



Service Policies

BORROWER CARD PROCEDURES

1. Every system library must issue a borrower card, without fee, to any Berks County resident who requests one; the borrower must show proof of identity (photo ID) and residency.
2. Documents accepted to verify address include auto registration, recent utility bills, voter registration card, lease/rent agreement, etc.
3. Adult cards are issued to persons 18 years of age or older.
4. Juvenile cards are issued to children, age 17 and under, with parental/guardian signature and parent's/guardian's photo ID and proof of legal address.
5. Exceptions to the parental signature requirement are at the discretion of the library director.
6. Patron birth date will be requested on all borrower registration forms.
7. Cards are valid for use at System member libraries in Berks County and Reading Area Community College.
8. No materials may be checked out without presentation of a valid library card or valid picture ID (e.g. driver's license).
Persons whose borrowing privileges have been revoked due to unpaid charges are not eligible for borrowing privileges, and may be subject to service limitations assigned by the library director, until all accounts have been cleared.

Statewide Card/Access PA Out-of-County Cards:

- Borrower cards may be issued free of charge to any non-resident of Berks County with a valid card from an out-of-county library in good standing. The borrower must show proof of ID and permanent address as listed above.
- Borrower cards may be issued to out of state residents with proof of legal address as listed above.
- These card holders receive a limited service library card per Berks County Public Library System policy.

BORROWER RESPONSIBILITIES AND MATERIALS ACCESS

- Presentation of a borrower's card is required to checkout materials and use library services.
- Borrowers will be held responsible for returning materials on time and in the same condition as they were checked out.
- Parents/guardians are responsible for determining the appropriateness of materials checked out by juvenile patrons.
- Parents/guardians will be held financially responsible for materials checked out by children under age 18.

Item Loan Period and Renewals

	<u>Loan Period</u>	<u>Renewals</u>
audio, books, magazine, DVD sets, video games	21 days	two, unless reserved
DVDs, museum passes, launchpads, library of things items	7 days	two, unless reserved
hotspots	28 days	one, unless reserved

*Patrons with overdue materials will be contacted by computer generated notices (mail, email, or text) or by phone.

Fines

museum passes, inter-library loan materials, library of things items	\$1.00 per calendar day (\$10.00 max)
launchpads, hotspots	\$0.50 per calendar day (\$25.00 max)

*No fines will be assessed on books, DVDS, CDs, videogames, or audiobooks.

Fees

lost/damaged card	none
lost/damaged museum pass	\$15.00
lost/damaged launchpads	replacement value (other costs: power adapter/USB cable \$15, case \$20, and info card \$2)
lost/damaged media cases (DVD, CD, etc.)	\$2.00
all other lost/damaged items	replacement value

Library Card

Minimum age to obtain card	no minimum
Children may borrow adult materials	yes, except museum passes, hotspots, library of things items
Registration term	purged after 7 years non-use if no fees/fines

Borrowing Limits

number of DVDs / CDs / audiobook CDs	10
number of new DVDs / video games / ILL Items	5
Limit on launchpads	2
Limit on hotspots	1
Limit on number of other items borrowed	50

Borrowed items may be returned at any BCPL library, except library of things, museum passes, video games, launchpads, hotspots, and ILL items borrowed from outside BCPL system, which may only be returned to the Muhlenberg Community Library front desk.

Holds: Reservations may be placed in person, via phone, or online. New materials can be reserved. There is no fee for reserving library materials. Reserve materials will be held for a period of 7 days after notification of availability.

HOURS OF OPERATION

The library will be open at least 45 hours per week.

The library may be closed due to inclement weather at the discretion of library management. Please check WFMZ for closing information before coming out during and after inclement weather situations.

DISPLAYS, EXHIBITS AND BULLETIN BOARD

Promotional displays of library materials, library programs and materials related to library board fundraisers may be displayed in the library. Outside non-profit sources may post materials in the library only by approval of the library director. No commercial postings will be allowed.

POLICY ON CONFIDENTIALITY OF LIBRARY RECORDS

Circulation records and other records identifying the names of library patrons are held to be confidential in nature. Such records shall not be made available to any agency of the state, federal, or local governments except pursuant to such process, order of subpoena as may be authorized under the authority of, and pursuant to, state, federal, or local law in regard to civil, criminal or administrative discovery procedures or legislative investigative power. The library officers will consult with their legal counsel before responding to any process, order or subpoena to determine just cause.

EMERGENCIES

Library personnel will respond promptly to customer illness, etc. through appropriate action including 911.

Reviewed and amended by Board of Trustees 11/10/2003

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