

# Borrowers' Rights and Responsibilities

## Copies & Printing 25¢ per page

When printing from a library computer, print jobs are stored in our system for 24 hours. When using the mobile print service, mobile print jobs are stored in our system for 48 hours.

## Contactless Printing

Available at all library locations.

Monday – Thursday 10 am – 7:30 pm

Friday & Saturday 10 am – 4:30 pm

Print up to 20 black and white pages free per day. For larger print jobs, please visit your local printing outlet.

## Email your attachment to [print@hcplonline.org](mailto:print@hcplonline.org)

In the subject line of the email, please type your name and your pick-up branch (Aberdeen, Abingdon, Bel Air, Darlington, Edgewood, Fallston, Havre de Grace, Jarrettsville, Joppa, Norrisville or Whiteford).

In the body of the email print a brief description of your print job, your email address, and your name. We will email you when your request is ready for pickup.

## Faxing Service

The library provides faxing service to the public. The fee for local calls is \$1.50 per page and the fee for long distance calls is \$2 per page. Self-Service faxing available at the Aberdeen and Havre de Grace Libraries.

## Supplies

Earbuds, flash drives, and reusable shopping bags are available for purchase.

## Test Proctoring

\$25 for the first test and \$5 for each additional test proctored on the same date.

## Fines and Fees

At this time, HCPL does not charge fines. Please return your materials on time so the next customer may also enjoy them.

## Lost Materials

Cost of the item plus a \$5 processing fee

## Damaged Materials

Any item damaged beyond repair is handled as a lost item. If the item is repairable, \$5 is charged. Damage to non-print material is assessed on an item-by-item basis. *The library is not responsible for personal equipment damaged by library materials.*

## Non-sufficient Funds

Returned Check Fee \$25

Returned Check Fee for Passports \$35

## Overdue Notification

Call the automatic renewal system at 410-273-5683 or 410-638-3151 for access to your library account or click "Review My Account" at [HCPLonline.org](http://HCPLonline.org).



This document is available in alternative format upon request.



## Expectations

It is the policy of the Harford County Public Library Board of Trustees that library users may expect a high quality of service. This includes:

- Reliable Information
- Courtesy
- Access to materials and information in other libraries and agencies
- Consideration of suggestions, complaints, and praise
- Confidentiality of individual records of materials used
- An atmosphere conducive to use of the library

To facilitate the appropriate use of the library by the public, the Harford County Public Library Board of Trustees expects library users to observe these basic rules of behavior:

Please...

- Be considerate of others
- Demonstrate conduct appropriate to the library
- Use library materials and property responsibly
- Leave pets outside
- Appropriate attire is required

The library reserves the right to inspect packages and bags before they leave the building.

## The Library Card

The borrower or their guardian is responsible for the security and condition of the materials checked out on the borrower's card. The borrower is to notify the library of any changes in home address, email address, or phone number.

HCPL cards may be used at any branch in the county system and at other Maryland public libraries, subject to their current policies and regulations.



## Customer Borrowing Age Requirements

A person must be 14 years or older to borrow adult entertainment DVDs.

## Lost or Stolen Card

The borrower is responsible for reporting a lost or stolen card. If the card is not reported as lost or stolen, the borrower is responsible for the items checked out on the card.

## PIN

A Personal Identification Number (PIN) enables customers to access their library card accounts online (HCPLonline.org), to view items charged, place requests, and renew most items. Customers may also access their accounts via telephone, using the automatic renewal system at 410-273-5683 or 410-638-3151.

## Registration Requirements

The first library card is free and available to all Maryland residents. There is no age limit. Photo identification is needed showing a current mailing address. A parent's signature is required if the cardholder is under age 18. Customers who live outside of Maryland may obtain a library card for an annual fee of \$10 for children up to age 18 and \$30.00 for adults. Some exceptions apply.

## Loan Period

Currently, all library materials circulate for 21 days, except:

7 days:

- Pickleball Kits

60 days:

- Book Groups to Go & Jr. Book Groups to Go

## Borrowing Maximums

Customers may generally borrow items in unlimited quantities. Exceptions listed below:

• Binge Boxes	1	• Fishing Rods	1
• Board Games	1	• Hot Spots	1
• Blu-rays	10	• LEAP Kits	2
• Carly's Bikes	2	(Little Leapers, Music, Science)	
• Doll Kits	2	• Pickleball Kits	1
(American Girl, Superhero)		• Playaway Views	4
• DVDs	10		

## Renewals

Most materials may be renewed three times if not on reserve for another customer.

## Where To Return Materials

Items may be returned to any Harford County Public Library or to any public library in Maryland, regardless of where they were originally checked out.\*

The library does not assume responsibility for items left in mailboxes, outside bookdrops, or at the door.

\* Fishing Rods return to Joppa only