

## Eligibility for a Library Card

### Individual borrower's card

A library card for the Library System of Lancaster County will be issued without charge to any resident of Lancaster County who is five years old or more.

A child under the age of 14 years must have the library card application form signed by a parent or legal guardian who agrees to assume responsibility for monitoring the materials borrowed by the child, as well as the child's fines and the cost of any lost or damaged materials. *(See Confidentiality below)*

All applicants will need to produce proof of address from one of the following sources:

- A valid driver's license or State Photo ID
- A current identification card
- A bill from a utility company or retailer addressed to the person and dated in the last three months
- A property tax bill
- Working papers issued to a teenager
- A copy of a current lease or deed
- Checks with a pre-printed address
- Valid Lancaster County college / university ID

Pennsylvania residents who live in a municipality that supports a state-aided public library for its residents can get a free library card in Lancaster County, as outlined in the [Statewide Library Card Program](#). To determine if you are eligible to participate, check to see if your municipality is included on the [unclaimed municipalities tab on the library service areas spreadsheet](#) (Excel). If your municipality is listed, you are not eligible to participate in the program. The list is updated annually.

An annual fee of \$25.00 may be charged to persons who live in areas unserved by the PA Statewide Library Card Program.

Enquire at the desk if you are a visitor, nonresident, or cannot provide current proof of address.

### On-Line Self-Registration (OSR)

OSR is available for:

- Residents of Lancaster County, Pennsylvania.
- Patrons 14 and older

**The OSR number is valid for 3 months and is non-renewable and non-recoverable.** Patrons must visit or contact a local library to upgrade to a full access library card. Patrons must complete a full paper application in the library and produce proof of address to upgrade.

Your OSR number **can** be used to:

- Borrow [eBooks and eAudiobooks](#)
- Place holds on physical library items

Circulation Policy  
Library System of Lancaster County

- To pickup your held items, you must visit or contact your local library to upgrade your temporary library card to a full access library card.
- Access [Online Resources](#)
- Your OSR number **cannot** be used to:
  - Borrow physical library items
  - Use public access computers in libraries

### **Institutional Card**

An institutional library card is issued to a Lancaster County organization that assumes responsibility for all borrowed materials. The application must be accompanied by a letter on the letterhead of the organization applying for the card, accepting responsibility for all borrowed materials and signed by the director of the organization. Overdue fines will be incurred for any materials not returned by the due date. Special loan periods can be arranged upon request.

### **Use of the Library Card**

A library card for the Library System of Lancaster County may be used at any public library that is a member of the Library System of Lancaster County.

Borrowing privileges may be suspended for a number of reasons, including, but not limited to, failure to return overdue books, failure to pay overdue fines, and failure to pay for lost or damaged materials.

Library patrons are responsible for notifying any member library about a change of address within 30 days.

Lost or stolen library cards must be reported at any library as soon as discovered. Cards will be replaced for \$1.00.

### **Patron Registration**

The following information will be securely saved as part of the patron registration:

- Name, Address, Telephone Number
- Municipality of residence
- School District

The following will be requested at the time of registration, but will be **optional** on the part of the patron:

- Birthdate (required by minors)
- E-mail Address
- Electronic photo ID for patron record

### **Circulation Periods**

- Loan periods vary based on collection, location and format.
- Generally, Videos, DVDs, High demand / Best Sellers circulate for 1 week

- All other materials circulate for 2 weeks

### **Renewal of Library Materials**

Renewal can be done at a member library circulation desk, by phone or online.

- Renewal at a member library circulation desk requires the items or the library card on which the items were checked out. Renewal by phone requires the library card number.
- Internet Renewal is available by logging in at the Library System of Lancaster County Online Catalog . <https://search.lancasterlibraries.org/>
- Some reasons an item may not be renewed are: another borrower has requested the item; that type of material is not eligible for renewal; you already renewed the item the maximum number of times; or, because of overdue fines on your record. If you are unable to renew your items, please call your local library.
- For ILL Renewals, see ILL policy

### **Holds**

Library patrons may place requests ('holds') on up to five items from public libraries within Lancaster County. Holds may be placed online by logging in at: <https://search.lancasterlibraries.org/> by phone, or with the assistance of a library staff member at the desk.

When the items are ready for pickup, the patron will be notified by phone or by email.

Patrons have seven days to pick up the requested items. Holds which are not picked up within that period will be cancelled.

Not all items are eligible for holds. These include, but are not limited to new items owned by libraries other than the patron's home library and items in special collections or formats.

### **Fines and Fees**

Fines and fees can be paid at any library in Lancaster County or by logging in at: <https://search.lancasterlibraries.org/> Fines under \$3.00 are not eligible for credit card payment.

- 30 cents per day for Adult and YA (Young Adult) materials with a maximum fine of \$5.10 per item
- 20 cents per day for Children's materials with a maximum fine of \$3 per item
- \$1 per day for all Videos and DVDs with a maximum of \$5 per item
- As posted on the item for special formats.

### **Overdue Notices**

**Courtesy Reminders** can be provided to patrons who provide a valid email address and who opt in to receiving email notifications

### **First Notice at 2 Weeks**

The first overdue notice will be sent to the most recent address or a valid email address listed in the library records for the patron account when the item is 2 weeks overdue. The notice will include a list of overdue materials.

Failure to return the items listed in this notice within fourteen (14) working days of the date of this notice will result in a suspension of a cardholder's borrowing privileges in each library in Lancaster County until the account is cleared.

Failure to return these items within 4 weeks after the original due date will result in a charge to the cardholder's account for the replacement cost of the materials.

**Second Notice: Bill for replacement at 4 weeks**

The second notice is sent when the item is 4 weeks overdue. This is a bill for the replacement of the books. If the billed items are found, you need only pay the overdue fines.

**Lost and Damaged Items**

Lost item charges equal the price of the item. It is the responsibility of the library patron to contact the library to arrange for the payment of overdue fines. Any questions about replacement fees may be directed to the owning library.

**Enforcement of Overdue Fines**

Library patrons are expected to return library materials promptly and to pay any overdue fines incurred.

- Fines over \$6.00 will result in the suspension of borrowing privileges and access to online resources.
- If an item is more than 28 days overdue, borrowing privileges are suspended until the materials are returned and the overdue fine is paid. Borrowing privileges and access to online resources will be re-established when total fines and fees drop below \$6.00.
- Fines must be paid and overdue materials returned before suspended borrowing privileges are restored.

**Confidentiality**

Pennsylvania State Law states that:

**Title 24 § 9375. Privacy of circulation records.**

Records of the following institutions which relate to the circulation of library materials and contain the names or other personally identifying information of users of the materials shall be confidential and may not be made available to anyone except by a court order in a criminal proceeding:

This confidentiality policy applies equally to adults and minors. When an adult requests the records of a child, the library will respond only if the child consents to the request.