

## Fines and Fees

A daily fine is charged for each item that is overdue.

- Children's materials 20¢ per day
- Adult materials 25¢ per day

### Exceptions:

- DVDs, Playaway View, video games, LSC, LEAP and Little Leapers kits \$2 per day
- Reference materials \$15 per day

### Maximum Overdue Fines

- Juvenile magazines \$5
- Adult magazines, newspapers \$5
- Juvenile books, books with CDs, compact discs and toys \$5
- Adult books, audiobooks, compact discs, Playaway \$8
- DVDs, Playaway View, video games, LSC, LEAP and Little Leapers kits \$25
- Reference materials \$75
- A group of overdue materials on one card returned & paid at the same time within six months if not in collection status. \$50
- Fines will not exceed the cost of the item.

### Lost Materials

The charge is the 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.*

### Lost or Damaged Barcode Label or RFID Tag

\$1 fee per label or tag on library materials.

**Returned Check Fee** \$25

### Copies & Printing

25¢ per page

### Faxing Service

The library faxes answers to information questions for 25¢ per page. The fee is added to the borrower's record.

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.

### Supplies

Earbuds, flash drives and book bags are available for purchase.

### Test Proctoring

\$25 for the first test and \$5 for each additional test proctored on the same date. Faxes related to test proctoring are 25¢ per page for county residents or \$3 per page for non-county residents.

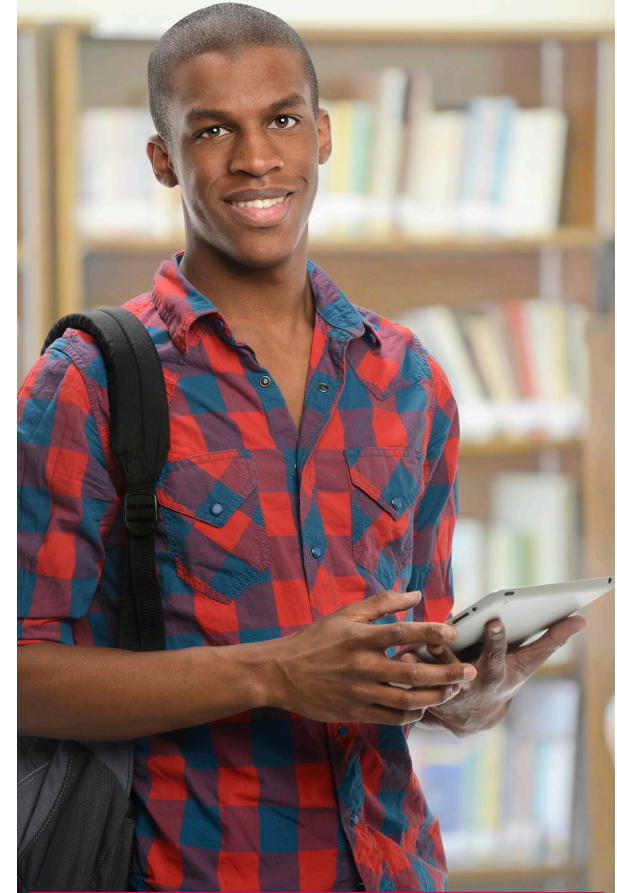
## Overdue Notification

Customers receive a computer-generated email, text or phone call when materials are 7 days overdue and again at 14 days if the items remain overdue. A message is left if a phone call is answered by an answering machine.

For materials which are still overdue after 30 days, or for fines and fees which remain unpaid, the library sends a written final bill. The customer has 14 days to return the materials and pay all outstanding fines and fees. If the customer owes \$25 or more and has not cleared his or her record, the account is forwarded to a collection agency. A \$10 non-refundable fee is added to the account.

Call QuikChek 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)

# Borrowers' Rights and Responsibilities



## 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 his/her 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.

## Library Card Replacement Fee

Juvenile Card: \$1. Adult Card: \$2.

## Cards Blocked From Use

The computer blocks a card if the customer owes accumulated fines and fees of \$10 or more. A person may regain full borrowing privileges with 100% payment. Those who pay 50% or more may check out two books. Less than 50% payment results in suspension of borrowing privileges until the charges are reduced by 50%.

## 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 QuikChek 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

Books and most other items are loaned for 21 days. Exceptions include:

3 days:

- Entertainment & Documentary DVDs

7 days:

- Video games, LSC, LEAP & Little Leapers Kits
- Puzzles, dolls, superheros, toys, games

14 days:

- DVD sets with 3 or more discs
- Entertainment & Documentary TV Series

## Borrowing Maximums

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

- |                       |   |                  |    |
|-----------------------|---|------------------|----|
| • American Girl Dolls | 1 | • Playaway Views | 4  |
| • Superhero Kits      | 1 | • Blu-ray        | 10 |
| • Leap Kits           | 2 | • DVDs           | 10 |
| • Video Games         | 2 |                  |    |

## Renewals

Most materials may be renewed twice 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.



This document is available in alternative format upon request.