



## **Huntingdon Valley Library Service Policy Approved: February 21, 2017**

### **Organization:**

The Huntingdon Valley Library is a 501(c)3 non-profit public library. The Library's primary service area consists of Lower Moreland Township, and as a member of ACCESS PA its facilities are open to patrons from across Pennsylvania.

### **Mission:**

To provide a vibrant welcoming environment where everyone will engage, explore and enjoy.

### **Purpose:**

The service policy of the Huntingdon Valley Library informs library users of the terms and conditions under which materials are loaned at the Library. Library service and borrowing privileges for cardholders in good standing will be available without discrimination to individuals of every race, color, religious creed, ancestry, age, sex, national origin, handicap or disability, use of guide or support animals because of the blindness, deafness or physical handicap of the user or because the user is a handler or trainer or support or guide animals, sexual orientation, gender identity or gender expression.

The Library Code Act of June 14, 1961, P.L. 324, as amended through July 4, 2004 S 4415 states that every library, established and/or maintained under the provisions of this act, shall be free to the use of all the residents and taxpayers of the municipality, subject to such reasonable rules and regulations as the board of library trustees may adopt, and the board may exclude from the use of the library any such person who willfully violates such rules. The board may extend the privileges of such library to persons residing outside the limits of such municipality upon such terms and conditions as the board may prescribe.

## **REGISTRATION**

### **Library Card:**

To access the collection, borrowers must possess a Pennsylvania Library card that gives them access to Huntingdon Valley Library's collection. This can be a card issued from Huntingdon Valley Library, from any Montgomery County Library & Information Consortium (MCLINC) affiliated library, or from a Pennsylvania library that participates in the ACCESS PA program.

### **How to get a HV Library card....**

Any permanent resident of or individual who pays property taxes in Lower Moreland Township is eligible to register for a free borrower's card, renewable every 3 years. A patron must display proof of identity and residency in Lower Moreland Township in

order to obtain a Huntingdon Valley Library card. There is no minimum age to obtain a borrower's card. Residents under the age of 18 will be issued a card with a juvenile status after receiving his/her parent or guardian's consent. The parent or guardian who signed the library card application will be financially responsible for any materials borrowed on the youth's card. All new permanent resident borrower cards include an ACCESS PA sticker, enabling the cardholder to borrow materials at other public libraries in Pennsylvania.

If a patron moves out of the Lower Moreland Township, we ask that they surrender their card from Huntingdon Valley and settle all outstanding fines associated with their account. Any changes of address must be made in person at the library, and proof of new address must be displayed.

There is a \$2.00 replacement fee for lost cards.

Virtual cards on mobile devices will be accepted. The individual may be asked to verbally confirm registration details.

Cards that are reported lost or stolen will be blocked until the owner appears with identification.

Huntingdon Valley Library deems library users who allow third persons to use their library cards or library account information to have consented to the access of their private and confidential library use records by the recipients of their cards or account information.

### **Online Applications**

Lower Moreland residents may apply for a library card online at [hvlibrary.org](http://hvlibrary.org).

### **Acceptable Forms of Identification**

Photo identification that contains the name and current address of the applicant is required for new cards. If the photo identification does not have a current address, the applicant must provide one additional piece of identification with that information. Acceptable forms of identification include: driver's license; first class mail from a business source; government identification; utility bill; lease in applicant's name; property tax bill; bank statements; LMHS student ID.

### **Renewing Library Card**

To renew a card, the cardholder or representative must provide staff with an Acceptable Form of Identification as stated above, the library card barcode number, birthdate, address, and phone number. MCLINC cards must be renewed every three years. Other ACCESS PA library cards must be renewed every year.

### **Non-Residents of Lower Moreland Township**

If you have a valid ACCESS PA Library card from your home library, you are welcome to sign up for guest borrowing privileges at Huntingdon Valley Library. You may then

check out materials according to borrowing periods and limits from the Huntingdon Valley Library. You will be responsible, as our residents are, for returning on time and in good condition any materials checked out on your card. If you do not have a valid ACCESS PA Library card, you may use any materials in our Library; however you cannot borrow anything.

Montgomery County residents who do not have a home library in their township or borough, Bryn Athyn for example, may apply for a Montgomery County – Norristown library card through Huntingdon Valley.

Some collections and online services may be licensed or restricted for residents' use only.

### **Temporary Cards for Montgomery County Residents**

If you reside in Montgomery County and have valid identification you may be eligible to receive a temporary library card from another participant in MCLINC. You may fill out a library card application and receive a temporary card. The application will be mailed to your home library and your home library will mail you a permanent library card.

Temporary card holders are eligible to take items out, however, they cannot access online databases. Temporary cards are valid for 60 days.

### **Children**

Parents and guardians are strongly encouraged to participate in and monitor their child's library use. Library staff members do **not** restrict a child's access to library collections. Parents or guardians are legally responsible for the fines/fees for minor children under 18 years of age.

### **Checking Out Without a Card**

Patrons who do not have their library card when checking out materials may still be allowed borrowing privileges within certain limitations. They must present to staff a valid photo ID in place of their library card, and/or be able to provide personal details to confirm identity, including date of birth.

### **Library Card Associations**

Library users can associate or link their library cards with other family members as a way to share account information. Parents may link their children without the child's signature.

Adults choosing to link library cards have consented to the access of their private and confidential library use records with all parties linked. Each party requesting Adult associations may give consent independently to allow access by the other to their account. This consent may be given in writing with the details noted within the patron record.

Linking library accounts allows you to:

- Check the status of linked accounts
- Pick up reserve books
- Pay fines
- Check out items on linked cards
- Carry one card

If at any time a patron wishes to dissolve an association they must fill out a “HVL Request to Dissolve an Association” form. After the dissolution, the library will keep the paperwork on file. See the Library Confidentiality Policy for more information.

## **BORROWING POLICIES**

### **Material Borrowing Policies, Circulation Periods and Overdue Fines**

To promote the return of materials and optimal sharing of the library collection, the Huntingdon Valley Library charges fines and fees for overdue, lost, and/or damaged library materials. Library users are responsible for returning or renewing items by the due date.

Please refer to the **Loan Period Policy** for loan periods, limits, and fine information for Huntingdon Valley Library materials. Fines for MCLINC items will follow the fine policy of the owning library. No fines are charged when the libraries are closed.

Payment will be made to the owning library for any Replacement and Processing fees for materials borrowed from other MCLINC libraries and lost.

A notice will be sent after library material is late. If the material is not returned within two weeks, a second notice will be sent. Bills will be issued when an item is 5 weeks late, and will include the cost of replacing each item and a \$5 processing fee. Patrons who have been sent a bill shall be denied borrowing privileges until those overdue materials are either returned or paid for if lost and/or damaged.

Under Pennsylvania law, 18 Pa.C.S.A § 6709, it is a summary offense to retain library property after being notified to return it. In the event of theft or retention of library materials after notice to return, the Library may release to the appropriate law enforcement officers, court officers or collection agencies the relevant patron records, including the name and address of the person committing the offense and a list of materials stolen or retained with the replacement costs and associated fees and fines.

### **Renewals**

Materials may be renewed for the original loan period unless the item has been reserved by another patron. Renewal limits vary depending on the type of material, see the Loan Period Policy for more information. Extended loan periods on certain low-demand titles owned by Huntingdon Valley Library may be made at the discretion of the library staff.

Materials may be renewed in the Library with or without the item, online, or over the phone. To ensure accuracy of phone renewals, staff will ask for Library barcodes and/or ask the caller to provide personal details to confirm identity, including date of birth.

If the Library catalog System is offline, the patron must come in with the item and a valid library card.

### **Lost or Damaged Materials**

The cost of replacing lost materials is list price plus a processing fee of \$5.00. An additional out-of-print charge of its fair market value may be assessed for items that cannot be replaced new. The cost to replace a children's magazine is \$5.00. The cost to replace a magazine from the adult collection is \$10.00.

Huntingdon Valley Library will not accept replacement materials purchased by the customer unless special arrangements are made in advance with the Library Director.

If lost and paid materials are subsequently found, no reimbursement will be made; the item is yours to keep.

### **Block or Revocation of Library Privileges**

Borrowing privileges may be revoked by the Library Director or the Board of Library Trustees for violation of library policies. Borrowing privileges will also be suspended when there are accumulated fines/fees of \$10 or more. The patron may pay a minimum of \$1.00 to reduce the overdue amount below the \$10 threshold or make arrangements for an acceptable payment schedule.

### **Extended Lending Periods**

For teachers: Lower Moreland Township Residents who teach elsewhere and/or non-residents who teach at a school within the Lower Moreland Township may request an initial check out period of 5 weeks for low-demand materials to be used in the classroom or for instructional purposes. The renewal period will be the default for the material.

A block will be added to the patron account stating that, when requested, staff may set a Special Loan Period for the materials to be used in the classroom.

Extended loans on certain low-demand titles may be made at the discretion of the library staff. The number of such loans may be limited.

### **Reserves or Holds**

Reserves or holds are taken on all Huntingdon Valley library materials except Lucky Day items and museum passes. Video games and Launchpad tablets may be held for pick up at Huntingdon Valley Library. Hold notifications are sent via email or automated phone call. Books and other materials must be picked up within 7 days of notification. After 7 days, the Library may cancel the reserve and return the item to circulation.

Holds can only be checked out with the requester's library card unless an Association is in place.

### **Museum Passes**

Museum passes are provided by the Friends of Huntingdon Valley Library and circulation is limited to active Friends members. Annual membership dues are \$10 and can be paid at the Circulation desk at the time of check-out. Passes are available on a first come, first served basis for 3 day loan with a limit of one per visit. Members may borrow the pass to a given museum no more than three (3) times per year. Passes cannot be renewed or reserved in advance. Late charges are \$1 per day and the pass must be returned in person at the Circulation desk and cannot be returned to a book drop. Refer to the **Friends Policy for Museum Pass Privileges** for more details.

### **E-Books and Digital Resources:**

The library's digital collections have regulations as set by the vendors who provide them. A patron must have a library card from either Huntingdon Valley or a participating Montgomery County MCLINC Library to access titles from the select databases, such as OverDrive, Zinio, and Mango languages. Patrons holding cards from libraries outside of Montgomery County may use the digital collections of their home library.

### **Confidentiality:**

Telephone requests for information about materials checked out to patrons (adult or child) will be responded to only if the caller has the barcode number on the library card and/or ask the caller to provide personal details to confirm identity, including date of birth.

Associations or linked library cards are permitted. However, linking library records waives your privacy rights under PA 24 PS Section 4428 among the linked parties.

The library user has a right to know that all borrowing information will be kept confidential. The Huntingdon Valley Library will act in accordance with state laws to protect library user confidentiality.

Pennsylvania State Law mandates that:

“Records related to the circulation of the library materials which 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 a 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 court order in a criminal proceeding.”

(Section 4428. Library Circulation Records.)

## **COMPUTER USE**

### **Using the Library's Computers**

The library has public access computers available for use with Internet access and productivity software. Please refer to the Library's **Internet and Wireless policies**.

The use of the Internet is a privilege, not a right and inappropriate use will result in suspension, and eventually cancellation, of this privilege. Examples of inappropriate use include, but are not limited to, the following:

- Violation of computer system integrity by altering, removing or damaging configurations, hardware or software. (User will be responsible for any damage done to library equipment while using);
- Unauthorized access to any computer system attempting to gain access to files, passwords or data of others;
- Rebooting or turning the computers on or off, changing settings, or loading personal programs onto the computers;
- Illegal or unethical use of the Internet.

All users must adhere to the Library's Code of Conduct.

The Library will make reasonable efforts to protect the privacy of every user; however, this privilege cannot be guaranteed. Be aware that other people may read information you have entered into the Internet.

Violation of copyright laws – The Library is not liable for any consequences of copyright infringement. Federal copyright laws may protect some material on the Internet. Unauthorized reproduction or distribution of Copyrighted materials is illegal, except as permitted by the principles of "fair use". Generally, fair use of copyright materials is limited to copies made for personal use, private study, scholarship, or research. If the use of copyrighted material does not fall within fair use, permission must be obtained before any such use.

### **Wireless Network**

The Library's wireless network is not secure and you use it at your own risk. You may not use the library's wireless network to break the law, which includes downloading of copyrighted materials without proper permissions. The library is not responsible for keeping the network secure. The library assumes no responsibility for the safety or security of data or computers connected to the library's network.

Customers may bring their own laptops or devices and connect to our open WiFi.

The Library's Internet and Computer Use Policy and Guidelines forbid users to retrieve or use violent material or sexually explicit material as defined in Title 18 PaCS 5903. Wireless users in the Library are expected to respect the Library's policy.

## **STAFF RESOURCES**

### **Reference Services and Test Proctoring**

Reference services are provided for any person who enters or contacts the library during the hours the Library is open, regardless of residency.

The reference librarian will supply patrons with the information they retrieve from print and electronic resources as well as the name of the information source. They cannot offer opinions, interpretations, or advice. The staff is not legally qualified to offer legal, medical, or tax advice.

The Reference Librarian and/or Library Director will proctor examinations and tests for distance learners if the demands of the student and the institution fall within the criteria listed below and the procedures outlined are followed.

There is a fee of \$15.00 to proctor an examination for a student engaged in distance learning. If postage is not included on envelopes provided by the college or university to return completed examinations, a postage fee will also be charged. The fee is due the day of the exam and may be paid by check (payable to Huntingdon Valley Library) or cash.

- Tests are scheduled by the Reference librarian. Visit the Reference Desk in person or call 215-947-5138 to schedule a test date.
- The examination must be taken during scheduled Library hours.
- The student is responsible for calling the Library to verify that the exam has arrived prior to the exam date. The Library will not alert the student. Please call the Reference Desk (215-947-5138) to confirm.
- Completed exams may be scanned and emailed to the college or university.
- All mailing charges, photocopying, or other costs associated with the exam are the responsibility of the student.
- Library staff will not take the completed exam to the post office, UPS, or FedEx mail drop. We will include the completed exam with our regularly scheduled outgoing mail. The student or institution must provide a self-addressed, postage paid envelope in which to mail the exam.
- At the request of the institution, the Library will retain a copy of the exam for up to eight weeks. After that time, the copy will be destroyed.

### **Computer Courses and One-on-One Sessions**

Computer courses and classes provided by the Library are free and open to the public. Registration will be required and the instructor may set minimum and maximum class size limits. Classes are advertised on the Library's Calendar of Events at [www.hvlibrary.org](http://www.hvlibrary.org).

One-on-One private sessions will require a non-refundable fee, payable upon registration. Registration forms are available at the Circulation Desk. Cancellations need to be made 24 hours in advance. Failure to comply with this policy may result in forfeiture of future sessions. The fees are \$5 for Lower Moreland Residents and \$10 for non-residents.