

## Borrowing Policy

The borrowing policy of the Pennsauken Free Public Library (PFPL) exists to facilitate community access to the materials and information in the library's collection.

### **Borrowing Privileges**

- PFPL encourages patrons to bring their library card to the library as often as possible to present at the time of check-out in order to borrow material.
- The patron must present a library card that is valid through the end of the loan period for which the material is being borrowed.
- In the absence of a valid PFPL card, acceptable identification (i.e. state, federal or other valid photo ID) may be presented to borrow library material a limited number of times.
- Upon presentation of acceptable identification, the identification must match the current mailing address that appears in the patron's account.
- Lost library cards need to be reported immediately. The replacement fee for a lost card is \$4 per card.
- Borrowing privileges will be suspended on patron accounts that have overdue item(s) for 21 days or an extended use fee of \$5.00. Suspension of borrowing privileges includes access to online resources such as Hoopla and Overdrive.

**Please refer to the Library's < Membership Policy > for more information.**

### **Renewals**

- Renewals may be requested in person, on the phone during library open hours or, in most cases, online.
- The borrower must have a valid library card at the time of renewal.
- Materials may be renewed for the same period of time for which they were originally borrowed.
- Most library materials may be renewed once with a few exceptions.
- Materials can only be renewed if there is not a hold on such items or if the item has not reached its renewal limit.

**Please refer to Loan Period and Limits Policy attachment.**

### **Holds**

A hold refers to a request placed on material owned by Pennsauken Free Public Library.

- Patrons with a valid library card may place most items on hold that are currently checked out.
- When items are ready for pickup, patrons will be notified by phone or email. Text message (SMS) notifications are available for patrons who opt to receive them.
- When a staff member assists in placing a hold, a maximum of 5 holds may be placed daily.
- A patron may place one hold per title.
- There is an overall 30 item hold limit.
- Holds may be placed on titles that are on order and contain an " Ordered" status.
- Held items must be picked up and checked out within 7 days (or 3 days for new books) of the date the patron was notified, or the hold will be canceled.

- Another person may pick up a hold for a patron if that person has the requesting patron's library card.
- Patrons must contact the library to see if any special accommodation can be made to extend the hold pick-up time.
- A hold may be canceled or suspended at any time.
- Holds placed via the online catalog remain in the system for 1 year or until the hold has been filled, whichever comes first.

## **Reservations**

The following items can only be reserved by phone within one hour prior to pick-up, if available:

Museum Passes  
Launch Pads  
Laptops  
iPads  
Hot Spots

Reservations for these items must be made during open Library hours only.

## **Returns**

- Launchpads, video games, iPads, museum passes, and hotspots must be returned during open hours and checked in at the Circulation Desk. All other library materials may be returned via book drop or in person at the Circulation Desk.
- All materials must be returned in the condition in which they were borrowed.
- All undamaged materials are checked in on the day that they are returned.
- Materials accumulated while the Library is closed will be checked in as of the last day the building was open, plus a one-day grace period.
- Upon return, all material must be returned to the collection and may not be immediately borrowed by the same user for 48 hours.

## **Overdue Materials and Fees**

- Most Pennsauken Free Public Library-owned materials no longer have daily overdue fines.
- However, daily extended use fees will be assessed on items deemed in high demand, have limited availability, or are on loan from other libraries.
- The following materials will accrue daily extended use fees:
  - Museum Passes**
  - Hot Spots**
  - Video Games**
  - Launch Pads**
  - Laptops**
  - iPads**
- Materials that are owned by other libraries and borrowed through Interlibrary Loan are still subject to fines.
- Fees for lost or damaged materials remain.
- If any item is overdue by more than three weeks, nothing more may be borrowed until the overdue item is returned or a replacement fee is paid.

**Please refer to the <Library's Fines and Fees Policy> for more information.**

### **Overdue Notices**

It is the responsibility of each borrower to know when their materials are due. As a courtesy, the Library will send a reminder notice and/or overdue notice. Failure to receive this notice is not grounds for the cancellation of fees. All library notices are sent via email or telephone message (at the borrower's preference). Final/Bill overdue notices are sent by mail. It is the borrower's responsibility to keep the Library informed of changes in telephone number, mailing address, and e-mail address. As a courtesy, notices will be generated in the following cycles:

- First overdue notice: 14 days past due date (This notice will notify the borrower their borrowing privileges will be restricted 21 days after the due date)
- Second overdue notice: 28 days past due date
- Billed for replacement: 35 days past due date

### **Lost or Damaged Items**

**Lost item:** material checked out under a patron's card and either lost or never returned by that patron.

**Damaged item:** material checked out in good condition that is returned in a state that is beyond repair and needs to be replaced.

- It is the borrower's responsibility to maintain the condition of all borrowed materials. When an item is lost or damaged beyond repair, the patron will be responsible for paying the replacement cost of the item plus a processing fee of \$5.00. Interlibrary loan replacement or damage charges may vary depending on the lending library's policy.
- A patron may have the option to provide the Library with a new exact replacement of the lost or damaged item, plus a processing fee of \$5.00.
- Patrons are advised to contact the Systems Librarian to identify the item's ISBN to ensure the replacement matches the original.
- The patron may keep the damaged item once the replacement cost and fee are paid.
- If a lost item is found and returned undamaged within 30 days of payment of the replacement cost, a patron can request a full refund along with a copy of the paid receipt.
- If the item is not returned within 90 days of the date of the 3rd notice (bill), then the item becomes the property of the patron, and they are responsible for the replacement fee and \$5.00 processing fee. The patron's borrowing privileges will remain suspended until the replacement and processing fees are paid in full.
- Upon payment for a lost or damaged item or its replacement, any fees accrued for that item will be forgiven and library privileges can be resumed.

The attached list includes all items that currently may be checked out of the library, the loan period, the number of times an item can be renewed, the number of items that can be checked out at one time, the associated daily fees for overdue material and the maximum extended use fee for that individual item. Loan periods, number of renewals, limits, and daily fees are subject to change at the discretion of the Library Director. When any of the borrowing rules are changed, the new list will be published and made available to library patrons.

### **Item Claimed Returned**

When an item is reported returned by the patron but cannot be confirmed as such through the library's automation system, in this situation, the library will make every effort to investigate and look for the item(s), and the patron is requested to do the same. During this time, the patron is not responsible for any fees attached to the item(s); however, if the patron or the library has not found the item, after 35 days, the patron will receive a bill for the item, and their borrowing privileges will be suspended.

If the item is not found within 90 days of the date of the 3rd notice (bill), then the item becomes the property of the patron, and they are responsible for the replacement and processing fees. The patron's borrowing privileges will remain suspended until the fees have been paid in full.

Approved by Board of Trustees: Monday, October 25, 2021, Amended December 20, 2021; February 27, 2023; September 25, 2023

## Loan Periods and Limits

### Borrowing Policy Attachment

Material	Loan Period	Renewals Permitted	Limits	Replacement Fee	Daily Extended Use Fees	Fee Cap
Books	3 weeks	1	No Limit ( except you cannot take out 2 copies of the same book unless special permission from the Director is granted)	Cost of Item	None	None
New Adult Books (Fiction & Non-Fiction)	2 weeks	1	No Limit ( except you cannot take out 2 copies of the same book unless special permission from the Director is granted)	Cost of Item		
Magazines	3 weeks	1	5 per card	Cost of Item		
New Magazines	2 weeks	0	2 per card	Cost of Item		
Audio Books	3 weeks	1	No Limit (except you cannot take out 2 copies of the same book unless special permission from the Director is granted)	Cost of Item		
Music CDs	3 weeks	1	No Limit ( except you cannot take out 2 copies of the same CD unless special permission from the Director is granted)	Cost of Item		
DVDs (This includes New Releases, and TV Series )	7 days	1	7 per card	Cost of Item		
Non-Fiction DVDs	3 weeks	1	5 per card	Cost of Item		

InterLibrary Loan	3 weeks	Discretion of the lending library	3 pending request	Cost of Item	Depends on the lending library	Depends on the lending library
Museum Pass	4 days	0	1 per household	Cost of Item	\$5.00	\$25.00
Wifi Hotspot	2 weeks	0	1 per household	Refer to the Hotspot Policy		
Video Games	2 weeks	1	1 per card	Cost of Item		
Launchpads	2 weeks	1	1 per card	Refer to the Launchpad Policy		
iPads	4 days (Offsite) 6 hours (In-house Use Only)	0	1 per household	Refer to the Laptop and iPad Policy		
Laptops	6 hours (In-house Use Only)	Depending on availability	1 per household	Refer to the Laptop and iPad Policy		

Updated December 16, 2019, Amended February 24, 2020; October 25, 2021; February 27, 2023, September 25, 2023