

## Website Services

### Website Address

The Osterhout Free Library website is [www.osterhout.info](http://www.osterhout.info). The online catalog, online databases such as POWER Library and Ask Here PA (24/7 online reference), eBooks, and our Upcoming Events Calendar are available through the site.

### Making Requests and Renewing Online

Use your library card barcode number and your password to access your Account through the online catalog. Once logged in you may request and renew items. If it is the first time you are logging into your account, the password is set to CHANGEME (no spaces). If you change your password and need it reset, please contact the Circulation Desk.

## Library Computer Services

### Who Can Use

Internet computers are available on a first-come, first-served basis for any card holder in good standing. To make Internet computers available to as many people as possible there is a limit of one 60 minute session per day per cardholder. To use an Osterhout Free Library computer, a library user needs to enter the barcode number on the back of a LCLS card and the person's last name. Patrons must have their library card since we are not able to give out barcode numbers.

### Wireless Services

The Central library and its North and Plains branches provide free Wi-Fi to patrons with wireless-enabled devices. User-name and passwords are provided at the Information Services Desk. All Internet use through the wireless networks will be filtered.

### Printing

Black and white printing is available from library computers. The \$.20 per page fee is collected at the Information Services Desk. A public copier is also available for \$.20 per page for black-and-white or \$.50 for color copies. The Osterhout Free Library has microfilm readers/printers and all branches have fax machines (fees apply).

## Library Computer Services (cont.)

### Internet Filtering

To comply with federal laws (CIPA), the LCLS filters all computers. The LCLS cannot and does not guarantee that the filtering software will block all objectionable materials. The library also cannot guarantee that the filtering software will not restrict access to sites that may have legitimate research or other value.

Any adult (17 years or older, as defined by CIPA) may request that the filter or technology protection measure be disabled by an authorized Osterhout Free Library staff member without significant delay for the purpose of unfiltered Internet access for bona fide research or other lawful purpose.

### User Responsibilities

The Library prohibits any use of library 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. Users should not access sites that are inappropriate for viewing in public and are responsible for complying with copyright law, licensing agreements, and for paying fee-based service charges.

## Parking

Street parking is available at all locations (some are metered). Boscov's Department Store offers one free hour for Central Library users in their garage, located on South Franklin Street. Parking ticket must be stamped at the library. There is a lot at the end of Oliver Street for the North Branch.

## Locations

### Central Library

71 S Franklin St  
Wilkes-Barre, PA 18701  
570-823-0156

### North Branch

28 Oliver St  
Wilkes-Barre, PA 18705  
570-822-4660

### Plains Branch

126 N Main St  
Plains, PA 18705  
570-824-1862

### South Branch

2 Airy St  
Wilkes-Barre, PA 18705  
570-823-5544

# Patron Guide



Osterhout  
Free Library

[www.osterhout.info](http://www.osterhout.info)

Visit us online at [www.osterhout.info](http://www.osterhout.info)  
for branch hours and more information. ©2018

## Library Card

### Get a Library Card

Residents of Luzerne County can get a free library card by coming to the library or filling out the registration form on our website. An adult, 18 or over, must be present and show valid, state-issued photo ID with a current address. If the ID does not have a current address, a utility bill, or other official piece of mail is required. Library cards are valid for three years and may be renewed with the same type of identification upon expiration.

A responsible adult must accompany and sign for minors 17 and under, with the same proof of address mentioned above. Parents or guardians are responsible for the library activities of their minor children.

A Luzerne County Library System Card (LCLS) may be used to borrow material at the Osterhout Free Library and our three branches. It is also usable at the other libraries in the LCLS: Back Mountain (Dallas), Hazleton Area, Hoyt (Kingston), Kirby (Mountain Top), Mill (Nanticoke), Pittston, Plymouth, West Pittston, and Wyoming.

Cardholders are responsible for any late fees and for any lost or damaged items borrowed on their card. In addition, card holders agree to abide by LCLS policies. No material may be checked out using another person's library card.

### Address or Name Changes

Please report name, phone, email or address changes to the Circulation Desk.

### Lost Library Cards

Cardholders are responsible for the use of their cards. Lost or stolen cards should be reported immediately. There is a \$3.00 charge to replace a lost card.

### Access Pennsylvania & Nonresident Cards

Any PA resident with a current library card, which includes a blue "Access Pennsylvania" sticker from another library in the state, may get a free LCLS library card. The same residency information mentioned above is required for this type of card and the card is valid for one year. Anyone who lives outside of Luzerne County, but inside of PA, and does not have an Access Pennsylvania library card, can purchase a library card for \$25.00. The card is valid for one year.

## Library Records

### Confidentiality of Your Library Records

The library system complies with all local, state, and federal confidentiality laws. Records are shared with all LCLS libraries.

## Borrowing Material

### Loan Period & Renewal

Due dates will be printed on receipts when checking out items. An item may be renewed unless it is reserved for another library patron. If an item is overdue or your library card is expired, you cannot renew online and must call or visit an LCLS library to renew. The loan and renewal periods are:

*Adult, YA, & Children's books: 3 weeks and 2 renewals*

*New adult books: 2 weeks and 2 renewals*

*Audiobooks and music CDs: 2 weeks and 2 renewals*

*DVDs: 1 week and 1 renewal*

### Telephone & Online Renewals

Patrons may access their records online anytime at [www.osterhout.info](http://www.osterhout.info) to renew material. During library operating hours, patrons may also call any branch of the Osterhout Free Library or other LCLS libraries for renewals.

### Returning Material & Return Bins

Library Patrons may return books, CDs, and DVDs when the library is closed by placing them in one of the library's book drops. There is a drive-up book drop in front of the Central Library on South Franklin Street and walk-up book drops at the Central library, North, Plains, and South branches. Material borrowed from the Osterhout Free Library or any of its branches may be returned to any LCLS library.

## Request for Material

### Holds/Reserves

Holds may be placed on any LCLS material available or currently checked out, by a Librarian or online by library patrons. Library users may choose any LCLS library to pick up material. When a person chooses to pick up material at the Osterhout Free Library, that person will be notified by phone once the items become available. The items may then be picked up at the Circulation Desk within three days.

## Interlibrary Loans (ILL)

When an LCLS library does not have an item, Librarians can request the item from another library. This material is sent from throughout the country to the Osterhout Free Library for use. Interlibrary loan requests are limited to five requests per patron per week. There is no charge for this service unless the lending library charges a fee. Usually the patron can be informed of any such fee prior to the material being shipped. Borrowed material must be returned to the Osterhout Free Library on or before the due date. Requests to renew an interlibrary item must be made at least seven days before the due date.

### Late or Lost Interlibrary Loans

If a patron loses or does not return ILL items, they will be billed for the replacement of the materials plus any processing fees charged by the lending library. Failure to return items will result in suspension of borrowing privileges until the items are paid for or returned.

## Borrowing Policies

### Late Fees

Items are loaned free of charge. Late fees are charged for items returned after the due date as follows:

*Adult & YA books, audiobooks, and music CDs: \$.25 per day*

*Children's books: \$.10 per day*

*Interlibrary loan items: \$.50 per day*

*DVDs: \$1.00 per day*

### Overdue Accounts

Once a patron owes \$5 or more, our system will automatically block the ability to check out or renew items. This includes ILL material.

### Missing, Lost, or Damaged Items

A patron returning a damaged item, beyond regular wear and tear, will be charged for the item. Missing or lost items will incur a charge of the cost of the book. A \$10.00 processing fee will be charged in addition to the price of the damaged or lost item.

### Patron Notification Services

Two past-due notifications followed by a bill will be mailed to the address in the patron's record if material is not returned. If a patron does not return items after being billed, they may be referred to the local magistrate.