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## Service Policy

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### 1. Use of Facilities

- A. Kutztown Community Library (KCL) is to be used for library and library-sanctioned purposes only, with the exception of the Community Room.
- B. KCL provides an area for non-profit organizations announcements. Library activities shall have first priority.

### 2. Operational Policies

- A. *Operating hours* shall be agreed upon by the Board of Directors in consultation with the librarian and in accordance with state minimum standards.
  - 1. Hours will be posted.
  - 2. The library's hours will be available in the library and online
  - 3. In the case of an emergency requiring adjustments to hours, the library director may inform the Borough Manager, the Board President or Vice-president, and the Berks County Public Library (BCPL) System Administrator.
- B. *Emergency Closing*. The library may close if conditions are dangerous. Closings will be listed on online.

### 3. Service Policies

- A. KCL Service Policies, including fines and fees, the issuance of library cards and borrowing practices, shall be in accordance with the current county-wide BCPL Service Policies. These policies can be found online. Special exceptions may be made at the discretion of the Director.
- B. The library staff may impose reasonable restrictions on the number of items a patron may borrow.
- C. Items catalogued as reference do not circulate.
- D. Current issues of magazines do not circulate.
- E. Library notifications are made by telephone, e-mail, or mail.
- F. G. All fines and fees from prior calendar years must be paid in order to borrow items or use the computer in the current year.
- H. Records related to the circulation of library materials which contain the names or other personally identifying details regarding user shall be confidential and shall not be made available to anyone except by a court order in a criminal proceeding (Pennsylvania Library Code 24 P.S. § 4422).
- I. A drop box is available for return of library materials ~~during hours~~ when the library is closed.
- J. KCL provides Interlibrary Loan services free of charge to all patrons. No more than ten (10) requests will be processed for a patron at one time.

### 4. Use of the Library Equipment

- A. A photocopier and fax machine are available for use ~~by patrons~~ at a copy cost set by the Library Director.
- B. The public computers may be used by patrons. All patrons must abide by the library's Internet policy regarding conditions and terms of use, and user responsibilities.
- C. The computers in the library staff areas are off-limits to all patrons.