult literature. The patron shall be responsible for the payment of the replacement cost plus a nonrefundable processing fee for any lost or severely damaged item. All fines and other fees will have to be paid in full by the beginning of each calendar year. Otherwise, all library privileges will be suspended until all charges are paid.

E. Reserved Books

Members may put reserves on materials that are in circulation or available through any other library. Members may place their own holds at the circulation computer or online. Such reserves will be placed in order of request. Once a member has been notified the item reserved is available, it must be picked up within seven business days. Should an item not be picked up, it will be returned to the shelves or checked out to the next person on the reserve list.

F. ACCESS PA

ACCESS PA is available through our website. Patrons may search the database themselves or request staff to search. Staff must then request items through the Inter-Library Loan (ILL) procedure.

G. Polaris

Our Polaris system consists of four computers. The first three are circulation computers to be used by staff and volunteer staff. The fourth computer is an electronic “card” catalogue. The computer is for public use and includes all Polaris member holdings.

H. Public Computers

Four computers and one laptop computer are available for public use. All four of these computers are connected to the Internet. A separate policy is attached governing usage of the Internet. Black text printouts may be reproduced with a charge of 25¢ per page. Color printouts will cost \$1.00.

I. Game Policy

The Robeson Community Library does not permit any recreational game playing or access to chat rooms. Please see the complete Internet Policy governing the usage of the Internet.

J. Fax Machine

The Robeson Community Library has a facsimile machine (FAX) available for patron use at the cost of \$1.00 per page to send a fax (except in the case of long distance charges for which the user will be responsible). There will be a \$1.00 per page charge to receive Faxes.

K. Copy Machine

The Robeson Community Library owns a copy machine that is made available to library patrons. There is a charge of 25¢ per page, including poor reproductions.

L. Scanner

The library owns a scanner, which is available for public use.

M. Confidentiality of Records

Records relating to the circulation of library materials that contain the names and other personally identifying details regarding the users of the Robeson Community Library shall be confidential and shall not be made available to anyone except by a court order in a criminal proceeding. Due to the Patriot Act, it is advised that no records of names be kept.

N. Delivery Service

The Robeson Community Library will deliver materials to interested caregiver facilities throughout its service area on a monthly basis. The delivery will be completed once a month by a library staff member. Materials delivered will consist of multiple formats and genres. All materials will be checked out onto a library card in the facility's name for a four (4) week period. **Upon ongoing review, any lost material will be billed to the facility for replacement at its expense.** Materials selected for delivery will be based upon availability at the current time. Library staff will do its best to accommodate item suggestions made by delivery sites.

Adopted 11/12/96

Revised and Approved September 2010

Revised and Approved October 2011

Revised and Approved May 2012

Reviewed August 2012

Revised and Approved August 2013

Revised and Approved March 2016

Revised and Approved August 2020