

# SERVICE POLICY OF THE EMMAUS PUBLIC LIBRARY

**Patron Library Card Types**

**Patron Library Card Rules**

**Circulation Policies**

**Inter-Library Loan**

**Lost/Damaged Library Materials**

**Payments**

**Credit Card Policy**

**Refund Policy**

**Library Classes and Events**

**Displays and Bulletin Boards**

**Other Services**

**Copy & Print Services**

**Fax Services**

**Appendix A: Fee Schedule**

**Appendix B: LCLC Fine Free Policies and FAQs**

**The Library Code & Pennsylvania Crimes Codes Act of 1972 #334**

## **Patron Library Card Types**

The library will issue library cards to five different patron types:

Home, LCLC, ACCESS PA, Nonresident, and Institutional

### **(a) Home**

It shall be the policy of the Emmaus Public Library to issue library cards to residents of municipalities which contract with the Emmaus Public Library for library services during the period of the contract. Currently, these municipalities are the Boroughs of Emmaus and Macungie and Upper Milford Township. The Emmaus Public Library is considered their "home" library. "Home" library refers to the library that a patron's municipality directly supports, not the library that the patron lives closest to.

### **(b) Lehigh Carbon County Cooperative (LCLC)**

Library cards may also be issued to residents within a participating municipality and/or whose home libraries are part of the LCLC. These library cards follow the same renewal policies as all other cards issued by the library.

### **(c) ACCESS**

Access Pennsylvania program allows for residents of other areas of the state to use the Emmaus Public Library provided that these residents live in a municipality which supports a public library participating in the Access PA program. Potential

Access PA patrons must be in good standing with their home library at the time of application and/or renewal with the Emmaus Public Library.

**(d) Nonresident**

It shall be the policy of the Emmaus Public Library to issue, for a set yearly fee per family (See Appendix A: Fee Schedule), non-resident library cards only to residents of municipalities within Lehigh and Carbon Counties who are not served by a state-aided library, and have no home library of their own. The non-resident library card does not have Access PA privileges. These library cards follow the same renewal policies as all other cards issued by the library.

**(e) Institutional**

It shall be the policy of the Emmaus Public Library to issue institutional library cards if needed. The authorized person of the agency must present proper ID, sign the application, and personally commit to the financial responsibility of all fines, fees, and charges incurred on the card.

**(f) Other**

Any requests for a library card not described in sections (a) through (e) shall be at the discretion of the Library Director and the card holder will be subject to all requirements/rules of all other card holders.

**Patron Library Card Rules**

Library Cards are permanent documents and are renewable for a like period as long as the patron remains in good standing with the library and within the residency guidelines.

**(a)** It shall be the policy of the Emmaus Public Library to issue library cards upon the presentation of a valid photo ID and proof of home library residency or a valid library card from a participating Access PA Library with a matching photo ID. All patrons must provide full legal name, address, and date of birth. The library card application process may be started online via the OPAC system in cooperation with LCLC and Evergreen. This card will not be issued or considered validated until a staff member contacts the patron, verifies requested information and issues a barcode compatible with all other library systems.

**(b)** It shall be the policy of the Emmaus Public Library to issue library cards to patrons under the age of 18 who are at least 5 years of age AND who have a parent or guardian present at the time of application. The parent or guardian must present a valid ID and proof of residency. Such parent or guardian's account must be in good standing. The parent or guardian will be held responsible for any fines or fees on their minor child's library card. Juvenile and young adult library cards are subject to the same residency and renewal policies as stated in this policy and may also start their application process online.

**(c)** Patrons are responsible for notifying the library of any and all changes to the legal name, mailing address, physical address, email address, or other methods of contact in a reasonable time. If a patron fails to notify the library of these changes, library privileges may be suspended until updates are made.

**(d)** It shall be the policy of the Emmaus Public Library to halt privileges to any patron with fines or fees in excess of the specified amount (see Appendix A: Fee Schedule) and/or more than 9 overdue items, and/or outstanding fees associated with damaged items. Privileges may be reinstated and the patron may be returned to good standing once items are returned in good condition and/or any associated fines and fees are paid. Patrons with any outstanding fines or overdue items may not have their library card renewed.

**(e)** It shall be the policy of the Emmaus Public Library to charge a replacement fee for a lost library card and/or replacement of a lost barcode (See Appendix A: Fee Schedule).

**(f)** It shall be the policy of the Emmaus Public Library to comply with The Pennsylvania Crimes Code and the Library Code by fining or billing any patron's account for the retention of Library property after notice to return.

**(g)** It shall be the policy of the Emmaus Public Library to comply with the policies of the LCLC and/or the Pennsylvania Library Code.

### **Circulation Policies**

A patron must present a valid library card when borrowing or renewing materials. If a patron forgets his/her library card, the patron will be granted up to three look ups to check out materials with the presentation of valid picture ID which exactly matches the account information on file. Once three look ups have been reached, the patron will need to replace his/her library card. Patrons have agreed to be responsible for all items borrowed and any charges incurred (See Appendix A: Fee Schedule).

Automated Library System: The library uses an online catalog to provide access to the library's collection of books and non-print items. Access to the catalog is available on the library homepage: <https://www.emmauspl.org>.

The circulation of library materials is automated to provide efficient processing of materials and accurate patron accounts.

Patrons who have checked out items are given printed or emailed receipts showing the title and the official due date as recorded via the circulation system for each item.

Email or text/SMS messages may be sent to patrons who have registered for such services as a courtesy to remind them of the due dates for each item borrowed.

Each patron is able to access his/her personal library account online by using their card and PIN on any internet connected device.

Borrowing periods:

- (a) Most books, periodicals, audiobooks, puzzles and kits circulate for a three-week period
- (b) Books in the **New** adult collection are limited to 14 days.
- (c) Children's holiday books (with unique spine label stickers), circulate for 14 days with no renewals.
- (d) DVDs may be checked out for seven days for a single or dual disc movie or TV show or 14 days for a full season of a TV series (typically more than 2 discs with unique footage). Each title will have its loan period stated on the cover.
- (e) Museum passes circulate for two weeks and may only be loaned to Emmaus Public Library "Home" patrons.
- (f) Reference materials, newspapers, yearbooks and the Shelter House collection do not circulate. The Shelter House collection is a reference collection emphasizing local history and genealogy. Ask for access at the front desk.

Limits: Children's Holiday books (with "Holiday" spine labels) are limited to **ten** per library card. The DVD limit is **seven** per library card. Generally, patrons may borrow as many other items as they want to be responsible for. Patrons are not to borrow all the books on any one subject or by one author.

Renewals: Items may be renewed twice by the patron online or by calling the library during normal business hours. For privacy, renewals by phone may not be completed without the library card number available. Automatic renewals will be processed within 24 hours on eligible materials. Email and/or SMS text reminders will be sent with a list of eligible items and new dates to patrons who have opted in.

Children's Holiday books and items on reserve may not be renewed.

Book drops: Two book drops are located on the parking lot side of the building. It is recommended that every possible effort be made to return materials inside during hours the library is open. The external book drops are checked throughout the day and over library holidays and planned closures to ensure books are checked in by staff in a timely manner and damages are processed as needed. Materials other than library returns are not to be placed in the book drops.

**Overdues:** Overdue fines are not charged on materials returned past their due date (See Appendix A: Fee Schedule and Appendix B: LCLC Fine Free). Patrons may be notified of their upcoming due items via the automated circulation system via email or SMS/text. First late notices are issued 7 days after the due date via email, text or USPS notice. A second notice will be issued 14 days after the due date via email, text or USPS notice. A final notice will be issued via email/text and USPS notice 21 days after the due date. Patrons will be issued a bill for any outstanding items 28 days after the due date. (See Appendix A: Fee Schedule and Appendix B: LCLC Fine Free). On days the library is closed, no fees are assessed. The Library reserves the right to suspend mailings if a patron has mail returned/unable to be forwarded by the USPS.

**Holds/Reserves:** Any circulating item may be reserved. Reservations may be made at the front desk in person, by phone, or online via the library catalog.

**Inter-library Loan:** This service is only for Emmaus Public Library home patrons and nonresident library card holders who have paid their annual fee to the Emmaus Public Library. Access PA patrons should submit requests for items through their home library.

Patrons are limited to five requested items a week. Most requests can be fulfilled within 10 working days, some may take longer. Recently published items, highly popular items, specialty items (DVDs, music CDs, magazines, and reference materials) may not be available via interlibrary loan. Items which are not picked up will be charged a processing fee per item (See Appendix A: Fee Schedule). Each patron is held responsible for materials loaned on their behalf and are subject to a daily overdue fine for each item (See Appendix A: Fee Schedule). Damaged or lost items are charged to the patron at the replacement cost of the lending library plus processing. Although most items are free to borrow, some items may carry a fee that may be passed on to the patron. Requests for interlibrary loan items may be submitted in person, via phone or online through their personal account. Please note that requests may incur a longer wait time if all required information is not provided at the time of the request.

**Intra-library Loan:** With the creation of LCLC, patrons have access to a much larger library collection of materials than their home libraries alone can offer. Requests for intra-library loan items via LCLC may be completed online, in person, or via phone. Requests for materials may be placed from any participating library and picked up at a specified LCLC library, regardless of

home library. Most requested materials may be picked up at any participating library, however, some library materials may only circulate in or out of their home library (i.e. museum passes, laptops, chargers). Patrons will be notified of the pickup location when notified that the requested items are available.

### **Lost/Damaged Library Materials**

Patrons are responsible for the care and return of all library materials checked out on their library card number. Parents/Guardians are responsible for any lost and/or damaged items borrowed using their minor children's library cards. If an item is lost and/or damaged, the patron must reimburse the library the full cost of the replacement of the item despite its age. Replacement items are not accepted. Checks should be made payable to: Emmaus Public Library. Credit card and cash payments are accepted as well. Patrons who choose not to fulfill their agreed-upon obligations are subject to court action, as described under Act #188 of the Library Code, and will have their library privileges suspended until the issue has been resolved. Damage charges will be assessed for items that require repair or replacement, including damage to barcodes, plastic cases, tapes, books, and any other part of a library item. Damage charges will not exceed the cost of replacing the item, and will include a processing fee. (See Appendix A: Fee Schedule).

### **Payments**

Library charges, fines, fees, and donations may be made at the front desk at any time during operating hours. The library accepts cash, personal checks, and credit cards. The Library does not support debit card (PIN required) transactions. Online donations may be made using PayPal via the library's website.

### **Credit Card Policy**

Emmaus Public Library accepts MasterCard, Visa, American Express and Discover cards. Payments are encrypted to protect financial information. Credit card data is not retained by the Library. The minimum amount for any credit card transaction is \$5.00.

The Library will accept credit card payments for the following library fees:

- Fines
- Lost or destroyed materials replacement
- Replacement library card fees
- Computer print fees
- Photocopier fees
- Room Rental fees
- Projector and laptop rental fees

Patrons may only use a credit card in person at the Library. No credit card transactions will be accepted via phone, fax, or email. Library staff members have the right to refuse a credit card.

### **Refund Policy**

No refunds are given for fines, damages, or lost and paid items. If the patron finds the item after it has been paid, the item is then the property of the patron.

### **Library Classes and Events**

The library will offer events and classes during normal library hours.

### **Displays and Bulletin Boards**

Display areas within the library will be reserved for library use and for not-for-profit community events. The selection of materials for display is at the sole discretion of the Library staff and/or the Board of Trustees. The library strives to provide items of interest to the general public. The library reserves the right to limit and validate postings for library, community, or other events and programs wishing to display advertising or hand-out style materials. Display space is utilized first for library events and postings, then for community partners. All postings must be submitted to a staff member for review and must contain contact information for any further questions by staff or patrons. It is not the library's intent to promote any specific religion, creed or belief.

## **Other services**

Online Resources: Public access to the **Internet** is available free of charge at the library using library computers or via the library's Wi-Fi with the patron's own device with a wireless connection. See Internet Access Policy in the policy manual for more information. The library also offers a comprehensive collection of online databases as well as electronic books and audio books via the Library website.

Technology Resources: The library offers a charging station to be used at the patron's own risk.

Parking: Space is available in the library lot accessible from the Ridge Street entrance as well as across Ridge Street behind the baseball field and on the neighboring streets. Patrons are to follow the painted lines and not to park on the grass.

Meeting Rooms: The Library has two meeting rooms available for public use. The Margaret Knoll Gardner Lecture Room can host up to 60 and is often used for library events. This space may be rented for public use for a fee (see Appendix A: Fee Schedule). The Small Study Room is located in the new Children's Wing and can host up to five. There is no charge for this space. Use of either room is on a first come, first serve basis. Library events are given priority over public use. Please see the Margaret Knoll Gardner Lecture Room policy and form, as well as the Small Study Room policy in the policy manual for more information.

Friends of the Emmaus Public Library: Information about membership and volunteer opportunities are available. The Friends group accepts donated books (see the library's donation guidelines pamphlet for more information) and sponsors an annual book sale in addition to its other fundraisers throughout the year. The Friends of EPL also has a 'Words on Wheels' program through which patrons with special needs may ask for assistance in obtaining materials.

## **Copy & Print Services Policy**

The library offers black & white and color printing and photocopying (See Appendix A: Fee Schedule). The Library staff will assist with these services as time, events, and operations allow. Patrons pay for services at the circulation desk.

## **Fax Services Policy**

The Library offers a standalone fax machine for public use, supported and provided by Fax-24. Patrons needing help using the fax service will be



accommodated as soon as possible, but library services and operations will take priority.

- A fax transmission cover sheet is available upon request. The cover letter form is available for use free of charge, the transmission charge does apply to this page.
- Fax transmission fees (See Appendix A: Fee Schedule).
- Fees must be paid **before** the fax transmission begins via a credit card using the automated system which accepts credit cards from most vendors.
- The library does not control the charges and cannot provide discounts or refunds.
- All fax services are provided by the terminal's external company. Results are in no way the responsibility of the Library or its Staff.
- Fax transmission/collection service is available only during the hours the Library is open. Library services take priority over fax requests.
- Transmission errors are common, and print quality is variable and not controllable by the Library.
- The Library is **NOT** responsible for successful transmission of outgoing faxes, nor is the library responsible for any damage, loss of data or consequential damage arising out of the use of this service.
- Fax services are not available within 30 minutes of the library's closing time.

Adopted April 18, 2017

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Amended February 19, 2019

Amended June 30, 2020

Amended March, 10, 2021

Amended September 1, 2021

## Appendix A: **Fee Schedule**

### Fees and Charges

Non- Resident Library card: \$40.00 / family annually

Inter-Library Loan Item not picked up: \$1.00

Replacement Library card: \$2.00

### Overdue Fees:

\$1.00/ day Inter-Library Loan (based on Lending Library Policy)

Lost Item: Cost of Direct Replacement + \$3.00 service charge

### Photocopies/ Prints/Fax:

Black & White: 20¢ per page/ side

Color: 50¢ per page/ side

Fax: \$1.75 for the first page and \$1.00 per each additional page/side

### Rental Fees:

Gardner Meeting Room \$25.00 / 4 hours OR \$50.00 / Day

Projector and/or Laptop \$5.00 per item/ per 4 hours

### Damages and Repairs:

Barcode only replacement \$1.00

Damaged items will be charged up to the cost of item + processing fee of \$3.00

## Appendix B: LCLC Fine Free Policies and FAQs

### LCLC FINE FREE POLICY

The Lehigh Carbon Library Cooperative (LCLC) Fine Free policy is effective September 1, 2021. LCLC libraries will no longer charge daily overdue fines for late items, and all past overdue fines will be waived on all patron accounts. The following stipulations apply:

- Approved lending periods will still apply to all items. These are currently:
  - 3 weeks - Audiobooks, Books, Magazines, Music CDs
  - 2 weeks - New Adult Collection Books, DVD movie or TV show multi-disc sets, Juvenile Holiday Books
  - 1 week - DVDs
- Overdue notices will continue to be sent to patrons with overdue items, with wording noting that there will not be any fines charged upon the items' return. The replacement cost of the items, plus a processing fee, if applicable, will be charged if the items are not returned.
- Items that are 28 days overdue and are assumed lost will be billed for the replacement and processing cost of each item. If items marked lost items are returned prior to the bill being paid, the replacement and processing fees will be cleared. Refunds will not be given for bills already paid; the item is the patron's property.
- Patrons with \$10 or more in fees will be temporarily blocked from borrowing additional items until items are returned or the account is settled, and they may be blocked from using library databases, e-resources, and in-house computers, depending on each library's policies.
- Patrons will be responsible for paying fees associated with past and future damaged and lost items.
- Patrons will be responsible for outstanding collection agency fees, regardless of the reason the account was sent to the collection agency.
- Patrons will be responsible for overdue fees on inter-library loan items charged by any owning library not affiliated with LCLC.
- 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.
- If you have overdue fines that you accrued before we went fine free, you are no longer required to pay these fees.
- Library fees and charges are non-refundable. We will make every effort to work with you to find and return missing materials before collecting payment. If you do make payment and later discover the material you were billed for, the material is yours to keep. Payments may be made at the front desk at any time during operating hours. The library accepts cash, personal checks, and credit cards. The Library does not support debit card (PIN required) transactions.

## FAQs

- **Which libraries are fine free?**

The 12 libraries of the Lehigh Carbon Library Cooperative (LCLC) are now fine free. They are: Catasauqua Public Library, Coplay Public Library, Dimmick Memorial Library, Emmaus Public Library, Lehigh Area Memorial Library, Lower Macungie Library, Palmerton Area Library, Parkland Community Library, Penn Kidder Library, Slatington Public Library, Southern Lehigh Public Library, and Whitehall Township Public Library

- **What is the difference between a fine and a fee?**

Fines are time based, punitive charges on items borrowed longer than their limits. Fees are for library services and products such as copying, printing, material replacement costs, etc.

- **Do I still have to pay a fine that was on my account prior to LCLC going fine free?**

If you're still hanging on to items that are long overdue, or items that were declared lost, we'll gladly take them back and waive the overdue fines

- **Fines have been waived, so why does my account still have a balance?**

While LCLC is doing away with overdue fines on normal items such as books, DVDs and CDs, fines and fees will still apply in certain circumstances. Patrons will still be responsible for lost and damaged items, outstanding collection agency fees, and overdue fees on inter-library loan items charged by the library that loaned the item. 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

- **How will the Library get people to return borrowed materials?**

"No fines" does not mean "no responsibility." Patrons with \$10 or more in fees will be temporarily blocked from borrowing additional items until items are returned or the account is settled, and may be blocked from using library databases, e-resources, and in-house computers, depending on each library's policies

- **Will I still receive overdue notices?**

Overdue notices will continue to be sent, and items that are 28 days overdue will be assumed to be lost and you will be billed for the replacement and processing costs. We have faith that our patrons will be respectful of their fellow library users who may be waiting for items to be returned, especially new items, so that everyone has equal access to our collections. no matter how old, will be waived.

- **Can I return items that are long overdue or have been declared lost?**

We want to put overdue materials back into circulation so that they can be enjoyed by more patrons, so when you bring back those overdue books, DVDS, and CDs, we'll forgive any related overdue fines.

NOTICE TYPE	METHOD(S)	WHEN IT IS SENT
Reminder	Email only	3 days before item is due
Overdue #1	Patron preference (USPS mail, email or SMS/ text)	7 days overdue
Overdue #2	Patron preference (USPS mail, email or SMS/ text)	14 days overdue
Overdue #3	Patron preference (USPS mail, email or SMS/ text)	21 days overdue
Bill	Patron preference (USPS mail, email or SMS/ text) and USPS mail	After 28 days, patron will be billed for replacement and processing fees

## The Pennsylvania Library Code Excerpted

### **The Library Code**

Act #188, Approved June 14, 1961

Section 426. Retention of Library Property after Notice of Return.

Whoever retains any book, pamphlet, magazine, newspaper, manuscript, map or other property belonging in, or to, or on deposit with the State Library or any local library which is established or maintained under any law of the Commonwealth, or the library of any university, college, or educational institution chartered by the Commonwealth, or the library of any public school, or any branch reading room, deposit station or agency operated in connection therewith, for a period exceeding thirty days after such library has given written notice to return the same, shall, upon conviction in summary proceedings, be sentenced to pay a fine of not more than twenty-five dollars (\$25) to be paid over by the magistrate imposing such a fine to the library instituting the prosecution and the costs of prosecution. Any person in default of payment of such fine and costs shall undergo imprisonment in the county jail for a period not exceeding ten days. Such notice may be given by personal service upon the borrower or by the mailing of a registered or certified letter with return receipt to the borrower's address on file with said library. The notice shall refer to this act and shall contain a demand that the property, be returned.

### **PENNSYLVANIA CRIMES CODE Act of 1972 #334**

RETENTION OF LIBRARY PROPERTY AFTER NOTICE TO RETURN

Section 6708 of Title 18, Pennsylvania Consolidated Statutes makes it a summary offense to retain library property after being notified to return it.

§ 6708. Retention of library property after notice to return

(a) Offense defined.- A person is guilty of a summary offense if he retains any book, pamphlet, magazine, newspaper, manuscript, map or other property belonging in, or to, or on deposit with, any library open to the public or any part thereof, for a period exceeding 30 days after such library has given written notice to return the same.

(b) Disposition of fine.- Any fine imposed under this section shall be paid over by the magistrate imposing such fine to the library instituting the prosecution, and costs of prosecution.

(c) Form of notice. - Such notice may be given by personal service upon the borrower, or by the mailing of a registered or certified letter to the address of the borrower on file with said library. The notice shall recite this section, and shall contain a demand that the property be returned.

1972, Dec. 6, P.L. 1482, No. 334, § 1, eff. June 6, 1973.