

CHESTER COUNTY LIBRARY SYSTEM BORROWING POLICY

The Chester County Library System (CCLS) provides prompt, accurate and courteous service to all patrons regardless of race, color, ethnicity, national origin, gender, sexual orientation, religion, age, socioeconomic status, disability, immigration status, background, and/or views. It offers this in fulfillment of its mission to develop services, resources and collections that meet the cultural, informational, recreational, and educational needs of its diverse community.

Service to the public takes priority over any other duties. We handle in-person and telephone requests for service in the order that they arrive, but temper this rule by handling brief requests before lengthy ones if patrons are waiting. If a patron has a time-consuming request that is delaying service to other patrons, we offer to complete the questions later, or we get help from another staff member.

All patron transaction records are strictly confidential (CCLS Confidentiality Policy). With the proper ID or library card number, a patron can get a printout of his/her fines or outstanding books and may be told his/her standing on a reserves waiting list. Adults may give written permission for designated individuals to have access to their patron information. This permission may be revoked in writing at any time. Minors are not eligible to waive their confidentiality. Information on a minor's account status will be printed and given to the minor, mailed or e-mailed to the address on file.

CCLS member libraries issue library cards to establish a patron account, facilitate loan of materials and use of online resources, and to enable the libraries to keep a record of which materials are on loan to patrons. Individuals who live, work, own property or attend school in Chester County are eligible for a free library card. CCLS member libraries are participants in the ACCESS PA Statewide Library card program and abide by its rules and regulations for free patron reciprocal library cards. Other individuals who desire a library card may be charged a fee.

Parents or Guardians are responsible for their minor's access to materials and services. The CCLS member libraries and staff do not act *in loco parentis*.

CCLS sets loan periods and loan limits in order to provide patrons with fair and reasonable access to the libraries' materials. The CCLS sets limits on the length of time that an individual can keep a specific type of material in order to more fairly distribute limited materials. The limit also reflects the fact that it takes more time to utilize some types of materials than others.

CCLS allows for the renewal of library materials as a courtesy to patrons who have not completed their use of an item. Limits on renewals exist so that all patrons can have an equal opportunity to use the libraries' materials.

CCLS charges fines as an incentive for patrons to return materials in a timely manner so that other patrons can have access to the items.

CCLS charges a processing fee to offset the cost of recovering and replacing lost and damaged library materials. Some member libraries charge borrowing fees for providing certain popular and high-demand materials (i.e., rental books, DVDs, audiobooks).

At the discretion of the owning Library's Director or designee, CCLS member libraries may extend continued borrowing privileges to patrons who claim that they have returned materials that the circulation system indicates are still checked out to them.

CCLS sends notices to patrons in the form of due date reminders by email, and overdue notices by email, phone or letter, as a courtesy to remind them when items are due, and of materials kept past the due date. Patrons are notified by mail when being billed for items that remain outstanding after prior notice.

CCLS accepts requests (holds) for circulating library materials in order to provide access to high demand materials and materials located at the various member libraries. Holds are fulfilled in chronological order by which they are received from the patron.

CCLS utilizes the services of a collection agency to assist the library in recovering long overdue materials, billed charges for lost and damaged items, and/or unpaid balances. This allows us to maintain the integrity of the libraries' collections and ensure availability of materials to library users.

Approved October 16, 2012