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 Persons whose borrowing privileges have been revoked due to unpaid charges are not eligible for borrowing privileges until all accounts have been cleared and may be subject to limitations assigned by the library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

| Item                               | Loan Period | Renewals
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio, Books, Ereaders</td>
<td>21 days</td>
<td>one, unless reserved or NEW</td>
</tr>
<tr>
<td>DVDs, Museum Passes, Launchpads</td>
<td>7 days</td>
<td>one, unless reserved or NEW</td>
</tr>
<tr>
<td>DVD sets, Wii Games</td>
<td>21 days</td>
<td>one, unless reserved or NEW</td>
</tr>
<tr>
<td>Magazines</td>
<td>21 days</td>
<td>one</td>
</tr>
</tbody>
</table>

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.

Fines

<table>
<thead>
<tr>
<th>Item</th>
<th>Adult Materials</th>
<th>Juv Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audiobooks and print books.</td>
<td>$.10/day ($5.00 max)</td>
<td>none</td>
</tr>
<tr>
<td>DVDs, DVD sets, Ereaders</td>
<td>$.50/day ($10.00 max)</td>
<td>$.50/day ($10.00 max)</td>
</tr>
<tr>
<td>Magazines</td>
<td>$.10/day ($2.00 max)</td>
<td>none</td>
</tr>
<tr>
<td>Museum passes, ILLs, Wii Games</td>
<td>$.50 per day</td>
<td>$.50 per day</td>
</tr>
<tr>
<td>Launchpads</td>
<td>$.50 per day ($25.00 max)</td>
<td>$.50 per day</td>
</tr>
<tr>
<td>Method of calculating fines</td>
<td>By calendar day</td>
<td>By calendar day</td>
</tr>
</tbody>
</table>

Fees

<table>
<thead>
<tr>
<th>Item</th>
<th>Adult &amp; Juv Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>For lost/damaged card</td>
<td>$2.00 (both adult and juvenile)</td>
</tr>
<tr>
<td>For lost/damaged museum pass</td>
<td>$15.00</td>
</tr>
<tr>
<td>For lost/damaged Ereaders</td>
<td>$154.00 (other costs: power adapter/USB cable $15, and protective cover $20)</td>
</tr>
<tr>
<td>For lost/damaged Launchpads</td>
<td>$130.00 (other costs: power adapter/USB cable $15, case $20, and Info card $2)</td>
</tr>
<tr>
<td>For lost/damaged media cases (DVD, CD, etc.)</td>
<td>$2.00</td>
</tr>
<tr>
<td>For all other lost/damaged items</td>
<td>Replacement value plus $5.00 processing fee</td>
</tr>
</tbody>
</table>
**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 7 days after notification of availability.

*County 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:

<table>
<thead>
<tr>
<th></th>
<th>Winter Hours</th>
<th>Summer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>10 am – 8 pm</td>
<td>10 am – 8 pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>10 am – 8 pm</td>
<td>10 am – 8 pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>10 am – 8 pm</td>
<td>10 am – 8 pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>10 am – 8 pm</td>
<td>10 am – 8 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>10 am – 2 pm</td>
<td>10 am – 2 pm</td>
</tr>
<tr>
<td>Saturday</td>
<td>9 am – 4 pm</td>
<td>10 am – 2 pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>Closed</td>
<td>Closed</td>
</tr>
</tbody>
</table>

The Library will be closed on the following holidays:
- New Year’s Day
- President’s Day
- Election Day
- Good Friday
- Holy Saturday
- Memorial Day
- Independence Day
- Labor Day
- Election Day
- Thanksgiving Day
- Thanksgiving weekend (Friday)
- Christmas Eve
- Christmas 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.
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 usable, 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