

Whitehall Public Library Policies

Title	Circulation Services
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Purpose:

The Whitehall Public Library, in keeping with their mission as a community resource will set responsible borrowing guidelines to ensure the most equitable use of Library material and the largest number of Library users.

Statement of Policy:

Library Cards

Library Card Eligibility and Requirements:

You must have a valid Library card in order to borrow material from the Whitehall Public Library.

Library cards are issued free of charge to any resident of Allegheny County. Non-Allegheny County residents who have a valid Library card from a participating ACCESS Pennsylvania Library may also receive a Library card free of charge.

Employees of Whitehall and the Baldwin-Whitehall School District who live in counties other than Allegheny and whose home libraries do not participate in the Access Pennsylvania program are eligible to receive a Library card. Proof of identification and residency must be provided.

Non-residents who pay Borough of Whitehall taxes but who live in counties other than Allegheny, AND whose home libraries do not participate in the Access Pennsylvania program are eligible to receive a free Library card upon proof of identification and presentation of current tax receipts.

Out-of-county residents whose libraries do not participate in the Access Pennsylvania program may purchase a Library card for an annual fee of \$20 (\$10 for children).

Children under the age of 16 must have a parent or legal guardian sign their registration card when applying for a Library card, thus acknowledging responsibility for all material borrowed under that card. Parents or legal guardians who sign for a child's card accept responsibility for items charged out to that card.

You may only have one Library card at a time. If a card is lost, a replacement card may be issued for a fee.

Cards may not be issued to third parties. You must be present to sign for your Library card.

Applicants must have proof of identity and proof of residency. Current driver's license is preferred, but the Library will accept a utility bill, lease, etc., accompanied by photo identification.

Cardholder Responsibilities:

Library users are responsible for all items checked out on their Library card. Library material returned late will be subject to fines. Items that are damaged, lost, or stolen may be subject to replacement and reprocessing costs.

It is the Library user's responsibility to notify the Library of any changes regarding name, address, phone number or email on their account. The Library will request proof of identity and residency when updating and/or renewing library card accounts.

Loan Periods

The loan period for most Library material is **3 weeks**.

The loan period for DVDs, and children's Nintendo games is **1 week**.

Overdue items are assessed a late fee.

There is a LIMIT of 5 Whitehall items per checkout on the following items:

- Audio Books
- DVDs
- Music CDs
- Children's computer software
- Adult computer software
- Non-Fiction books per subject

Note: FINES and LOAN PERIODS follow the POINT-OF-CIRCULATION

Items checked out at Whitehall Library follow Whitehall policies regardless of where the items are returned. Items checked out at other libraries (such as a neighboring library or a Carnegie Library) but returned at Whitehall Library will follow the loan and fine policies of the library where the materials were originally checked out.

Late Fees

Fines will be assessed as follows:

50¢ per day - For Whitehall Public Library DVD's and CD ROM's

25¢ per day – Whitehall Public Library adult material

10¢ per day – Whitehall Public Library children's material

Note: special fines apply to the library's e-reader's and tablets, fine information is unique for each device, and noted on the device.

Please note: fines over \$5.00 may be paid online with a credit card by going into an individual library card account online through the library's website. A PIN number must be created to access account information online. Follow the instructions given on the screen. Library staff members have no access to PIN numbers, but can help if you need to reset an existing PIN.

Renewals

Most items may be renewed twice if there are no holds pending. Items in our Best Seller collection and ILL items sent from outside of the library system may not be renewed. Renewable material may be renewed either through the "My Account" feature in the online catalog or through the automated telephone renewal system (412) 622-3130 during the following hours:

Monday through Wednesday: 10:00 am - 8:00 pm

Thursday through Saturday: 10:00 am - 6:00 pm

When calling the second number, please be prepared to provide:

Your library card barcode number

The barcode number of the item(s) to be renewed

Items may also be renewed by calling the Whitehall Public Library during business hours, 412-882-6622.

Reserves

If you do not find a desired item, you can request the item from another library in the eiNetwork Member System. You may request the items yourself using the online catalog, <http://catalog.einetwork.net/search> or by asking at the circulation desk. Any reserved items will have the time period for the loan, number of renewals and fines assessed based on the check out location, even if those rules differ from the lending library.

If you wish to request items not located in the Allegheny County library system you can request them by establishing an inter-library loan account through the online catalog.

<http://catalog.einetwork.net/screens/illrequest.html>

Lost or Damaged Material

Cardholders are responsible for the replacement cost of lost or damaged items. For children under 16, a parent or legal guardian is responsible for replacing items checked out to their children. Library materials that are lost or remain unreturned after six weeks from the due date are automatically billed to your account. Bills include a \$5 processing fee to cover re-cataloging, processing, labels, barcodes, etc.

1. All materials will have the cost for the item(s) charged to customers who do not return them to the library. This replacement cost will be based on the cost to the library when the item was purchased and the cost to prepare the replacement item for circulation.
2. Exceptions may be made for circulating magazines, which may be replaced for the cover price of the item. Mass market paperback material may be replaced for a \$5.00 fee (no processing charge).
3. We do not accept replacement materials purchased by customers. Exceptions may be made, per the Library Director's approval. If lost material is found and returned to the Library within thirty days of a lost item payment, a refund may be given to the Library user, minus the \$5.00 reprocessing fee.

For items owned by other libraries: The patron is responsible for all materials borrowed on his/her library card and will be charged the price as listed in the library catalog plus a \$5.00 processing fee. No refunds will be given and checks should be written out to the owning library. For any issues regarding items owned by other libraries, the owning library should be contacted.

Please note: Although a library card can be used at any county library and items can be delivered and returned to any library, each individual library sets its own policies. If requesting materials through the system, please remember that the owning library may have different policies than the Whitehall Public Library. Each library also establishes its own policies for computer use, library card registration information, fines, loan periods, and in-house policies.

Front Desk Assistance

Library staff working at the Circulation Desk are available to assist patrons in person and over the phone. They may also provide brief assistance with reference or computer-related matters if necessary when a reference librarian is unavailable. Circulation Desk staff are not able to spend significant periods of time away from the desk to assist with computer or reference-related support.