Cumberland County Library System
Headquarters Office
1601 Ritner Highway, Suite 100
Carlisle, PA 17013-9304
717-240-6175 (Carlisle area)
888-697-0371, ext. 6175 (toll free)
http://cumberlandcountylibraries.org
Telephone Renewals:
717-240-7889 (Carlisle area)
888-697-0371, ext. 7889 (toll free)
Library Cards

Get a Library Card
Library cards are free if you live or pay taxes in Cumberland County or the Shippensburg Area School District. Free cards are also available if you have an Access Pennsylvania library card. People without an Access Pennsylvania card may buy a card (in person) for $5/month. Inactive cards expire after 3 years.

To register, you need photo identification and proof of address. Each customer or guardian is responsible for items borrowed on a card. The card’s Access Pennsylvania logo allows you to use most Pennsylvania public libraries.

For people age 16 and under, a guardian co-signature is required. Card holders of any age may use all library materials and services, including filtered Internet service. Guardians who have co-signed for a child’s card may obtain information about this account.

Card holders are responsible for any fines, and for any lost or damaged items borrowed on their card. In addition, card holders agree to abide by the Cumberland County Library System’s policies.

Personal Identification Number (PIN)
To use online services you must have a PIN.

Address or Name Changes
Please report name, phone, email or address changes immediately.

Lost Library Cards
Replacement cards are $3 each.

Forget Your Library Card or PIN
If you forget your card, either provide identification or your barcode using a smart phone app. If you forget your PIN, visit the My Account page, and click on “Forget Your PIN?”. It will be emailed to the address listed on your account. Don’t have email? Visit your library with your card and ask staff to create another PIN for you.

Confidentiality of Your Library Records
The library system complies with library confidentiality laws. For more information, ask for a copy of the Confidentiality of Library Customer Records policy.

Borrowing Materials

Loan Period & Renewal
Check the slip that you receive for due dates. Most materials are lent for 2 weeks, videos for 7 days. You may renew most items 3 times. You may not renew an item if others are waiting for it. Items may be renewed online, by phone or at the circulation desk.

Telephone Renewals
During library operating hours, call your library for renewals. After hours, call 717-240-7889 or 1-888-697-0371, ext. 7889 (toll-free) to reach an automated Telephone Circulation System.

Returning Materials & Return Bins
You may return items to any Cumberland County library. Libraries have after-hours return bins for most items.

Customer Notification Services
You can get notices about items ready for pick-up or items that are overdue by telephone or email. If you don’t have email or don’t check email regularly, ask for Telephone Notice Service. With Telephone Notice Service, calls are made 1 day after the item is available for pick-up. If you check your email regularly and want notices faster, ask for Email Notice Service. Email Notice subscribers also receive a due date reminder 2 days before an item is due.

Billing notices for long overdue materials are mailed via U.S. Mail. Even if you don’t receive the library’s notices, you are responsible for any fines or fees.
**Homebound Service**
STAR extended services are available for adults who can’t visit the library regularly due to age, chronic illness, permanent disability or lack of regular transportation. Extended loan periods and home delivery service by volunteers may be available for eligible borrowers. Call the Headquarters Office at 240-7771 for more information.

**Vacation Loans**
If you go out of town, you may request a vacation loan for up to 6 weeks for items that are not in high demand. You may also freeze requests online for items that are not available. Freezing allows you to advance on the waiting list, but when your turn comes, you will be skipped. Be sure to unfreeze your holds when you return from vacation.

**Requests for Materials**

**Placing a Request for Materials**
If an item isn’t available and is owned by another Cumberland County library, you may request it online, at the circulation desk, or by phone. It will be delivered to the library you select for pick-up. You’ll be charged $.50 for any request that is not picked up on time. There is a limit of 15 requests. Requests for materials owned by the library designated as the pick-up location receive first priority.

**Interlibrary Loans (ILL)**
If we don’t own an item you need, we may be able to get it for you from another library. Request it at http://cumberlandcountylibraries.org/RequestItem.

**Borrowing Problems**

**Late Fees**
Items are loaned free of charge. Late fees are charged for items returned after the due date. Most fees are $.30/day with the maximum fee set at the cost of the item. Video and ILL late fees are $2/day.*

**Pay Fines Online**
Use your credit/debit card to pay fines online: http://cumberlandcountylibraries.org/PayFines.

**Overdue Accounts**
If 3 weeks pass and you haven’t returned an overdue item, you’ll be billed for its replacement cost, plus a $5 processing fee. If payment arrangements haven’t been made in 30 days, a $10 late fee will be charged and you may be sent to a collection agency. If you are having financial difficulties, please talk with library staff. We want to find a way for you to continue using the library.

**Missing, Lost or Damaged Items**
If you lose an item, you will be billed for the replacement cost, plus a $5 processing fee.

If you think you’ve returned an item that is on your account, please notify the library. We will change its status to “Claimed Returned”. This alerts all Cumberland County libraries to search for it. If it is found in the library’s possession, you won’t be charged the late fees. However, if it isn’t found 3 weeks after its due date, you will be billed for it. If it isn’t found 2 months after its due date and you haven’t paid for it, your account may be referred to a collection agency.

Once an item is paid for, refunds are not made. Charges for damaged items are determined on a case-by-case basis, with fees ranging from $1* to the item’s full replacement cost.

The library isn’t responsible for equipment damaged by library materials.

**Suspended Library Card**
You may not use your library card if you owe $5 or more in fines, have more than 10 overdue items or have violated other library policies.*
**Web Site Services**

**Web Site Address**
The Cumberland County Library System’s web site address is http://cumberlandcountylibraries.org.

**Searching the Catalog**
The online catalog is available from the library system’s web site.

**Make Requests & Renew Items Online**
The online catalog allows you to request and renew items. Your library card number and PIN are required.

**Saving Your Reading History or Book Lists**
There are three ways to save lists in the catalog. “My Book Cart” lets you create a temporary list of items. From “My Book Cart” you can select all titles or individual items to email, export as a list, or to save the items to “My Lists”. “My Lists” are lists that you save in your library account. You can also keep a “Reading History” of items that you’ve borrowed by logging into your account and ‘opting in’ to keep a list. (You can ‘opt out’ at any time.)

**Downloadables**
The web site provides free, easy access to library resources from your home computer. Get downloadable full-text magazines, newspapers, encyclopedias, audiobooks, and ebooks.

**Library Computer Services**

**Who Can Use**
Internet computers are available on a first-come, first-served basis for any card holder in good standing. Guest cards may be available for visitors. To make Internet computers available to as many people as possible, you may be limited to 1-hour use per day depending on demand.

**Wireless Services**
All Cumberland County libraries provide free Wi-Fi Internet access to people with wireless-enabled devices.

**Printing**
Library computer printing is $.25 per page.*

**Internet Filtering**
To comply with federal laws, the library system filters all computers, even when a child is accompanied by a parent or guardian. If a site is inappropriately blocked, please ask a librarian for help. Or, for bona fide research or other lawful purposes, people age 17 and older may have filtering disabled.

Computers located in children’s areas can’t be unfiltered. To assist families with Internet supervision, parents can block their child’s card from using Internet computers. (Note: Children with blocked Internet access may still use the library’s catalog and database computers which limit access to sites listed in the library’s catalog or reference databases.)

**User Responsibilities**
The library system prohibits any use of computers for illegal activities or to access material that is obscene, contains, or makes reference to explicit sexual materials defined by Pennsylvania law (18 PA. C.S. 5903), contains child pornography, or is harmful to minors. You should not access sites that are inappropriate for viewing in public. Also, you are responsible for complying with copyright laws and licensing agreements, and for paying fee-based service charges.

*Policies and fees are subject to change by the Cumberland County Library System Board.*