

Cumberland County Library System

Library Card Services

(Creation & revision: 1/27/1997; 4/21/1997; 1/24/2000; 2/26/2001; 7/1/2004; 7/19/2004; 1/26/2009; 5/21/2012; 11/18/2013; 3/21/2016; 11/18/2019)

People who have a valid Cumberland County Library System library card may borrow physical and digital library materials, use library computers, and use the library system's online databases and services. Some services may be limited.

People who have a valid temporary 30-day account number may use limited services in the library system's catalog and online databases.

People whose library card is suspended may not borrow materials.

In lieu of a full-service library card, which requires a parent signature, juveniles age 16 and younger may be issued a digital library card to use library web site services.

Adults or institutions who are eligible for STAR homebound services may be issued a STAR digital services only library card to borrow digital materials and use library website services.

Who is Eligible

A library card is available at no charge to those who live or pay property tax in Cumberland County or in the Shippensburg Area School District.

Library cards are also available at no charge to Pennsylvania residents who visit the library.

Library cards are also available for a charge of \$5 per month for those who do not live in Pennsylvania. Non-resident cards must be purchased in person. (If an individual who paid a non-resident fee permanently moves to Pennsylvania, any remaining months for which the fee has been paid will be refunded by the library at which the fee was paid.)

How to Apply

Applicants must provide identification and proof of current address.

If an applicant applies online, they will receive a temporary 30-day account number to use some website services. To complete their registration, applicants must visit the library and provide identification and proof of current address before the 30-day period expires.

If the applicant's identity is verified, but their current address is not verified, the applicant may borrow a maximum of two items until proof of current address is provided.

For juveniles age 16 or younger, written parent/guardian approval must be obtained as well as proof of parent/guardian identity and current address to obtain a library card with all privileges. Adults who have co-signed for a juvenile card may obtain information regarding the juvenile's library card account.

Juvenile card holders may use all library materials and services, including filtered Internet access. To assist families with providing Internet supervision, parents have the option of blocking their child's library card from using Internet Computers. (Note: Children with blocked Internet access may still use the library's Catalog and Database Computers. These computers have restricted access to websites listed in the library's catalog and reference databases purchased by the library system.)

If the parent/guardian is not a customer in good standing or is unable to provide written consent for a library card, a juvenile library card with all privileges may not be issued. However, a digital library card may be issued.

Expired Cards

Library cards expire after three years. If there are no changes, expired cards may be reinstated by verifying account information over the phone, online or in person. Changes of address may require identification and proof of current address.

Library Card Holder Responsibilities

(Creation & revision: 12/15/2008; 3/15/2010; 5/21/2012; 6/20/2016; 8/19/2019)

Card holders agree to present their card, or library barcode number facsimile, or photo identification each time they borrow materials or use library computer resources. Card holders are responsible for any fines or fees, and for any lost or damaged items borrowed on their card including items borrowed by an Authorized User. In addition, card holders agree to abide by the Cumberland County Library System's policies and to report any address, telephone or email changes, or the loss of his/her card immediately.

Card holders may designate someone to act on his or her behalf for checkout of materials by sending his or her library card with another party or by adding someone as an Authorized User. The library reserves the right to verify ID or library card suspension status of any designee. Use of library computers is restricted to the library card holder.

When borrowing library materials, library card holders are responsible for verifying that each item is intact and that all parts are present before leaving the building. If part of an item is missing (such as a disc or accompanying literature), the borrower must report it to public services staff. If the missing item is not reported to public services staff, the borrower will be responsible for any missing parts and will be charged for the loss of the item.

Lost Library Cards

(Creation & revision: 1/27/1997, 4/21/1997, 1/24/2000; 3/15/2010; 11/18/2013; 2/25/2019; 1/13/2020)

A replacement library card may be issued to patrons reporting a lost or stolen library card. Proof of identity is required. (See Procedures Manual for identification requirements for a library card.)

Lost cards are replaced for a fee that is uniform across the Library System, determined by majority vote of the Library Directors. This fee is not charged when replacing cards that are worn due to normal use, or to replace cards that are lost due to circumstances beyond the customer's control such as theft, flood, fire, etc.

Suspension of Library Card Privileges

(Creation & revision: 1/27/1997; 12/15/1997; 7/20/1998; /26/2001; 11/20/96; 11/18/2013; 11/21/2016; 2/25/2019; 2/13/2023)

Library card privileges may be suspended if:

- A card holder has more than 100 items checked out at one time.
- A card holder has \$5.00 or more in accumulated fines, fees or outstanding charges, or 10 or more items overdue.
- A card holder has claimed that 10 or more items have been returned and the library has no record of the items having been returned.
- A card holder has violated other library policies

In cases of economic hardship, exceptions to this policy may be granted if a payment plan is established with the library and payments are made as scheduled. If payments are not made in accordance with the schedule, library card privileges will be revoked.

High Balance Accounts

(Creation & revision: 11/20/06; 4/16/07; 6/20/2011; 2/25/2019, 10/16/2023; 12/20/2023)

Card holders may be referred to a collection agency one month after a billing notice is issued to the account holder if:

- Their account has accumulated \$50 or more in fees
- And a payment plan has not been made with the billing library.

A collection agency fee will be charged to the card holder to cover costs incurred by the library.