



3612 Kutztown Rd
Reading PA 19605

Service Policies

BORROWER CARD PROCEDURES

1. Every System library and the county bookmobile 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 resident 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 and bookmobiles in Berks County, and Reading Area Community College, and the Council on Chemical Abuse.
8. No materials may be checked out without presentation of a valid library card or valid picture ID (e.g. driver's license).
9. Persons whose borrowing privileges have been revoked due to unpaid charges are not eligible for borrowing privileges until all accounts have been cleared and may be subject to limitations assigned by the library director.

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 any non-resident of Berks County upon payment of a \$40 annual fee and proof of legal address as listed above. The borrower must show proof of ID and permanent address as listed above.

BORROWER RESPONSIBILITIES AND MATERIALS ACCESS

Presentation of a borrower's card is required to checkout materials. 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 responsible for materials checked out by under-age children.

Item Loan Period and Renewals

Loan Period¹

Renewals^{1, 2, 3}

Audio, Books, Ereaders	21 days	one, unless reserved or NEW
DVDs, Museum Passes, Launchpads	7 days	one, unless reserved or NEW
DVD sets, Wii Games	21 days	one, unless reserved or NEW
Magazines	21 days	one

Patrons with overdue materials will be contacted by computer generated notices (mail or email) or by phone. If the problem is not resolved when a Billing Notice is initiated, a collection request may be filed with a collection agency. Charges reported will be the amount on the patron's Billing Notice plus 20% to cover the collection service fee.

Fines¹

Adult Materials

Juv Materials

Audiobooks and print books.	\$.10/day (\$5.00 max)	none
DVDs, DVD sets, Ereaders	\$.50/day (\$10.00 max)	\$.50/day (\$10.00 max)
Magazines	\$.10/day (\$2.00 max)	none
Museum passes, ILLs, Wii Games	\$.50 per day	\$.50 per day
Launchpads	\$.50 per day (\$25.00 max)	\$.50 per day
Method of calculating fines	By calendar day	By calendar day

Fees

Adult & Juv Materials

For lost/damaged card	\$2.00 (both adult and juvenile)
For lost/damaged museum pass	\$15.00
For lost/damaged Ereaders	\$154.00 (other costs: power adapter/USB cable \$15, and protective cover \$20)
For lost/damaged Launchpads	\$130.00 (other costs: power adapter/USB cable \$15, case \$20, and Info card \$2)
For lost/damaged media cases (DVD, CD, etc.)	\$2.00
For all other lost/damaged items	Replacement value plus \$5.00 processing fee



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Library Card

ID required to obtain card	Yes
Age for juvenile card	17 and under
Age for adult card	18 and above
Parental signature required	Yes, but exceptions
Minimum age to obtain card	No minimum
Children may borrow adult materials	Yes
Registration term	Purged after 7 years non-use if no fees/fines

Borrowing

Limit on number of DVDs / CDs / Audio-Book CDs	10
Limit on NEW DVDs / Wii Games / ILL Items	5
Limit on Launchpads, eReaders	2
Limit on number of other items borrowed	50 (or as defined in Polaris)
Borrowed items (except museum passes, video games, Ereaders, Launchpads and ILL Items borrowed from outside BCPL system)	May be returned at any BCPL library

Reserves may be placed in person, via phone, or on-line. NEW materials can be reserved, but must be picked up at the owning library. There is no fee for reserving library materials. Reserve materials will be held for a period of 7days after notification of availability.

¹County Outreach policy differs

² Renewals may be performed in person, via phone, or on-line

³ 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. Polaris renewal tables are set to system-wide policy.

HOURS OF OPERATIONS AND CLOSINGS

The Library will be open the following hours:

Winter Hours		Summer Hours	
Monday	10 am – 8 pm	Monday	10 am – 8 pm
Tuesday	10 am – 8 pm	Tuesday	10 am – 8 pm
Wednesday	10 am – 8 pm	Wednesday	10 am – 8 pm
Thursday	10 am – 8 pm	Thursday	10 am – 8 pm
Friday	10 am – 2 pm	Friday	10 am – 2 pm
Saturday	9 am – 4 pm	Saturday	10 am – 2 pm
Sunday	Closed	Sunday	Closed

The Library will be closed on the following holidays:

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| New Year's Day | Labor Day |
| President's Day | Election Day |
| Election Day | Thanksgiving Day |
| Good Friday | Thanksgiving weekend (Friday) |
| Holy Saturday | Christmas Eve |
| Memorial Day | Christmas Day |
| Independence Day | New Year's Eve |

In the event these holidays fall on Saturday, Friday shall also be recognized as the holiday. In the event these holidays fall on a Sunday, Monday shall also be recognized as the holiday.

When Muhlenberg School District is closed for inclement weather, the library will be closed. The library may also 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.



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MEETING ROOM

The meeting room may be used during normal operating hours of the library by non-profit community organizations. Permission to use the meeting room must be approved by the library staff in accordance with an agreement with the Muhlenberg School Board.

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.

GIFTS

The library may accept gifts of books and other materials with the understanding that they will be added to the collection only if needed. The library reserves the right to sell any useable, but unneeded materials or to dispose of any materials in poor condition.

The library does not have the authority to appraise gifts. Upon donor request, we will provide a statement describing the gift. The donor is responsible for determining the value of such gifts for tax purposes.

EMERGENCIES

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

Adopted by Board of Trustees

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

Reviewed and amended by Board of Trustees 11/7/2006

Reviewed and amended by Board of Trustees 2/12/2007

Reviewed and amended by Board of Trustees 11/9/2009

Reviewed and amended by Board of Trustees 11/8/2010

Reviewed and amended by Board of Trustees 11/14/2011

Reviewed and amended by Board of Trustees 9/12/2016