



## **Circulation Policy**

### **Library Cards**

#### **Residents**

Any permanent resident of Cheltenham Township is eligible to register for a free Library card, renewable every 3 years. The library requires photo identification containing the name of the applicant and proof of current mailing address of the applicant for new registrations. There is no minimum age requirement to join the library. Children under 14 years of age will be issued a library card with the signature and identification of a parent or legal guardian. Minors between the ages of 14 and 18 may obtain a library card without a parent or guardian provided they provide adequate identification, such as a school ID card. For a new library card to be issued in person, the person named on the registration form must be present in the library.

All permanent residents will receive an ACCESS PA eligible library card that enables them to borrow materials from other participating public libraries in Pennsylvania.

#### **Access PA**

Access PA is a consortium of Pennsylvania libraries that extends reciprocal borrowing privileges to Pennsylvania residents. An Access PA cardholder may borrow materials at participating public libraries throughout the state once they are registered in the reciprocating library's system. Local library policies such as fines, loan periods, where materials may be returned, etc. may differ from institution to institution.

#### **Non-Residents**

Pennsylvania residents who do not reside in Cheltenham Township must obtain an Access PA library card from their home library. Identification and home library card are required to register these borrowers in our computer system.

Employees of Cheltenham Township, Cheltenham Township Library System and Cheltenham Township School District, and Cheltenham Township business owners may obtain library cards that are renewable annually upon presentation of identification that indicates their permanent address and eligible status as a Township or School District employee, or Township business owner as described above. These cards are not eligible for Access PA privileges.

## Students

Full-time students at educational institutions in Cheltenham Township and residing in the Township during the school term may obtain library cards without Access PA privileges that are renewable annually. Identification that indicates both their permanent address and eligible status as a student is required.

## Organizations

Organizations located in Cheltenham Township may request an organizational library card by submitting the following information on letterhead, signed by an individual authorized to act on behalf of the organization:

1. A statement indicating that the organization accepts responsibility for the replacement of lost or damaged materials.
2. The names of all individuals who are authorized to use the card.

Organizational cards will be issued for one year and are not eligible for Access PA privileges.

## Acceptable Forms of Identification

Photo identification that contains the name of the applicant is required for new cards. If the photo identification does not have a current address, the applicant must provide one additional piece of identification with that information.

Acceptable forms of ID include: driver license; CSD student ID or ID from another educational institution in Cheltenham Township; state or federal government issued identification.

Secondary forms of identification to verify address include: first class mail from a business source, digital or print versions of utility bill; lease in applicant's name; property tax bill; bank statements; auto insurance card – **which contain current Cheltenham Township address.**

To renew a card, the cardholder or representative must provide staff with the library card barcode number and identification that includes their current address. Cardholders will also verify contact information upon renewal.

The library system does not accept voter registration cards, imprinted checks, credit cards, social security cards or birth certificates for identification purposes.

## Children

Parents and guardians are strongly encouraged to participate in and monitor their child's library use. Library staff members do **not** restrict a child's access to library collections. Parents or guardians are legally responsible for the fines/fees for minor children under 18 years of age. Children under the age of 14 require the signature and identification of a parent or legal guardian. Applicants between the ages of 14 and 18 need to present photo identification or require the signature and identification of a parent or legal guardian to activate their card.

CTLS offers a “3 for Me” card for minors under 18 who are residents of Cheltenham Township, but do not have photo identification or an adult residing in the township present to sign for them. Borrowing privileges for “3 for Me” cards are restricted to digital collections and three print items from the CTLS collections.

## **Online Applications**

Cheltenham residents may apply for a library card online at [www.cheltenhamlibraries.org](http://www.cheltenhamlibraries.org). Cards obtained online may be used upon receipt to access online resources that require barcode authentication. In order to borrow physical items, each card must be activated either by

- a) providing a copy of photo ID that includes current Cheltenham Township address and an eSignature when submitting the online application, or
- b) by visiting a branch, providing the necessary identification and address verification and signing the online validation form

## **Borrowing Materials**

A library card is required to borrow materials. If the individual does not have his or her library card, information will be required to access their account. Virtual cards on mobile devices will be accepted.

**Holds may only be checked out with the card used to reserve them.**

Cards that are reported lost or stolen will be blocked until the owner appears at a branch with identification.

A Library card is valid at any Cheltenham Township Library System location. CTLS is a member of the Montgomery County Library & Information Consortium (MCLINC). CTLS cardholders may use their card to borrow materials at any MCLINC library. Local library policies such as fines, loan periods, where materials may be returned, etc. may differ from institution to institution.

## **Returning Materials**

Book drops are available at each CTLS location for the return of materials. Borrowers are responsible for materials that are left when the book drop is full or not functioning. Special collections items may not be placed in book or A/V drops. Return information for Special Collections is located on the borrowed item and/or the agreement signed at checkout.

Materials borrowed from any public library in Montgomery County may be returned to any other Montgomery County library unless the owning library otherwise restricts returns. Special collections items from CTLS must be returned to the branch from which they were borrowed.

Interlibrary loan items (items CTLS borrows for the cardholder from other libraries outside MCLINC) must be returned to the branch where they were checked out. This information is located on the borrowed item.

Materials borrowed directly from libraries outside Montgomery County or non-public libraries within Montgomery County (such as school libraries) must be returned to the lending library.

## **Confidentiality**

In accordance with Pennsylvania law, 24 PA Cons. Stat. Sec. 9375, the Board of Library Directors of the Cheltenham Township Library System (CTLS) recognizes and respects the confidentiality of records related to the circulation of library materials that contain the names or other personally identifying details regarding the users of CTLS' libraries. These records include but are not limited to personal names, addresses, phone numbers, items in circulation, number of items checked out, items requested, library accounts denoting fines, fees and items.

[Please see the full text of Cheltenham Township Library System's "Confidentiality of Library Records" policy adopted on January 28, 2004.](#)

## **Block or Revocation of Library Privileges**

Borrowing privileges may be revoked by the Head Librarian, Executive Director or the Board of Library Directors for violation of library policies. Borrowing privileges may also be suspended when there are accumulated fees of \$29.99 or more, until the borrower pays the fee or arranges and complies with an acceptable payment schedule.

## **Lost Card**

Lost or stolen cards should be reported promptly to the library.

## **Circulation of Special Collections Items**

Some items belong to Special Collections and are, therefore, subject to special circulation procedures including, but not limited to some or all of the following:

- Borrower must be a resident of Cheltenham Township with a library card in good standing
- Available on a first come, first serve basis
- Cannot be renewed or reserved
- Limited to 1 per household
- Late charges may apply
- Must be returned to the branch from which it was borrowed
- Cannot be returned to a book or A/V drop

CTLS may limit the number of items loaned by format when such limitations are warranted by demand.

## **Renewals**

Eligible items will automatically be renewed. An item will not automatically renew if another library user has requested it, or if the item is over the renewal limit.

Most library materials may also be renewed in person, online or by telephone. **The library card barcode number will be required for telephone renewals.** Material may be renewed if there are no requests for it. There may be no more than 2 renewals for most items and no more than 1 renewal for

other formats including video games and kits. Renewals may not be permitted on Special Collections items. Please note that we may not be able to renew materials borrowed from other libraries.

## **Reserves or Holds**

Reserves or holds are taken on all library materials except some Special Collections items. Holds on some items are limited to Cheltenham residents. **Holds can only be checked out with the requester's library card.**

## **Fines**

With few exceptions, we are a fine free library system. Exceptions include some Special Collections items.

Local library policies for items borrowed outside of CTLS, including fines, may differ from institution to institution.

## **Lost or Damaged Materials**

The cost of replacing lost materials is list price plus a processing charge of \$5.00.

The Library will not accept replacement materials purchased by the customer unless special arrangements are made in advance with the Head Librarian.

Replacement charges for lost or damaged accessory items

- Barcodes/labels/DVD cases/book jackets - \$2.00
- AV covers other than DVD - \$3 to \$10 depending on size

No refunds will be issued for lost items once payment has been made, even if the item is later found and returned.

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