



# Service Policy

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This service policy establishes guidelines for making materials widely available for patrons, facilitating requests for materials, and establishes procedures regarding the retrieval of overdue items.

## **ELIGIBILITY OF USE:**

Patrons must present a valid library card in order to borrow library materials. Patrons unable to present their library card must verify their contact information and/or provide photo identification. Library staff will then search within the circulation module to retrieve their account. Adult cardholders may designate other adult cardholders to pick up reserved materials for them by completing a Holds Pickup Form.

The use of the library or its services may be denied for due cause, such as overdue items, stealing library property, destruction of library property, disturbance of other patrons, or any other disruptive conduct or illegal conduct on the library premises.

## **LIBRARY CARD REGISTRATION:**

Library cards of any category are issued only after verification of identity, residence address, and mailing address upon proof satisfactory to the library. In order of validity, the following items are preferred:

1. PA driver's license, with current address
2. PA ID card, with current address
3. Utility bill with current address and picture ID
4. Employee - picture ID with address.

Anyone under the age of 18 may receive a library card after completing an application signed by a parent or legal guardian presenting proper proof of residency and identity. At the discretion of the Library Director and under certain circumstances, another adult may sign as the responsible adult on behalf of a minor child. By virtue of signature, the signing adult agrees to be financially responsible for the use of the card and all fines and other charges incurred pursuant to the Service Policy. The adult applying for a juvenile card on behalf of a child must be in good standing (no fines/fees

over \$10). Juvenile cards will be linked to the account of the signing adult. We require the adult signing on behalf of a minor child to apply for a library card, if none exists.

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 library 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 that does not have a “home library” from an out-of-county library upon payment of \$40 and proof of legal address as listed above.

**CIRCULATION:** Patrons may checkout no more than 50 items at one time per library card. Homeschool accounts may checkout no more than 100 items at one time. Patrons may checkout a total of 10 DVDs or less at one time per library card. **LOAN PERIODS:**

Books, Audiobooks, CDs, Magazines	3 weeks
Video Games	3 weeks
DVDs	1 week
Museum Pass	1 week

**SPECIAL LOANS:**

The Library Director may establish a loan period for special collections, materials that are temporarily in great demand for student projects, or seasonal materials. The size of the collection and patron demand will be the primary criteria for setting the loan period in these special circumstances.

The Library Director may grant extended loan periods for a special need, or to cover times when patrons will be out of town. The director will determine which books or materials will be loaned for extended periods. (For example, books in heavy demand may be excluded.)

**MUSEUM PASS**

The Fleetwood Area Public Library has several museum passes for patrons to check out to visit local museums free of charge. To reserve a museum pass you can login to the Berks County Libraries online catalog or call the library for assistance. If there is a waiting list you will be placed on a waiting list. When the pass is placed on hold for you the staff will notify you via telephone. You will have 3 days to pick up the museum pass before it is passed on to the next person on the waiting list. Once you have checked out the museum pass you will have exactly one week to use the pass. Please return the pass to the Fleetwood Library only. You cannot return the pass to other Berks County Library locations. DO NOT place the pass in our outdoor drop box. A fine of \$1.00 per day will be assessed if you do not return the pass on the due date. There is a maximum \$15 replacement fee if you should lose the pass.

**RENEWALS:**

All items owned by our library may be renewed for two additional loan periods. However, if another patron has requested the item there will be no renewals allowed on that item. Renewals may be made in person or by telephone with patrons verifying their full name and phone number to the staff in order to provide accurate renewals. Renewals may also be made online through the library's website. Inter-library loan materials may be renewed if the request is made three days prior to the due date to allow time to request permission from the lending library. New items owned by our library may be renewed as long as there are no requests by other patrons.

**FINES:**

Cardholders are responsible for returning library materials on time. Overdue fines are charged for Library of Things items and Museum Passes. Fines are calculated by calendar day and vary by material type. Cardholders are responsible for replacement costs AND administrative fees for all items.

Museum Passes

\$1.00/day

The maximum fine varies by type of material; fines cannot exceed the cost of the library material. If fines or other fees amount to \$10.00, a block will appear on the patron's record and borrowing privileges will be suspended.

**OVERDUE NOTICES:**

Cardholders are notified when items checked out become delinquent. This applies for all adult AND juvenile materials. A billing invoice is sent if, after 2 overdue notices, the items have not been returned. Section 6708 of Title 18, Pennsylvania Code makes it a summary offense to retain library property after being notified to return it. **Overdue notices are sent via e-mail and telephone call. It is the responsibility of the patron to inform the library of any changes in their e-mail address or phone number.**

10 Days after due date: The first overdue notice will be issued in the form of a phone call, email, text or letter.

20 Days after due date: The second and final overdue notice will be issued in the form of a phone call or letter.

30 Days after due date: Items will be marked LOST and a bill will be sent to the responsible cardholder to cover the cost of the item AND a \$2.50 administrative fee per item.

**CLAIMS RETURNED:**

When a patron claims to have returned an item that the library records show to be outstanding, staff will search for the item in the library. If the item cannot be located, the patron's record will be so noted. No fines will be accumulated during this time.

Four claims returned items on a patron's card will result in a suspension of library privileges.

**LOST OR DAMAGED MATERIALS:**

Any patron who borrows materials from the Fleetwood Area Public Library is responsible for returning them in a timely manner and in good condition. When a patron reports the borrowed material damaged, lost, or fails to return the item, the patron is expected to pay all replacement costs associated with the lost/damaged item. The Library Director assigns replacement costs for lost items using his/her discretion.

Checks returned for insufficient funds will result in a \$35 penalty in addition to the original amount of the fee.

**HOURS OF OPERATION AND CLOSINGS:**

The Fleetwood Library will be open during the following hours:

Monday, Wednesday, and Friday 10am-4pm

Tuesday and Thursday 10am-8pm

Saturday 9am-4pm

Sunday CLOSED

During the summer months the Fleetwood Library will have Saturday hours of 10am-2pm for a period of 10 weeks.

The library will be closed on the following holidays:

New Year's Day

Martin Luther King Jr. Day

Memorial Day and the Saturday preceding

Independence Day and the Saturday before or after (if it falls on Friday or Monday)

Labor Day and the Saturday preceding

Thanksgiving Day

Black Friday

Christmas Eve

Christmas Day

New Year's Eve

**Adopted by the Fleetwood Area Public Library Board of Trustees, Nov. 16, 1992**

**Revised: October 27, 1993, March 21, 2000, June 14, 2011, August 21, 2012, June 16, 2015, Nov. 17, 2015, Feb. 16, 2016, April 16, 2019, October 20, 2020, March 21, 2023**

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