



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 Persons whose borrowing privileges have been revoked due to unpaid charges are not eligible for borrowing privileges, and may be subject to service limitations assigned by the library director, until all accounts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 upon payment of a \$40 annual fee and proof of legal address as listed above.

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 responsible for materials checked out by under-age children.

Item Loan Period and Renewals

<u>Item Loan Period and Renewals</u>	<u>Loan Period</u>	<u>Renewals</u>
Audio, Books	21 days	two, unless reserved or NEW
DVDs, Museum Passes, Launchpads	7 days	two, unless reserved or NEW
DVD sets, Wii Games	21 days	two, unless reserved or NEW
Magazines	21 days	two, unless reserved or NEW

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

Audiobooks and print books.
 DVDs, DVD sets, Ereaders
 Magazines
 Museum passes, ILLs, Wii Games
 Launchpads/Hotspots
 Method of calculating fines

Adult Materials

\$.25/day (\$5.00 max)
 \$.25/day (\$5.00 max)
 \$.25/day (\$2.00 max)
 \$1.00 per day
 \$.50 per day (\$25.00 max)
 By calendar day

Juv & Teen Materials

none
 \$.25/day (\$5.00 max)
 none
 \$1.00 per day
 \$.50 per day
 By calendar day

Fees

For lost/damaged card
 For lost/damaged museum pass
 For lost/damaged Launchpads
 For lost/damaged media cases (DVD, CD, etc.)
 For all other lost/damaged items

Adult & Juv Materials

none
 \$15.00
 \$130.00 (other costs: power adapter/USB cable \$15, case \$20, and Info card \$2)
 \$2.00
 Replacement value plus \$5.00 processing fee

Library Card

ID required to obtain card
 Age for juvenile card
 Age for adult card
 Parental signature required
 Minimum age to obtain card
 Children may borrow adult materials
 Registration term

Yes
 17 and under
 18 and above
 Yes, but exceptions
 No minimum
 Yes
 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	2
Limit on Hotspots	1
Limit on number of other items borrowed	50 (or as defined in Polaris)
Borrowed items (except Library of Things, museum passes, video games, Launchpads, Hotspots, and ILL Items borrowed from outside BCPL system)	May be returned at any BCPL library

Holds: Reservations may be placed in person, via phone, or on-line. 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 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	Closed	Friday	Closed
Saturday	9 am – 4 pm	Saturday	10 am – 2 pm
Sunday	Closed	Sunday	Closed

The Library will be closed on the following holidays:

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

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.

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.

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