

Library Circulation Policies

Approved May 20, 2003

Library Privileges

A. Eligibility for a Library Card

1. Individual borrower's card

A library card for the Library System of Lancaster County will be issued without charge to any resident of Lancaster County who is five years old or more.

Library patrons who live outside Lancaster County are encouraged to go to the Pennsylvania library that serves their home area and apply for a card. The card should have a blue Pa Access sticker. With this Pa Access sticker a Library System of Lancaster County library card is free. Library patrons who live outside Lancaster County and do not have a Pennsylvania library card with the Pa Access sticker, a Library System of Lancaster County library card is \$25.00 for three years.

Applicants will need to produce proof of address using the list below.

A child under the age of 14 years of age must have the library card application form signed by a parent or legal guardian who agrees to assume responsibility for the child's fines and cost of any lost materials as well as monitoring the materials borrowed by the child.

Proof of residence will include:

- a. a valid drivers license
- b. a current identification card
- c. a bill from a utility company or retailer addressed to the person and dated in the last three months
- d. a tax bill for a Lancaster County property
- e. working papers issued to a teenager
- f. a copy of a current lease or deed for a Lancaster County property
- g. checks with a pre-printed Lancaster County address
- h. valid Lancaster County college/university ID

2. Institutional Card

An institutional library card is issued to a Lancaster County organization that assumes responsibility for all borrowed materials. The form must accompanied by a letter on the letterhead of the organization applying for a card, accepting responsibility for all borrowed materials and signed by the director of the organization.

Overdue fines will be incurred for any materials not returned by the due date.

Special loan periods can be arranged upon request.

B. Use of the Library card

A library card for the Library System of Lancaster County may be used at any public library that is a member of the Library System of Lancaster County.

Borrowing privileges may be suspended for the failure to return overdue books, failure to pay over due fines, or failure to pay for lost or damaged materials. See specifics lists below. The

library will prosecute to the extent of the law permitted under the Retention of Library Property Act (Section 6708, Title 18 PA Code (PA CSA 6708) and the Library Theft Act of 1982.

Library patrons are responsible for notifying any member library about the change of address within 30 days.

Lost or stolen library card can be replaced for \$1.00

C. Patron Registration

The following information will be taken as part of patron registration:

- Municipality of residence
- Library of registration
- School District

The following shall be requested at the time of registration, but will be optional on the part of the patron:

- Birth date (required for minors)
- Gender
- Race
- E-mail address
- Do you home school
- Languages spoken at home other than English

D. Circulation Periods

Circulation of library materials will be as follows:

- Videos, DVDs, High demand/Best Sellers circulate 1 week
- All other materials circulate 2 weeks.

E. Renewal of library materials

Renewal can be done at a member library circulation desk, by telephone or by the Internet.

- Renewal at a member library circulation desk requires the library card that the items are checked out on
- Telephone renewal can be done by calling 717- 394-1721

F. Fines and Fees

Fees for overdue library materials will be as follows:

- 20 cents per day for Adult and YA materials with a \$6 fine maximum per item
- 10 cents a day for Children's materials with a \$4 fine maximum per item
- \$2 a day for all Videos and DVDs with a \$10 fine maximum per item

G. Overdue Notices

1. First Notice at 3 Weeks

The first overdue notice will be sent to the most recent address listed in the library records for the patron account when the item is 3 weeks over due. The notice will include a list of overdue materials. This notice will include the following information

Failure to return the items listed in this notice within seven (7) working days of the date of this notice will result in a suspension of your borrowing privileges in each library in Lancaster County until your account is cleared.

Failure to return these items within 8 weeks after the original due date will result in a charge to your account for the replacement cost of the materials and the processing fee. See Schedule. A bill for this amount will be sent to you.

2. Second Notice / Bill for replacement at 8 weeks

The second notice is sent when the item is 8 weeks overdue. This will be a bill for the replacement of the books and the lost book service charge. The patron may also return the book and pay the overdue fine.

The library reserves the right to turn items 12 weeks overdue or more over to a collection agency. The library will then send a **Certified Letter at 12 weeks**. If there is no response from the patron the library reserves the right to turn the matter over to a **Collection Agency at 14 weeks**

H. Lost and Damaged items

Lost item charges will be the price of the item plus \$5 replacement service charge

Member libraries can arrange an installment payment plan. It is the responsibility of the library patron to contact the library to arrange for the payment of overdue fines. If you have any questions about your account or this notice, please contact your local library.

I. Enforcement of overdue Fines

Library patrons or the parents of the juvenile library patron are expected to return library materials promptly and to pay any overdue fines incurred.

1. Status of borrowing privileges if the patron has an outstanding overdue account or owes fines

- a. If an item is less than 21 days overdue, patron may retain borrowing privileges
- b. If an item is more than 21 days overdue, borrowing privileges are suspended until the materials are returned and the overdue fine is paid.
 - If a patron's overdue account totals more than \$10.00 borrowing privileges are suspended unless:
 - patron is paying an overdue fine through an approved installment plan. Information on this plan will be entered into the patron record. It will be removed upon final payment.
 - Fines must be paid and overdue materials returned before suspended borrowing privileges are restored.
 - Patron records will be noted with any exceptions

Notations to patron record will be eliminated when account are cleared up.

2. Claims returned

On occasion a library patron reports to the library that an overdue notice has been sent in error and the items have already been returned.

This is referred to as a “claims returned” response.

The library will accept the patrons’ claimed returned response for up to five occasions. Each instance will be noted in the patrons account.

After 5 instances, the library will assume that there is a possibility of false reports of “claims returned.” The most recent “claims returned” items will be considered overdue on the patrons account. The patron will be expected to return the items or reimburse the library for the lost materials according to the fee schedule listed. Failure to pay for lost books will result in suspended library privileges until the account is cleared up.

J. Confidentiality

Pennsylvania State Law States that:

“Records related the circulation of the library materials which contain the names or other personally identifying details regarding the users of the state Library or any local library which is established or maintained under any law of the Commonwealth or the library of a university, college or educational institution chartered by the Commonwealth or the library of any public school or branch reading room, deposit station or agency operated in connection therewith, shall be confidential and shall not be made available to anyone except by a court order in a criminal proceeding.” (24 P.S. Section 4428.)

The Library System of Lancaster County and member libraries will resist the issuance or enforcement of any such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction. Upon receipt of such process, order, or subpoena, library officers will consult with their legal counsel to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance. If the process, order, or subpoena is not in the proper form or if good cause has not been shown, they will insist that such defects be cured.

This confidentiality policy applies equally to adults and minors. When an adult requests the records of a child, the library will respond only if the child consents to the request.

Telephone requests for information about materials checked out to patron accounts (adult or child) can be responded to if the caller has the barcode number on the library card.

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