

## **WILLIAM JEANES MEMORIAL LIBRARY CIRCULATION POLICY**

### **WHO MAY USE THE LIBRARY**

The William Jeanes Memorial Library and Nicholas and Athena Karabots Center for Learning (hereinafter “Library”) will serve all residents of the community, and all persons who come into the library or access the library remotely. Service will not be denied or abridged because of religious, racial, social, economic, or political status; or because of mental, emotional, or physical conditions; age; or sexual orientation or gender identity. It is the parents or guardians, and only the parents or guardians, who can restrict their minor children from access to library materials and services.

The use of the library may be denied for due cause. Such cause may be failure to return library materials or to pay penalties, destruction of library property, disturbance of other customers, or any other illegal, disruptive, or objectionable conduct on library premises. See [Library Use Policy](#).

### **YOUNG CHILDREN POLICY**

The William Jeanes Memorial Library encourages visits by young children, and it is our desire to make this important visit both memorable and enjoyable for the child. Library staff is not expected to assume responsibility for the care of unsupervised children in the library. Therefore, it is library policy that all children aged eight and under must be accompanied by a parent or designated responsible adult at all times while in the library. Parents or legal guardians of children ages 9-11 must remain in the Library at all times. Also, if the young child is attending a library program, we require the parent/responsible person to remain in the library throughout the program.

### **GETTING A LIBRARY CARD**

#### **Library Card Application**

All William Jeanes Memorial Library cards are free.

**Please download and complete the application found [HERE](#), then bring it with a current photo ID to the Library during our open hours. You can also pick up an application at the Library.**

Adults ages 18 and over will be issued an Adult card.

Those under 18 may obtain a library card with the signature of a parent/guardian who will be financially responsible for any materials borrowed on the youth’s card. Cardholders, or their parent/guardian if the cardholder is under the age of 18, are responsible for all materials checked out on their cards, including overdue fines and fees for lost or damaged materials.

If you are unable to come into the Library, a temporary card number with a short registration period may be sent via email under specific situations, such as a stay-at-home order, when authorized by the Library Director.

Your LIBRARY CARD opens up a world of opportunity. Use it to check out materials from the Library’s collection, to request materials from other libraries, or to utilize the Library’s virtual services, such as downloadable audiobooks and the PA Power Library databases. You can also use it at any MCLINC (Montgomery County Library and Information Network Consortium) and other Access PA libraries.

Failure to return materials and outstanding fines of \$30.00 or more may result in suspension of borrowing privileges.

### **Who May Use Your Card?**

WJM deems library users who allow third parties 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. Third parties must have the physical card or a digital copy saved through electronic device applications, such as Key Ring, Applet Wallet, or Stocard, in order to check out materials either for their own use or for the cardholder.

### **Who May Apply for a Card?**

#### **WHITEMARSH TOWNSHIP RESIDENTS**

Any resident of Whitemarsh Township is eligible to register for a library card, renewable every 3 years. The Library will require identification with the name and current mailing address of the applicant for new registration and renewals. Examples of acceptable forms of identification are: driver's license, government identification, utility bill, lease, property tax bill, or bank statement.

#### **NON-RESIDENTS OF WHITEMARSH TOWNSHIP**

All other Montgomery County residents may register for a Temporary Library Card if they do not yet have a card from their home library. Their application will be sent to their home library, and that library's staff will mail out their permanent library card. ([See Montgomery County Townships and Their Respective Home Library](#) )

Any patron residing outside of Montgomery County who owns an Access Pennsylvania Library card, such as from the Philadelphia, Bucks, Delaware or Chester County Public Libraries, may register at William Jeanes to check out materials at our library and/or the other MCLINC Libraries. All patrons will be held responsible, as our residents are, for returning any materials checked out on their card on time and in good condition. Failure to do so may result in overdue fines or replacement cost charges.

The Library may issue a non-resident library card to patrons without an Access PA library card at the Director's discretion. Borrowing privileges may be limited.

### **LOST CARDS**

Patrons must immediately notify the Library if their card is lost or stolen. All items checked out prior to the date the card is reported lost or stolen are still the responsibility of the library user. Whitemarsh residents may receive free replacement library cards with proof of identification and address. Residents of other townships must go to their home library for replacement cards, and it is at that library's discretion to charge for the new card.

### **EXPIRATION OF CARDS**

Library cards expire after a period of 3 years for patrons living inside Montgomery County, and 1 year for anyone living in another county. Patrons with an email address listed in their account will receive an email regarding their expiring account, and all patrons will be notified upon checkout at the time of expiration.

Updating a library card must be done in person with a photo ID and proof of residency, such as a driver's license, state ID, lease/mortgage, billing, or other official documentation. Outstanding overdue materials or fines on the account must be settled before reactivating the card.

## **DELETING AN ACCOUNT**

A Library card account may be deleted if it has not been renewed in three years, if there are no charges on the account. The Library may attempt to collect charges before deleting an account.

If a patron moves out of the area, a request to delete an account must be made in writing to the Circulation Manager. If the Library is not informed of a patron's relocation out of the County, the patron is still responsible for any charges posted to the account after the move.

If a patron has passed away, a member of the immediate family may request the account be deleted in writing to the Circulation Manager.

## **ONLINE LIBRARY ACCOUNT ACCESS**

Library users may access their library account in the library at the online public access catalog (OPAC) computer terminals throughout the library, or [online](#) from home. Two pieces of information are required:

- The username or library card barcode, which is the barcode number listed on the back of the library card (without spaces between the numbers)
- A password (4-14 characters, case-sensitive, no symbols or punctuation)

Library users may review what materials they have checked out, renew the items, place requests on titles, as well as pay account balances.

Juvenile card holders may not change the contact information (including email or password) for their account until they have turned 18. At that age, they may come into the Library and apply for an Adult card.

## **NOTIFICATIONS FROM THE LIBRARY**

Patrons opting into emailed notifications will receive the following forms of communication from [wjnlibrarynotices@mclinc.org](mailto:wjnlibrarynotices@mclinc.org) and/or a staff member's @mclinc.org email address:

- eReceipts at checkout (optional)
- Hold notifications
- Almost overdue/auto-renewal notifications
- Overdue notifications
- Expired card reminder
- Library newsletters (optional)
- Wowbrary (optional)

Patrons opting into text message notifications will receive the following notices from MCLINC (484-904-xxxx):

- Hold notifications
- Almost overdue/auto-renewal notifications
- Overdue notifications

Patrons opting into phone calls will receive hold notifications from MCLINC (484-904-xxxx). Patrons who opt into phone-notification-only will not receive due date reminders or overdue notices.

Patrons are responsible for notifying the Library of any change to their mailing address, email address, phone number, or phone carrier.

## LIBRARY PRIVILEGES

The William Jeanes Memorial Library Board of Directors set in place loan periods, renewal limits, and loan limits to facilitate equitable access to library materials and information for our users. This borrowing policy has been established to provide users with adequate time to borrow the materials and return them in a timely fashion for others to also use.

## BORROWING MATERIALS

Patrons must have a physical library card; a digital copy saved in an app, such as Key Ring, Applet Wallet, or Stocard; or a form of ID to check out library materials.

In order for staff to confirm the cardholder's permission to do so, all third parties must have the appropriate library card when picking up requested materials for a patron, or otherwise borrowing materials under another person's account. In doing so, the cardholder has consented access to their private and confidential library use records. The cardholder also accepts responsibility for all checked out materials and all charges associated with the account.

## LIMITATIONS ON MATERIALS

The Library reserves the right to limit the items a user may check out. This includes restrictions for patrons with temporary cards, juveniles, non-residents, and/or homebound patrons using the [MCLINC Books Mail service](#). The Library may also set limits on items of the same subject.

Material Limits for Patrons with Adult or Juvenile Cards	
Audiobook	100
Book	100
Digital devices	1 eReader per card; 1 Launchpad per card
DVD/Blu-ray	100
Equipment	1 Hotspot per card
Inter-library Loans (ILLs)	6 titles requested from outside Montgomery County; 100 from inside MCLINC
Juvenile Audiobook	100
Juvenile Book	100 (limits of 2 books for current holidays)
Juvenile Kit	1 of each per card: ukulele, Leap Frog kit, and other juvenile kits
Juvenile Music CD	100
Kit	1 of each per card: Adventure Pack, American Girl Doll Kit, Book Club in a Bag
Magazine and Newspaper	100
Museum Pass	1 per family (must be on an adult card)
Music CD	100
Toys & Games	10
Video Game	100

## LOAN PERIODS

A loan period is the total number of days that a user may keep a specific item. The standard loan period for library material is 21 days. New material and some high demand items may have 3, 7, or 14-day loan periods. Loan periods of materials borrowed from outside of Montgomery County are determined by the owning library.

If the Library is closed during the loan period, no time is added to the loan period. If the Library is closed on the due date, the item will not be due until the next day the Library is open.

Please note that other MCLINC libraries may have a different loan period or fine structure. You are required to follow their policies when checking out or returning our materials to other library locations. Items checked out and returned to William Jeanes will follow William Jeanes' policies, provided we own the same material.

Library materials are due on the date printed on the receipt issued at checkout. Library users may check the due date online through My Account available at [www.jeaneslibrary.org](http://www.jeaneslibrary.org) or call the library during business hours. **Check-out receipts and email or text notifications are a courtesy. The patron is responsible for knowing the due date of their material and returning the material on time. Failure to receive a notification is not cause to waive a fine or fee, if one applies.**

### Loan Periods for Items Checked Out at William Jeanes

Most books (child and adult): 21 days

Hot Reads-Books: 14 days, no renewals

eReaders: 21 days

Music CDs: 21 days

Audiobooks on CD and Playaways: 21 days

DVDs and Blu-Rays: 3 days, no renewals for In-Demand; 7 days for new movies/TV series; 21 days for remaining of collection

Video Games: 21 days

Grab 'n Go kits, Cubbyhole Kits, Toys & Games, Ukuleles: 21 days

Adventure Packs: 14 days

American Girl Doll Kits: 14 days, no renewals

Hotspots: 14 days, no renewals

Playaway Launchpads: 14 days, no renewals

Magazines: 7 days (current month does not circulate)

Museum Passes: 3 days, no renewals

Book Club in a Bag: 42 days, no renewals

Interlibrary loans: at the discretion of the loaning library and listed on the material at checkout

## REQUESTING MATERIALS

A Request may be placed on items owned by William Jeanes and other MCLINC Libraries. Exceptions at William Jeanes include museum passes, magazines, Hot Reads, 3-Day DVDs and Blu-Rays, and other special collections. The other MCLINC Libraries may have limitations on their collections.

Library materials may be requested in the following ways:

- In person at the library
- From the online library catalog using your barcode and password
- By telephone or email

Patrons will receive a notification email, text message, or automated telephone message when library materials are available to pick up. The library will hold the materials for 7 days, otherwise it will be returned to the shelves, sent back to the owning library, or made available to the next patron who has reserved it.

Patrons placing reserves from home on items listed as available in the online catalog should wait until they are notified or until the status of their hold changes from *Active* to *Held* when they access their hold requests online. The Library cannot guarantee a specific wait time as it is determined by the number of patrons on the waiting list, the number of copies available in our consortium, and possible travel time when receiving from another library.

### **Requesting materials not available in MCLINC**

Library staff may be able to obtain materials directly from other libraries in Pennsylvania and throughout the United States which are not found in our library or other MCLINC libraries via Inter-library Loan (ILL).

- Patrons must reside within the service area of any MCLINC Library to request ILLs. Patrons living in other PA counties or another state should contact their home library.
- Patrons must have current library cards/borrowing privileges from a MCLINC Library.
- Requests may be placed in person, over the phone, or by email.
- ILL materials requested through the William Jeanes Memorial Library must be checked out and returned to our library.

#### **Limitations:**

- There is a limit of 6 ILL items at a time per card, no matter the phase of the request (active request, transferred for hold, held at WJM, checked out on patron's account).
- Staff cannot request materials outside of MCLINC if they were published within the past 6 months. Librarians will use the Collection Development Policy to determine if the items should be purchased for the Library's collection.
- Staff cannot guarantee specific delivery times as it is determined by the number of copies available, travel time, and hours of operation at the lending library.
- Patrons may be required to pay any charges (processing fees or postage) assessed by the lending library. William Jeanes will not place the request on the item(s) until the patron has agreed in writing to accept and pay these charges.
- ILL materials obtained outside the county may be renewed only at the discretion of the lending library. Please contact the Circulation Manager **at least three weekdays** in advance of the due date at 610-828-0441 X102 to request a possible renewal of an ILL item. The lending policy of the Library regarding overdue materials also applies to ILL materials.
- Notifications and the timeline of resolving damaged or billed items follows the Library's lending policy. However, charges for lost, missing, or damaged materials and/or processing fees are at the discretion of the lending library.

Contact the circulation desk (610-828-0441, ext. 2) for more information.

### **RENEWING MATERIALS**

Most items *may* be renewed for 2 additional loan periods unless they have been reserved by another patron. Renew in person, by phone, or email during library business hours, or through the Library's website. Phone renewals require a library card number, verification of the contact information associated with the account, and/or the titles or barcodes of the items to be renewed. To renew online, patrons must have a valid library card and password to log in.

Renewal requests for ILLs cannot be completed through patrons' online accounts.

WJM materials without renewals include, but are not limited to, Hot Reads, 3-day DVDs, American Girl Doll Kits, Playaway Launchpads, Adventure Packs, hotspots, and museum passes.

An item that cannot be renewed even though there are other copies in the catalog must still be returned on item. Library staff will place another Request for you.

Once an item is returned, if it belongs to another library, we must send it back to that Library. We will be happy to place another hold on the item for you, but that item must go back first. If it is our item, particularly if it is a New item, it needs to be on the shelf for a day before you may check it out again, so that other patrons may discover it.

## **AUTO-RENEWALS**

The William Jeanes Memorial Library will automatically renew eligible materials that are checked out three days prior to the due date. If successful, the loan period will be extended from the existing due date in order to get another full loan period. This will only apply to our materials and those loaned by the other MCLINC libraries currently offering auto-renewals.

An item will not automatically renew if requested by another patron, the owning library does not offer auto-renewals, the item has reached its maximum number of renewals, the item is an inter-library loan (ILL) from a library outside of MCLINC, the patron's account expired, or the item is digital, such as an ebook from Overdrive.

## **RETURNING MATERIALS**

Most materials borrowed from the William Jeanes Memorial Library may be returned in our outside book drop located to the right of our front entrance, to any library in the MCLINC consortium, or other participating Pennsylvania Access libraries (except where loan restrictions prohibit). Any materials which must be returned to only our library, such as our American Girl Doll kits, eReaders, Hot Spots, museum passes, big books, and inter-library loan items, are labelled as such. The cardholder to whom the items are charged is responsible for returned materials until they are in the possession of the library.

Materials borrowed from other MCLINC Libraries will be checked in at our library prior to being sent to the owning library.

Materials checked out at any library outside of MCLINC will be mailed back to the owning library. These items will not be removed from the related library account until they reach the home library, and patrons may be held responsible for any accrued fines.

## **OVERDUE FINES**

The William Jeanes Memorial Library is committed to equitable service. We believe in reducing barriers to library access, and are proud to lead the way toward reduced fines. While we have eliminated fines on many items, to promote the return of material and optimal sharing of the library collection, the William Jeanes Library may charge fines for certain overdue materials, and fees for lost, and/or damaged library materials. Library users are responsible for returning (in good condition) or renewing items by the due date. **Overdue fines for all MCLINC items follow the fine policy of the library where the items are returned.** No fines are charged when the library is closed.

As we have a 24-hour book drop outside, for most items, an item is considered overdue by the close of the Library the next day. Certain large or fragile items may not be returned in the book drop and are labeled as such. A fee may be charged if an item is left in the book drop when it is labeled to be returned in the building during our open hours.

As a courtesy, patrons who provide the library with an email address/phone carrier will be notified by email/text 3 days before material is due. Otherwise, a notice will be sent by email, text, or mail after the library material is three days late. If the material is not returned within two weeks, a second notice will be sent.

Once an item is overdue by 28 days, it is considered “Lost” and the patron will be billed a replacement charge. If the item is then returned, the replacement cost will be waived, and any overdue fines will apply. Some MCLINC libraries charge a processing fee.

All notices are a courtesy and failure to receive them does not waive the patron’s responsibility to return an item on the due date they receive upon check-out or by emailed receipt that day.

Borrowing privileges are suspended when a patron’s account reaches \$30.00 or more in fines or replacement costs. Privileges will be reinstated once the balance is \$29.99 or lower. (Note that this Library requires a zero (\$00.00) balance in order to renew a patron’s library card.

The status of an individual’s library card will be used only in regard to circulation of materials at the library, and does not affect the person’s use of other services at the library, including the use of public computers and programming attendance.

Material Types	Fines per day	Maximum Fine
Adult Audiobooks	<b>fine-free</b>	<b>fine-free</b>
Adult Books	<b>fine-free</b>	<b>fine-free</b>
Digital devices	\$ 5.00	\$ 85.00
DVD/Blu-ray	<b>fine-free</b>	<b>fine-free</b>
Equipment	\$ 5.00	\$ 85.00
Historical Materials	\$ 0.30	\$ 10.00
Inter-library Loans (ILLs)	<b>fine-free</b>	<b>fine-free</b>
Juvenile & Teen Audiobooks	<b>fine-free</b>	<b>fine-free</b>
Juvenile & Teen Books	<b>fine-free</b>	<b>fine-free</b>
Juvenile Kits	\$ 0.15	\$ 5.00
Juvenile Magazine	<b>fine-free</b>	<b>fine-free</b>
Juvenile Music CDs	<b>fine-free</b>	<b>fine-free</b>
Kits	\$ 5.00	\$ 85.00
Magazines	<b>fine-free</b>	<b>fine-free</b>



Museum Passes	\$ 5.00	\$ 85.00
Music CDs	<b>fine-free</b>	<b>fine-free</b>
Toys & Games	<b>fine-free</b>	<b>fine-free</b>
Video Games	<b>fine-free</b>	<b>fine-free</b>

### **FEES FOR LOST OR DAMAGED ITEMS**

Replacement costs for lost or damaged items follow the policies of the owning library. If any William Jeanes Library materials are lost, bills will be issued when an item is 4 weeks late, and will include the cost of replacing each item at list price. Replacement copies will not be accepted in lieu of fees, unless previously cleared by the Circulation Manager in consultation with the Director. If a library user locates a lost WJM item within 7 days after payment, and there is a record of that payment, a refund will be issued minus any overdue fines. Replacements and refunds are at the discretion of the owning library.

The William Jeanes Library will charge patron accounts the replacement cost of any items returned with damages including liquid spills, ripped pages, bite marks, mold/mildew, and any other forms of destruction that prohibit the circulation of the material.

Additional fees for lost/damaged packaging or contents may apply.

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 will 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.

### **OTHER FEES**

Photocopies & Printouts B&W (8.5x11) \$.15 per page  
 B&W (8.5x14 & 11x17) \$.30 per page  
 Color (8.5x11) \$.50 per page  
 Color (8.5x14, 11x17) \$1.00 each