

Circulation Policies

104. Circulation Policy (2020)	Policy Number: 104
Adopted Date: 07/2005	Revised Date: 10/2012; 12/2016; 02/2020

The Baldwin Borough Public Library (BBPL) provides free and equal access to library materials and services and is guided by its mission to be the community's destination for lifelong learning. BBPL maintains a Circulation Policy and applicable procedures to ensure that all patrons are provided with consistent and equitable services from Library staff members and that every patron has clear expectations of their rights as a cardholder.

BBPL supports the individual's right to have access to ideas and information representing all points of view. The library board has adopted the American Library Association's statements regarding the following: Library Bill of Rights (Appendix A), Freedom to Read (Appendix B).

It is the policy of BBPL not to forbid or impede the circulation of items from the library collection to any of its cardholders, based upon that cardholder's race, creed, national origin, age, place of residence, or other personal criteria.

Access to Library Materials by Minors

BBPL does not place restrictions or limits on library cards for children at parental request. Parents or guardians are responsible for monitoring and approving the selection of materials made by their children. The library staff does not act in loco parentis.

Checking Out Materials

A library customer should present a library card in order to check out materials. If the library card is not in his/her possession, materials may be checked out with photo identification. Library card barcodes presented on smart phones or other mobile devices are also accepted.

Borrowing Limits

Each customer, regardless of age, may borrow up to 999 items per library card.

Loan Periods

All materials checked out at BBPL may be borrowed by cardholders for 3 weeks (21 days).

Renewals

Library materials checked out at BBPL will be automatically renewed, if there is no hold on the item. Customers may also renew items by phone, through the Online Catalog or in person at any county library. There is no limit to how many times an item can be renewed, but items with holds will not be renewed.

Hold

Any circulating material at any Allegheny County library may be placed on hold by phone, through the Online Catalog or in person.

Customers may place up to 100 hold requests on circulating items. Items are held for seven (7) days. If the item is not picked up within the time allotted, the hold is automatically cancelled and the item is returned to circulation or fills the next hold in the queue.

Notices & Billing

As a courtesy, BBPL notifies customers about the materials checked out on their account. Customers designate their preferred method of communication for library notices--phone, email or text—and can change that method at any time by visiting the library. Customers are responsible for making sure their contact information is accurate. Failure to receive any notices does not exempt the customer from any fee associated with unreturned materials.

Curtesy Notices: The library will notify customers via email, phone, or text message of upcoming due dates for materials checked out. For all checked-out items, a courtesy notice is sent three (3) days in advance of the due date.

Overdue Notices: The library sends multiple notices to customers, via the preferred communication method, to notify customers of overdue items. The timeline is as follows:

1. First overdue notice will be sent at one (1) day overdue
2. Second overdue notice is sent at 2 weeks
3. Third overdue notice is sent at 4 weeks

After 6 weeks, the library marks the overdue item(s) as lost, and the customer is billed for its replacement. A paper invoice, via the USPS, is sent to the address on file detailing costs.

Fines

BBPL does not charge late fees for items returned after their due date.

Checking-in Materials

Items may be returned to any Allegheny County library location. All items are checked for damage and for missing pieces before they are checked in and removed from a customer's account.

Items Returned Incomplete

If a customer returns an item that is lacking one or more of its components, the customer is responsible for returning the missing component(s). The library will contact the customer. The item will not be removed from the customer's account (i.e. will not be checked-in) until the missing component(s) is/are returned. In the event the customer does not return the missing component(s) the item will be considered lost and the customer will be assessed the appropriate cost.

Damaged Materials

Items damaged beyond normal wear and tear, including purposefully defacing or destroying library material, is the responsibility of the customer. Costs for damaged materials will be the replacement cost for the material. If the customer has lost or permanently damaged a DVD or Music CD but still has the case, the customer is responsible for the entire amount of the item. The price of the case will not be subtracted from the replacement cost.

Lost Materials

Materials checked out and not returned forty-two (42) days after the due date are considered lost. The customer is billed for the replacement costs of the materials.

If a customer loses a BBPL item, the customer is responsible for the replacement cost for that item. The customer cannot replace or substitute the lost item with another item. BBPL will not charge a processing fee for lost items.

If a customer loses materials belonging to another library, the customer will be assessed costs and fees according to the owning library's policy.