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POLICY

LIBRARY SERVICES Effective December 3, 2014

Hours of Operation / Closings

The Mifflin Community Library (MCL) will be open to the public during the following hours (except by special notification):

Monday	9:30 am - 8:00 pm
Tuesday	9:30 am - 5:00 pm
Wednesday	9:30 am - 5:00 pm
Thursday	9:30 am - 8:00 pm
Friday	9:30 am - 1:00 pm
Saturday	9:00 am - 4:00 pm <i>(except 9:00am-1:00 pm for ten weeks in summer)</i>
Sunday	Closed

MCL will be closed for the following holidays (when observed on a date that the library is normally open): New Year's Day, Memorial Day (observed), July 4th (or observed federal holiday if the 4th on a Sunday), Labor Day (observed), Thanksgiving, Christmas Eve Day, Christmas, and New Year's Eve Day.

Emergency Closings - MCL does not necessarily follow the Governor Mifflin School District's inclement weather closings and delayed starts. The Library Director may choose to diverge from the school district's closings and delays if the reasons for them do not apply to the library. Any schedule changes will be posted to the WFMZ-TV website (www.wfmz.com) and the library's website, and social media. The library board of trustees will be notified in the event of a non-weather emergency closing.

OTHER SERVICE POLICIES

Access to Materials

- 1) Only parents or guardians may monitor or limit material selection for their own children.
- 2) Other than by parental or guardian restriction, children may borrow from the adult collection.

Bulletin Board, Display Area, and Outdoor Electronic Sign

- 1) One bulletin board in the library will be designated a "Community Bulletin Board" for postings related to notices for personal services, community events, other library job postings and programs, etc. These items will remain on display no longer than four weeks (or as space permits). Size is limited to 11"x17". Flyers or signs must be handed in at the circulation desk for posting by library staff.
- 2) All other bulletin board/display areas in the library will be used to publicize only activities, news and events related to Mifflin Community Library (including Friends of MCL activities).
- 4) The outdoor electronic sign will be used to advertise only events which the library or the Friends of the Library sponsor or participate in. The electronic sign may not be used to promote or advertise meetings and events taking place in the library's meeting spaces that are not sponsored by the library nor is the sign

available for the promotion of private businesses, for the sale of goods and services, or for political campaigns. All postings on the bulletin board or electronic sign are subject to display or removal at the discretion of the Library Director. The library director's decisions may be appealed to the Board of Trustees.

Collection Development *(See Separate Policy)*

CIRCULATION POLICIES

Berks County Public Library (BCPL) System Borrowing Policies

Borrowing, circulation, and overdues for Mifflin Community Library (MCL) are governed by the system-wide policy entitled "Berks County Public Library System Borrowing Policies." This policy is available on the MCL website in the About Us> Policies section. The system policy deals with library card registration, library card information, cardholder responsibilities, cardholder privileges, suspension of cardholder privileges, expiration of library cards, material loan periods, renewals, maximum number of items, placing a hold, fines, overdue notices, fees, refunds for lost items, and returns/bookdrop policy.

This MCL policy is intended to be a supplement to the system policy. In case of conflict, the BCPL policy supersedes the local policy.

Responsibilities of Borrowers/Card Holders

It is the responsibility of the borrower/card holder to:

- Ensure that materials borrowed on his/her card are returned in a timely manner and in good condition. Items may be returned to any BCPL library, except for museum passes, Library of Things items, video games, and items borrowed from outside BCPL, which must be returned to the issuing library and may not be put in the book drop.
- Report any damage upon return. A patron may be charged a replacement cost if damage is subsequently discovered. The Library does not accept responsibility for damage to a patron's video/DVD or audio equipment that is reported to be caused by library materials.
- Return AV items inside the library or to the AV book drop whenever possible to avoid damage to the items.
- As applicable - pay overdue fines or replacement costs and \$5 administrative fee for lost or damaged materials.
- Report changes of address, telephone number, and email address to MCL or any other library in the BCPL system. Report lost/stolen library cards immediately. Patron responsible for all charges until card is reported.

Loan Periods

Patrons may borrow and renew library materials according to the following BCPL policy:

<u>Item</u>	<u>Loan Period</u>	<u>Renewals</u> ^{1, 2}
Audio, Books,	21 days	two, unless reserved or NEW
DVDs,	7 days	two, unless reserved or NEW
DVD sets,	21 days	none
Magazines	21 days	two
Museum Passes	7 days	none
Library of Things	7 days	none

¹ Renewals can be performed in person, via phone, or on-line

² Renewals for a library's own materials are a local option; renewals for another library's materials must follow the system-wide policy stated above. Computer renewal tables are set to system-wide policy.

Restrictions

- Reference materials, and other items marked "In-Library Use Only" do not circulate.

- Most patron accounts allow 50 (fifty) items to be checked out at one time. There is no restriction by type of item with the exception that patrons are limited to 10 DVDs per person per visit.

Reserves/Holds and Interlibrary Loan Items

Patrons may reserve items that are currently in circulation and/or items available for loan from other system libraries or request items from outside the system on Interlibrary Loan (*see Interlibrary Loan Policy*). After MCL notifies a patron by phone that a reserved item is available for pick-up, the item will be held for that patron for 1 week (7 days), except for museum passes, which will be held for 2 days.

Suspended Borrowing/Renewal Privileges

Borrowing and renewal privileges may be denied to any patron who is responsible for:

- Unpaid fines or replacement fees exceeding \$10.00.
- Fines and fees from a previous calendar year (All debts must be paid **in full** by the end of a calendar year before items may be borrowed in a new calendar year)
- More than three items out with a status of “claimed returned.”
- Repeatedly ignoring library overdue notices and failing to return materials.

Overdue Materials / Fine Policies

Fines will be charged when library materials are returned after the date due. Fines are charged for each calendar day beyond the due date at the following amount:

<u>Fines</u>	<u>Adult/YA Materials</u>	<u>Juv Materials</u>
Audio & books	\$0.25/day (\$5.00 max)	none
DVDs, DVD sets, CDs	\$0.25/day (\$5.00 max)	\$0.25/day (\$5.00 max)
Magazines	\$0.25/day (\$2.00 max)	none
Museum passes, ILLs	\$1.00 per day	N/A
Playaways	\$0.25/day (\$5.00 max)	none

If materials are lost or damaged beyond repair, the fee charged will be equivalent to the replacement value of the item on Amazon, plus a \$5.00 administrative fee. The replacement cost of a museum pass is \$15. Lost materials which are returned remain the property of the library, even if the materials were returned too late for the patron to receive a credit for the replacement cost. Damaged items may be requested to keep after the patron pays for the replacement cost. The period of time which an item may be returned to receive a credit for the replacement cost is 60 days after it was declared “lost.” Credits can only be used for library fines/fees, cash back is not available.

Overdue notices will be mailed, emailed or texted based on patron preference. Patrons who select mail will be phoned after materials are overdue. After an item is 30 days overdue, it will be converted to “Lost” status. Once an item is declared “lost,” the administrative fee remains to be paid, even if the item is returned.

Confidentiality of Library Records

Patron records are kept confidential as required by the Pennsylvania Library Code, Section 428. This prohibits the release of any records relating to the circulation of library materials, except by court order in a criminal proceeding or as may be requested under the USA Patriot Act.

Emergency Procedures/Security

- 1) Staff will call 911 in the event of a health, fire or safety/security-related incident inside the library or on library property. A direct call to the Borough of Shillington police may be made at staff discretion in the event of a disturbance on library property that is not imminently threatening to

the safety/security of library staff or patrons.

- 2) Fire extinguishers are located throughout the library for use as needed. In the event of a fire, the library should be evacuated immediately.
- 3) A first aid kit is located in the circulation desk area. First aid should only be administered by qualified medical professionals or staff trained in first aid procedures.
- 4) An AED machine is located near the circulation desk. The Library Director will maintain a list of certified employees and their certifications dates for use of the AED. The AED machine will be checked and maintained as required by the manufacturer.

Equipment Use

- 1) Copier - Self-service (pay at circulation desk) - \$.15/copy for black and white and \$.50/copy for color.
- 2) Telephone - Public may use the circulation desk phone to make only local calls and only in extenuating circumstances.
- 3) Fax - Library staff use only. Faxes may be sent for the public at a charge of \$1.00/page (local and 800 number calls only). Long distance faxes (United States only) are \$2.00 for the first page and \$1.00 for each subsequent page. No international faxes will be sent. Faxes will not be received for the public.
- 4) Computers (including Printer and Scanner Use) *(See Separate Policy)*
- 5) Furniture & Equipment - Lent at Executive Committee discretion only.

Gifts

- 1) Financial gifts will be accepted with donor restrictions and directions regarding use.
- 2) Library material donations will be received at the discretion of the Library Director and in accordance with published "Guidelines for Donation of Library Materials."
- 3) Acceptance of other donated items (including works of art, furniture, etc.) is at the discretion of the Board of Directors, without restrictions or limitations on their use or disposal.

INTERLIBRARY LOANS

Interlibrary loans (ILL) are made when one library loans materials to another library. These items may include books, videos/DVD's, music and photocopies that are made in accordance with the United States copyright law. At Mifflin Community Library (MCL), interlibrary loan refers to items borrowed from libraries other than members of Berks County Public Libraries (BCPL). Items borrowed from other BCPL libraries are considered intralibrary loans.

The Mifflin Community Library has endorsed the 2011 Pennsylvania Interlibrary Loan Code and adheres to the policies and procedures as outlined in the 2011 Pennsylvania Interlibrary Loan Procedures Manual, as with the circulation records of libraries, Interlibrary Loan requests are confidential.

ILL Use

- Any patron who has a Berks County Library card and is in good standing may request materials through ILL.
- For each title or subject requested, there may be a nominal charge to the patron if a charge is issued by the lending library. These charges are most often for photocopy fees or for medical, scientific, or technical works. There is generally no charge for routine ILL requests (provided items are returned on the due date).
- Once a requested item has arrived, the patron has one week to pick up the item after being notified by phone by MCL, or the item will be returned to the lending library.
- All ILL materials will be loaned for a period of approximately one month and may or may not be renewed (due dates and renewals are determined by the lending library). Even if an ILL item is

renewable, it cannot be renewed if it is already more than 2 days overdue at the time of the renewal request.

- All ILL items are identified with a yellow or pink strap on the front cover. It is imperative that this strap is returned with the item.

Limitations

There are certain items that are restricted from ILL borrowing. These include:

New books and bestsellers published less than 12 months ago. (*Please request for purchase at MCL if a popular title.*)

Items owned by MCL

Whole issues of periodicals. (*Photocopies of specific articles may be requested - in accordance with the U.S. copyright laws.*)

Dissertations from the granting institution

Reference books, old or rare books, and genealogical works.

School / course materials

Licensed computer software data files

Overdue Fines, Damaged or Lost ILL Items

- MCL will charge an overdue fine of \$1.00 per day per item for ILL items (with a maximum fine of \$25.00) for items borrowed outside of Berks County for MCL patrons.
- If an ILL book is damaged, the borrowing patron is responsible for paying whatever price is determined by the lending library (payable to the lending library and submitted to MCL).
- If an ILL item is lost, the borrowing patron is responsible for paying whatever replacement cost and processing fee is determined by the lending library (payable to the lending library and submitted to MCL).

Library Phone Use Policies

Public Use of Library Telephone Policy

Library telephones are for library business only. However, there are situations where the public is allowed to use library telephones. These situations include:

- Contacting parents or family members of patrons to inform them of injury or illness due to an emergency occurring in the library.
- Children calling to be picked up from the library or to inform parent/guardian of the child's location.

The library telephone may not be used for personal business, which includes, but is not limited to:

- Using the telephone to place an order for personal items
- Placing toll-free or long-distance calls to other businesses, friends or relative
- Conducting personal business with the library's telephone

Patrons are reminded to ask a library employee to use the library's telephone.

Patron calls may only be made via the phone located at the circulation desk telephone.

All patron calls on the library telephone must be limited to no more than two minutes.

Exceptions to these limitations may be made by any management staff member for rare and extenuating circumstances.

Incoming Telephone Calls for Library Patrons Policy

Mifflin Community Library will not accept incoming telephone calls for library patrons or confirm their presence in the library. To protect patrons' right to privacy and for their safety and security,

personal information, including whether or not a person is or has been in the library, will not be made available over the telephone.

COMPUTER USE / INTERNET ACCESS POLICY

GENERAL COMPUTER USE POLICY

Agreement to Follow System and Library Policies

Checking out a library computer or accessing the library's WiFi network will indicate agreement to follow all Berks County Public Libraries (BCPL) and Mifflin Community Library policies regarding computer and Internet use.

Access/Availability

Public access computers (for both adults and children) are available at no charge during regular library hours on a first-come basis. Computer users with a library card may log on to any age appropriate vacant computer via our PC Reservation software with their barcode number and accept the Policy for Internet Access for all Berks County Public Libraries. Library-owned laptop computers must be used inside the library and checked out on a library card. Users of Internet-capable computers must check out or log on the computer using their own card. Although computers may be activated for a longer initial period, patrons may be asked to give up their computers after **30 minutes of use if another patron is waiting**.

Security/Privacy

All computers will reboot automatically after each PC Reservation session. This will allow the DeepFreeze program installed on the computers to wipe out all changes made since the computers were turned on. Computer users who require more privacy than is commonly available at the public-use computers may reserve time on the computer in the Tutor Room.

Multiple Users of One Computer

No more than two people may be seated at one computer at one time.

Non-Internet Computer Use by Children

Games for younger children may be played on the Early Literacy Stations without checking out the computer. Use of all other children's computers requires signing on with a juvenile library card via our PC Reservation software using their barcode number and accepting the Policy for Internet Access for all Berks County Public Libraries. **Children 10 years of age and younger must be accompanied by a parent or legal guardian unless special permission is granted by library staff.**

Patron-Owned Software or Disks

Patron-owned software may **not** be used on the library computers.

Printer/Scanner Use

- 1) Printing costs are \$.15/page for B&W prints and \$.50/page for color prints.
- 2) A scanner is available. Scans may be saved to a computer's hard drive temporarily and attached to an email message, but permanent storage must be on blank flash drives available for \$5.00 each, patron-owned flash drives, or cloud-drive accounts.
- 3) **Patrons must pay for all prints made - including duplicates, errors, etc. that they initiated.**

Staff Assistance

Patrons should be able to operate computers with a minimum of library staff assistance. If extensive assistance is required, an appointment should be made in advance. Note: Basic computer and Internet courses are offered periodically by library staff.

INTERNET USE POLICY

In addition to the above General Computer Use policies and the BCPL policy on Internet Access, the Mifflin Community Library Board of Directors has adopted the following Internet Use restrictions specific to MCL:

Downloading

Patrons may **not** download large files unless permission is granted by a library staff person. For permanent storage, patrons should download to flash drives (\$5.00) purchased at the library circulation desk, to patron-owned disks or flash drives scanned for viruses by library staff, or to cloud-drive accounts.

Filters on Adult Computers

It is the policy of Mifflin Community Library to restrict all access to sites that are pornographic, obscene or harmful to minors or to those categorized as copyright infringement, computer hacking, online chat, or instant messenger; game websites are permitted on the adult stand-up computers only.

Current computer configuration makes it impossible to disable library filters on a routine basis. Patrons who need access to a site not in one of the categories above which is being blocked by the filters should see the library director about the possibility of a workaround.

Internet Use by Persons under age 18

Persons under age 18 are permitted to use only computers in the children's area or teen area when available (unless special permission is granted by library staff). **Children 10 years of age and younger must be accompanied by a parent or legal guardian (or library staff person if available).**

Wi-Fi Usage in the Library

Mifflin Community Library provides wireless access to allow patrons to access the Internet from their personal wireless-ready devices. Wi-Fi access is filtered to restrict sites that are pornographic, obscene or harmful to minors. Library staff may not disable the filter on patron-owned laptops or other wireless access devices. Library staff will not be able to assist patrons having difficulty accessing the Internet via Wi-Fi and will not troubleshoot computers that are not library-owned.

Meeting Room Use *(See Separate Policy)*

Policy reviewed & approved on 4/27/2022 by the MCL Board of Directors