

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 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.

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 may request proof of identity and residency when updating and/or renewing library card accounts.

Loan Periods

- *Three weeks* for children's Blu-rays, DVD's and Video Games
- *One week* for adult Blu-rays, DVD's and Video Games
- *Three weeks* for most other library material

Overdue items are assessed a late fee.

Fines and Loan Periods are determined by the checkout library:

Items checked out at the Whitehall Library follow Whitehall policies regardless of where you return the items. Items checked out at other Allegheny County public libraries but returned to the Whitehall Library will follow the loan period and fine policies of the library where you originally checked out the items.

Late Fees

- 25¢ per day – Whitehall Library Blu-rays, DVD's and Video Games
- 25¢ per day – Whitehall Library adult material
- 10¢ per day – Whitehall Library children's material
- Special fines apply to the Library's circulating devices (tablets, hotspots, ...) and is noted on each device

Please note: Fines over \$2.00 can be paid online with a credit card by going to the [My Account](#) page. A PIN number must be created to access an account online. Follow the instructions given on the screen or stop by our front desk for help.

Renewals

Most items may be renewed six times if there are no holds pending. ILL items sent from outside of the library system may not be renewed.

Material may be renewed through either the My Account feature in the online catalog, by calling the Whitehall Library during business hours (412-882-6622) or using the automated telephone renewal system at (412) 622-1895.

When calling the automated renewal line, you will need:

- Your library card barcode number
- The barcode number of the item(s) to be renewed

Reserves

If an item is not currently available in the Whitehall Library collection, you can request it from another library in the Allegheny County library system by asking at the circulation desk or using the online catalog catalog.einetwork.net. All reserved items picked up at the Whitehall Library will have the loan period, number of renewals and assessed late fees based on the Whitehall Library policy.

To request items not found in the Allegheny County library system, you must create an inter-library loan account through the online catalog. illiad.carnegielibrary.org/illiad/logon.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. Processing fees may be waived for Whitehall Library items priced under \$10.

- A replacement cost will be charged to customers who do not return an item(s) to the library. This replacement cost will be based on the cost to the Whitehall Library when the item was initially purchased, plus the cost to prepare the replacement item for circulation.
- Exceptions may be made for Whitehall Library circulating magazines, which may be replaced for the cover price of the item.
- 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.

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. Checks should be written out to the owning library – no refunds will be given. For any issues regarding items owned by other libraries, the owning library should be contacted.

Please note

Although your library card can be used at any Allegheny County public library, each library sets its own policies. This may include computer use, fines, loan periods, in-house policies, and the information requested for a library card registration.

Items checked out at the Whitehall Library follow Whitehall policies regardless of where you return the items. Items checked out at other Allegheny public libraries but returned to the Whitehall Library will follow the loan period and fine policies of the library where you originally checked out the items.

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.