

SERVICE POLICY OF THE EMMAUS PUBLIC LIBRARY

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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, 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 is the policy of the Emmaus Public Library to issue library cards to minors requiring a parent or guardian signature. The parent or guardian must present a valid ID and proof of residency. 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 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.

(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.

- (a) 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: 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.

(b) Borrowing periods:

- (1) Most books periodicals, audiobooks, puzzles and kits circulate for a three-week period
- (2) Books in the **New** adult collection are limited to 14 days.
- (3) Children's holiday books (with unique spine label stickers), circulate for 14 days with no renewals.
- (4) 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.
- (5) Museum passes circulate for two weeks and may only be loaned to Emmaus Public Library "Home" patrons.
- (6) Reference materials, newspapers, and yearbooks do not circulate.

(c) 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. Children under 5 using their own card will be limited to 20 print-only items. Patrons are not to borrow all the books on any one subject or by one author.

(d) 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.

(e) 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.

(f) Overdues: Overdue fines are not charged on materials returned past their due date. 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. 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.

(g) 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. Each patron is held responsible for materials loaned on their behalf and are subject to a daily overdue fine for each item. 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.

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 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

- (a) 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.

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

- (c) 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.

- (d) 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. 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.

(e) 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. 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.
- 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.

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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.