

**Bucks County Free Library  
Circulation Services  
Library Cards**

**Policy Statement**

Bucks County District member libraries issue library cards so people can borrow material and access library resources. Library card applications are available at any Bucks County District member library or may be downloaded from the library's website. In addition, online applications can be completed and submitted via the library's website.

A Bucks County Library District card can be used to borrow material and access library resources at any District member library. Through the Access PA program, cardholders who are Bucks County residents are entitled to get library cards, borrow materials, and access library resources at public libraries throughout the Commonwealth of Pennsylvania.

A person may have only one current Bucks County Library District card at a time. Library cardholders are responsible for the proper care and safe return of all items borrowed and all fees or fines incurred on their cards.

A person under age 14 is defined by the library as a child and they may apply for a card in person together with a parent or legal guardian. A person age 14 or older may apply for a library card on their own.

Bucks County District member libraries collect and compile statistics about library users and card use so libraries can target operations to community needs and report required information to public and private funders. Libraries collect and use information about cardholders for management of individual accounts. Internal policies and Pennsylvania law protect the privacy rights of library users, including children.

**Regulations**

**LIBRARY CARD TYPES**

**Resident:**

A person who lives in Bucks County and can provide evidence of a Bucks County residential address is entitled to a free Resident card.

- Resident Cards are valid for three years from the application date.
- Applicants are required to show identification, including proof of current address. Documents accepted as proof of identity and address are listed in the Proof of Identity and Address document.

**Access PA:**

A person who does not live in Bucks County but has a library card from a state-aided public library that participates in the Access PA program is entitled to a free Access PA card.

- Access PA cards are valid for one year from the application date.
- Applicants are required to show identification, including proof of current address. Documents accepted as proof of identity and address are listed in the Proof of Identity and Address document.
- Applicants also must show their home library card with an Access PA sticker.
- Some e-library resources may be unavailable to cardholders because of licensing restrictions.

**Access Bucks County:**

A person who does not live in Bucks County but goes to school, pays business or property taxes, or works in Bucks County is entitled to a free Access Bucks County card. Also, a person who lives in Bucks County in temporary or transitional circumstances is entitled to a free Access Bucks County card. Access Bucks County cards are issued only to people who are not eligible for Access PA cards.

- Access Bucks County cards are valid for one year from the application date.
- Applicants are required to show identification, including proof of current address or the equivalent. Documents accepted as proof of identity and address are listed in the Proof of Identity and Address document.
- Students who attend public or private schools at any grade level must provide evidence of current enrollment.
- Business and property owners must provide evidence of current business or property ownership.
- Employees of Bucks County businesses must provide evidence of current Bucks County employment.
- People in temporary or transitional circumstances must show identification. They may substitute documentation from social services or other agencies for proof of residential address. Documents accepted as proof of identity and address are listed in the Proof of Identity and Address document.
- Some e-library resources may be unavailable to cardholders because of licensing restrictions.

**Non-Resident- Paid:**

A person who does not live in Bucks County and is not eligible for an Access PA or Access Bucks County card may pay a fee to access library resources and services.

- Non-Resident cards are valid for three-months or twelve months after the application date depending on the fee paid. See the Fines and Fees Schedule for rates.
- Applicants are required to show identification, including proof of current address. Documents accepted as proof of identity and address are listed in the Proof of Identity and Address document.
- Some e-library resources may be unavailable to cardholders because of licensing restrictions.

### **Library Cards and Relationships**

User accounts can be linked within the Bucks County Library District's system via the Relationships function. Relationships give permission for account holders to renew materials and pay fines on one another's accounts both online and in-person. Cardholders who establish Renewal Relationships will be allowed to check out holds and other items for each other at the library.

The library encourages cardholders who pick up items for each other to establish Renewal Relationships in their accounts.

### **Library Cards for Children**

A person under age 14 is defined by the library as a child and they may apply for a card in person together with a parent or legal guardian. Both the parent or legal guardian and the child must be present for a card to be issued.

- A person under age 14 is entitled to all card types. The card is valid for the number of months or years that applies to that card type.
- The same types of library card and library use privileges are extended to a child as to an adult cardholder.
- Parents or legal guardians are required to show their own identification, including proof of current address, on behalf of the child. Documents accepted as proof of identity and address are listed in the Proof of Identity and Address document.
- Parents or legal guardians are required to accept financial responsibility for fines and fees applied to materials checked out on the child's card.

## **CARD RENEWAL AND UPDATES**

### **Renewal**

For all card types, when a card has expired it must be renewed in person at any Bucks County District member library. Library cards may not be renewed over the phone or by e-mail. Accounts must be in good standing to be renewed, with fines below \$20.

Expired cards are blocked from e-resource access and cardholders are not able to check out physical materials until the account is updated.

Cardholders will be asked to verify current contact information, provide proof of identity or address, and may be asked to complete a new application form.

When Resident Adult Accounts reach their expiration date, they will be moved to a three month limited access account. Cardholders may place holds and access e-resources but are unable to check out physical items until the account is renewed. After three months, the account will expire and the user will be blocked from e-resource access and unable to check out physical materials until the account is updated.

## Updates to Card Information

For all card types, if there has been a change of address the change must be reported in person at any Bucks County District member library. Cardholders will be asked to show proof of identity and/or address and verify current contact information.

Email addresses and phone numbers can be updated by the cardholder through their online account.

## Lost or Stolen Cards

Cardholders are encouraged to report lost or stolen cards through their online account and notify the library immediately when a card is lost or stolen. The library will suspend an account when notification is received. Library cardholders are responsible for all material checked out on a lost or stolen card up to the time the library is notified of the loss or theft.

## Replacement Fees

Bucks County District member libraries charge replacement fees for lost cards. Fees are waived when the need for replacement results from normal wear and tear or extenuating circumstances. See the Fines and Fees Schedule for rates.

## CHILDREN AND PENNSYLVANIA PRIVACY LAW

Parents and legal guardians are ultimately responsible for guiding and monitoring a child's library use. Bucks County District member libraries provide a range of materials to suit various reading interests and perspectives. Libraries and their employees do not act on behalf of parents and legal guardians to monitor, control, or restrict what an individual child selects for reading, listening, viewing, and check out when a parent is not present.

Pennsylvania privacy law protects the confidentiality of a child's library card record. Library employees must follow the law and may not freely share information with parents or legal guardians about what a child has checked out or requested from the library. Those who would like to closely monitor their child's library card account have the following options:

- Require that the child share their library card and PIN as a condition of applying for a card
- Monitor emailed or mailed library notices
- When making a phone or in-person request for information, be prepared to have the child on the phone line or there in person to verify that they give permission to the library to share confidential information with you.
- Use the child's library card and PIN to monitor their library records through their online account.
- Through the online account, set up a relationship between family members to authorize renewals and fine payments for the child.

## DENIAL OF SERVICE

Library card privileges may be revoked or denied for due cause including, but not limited to, failure to return library materials or pay related charges, and failure to comply with library behavior policies.

The following internal and external documents apply to the Circulation Policies and Regulations:

- The Library Code, Title 24, Pennsylvania Statutes, Chapter 16, Libraries
- The Library Code, Title 24 § 4428, Pennsylvania Statutes, Library Circulation Records
- Pennsylvania Consolidated Statutes, Title 18, § 6708, Crimes and Offenses
- Pennsylvania Consolidated Statutes, Title 18, § 3929.1, Library Theft
- Pennsylvania Consolidated Statutes, Title 18 § 5903, Obscene and other Sexual Materials and Performances
- Guidelines for Access Pennsylvania Statewide Library Card Program

Adopted by the Board of Directors January 20, 2009  
Revised November 14, 2017  
Revised September 2022



**Bucks County Free Library  
Circulation Services  
Proof of Identity and Address**

Library card applicants are required to provide proof of identity and address. Bucks County District member libraries will accept the following documents as proof of identification and address or other status for library card applicants.

Applicants may show a single document that establishes both identity and address, or a combination of documents. Documents must be valid and current.

**Establishes Identity AND Address in PA**

- PA State Driver's License with current address
- PA State Non-Driver Photo Identification Card with current address
- PA Learner's Permit with current address

**Establishes Identity ONLY  
(must include photo)**

- Any of the above with old address
- Driver's license or state ID from another state
- Passport or Passport Card
- Military ID card
- Student ID
- Employee ID
- US Permanent Resident Card (Green Card)
- Professional, vocational or union ID

**Establishes Address ONLY  
(must include name and address)**

- Deed, rental or lease agreement
- Vehicle registration or insurance
- Bank account statement
- Utility, credit card, property insurance or property tax bill
- Report card, class schedule or bus card
- Statement from emergency or temporary housing on organization's letterhead
- Any piece of mail delivered by the US Post Office within the past 30 days
- Current letter of ID on letterhead from an employer, school official, teacher, rental manager, or other equivalent

Revised June 2022



**Bucks County Free Library  
Circulation Services  
Borrowing and Renewing Material**

**Policy Statement**

Bucks County District member libraries establish loan periods, renewals, and loan limits to facilitate equitable access to library materials and information for Bucks County library users. Loan periods and limits have been established to provide users with adequate time to use library materials and return them for use by others.

**Regulations**

To borrow or renew materials, a user must have a valid library card and PIN and less than \$20.00 in overdue fines and fees.

Loan limits

No user may have more than 100 physical items checked out at any given time.

Some material types have additional limits on the number of items a patron can check out. The majority of items are renewable once or twice. See the Loan Rules Table for a full list.

Borrowing Material

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 high demand items may have 7 or 14 day loan periods. See the Loan Rules Table for a full list.

If a library closed because of inclement weather, the loan period is automatically extended 1 day for each day the library is closed.

The library reserves the right to limit the number of items a user may check out within the same subject area.

Library material is due on the date printed on the receipt issued at checkout and noted in the library user's online account.

Most library material borrowed from a public library in Bucks County may be returned to any public library in Bucks County. Library material must be returned within the building itself or deposited in the library's official book-drop. The material will be checked in using the actual date returned and then sent to its owning library, if applicable. Book drop returns processed

at the beginning of the business day will be recorded as though they were returned before midnight the day before.

Interlibrary Loan material must be returned to the library where it was picked up.

#### Renewing Material

Library materials which do not have holds on them can be renewed in person at the library or through a user's online account. Library materials do not need to be present to be renewed at library service desks or kiosks.

To confirm due dates or renew by phone, a caller must verify the contact information associated with the account. The caller must speak with a staff person. Email or voicemail messages requesting renewals are not accepted.

Adopted by the Board of Directors January 20, 2009  
Revised December 13, 2012  
Revised May 21, 2014  
Revised November 14, 2017  
Revised July 2022



**Bucks County Free Library  
Circulation Services  
Fines and Fees**

**Policy Statement**

Bucks County District member libraries charge fines to encourage the prompt return of borrowed material to the library so it can be borrowed by others.

**Regulations**

Library materials not returned by midnight on the date due will incur a fine. Once an item is checked in, fines will not continue to accrue. See the Fines and Fees Schedule for rates.

Users can pay fines and fees at any time through their online account. Library users can pay fines in person at their local library. Forms of payments accepted vary by library, see the Forms of Payment Table. A receipt will be offered to each person paying a fine or fee.

A reminder notice is emailed to users 3 days before an item is due. Failure to receive an overdue notice is not considered grounds for waiving a fine. Borrowers are responsible for keeping track of the due date of borrowed material. Users may log into their online account at any time to check due dates.

Three overdue notices for late material are emailed to users. The first is sent 7 days after the item is due, the second is sent 14 days after the item is due, and the third is sent 21 days after the item is due. Items not returned after 45 days will be considered lost. Refer to the Library's Lost or Damaged Materials policy.

Borrowing privileges will be suspended when the amount of money owed reaches or exceeds \$20.00. Accrued fees of \$20.00 or more must be reduced for borrowing to resume. When fines are large, at their discretion District member libraries may set up payment plans and allow users at least partial use of library services until fines are paid in full.

Accrued fines will remain on the user's account until they have been paid. Bill collection fees may not be waived.

Adopted by the Board of Directors January 20, 2009  
Revised November 14, 2017  
Revised June 2022



## CIR Fines and Fees Schedule

### Bucks County Free Library Circulation Services Fines and Fees Schedule

#### Non-resident library card fees:

- 3 consecutive month card is \$25
- 12 consecutive month card is \$35

Lost card replacement fee: \$3.00

Collection Agency fee: \$12.00

#### Library Fines:

Material	Fine	Maximum Fine
Books	\$ .25 per day	\$5
New books	\$ .25 per day	\$5
Spoken books	\$ .25 per day	\$5
Music recordings	\$ .25 per day	\$5
Magazines	\$ .25 per day	\$2
ILL material	\$ .25 per day	\$5
Non Book items	\$ .25 per day for most items. Some may have higher fines.	\$5
DVDs, Blu-rays, video games	\$1.00 per day	\$5

District member libraries may offer additional materials not listed on this schedule. Contact the owning library for fine rates.

Revised June 2022



**Bucks County Free Library  
Circulation Services  
Lost or Damaged Materials**

**Policy Statement**

Library users are financially responsible for the proper use and safe return of material they borrow. Bucks County District member libraries charge fees for lost, damaged, or stolen material to offset replacement costs.

**Regulations**

Once an item has been kept 45 days after the due date, the user will be invoiced for the cost of the item. Replacement copies are not accepted for lost or damaged items.

Users will be charged for the cost of library material that is returned damaged to the point where the item must be removed from the collection. When damage is noted a fee is charged to the user's account. If an item is one piece of a set, the user must pay the full price of the set if the library is unable to purchase the lost or damaged piece.

Reasons for withdrawal include but are not limited to:

- Writing or coloring
- Missing pages
- Torn or chewed
- Water damage, mildew or infestation
- Media is broken or warped or no longer playable

Fees are assessed for each item according to the price listed in the library catalog record for the item.

When a user pays for a lost, damaged, or stolen item, all fines on that item are waived at the time of payment. Damaged items that are paid for become the property of the library user. If a user finds a previously paid for item, no refund will be issued.

See Forms of Payment Table for a list of payment types accepted.

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Revised June 2022



**Bucks County Free Library  
Circulation Services  
Forms of Payment Table**

Library users may pay fines and fees online with a credit or debit card through their online account.

The following forms of payment are accepted at Bucks County District member libraries:

Library	cash	credit card	debit card	personal check	money order
Bucks County Free Library	x	x	x		x
Margaret R. Grundy Memorial Library	x	x	x		
Fallsington Library	x				x
Township Library of Lower Southampton	x			x	x
Morrisville Free Library	x				
Free Library of New Hope and Solebury	x	x	x	x	x
Free Library of Northampton Township	x	x	x	x	x
Pipersville Free Library	x			x	
Riegelsville Public Library	x			x	
Southampton Free Library	x	x	x	x	x
Warminster Township Free Library	x	x	x		x
Village Library of Wrightstown	x			x	

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CIR Libraries Using  
Material Recovery Agents

**Bucks County Free Library  
Circulation Services**  
Libraries Using Material Recovery Agents

**Libraries using Material Recovery Agencies**

Bucks County Free Library branches in  
Bensalem  
Doylestown  
Langhorne  
Levittown  
Perkasie  
Quakertown  
Yardley

Township Library of Lower Southampton

Free Library of Northampton Township

Southampton Free Library

Village Library of Wrightstown

**Libraries using Magisterial District Court**

Warminster Township Free Library

Revised June 2022



Bucks County Free Library  
Circulation Services  
Holds

Policy Statement

Bucks County District member libraries allow users to place holds on items that are owned by a member library but not currently available for checkout.

Regulations

Library users may place holds in person at the library, by phone if they can provide a library card number, or through their online account. Users who have overdue fines and fees of \$20.00 or more may not place holds.

Library users may have up to 15 items on hold at any given time.

When the material becomes available for pickup, the hold will show as available in the user's online account and library users that have opted in to email notifications will receive a notice. The material will be held for 7 days from the date of the email. Some Bucks County District member libraries offer courtesy phone calls to notify users when items on hold are available.

In order to check out an item on hold, the person checking out the item must use the library card used to place the hold. Cardholders may provide their card number and PIN to someone else to borrow materials on their account; however, staff may request identification or verification of account information if they believe the usage is unauthorized and cardholders are still responsible for any items checked out on their account even if checked out by another individual.

Library users who decide a hold is no longer needed are asked to cancel the hold online before it is available or by calling the library so the material can be made available to others.

Adopted by the Board of Directors January 20, 2009  
Revised November 14, 2017  
Revised July 2022

**Bucks County Free Library  
Circulation Services  
Inter-Library Loan**

**Policy Statement**

Library users may request to borrow print materials that are not owned by any Bucks County District member library. This allows the library to offer wider access to materials while remaining within its financial constraints. As a condition of acceptance of funding from the Commonwealth of Pennsylvania, the library generally does not charge fees for placing interlibrary loan requests.

**Regulations**

There is no fee for placing an interlibrary loan (ILL) request. ILL requests can be made by any Bucks County resident with a library card in good standing. ILL requests can be made through the Suggest A Purchase form online, by phone, or in person at a Bucks County District member library.

If the item requested fits the collection development policy of the library, a copy may be purchased. If the material is not purchased, library staff will attempt to borrow the item from a library outside the Bucks County Library District.

Only print material that is older than 6 months is available for ILL requests. Test prep and oversized books cannot be requested through ILL. Some items may be designated as in-library-use only based on age, condition, or lending library policy.

Library staff will not borrow material from libraries charging a fee unless the item is not available for free from any other source. If the item is only available from an institution charging a fee, library staff will attempt to procure it if the user agrees to pay the fee.

Interlibrary loan material circulates for 2 weeks. Users can have 5 ILL requests checked out at a time.

Users will be notified via email when the item is available for pickup. The average time to receive an ILL is 3 to 4 weeks after the item has been requested.

Some items may be eligible for renewal. If the user requests a renewal, library staff must check OCLC WorldShare to see if the lending library allows renewals. Once a renewal is requested via OCLC WorldShare, the user will be allowed to renew the item with the

understanding that the item is subject to recall if the lending library refuses the renewal request.

The lending library's borrowing policies and procedures are followed if they differ from those of the Bucks County District member library requesting the material.

If an ILL item is returned late, the user will accrue overdue fines. See the Fines and Fees Schedule for fine rates.

If an ILL item is lost, damaged, or stolen a \$100 fee will be placed on the user's account until an invoice is retrieved from the lending library. The user must pay the lending library's replacement cost and any fees charged by the lending library for lost or damaged items. Replacement copies are not accepted for lost or damaged items.

### Copyright Notice

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[copyright.gov/title17](http://copyright.gov/title17)

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Revised June 2022

**Bucks County Free Library  
Circulation Services  
Material Recovery**

**Policy Statement**

To assist in material recovery, some Bucks County District member libraries use material recovery agencies to collect outstanding overdue items. Other libraries use Magisterial District Courts.

Bucks County District member libraries that use materials recovery processes notify library users of this process at the time of library card application as well as through signs posted at service desks or other visible areas of the library. A list of these libraries is provided in the Libraries Using Material Recovery Agents document.

**Regulations**

Library users whose home library uses a materials recovery process will be subject to that process even if the library they borrow from does not use a materials recovery process.

Library user accounts are sent to the material recovery agency or Magisterial District Court when:

1. Material is overdue by 45 or more days
2. Cost of the overdue material plus any outstanding fines for the material totals \$25.00 or more

Users are notified by email 3 days before the due date, 7 days past the due date, 14 days past the due date and 21 days past the due date.

Bucks County District offers its users several ways to manage accounts so that materials do not become overdue:

1. Users can return materials to the library's return drop at any time.
2. Users can renew library materials in the library unless the item is on hold for someone else.
3. Users can renew items through their online account unless the item is on hold for someone else.

#### Libraries using a Material Recovery Agency

At 45 days overdue, the library user's account is sent to the material recovery agency, and an additional non-refundable fee (see Fines and Fees Schedule for current fee) is added to the user's account to pay for the services of the material recovery agency. The non-refundable fee is updated automatically following vendor increases and rounded up to the nearest dollar.

The material recovery agency contacts users with delinquent accounts until the account balances are at zero, or until arrangements are made for repayment of amounts owed and return of overdue materials.

The material recovery agency follows this schedule when corresponding with users once reported:

- Day 1 – Letter mailed
- Day 21-28 – Phone call
- Day 42 – Letter mailed
- Day 65-79 – Phone call
- Day 90 – Letter mailed
- Day 120 – Letter mailed
- Day 151-154 – Phone call

Users who have filed bankruptcy may provide documentation to the material recovery agency. Users with a discharged bankruptcy case will have late fines and fees waived. The borrowed items must still be returned, or replacement costs must be paid.

#### Libraries using the Magisterial District Court

At 60 days overdue a final shelf check is conducted and if not found a reminder letter is sent to the patron's address of record to return overdue material(s).

After 3-4 weeks of no response a second letter is sent informing patron that if item(s) are not returned in two weeks a certified letter will be sent and the additional charge posted to their account.

Final (third) letter is sent regular and certified mail informing patron that they have 30 days to clear account before the library will proceed with filing a criminal complaint with the District Justice.

After all the above measures are taken the patron is cited with court action per Pennsylvania Criminal Code P.L. No. 334, Section 6708A. This action, once taken, cannot be reversed.

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Revised June 2022

**Bucks County Free Library  
Circulation Services  
Loan Rules Table**

Loan Rules per material type:

Description	Loan Period	Fines	Loan Limit	Renewable?	Max. Renewals	Holdable?
Audiobook	21 days	\$.25 per day \$5 max		Yes	2	Yes
Book	21 days	\$.25 per day \$5 max		Yes	2	Yes
Lucky Day Book	21 days	\$.25 per day \$5 max		Yes	1	No
DVD	21 days	\$1 per day \$5 max		Yes	2	Yes
New DVD	7 days	\$1 per day \$5 max		Yes	2	Yes
Blu-ray	21 days	\$1 per day \$5 max		Yes	2	Yes
New Blu-ray	7 days	\$1 per day \$5 max		Yes	2	Yes
Board Game	21 days	\$.25 per day \$5 max		Yes	2	Yes
Kit	21 days	\$.25 per day \$5 max		Yes	2	Yes
Toy	21 days	\$.25 per day \$5 max		Yes	2	Yes
Video Game	7 days	\$1 per day \$5 max		Yes	2	Yes

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