



Franklin County LIBRARIES

Library Card & Borrower Policy

Library Card Policy:

A library card is issued to an individual responsible for the following:

- Returning library materials in good condition by the due date.
- Paying fees associated with the cardholder's account, including lost or damaged items, as described in this policy.
- Notifying the library of name, address, phone number, or e-mail address changes and immediately reporting a lost or stolen card.

Parents or guardians of cardholders under the age of 17 are responsible for the above. Only the person issued the library card may check out materials, use the Internet with that library card, and request circulation history.

Adult cards are issued to persons 17 years of age or older. Patrons who register in person must show photo identification for a physical library card. If your photo ID does not include your current address, you must present another document to verify your address, such as a utility bill or mail addressed to you postmarked within the last 30 days; an imprinted check or deposit slip, or a voter registration card.

Juvenile cards are issued to children 16 years or younger. A parent or legal guardian must show proof of identification as listed above and must sign the registration form. The child must be present to receive their library card. Customers aged 13-16 who do not have a responsible party present may have a temporary card with limited loan privileges issued until the parent/guardian can visit the library to sign.

Temporary library cards are also available if identification and/or proof of permanent address is unavailable at registration. A temporary library card limits the patron to checking out 3 total items at a time, but they still have access to computers and online resources. Temporary library cards can be changed to adult or juvenile status once identification and proof of permanent address are shown.

E-cards are for those who cannot make it into the library but would like access to the library's online resources. An e-card can be obtained by filling out the online registration form on our website, and an email with the library card number and PIN will be sent within two business days.

All library cards require re-registration every year to continue to check out items in the library and online. This way, we know you are actively using the library's resources, and we verify none of your contact information has changed. You can re-register by calling, emailing, visiting the website, or stopping by one of our libraries.

Library cards are free for all Pennsylvania and Washington County, MD, residents. If the new borrower lives outside of Franklin County but within Pennsylvania, we request that they show their home library card showing an AccessPA sticker. Library cards are available for those who live in other states for a \$5 per year cost to be paid when you first get your card and then \$5 each year at re-registration.

Students of Franklin County institutes of higher education can receive a free adult library card even if their permanent home address is not in Franklin County. By showing their student identification card when signing up for a library card, they may have the option to use it as a library card or receive a Franklin County Library System card. Access to our online resources will be limited if they choose to use their student ID card. Their current address and permanent home address must be provided when getting the library card.

An authorized user is another adult who is 18 or older to whom you wish to give access to your account. The library account has to be an adult account to have an authorized user. Visit or call your library to designate an authorized user for your account. You accept responsibility for all actions that occur as a result of this access. Revoking access must be done in writing.

An authorized user can check out patron holds only and pay fines. Authorized users do not have access to the patron's borrowing history.

To access the patron account to which one is an authorized user, the authorized user must do one of the following:

- Present the library card.
- Present an approved form of ID, know the name and address of the patron, and be listed by the patron as an Authorized user on the account.

Exception: If the location is Book Buggy/Bookmobile, the authorized user is the teacher's name, allowing them to check out items on the card.

It costs \$1 to replace a lost library card.

Inactive library cards without fees or outstanding items that haven't been used for three years past the registration expiration date will be deleted from our database.

Borrower Policy:

Item	How Long?	How Many?	Replacement Cost
Reserved Books	2 weeks	10	Cost of item + \$5
Print Books	4 weeks	75	Cost of item + \$5
Periodicals	2 weeks	5	Cost of item + \$5
Audio Books	4 weeks	20	Cost of item + \$5
2 Day Videos ADULTS ONLY	2 days	5	Cost of item + \$5
2 Week Videos ADULTS ONLY	2 weeks	10	Cost of item + \$5
Music CDs	2 weeks	5	Cost of item + \$5
Playaway Devices	2 weeks	3	Cost of item + \$5
CART Media Kits	2 weeks	1	Cost of item + \$5
Overdrive/Libby Books	1-3 weeks	5	N/A
Hoopla E-materials <ul style="list-style-type: none"> • E-books/Downloadable Audio/Comics • Binge Pass/Music • Movies/TV Series 	3 weeks 1 week 3 days	4 checkouts/ month	N/A
Library of Things	4 weeks	5 of the same type of item	Cost of item +\$5
Wifi Hotspots	4 weeks	1 (see hotspot guidelines)	Cost of item +\$5

Total number of allowable items borrowed at one time: 100

Fines & Replacement Costs:

We understand that life gets busy, and sometimes you can't get to the library to return your items by their due dates. Yet we still expect you to return your items within reason. If items are not returned within 3 months from the due date, the items on your account will be marked as lost, and the replacement cost plus \$5.00 will be added per item to your account. You will be blocked from using library services if you have lost items valued at \$10.00 or more. Library staff can set up payment plans if the borrower needs help getting their balance under \$10.00. We will set the borrower to temporary library card restrictions for the duration of the payment plan.

Overdue Notices:

We will do our best to contact you by either phone or email before your items are due. This will allow you time to inform us if you need to renew. We send out notifications of overdue items by either letter, email, or text message. Letters are mailed when the item is over 1 month outstanding and again when the items are marked lost. If an email address or cell phone number is indicated on your account, emails/texts will be sent 3 days before the item is due, 1 week overdue, 2 weeks overdue, and 3 weeks overdue. All notices are a courtesy and should not be relied upon as reminders of item due dates. We have no control over email and the postal system once it leaves our system. Please add the fclspa.org domain to your safe list so that our email notices do not go into your junk folder and keep your addresses up to date for any mailings. If you do not have an email address, make sure to keep a phone number up to date on your account to allow us to call you when items are due.

Renewals:

A patron may renew materials two times in-person, by phone, or online, provided the items are not reserved.

Reserves:

Materials within the collection that are checked out by another patron or are on the shelf at another library but included in our catalog may be placed on reserve. When the item is available, you will receive a phone call, email, or text notifying you that the requested item is being held for you for five days.

Book Drops:

All materials may be returned at the book drops outside all FCLS libraries.

Bookmobile Loans:

All items checked out on the Bookmobile and Book Buggy are due within 60 days and will have only one renewal.

Policy on Confidentiality of Personal Information in Borrowers' Records

Act 90, which was enacted on June 27, 1984, amended the Pennsylvania Library Code, Title 24, Consolidated Statutes, Chapter 16, Section 428, as follows:

Records related to the circulation of library materials that contain the names or other personally identifying details regarding the users of 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 branch reading room, deposit station or agency operated in connection therewith, shall be confidential and shall not be made available to anyone except by a court order in a criminal proceeding.

Unfortunately legal council overwhelmingly indicates that Act 90 applies equally to library borrowers of all ages, thus protecting the privacy of children's borrowing records. The law was deemed applicable to parents and children to protect juveniles from parental abuse that may ensue from their selection of library materials. Act 90 also protects all borrowers from disclosure of their library records without due process of law.

The library system realizes that under certain circumstances, this presents a roadblock for parents simply trying to return children's materials on time. We encourage parents to take an active role in their children's book selection by visiting the library with them and sharing their reading experiences.

- A borrower may request a list of the books checked out on their card or set up a PIN in the circulation system, enabling them to check their personal borrowing record online.
- Some parents elect to wait until a child is mature enough to oversee their borrowing habits before signing for a personal card.

We apologize for any inconvenience this policy may cause, but we must abide by the law for the protection of all juveniles.

Approved by FCLS Board on 11/21/2023.