

Lehigh-Carbon Library Cooperative

Borrowing Policies *updated 9/1/21*

Library Card Registration

The mission of the Lehigh-Carbon Library Cooperative (LCLC) is to enhance and expand the coordination of equal access to information and resources across two counties while preserving the unique attributes of individual libraries.

All library transaction records are confidential under Article IV, Section 428 of the Public Library Code (24 PA C.S.).

LCLC member libraries issue library cards to

- establish a patron account
- facilitate the loaning of materials and use of online resources
- keep a record of which materials are on loan to patrons

Individuals who live or own property within the service areas of the LCLC member libraries are eligible for a free library card. Library cards are valid for use at all LCLC member libraries.

Adult Registration

To borrow materials from a LCLC member library, individuals must register for a library card. This can be done online or in-person at any LCLC library. When registering or when picking up card after registering online, proper proof of residency and identity must be presented, and in-person applicants must complete and sign a library card application. By virtue of the signature, the applicant agrees to accept responsibility for all fines, fees, and charges incurred through library transactions.

Minor Registration

Children ages 5-17 may register for a library card online or in-person at any LCLC library. When registering or when picking up card after registering online, proper proof of residency and identity must be presented by a parent or legal guardian, and in-person applications must be signed by the responsible adult. The signing adult agrees to be financially responsible for the use of the card and all fines, fees, and charges incurred pursuant to the Borrowing Policies. The adult applying for a card on behalf of a minor must be in good standing (no fines/fees over \$10). The minor's card may be linked to the library card account of the signing adult. Upon turning 18, a minor who has a library card will become financially responsible for the account. Parents or legal guardians are strongly encouraged to obtain a library card of their own when registering a minor. The responsible party on a minor's account can only be changed in person.

Eligible Non-resident Registration

LCLC member libraries participate in the ACCESS PA statewide reciprocal library card program. Pennsylvania residents who hold a valid library card from a state aided library outside of the LCLC service area are eligible for a LCLC card without charge. These eligible non-residents are required to register in-person, provide proof of residency and identity, and present their home library card. Online registration is not available for eligible non-residents.

Residents of areas of Lehigh and Carbon Counties which are not served by a state aided library may be issued a library card upon payment of a \$40 annual family fee and providing proof of residency and identity. This card is only valid at LCLC libraries and does not have ACCESS PA privileges, and may carry other restrictions related to access to e-resources, program attendance and inter-library loans.

Ineligible Non-residents

Residents outside of Lehigh and Carbon Counties whose municipalities do not support a state aided library are not eligible to obtain a LCLC card.

Residency and Identity Requirements

Applicants must provide full legal name, address and date of birth. Applicants must also provide valid photo identification that verifies name and current address. At their discretion, member libraries may accept other documentation to verify current address.

Institutional Requirements

Institutions may receive an institutional borrower card. The Director or other authorized person of the institution must present proper ID, sign the application, and commit to the financial responsibility of all fines, fees, and charges incurred pursuant to the Borrowing Policies.

Cardholder Responsibilities

- Cardholders should present a valid library card in order to check out materials and to use library computer resources. If a library card is not available, the cardholder must provide ID and proof of address that exactly matches the address on the account. ID may be used in lieu of a library card up to three (3) times before the cardholder will be required to purchase a new library card.
- Library cards are individual, not family, cards, and should only be used by the person to whom the card is issued. Services may be denied to persons attempting to use another person's card without authorization.
- Cardholders can designate other persons to pick up reserved materials for them by notifying a staff member in person. This authorization will be specifically noted in the cardholder's account.
- Cardholders are responsible for all materials checked out on their library card and on the cards of minor children for whom they have assumed responsibility on a library card application.
- Cardholders are responsible for all charges on their account including payments for any late, lost, or damaged items borrowed on their card. LCLC libraries reserve the right to charge an administrative/processing fee for handling lost and damaged items.
- Cardholders are responsible to report their address, telephone and/or email changes.
- Lost or stolen library cards must be reported immediately so that the card can be invalidated. The owner of the card is responsible for all items checked out on the card until the card is reported lost or stolen. Replacement card fees may apply.

Cardholder Privileges

Cardholders may use their library card to borrow materials, access library databases remotely, check their library borrowing record, renew items, place holds on materials, and borrow electronic resources. Curbside/contactless pickup is available at all LCLC libraries. Cardholders should check with their local library about curbside procedures.

Suspension of Cardholder Privileges

A cardholder's account is considered delinquent when items are overdue or money is owed. This status may affect the cardholder's ability to borrow materials, place holds, use library computers, and access electronic resources.

Privileges are suspended when:

- A cardholder has fines or fees of more than \$10.00
- There are fines or fees on the account at the time of card renewal. All accounts must be paid in full at the time of each renewal
- There are four (4) or more items with a status of 'claimed returned'
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Renewal of Library Cards

All library cards must be renewed every year. This can be done in person, by phone, or by email request, with address, phone number and e-mail verified at every renewal. Online renewal is not available. Outstanding charges on the cardholder's account must be paid at the time of renewal.

If, at the end of three years, there has been no activity on the account, and there are no outstanding charges or unreturned materials, the account will be deactivated.

Loaning Policies

Loan Periods

- 3 weeks - Audiobooks, New (High Demand) audiobooks, books, magazines, music CDs
- 2 weeks - New (High Demand) books, DVD sets
- 1 week - DVDs, New (High Demand) DVDs

Renewals

Most materials, unless on reserve for another patron, may be renewed for two (2) additional loan periods. Items may be renewed in person at any LCLC library, by phone, or online through the library website. The cardholder's barcode number is required for telephone renewals. LCLC libraries also offer automatic renewals. Items will be automatically renewed a maximum of two (2) times.

Maximum Number of Items

The maximum number of items that can be borrowed is determined by each individual library. Please see each member library's local service policies.

Placing a Hold (or Request/Reserve)

If an item is not available at the time and place that it is sought, cardholders can place a hold (request/reserve) on the item at any member library in person, by phone, or online. Cardholders will be notified when the item is available. Items placed on hold (requested/reserved) may be picked up at the LCLC library that was specified at the time the hold was placed. Held items must be picked up within four (4) days of notification.

Overdue Fines

LCLC libraries do not charge overdue fines for normal items, such as books, audiobooks, DVDs, and CDs. The cardholder is still responsible for returning materials on time so that others may have access to them. Certain special collection items such as museum passes, stem kits, makerspace items, musical instruments, Ipads, wi-fi hotspots and other electronic equipment will continue to be charged overdue fines in accordance with each library's policies. Maximum fine amounts vary by material type, up to, but not exceeding, the replacement cost for the item as determined by the owning library. Fines are calculated by the lending library's business day calendar.

Overdue Notices

Cardholders are notified when items checked out become delinquent. A billing invoice is sent if, after three (3) 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. Delinquent accounts may be referred to a collection agency if left unresolved.

Other Fees

- For replacement of lost/damaged card: \$2.00
- For lost/damaged items: replacement cost as determined by the owning library, which may include an administrative/processing fee

Refunds for Lost Items

Refunds will not be given for previously paid for items, even if the items are found and returned in good condition to the library.

Returns and Book Drop Policy

Most items belonging to any LCLC library may be returned at any LCLC library. Exceptions include museum passes, e-book readers, video games, puzzles, STEM kits, makerspace items, musical instruments, wi-fi hotspots and other electronic equipment, and items borrowed through inter-library loan from outside the LCLC system. Book drops are available at each library for the return of materials when the library is closed. Materials deposited in a book drop prior to a library's opening will be counted as being returned the previous day.