

## **Fleetwood Area Public Library Service Policy**

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 use the public computers and 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.

There will be a charge of \$2.00 for lost or destroyed library cards.

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

### **LOAN PERIODS:**

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

**SPECIAL LOANS:**

The director may establish the 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 patron 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 \$.50 per day will be assessed if you do not return the pass on the due date. There is a \$15 replacement fee if you should lose the pass.**

**RENEWALS:**

All items owned by our library may be renewed for one additional loan period. Renewals may be made in person or by telephone with patron verifying their full name and phone number to the staff in order to provide accurate renewals. Renewals may also be made on-line 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:**

Fines from the previous calendar year must be paid in order to use the library card in a new calendar year. The following fines will be charged for overdue materials:

Adult and young adult books, magazines, music CDs, audiobooks	10¢ per day
ALL DVDs, Museum Passes	50¢ per day

The only juvenile items that will accrue overdue fines are DVDs; no fines will be assessed for juvenile print materials. 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:**

Borrowers are notified one week after the item’s due date, second notice will be sent two weeks later and a third

notice will be sent four weeks after the due date. Six weeks after due date, a final notice is sent with a list of titles overdue and the fines accrued. The notice will list by title all items overdue and all replacement costs associated with them. **Overdue notices are sent via e-mail and telephone call. If an e-mail notification is undeliverable, the e-mail address will be deleted and the patron will receive a phone call instead. It is the responsibility of the patron to inform the library of any changes in their e-mail address or phone number. Patrons must also notify the library if their library card is lost or stolen so the account may be made inactive.**

**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.

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

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