

CHARITON PUBLIC LIBRARY OPERATIONS POLICY

(Approved February 4, 2016)

Hours of Operation

The Library shall be open to the public 42 hours per week during winter hours and 36 hours per week during summer hours. Winter hours will begin on the Tuesday following Labor Day. Summer hours will begin on the Tuesday following Memorial Day. No part of the premises will be available for use after hours. Scheduled Library hours are as follows:

Winter Hours		Summer Hours	
Monday	11:00 – 7:00	Monday	12:00 – 7:00
Tuesday	11:00 – 7:00	Tuesday	12:00 – 7:00
Wednesday	11:00 – 7:00	Wednesday	12:00 – 7:00
Thursday	11:00 – 7:00	Thursday	12:00 – 7:00
Friday	11:00 – 5:00	Friday	12:00 – 4:00
Saturday	11:00 – 3:00	Saturday	12:00 – 4:00

Holidays Closed:

New Years Eve:	Labor Day
New Years Day	Columbus Day (INSERVICE)
Martin Luther King Jr. Day (INSERVICE)	Veteran's Day
President's Day (INSERVICE)	Thanksgiving Day
Memorial Day	Christmas Eve Day
Independence Day	Christmas Day

Patron Eligibility and Responsibilities

The Library has no residency requirements to apply for a Library card. Applicants need only provide proof of their actual residence. Persons under the age of 16 must have a parent or guardian sign their registration. Library privileges may be suspended or revoked if fines or damage or replacement costs are not paid, or if the patron violates any part of the Conduct Policy.

Some electronic services, such as BRIDGES downloadable e-content and EBSCOhost Periodicals Database are provided by vendors who enforce restrictions within their contract, allowing only residents of the Library's service area to access their content. The Library's service area is determined by tax funding and includes residents of the Cities of Chariton, Derby, Lucas, Russell and Williamson, and to the residents of the rural areas of Lucas County. The Library will abide by its contract with such vendors and cardholders who live outside of the service area will not have access to these services.

Patrons must present their card to conduct any transaction. Patrons are responsible for returning borrowed materials or equipment to the Library, clean in good condition, on or before the date due. Patrons shall report any damage to materials or equipment to the Library staff. Patrons are responsible for prompt payment of fines for overdue items, damage costs to materials or equipment, and assessments for lost items. **Patrons are responsible for all transactions committed with their card.** It is strongly recommended that a patron not lend his/her card to others as the patron will be held responsible for any fines or fees accrued on the card. **The Parent or Guardian is responsible for all transactions committed by a minor, or with that minor's card.** Patrons shall give immediate notice of lost Library card.

Registration for Library Card

Library cards are issued for three years, and are renewable upon expiration if there are no outstanding fines or transactions on the card. Cardholders must notify the Library if their name, address or telephone number changes from that listed on the registration card. Temporary cards may be issued for a short period of time. Patron must notify the Librarian when they leave the community.

Applications:

Patrons must apply for a Library card in person and present a picture ID and verification of address. A driver's license and a piece of recently received mail are preferred. Acceptable forms of identification and proof of address are:

1. Driver's License
2. Student ID
3. Passport
4. Mail received at residence
5. Rent receipt with address
6. Personal check with printed address
7. Voter registration
8. Residential listing in the telephone book

A Parent/Guardian may apply for a child's card only if the child is physically present.

Registration requires full name, birthdate, home address and telephone number. PO Box addresses may be added to the account for mailing purposes, but a patron's home address must be provided to demonstrate actual location of residence. Cards may be issued without identification only at the discretion of the librarian.

Patrons shall read the Patron Responsibility and Waiver of Confidentiality Agreement when registering for a Library card. Signing the patron registration indicates compliance with the conditions of this Agreement.

A patron who reports a lost card may re-register at the circulation desk. Identification is required. There is a \$1.⁰⁰ fee for the first replacement card, a \$5.⁰⁰ fee for the second, and a \$10.⁰⁰ fee for each subsequent replacement card. A permanent record of each replacement will be placed in the patron's account. Once a card number is replaced, the original number can no longer be used in the Library's system & if the card is located, it must be destroyed.

Patron Responsibility and Waiver of Confidentiality Agreement

I/We understand and agree that the right to use the Library card issued as a result of application obligates me to comply with all Library policies as from time to time amended, to pay for the loss of, or injury to materials and equipment borrowed, to pay fines for overdue materials and equipment or any other reasonable fees, and to give immediate notice of change of address or lost card.

Confidentiality requirements of Iowa Code Sec. 22.7(13) are hereby waived to the extent necessary for collection of overdue fine, or loss or injury to materials or equipment.

Iowa Code Sec. 22.7(13)

"Circulation records are confidential by law. Library employees shall not make such records available to any individual or group including any agency of local, state or federal government. The exception is that as part of the Library borrowing contract, patrons must agree to waive confidentiality requirements of Iowa Code Section 227(13) to extent necessary for collection of overdue fines or assessments for lost or damaged Library materials or equipment."

Borrowing Limits

There is a limit on the number of items a patron may check out at one time. The following limits apply:

Books & Periodicals	No Limit
Movies	5/Card
All other Audiovisual Items	5/Card

Loan Periods

Books & Periodicals	2 Weeks
Music CDs	2 Weeks
Non-Fiction Audio & Video	2 Weeks
Movies	7 Days (non-renewable)

Extensions	Items may be checked out, upon request, for a 4-week period to accommodate vacations, illness or other patron needs. The extended checkout time will include the one available renewal.
Educational Loans	Items borrowed for use in an educational setting; a classroom, daycare or home-schooling situation, may be checked out for an extended period to meet the needs of a given project. A teacher or other education professional may request an extension at the time of checkout. A student must present documentation in the form of a course syllabus or assignment sheet. Extensions are at the discretion of the Librarian, and may not be granted on high-demand materials. The individual borrowing the items is responsible for their return to the Library and any late fees which accrue.

Renewals

Borrowed items may be renewed in person or by telephone for one additional loan period, with the exception of Movies or other one-week items. The Librarian has discretion to make exceptions to renewal on high demand items or items on reserve. Extended loans cannot be renewed. Items which have holds pending cannot be renewed.

Holds

Patrons may place holds on items through the librarian at the circulation desk. A patron may have 1 hold at a time. A hold can only be placed on an item which is currently checked-out or otherwise unavailable. "Pending" holds remain in the system for 60 days. Once a "pending" hold becomes "ready", patrons will be notified by phone and will have 3 business days following the day of notification to pick up the item before it passes on to the next patron or is returned to the shelf.

Fines

Overdue fines will be assessed to patrons for items that are returned after the due date. The following overdue fine rates are in effect:

Books, Periodicals, Audio-Books, Music CDs, Nonfiction Audiovisual	10¢ Per Item Per Day
Movies (DVD & VHS)	50¢ Per Item Per Day

Per-day fines will not apply to Sundays, holidays or days that the Library is not open. Library Patrons with unpaid fines exceeding \$2.50 shall have borrowing privileges suspended until all fines are paid in full. There is a maximum fine of \$5.00 per item. Items more than two months overdue will be considered lost or stolen.

Damaged, Lost or Stolen Items

Patrons are responsible for returning borrowed materials in good condition and may be assessed costs for damaged or lost items. Unreturned items more than two months overdue will be considered lost or stolen and replacement costs will be assessed. Library privileges may be suspended or revoked if damage or replacement assessments are not paid. Legal action may be taken by the Library upon failure to return items or pay the costs assessed. (see appendix page 42 - 43 for relevant Iowa Codes 702.22, 808.12, and 714.5)

Assessments will include the actual replacement and processing costs. "Avoidable damage" to the cases housing audiovisual items, such as the heat-warping that occurs when the item is left in the sun or near a heat source, will also be assessed to the patron in addition to payment for any damage sustained by the parts inside the case. Amounts are assessed per item and determined by current availability and pricing as listed by product providers: Baker & Taylor, Audio Editions, Random House, Demco, or by the Library of Congress, with replacement costs for individual parts of audiovisual items determined by the source of purchase or replacement. Prices listed below are estimates.

Adult and Juvenile Fiction and Nonfiction (hardbound items)	\$20.00
Paperbacks	\$5.00
Periodicals	\$3.00
Audiovisual Items (CD, DVD, VHS, Audio Cassettes & Cases)	Determined by Source of Purchase/Replacement (cannot be estimated)

All payments are non-refundable.

Claim of Return

Patrons may file a Claim of Return if they believe that an item still checked-out on their card has been returned. Staff will check the stacks an additional two times (stacks are checked each time an overdue notice is generated) over the following two months to ascertain if the item has actually been misplaced within the Library, while the item itself remains in extended checkout on the patron's card. The patron will accrue no additional fines during those two months. A Claim of Return notation will be added to the patron's record, including the filing date of the claim.

If the item is located in the Library, it will be removed from the patron's record with no fines assessed, and the Claim of Return notation will be removed from the patron's record.

If the item is not found in the Library during the two-month period, the item will be converted to a "lost item" in the Library's system, pending further action. The Claim of Return notification will remain in the patron's record. Patrons must return the item if they locate it, or pay the replacement price to have it officially removed from their record.

Abuse of the Claim of Return option could potentially damage the Library's collection. To protect the collection from such abuse, a limit of two claims may be filed in which the patron's claim goes unquestioned. If a patron has two Claims of Return and the material is not located in the Library on each occasion, that patron will be charged for any subsequent items claimed that cannot be located in the Library.

CHARITON PUBLIC LIBRARY CLAIM OF RETURN

Date & Initials

Patron Name: _____ Patron Phone Number: _____

Patron Card Number: _____ Today's Date: _____

Title: _____ Call Number: _____

Author: _____ Barcode: _____

Item Due Date: _____ Return Date: _____

Shelf Check: _____ Shelf Check: _____

Date of Check and Item Shelf Status

Date of Check and Item Shelf Status

Interlibrary Loans

The Chariton Public Library participates in Interlibrary Loan Programs sponsored by the State Library of Iowa. The Library will request materials for patrons from other Iowa libraries if the material is not in our collection. There is a \$3.00 postage charge for this service. Patrons must have a current Library card and no outstanding fines or assessments to be eligible for this service. Materials copyrighted in the past year are generally not available through this service. Patrons who fail to pick up requested material will be assessed the \$3.00 postage expense, regardless. A one-month lending period shall apply unless the lending library states otherwise. The Chariton Public Library will lend its materials to other libraries when such a request is received.

In addition, as part of the statewide Open Access program, Chariton Public Library patrons may acquire borrower cards at other Iowa Libraries and checkout materials at those Libraries. Those materials can then be returned to the Chariton Public Library and will be mailed back to the lending Library at no cost to the patron.

Reference Services

Library staff shall assist patrons seeking reference material to the best of their ability and time permitting. This includes helping students find material for homework assignments as well as non-scholarly questions from the general public. As time allows, these occasions should be used as teaching opportunities to show patrons reference systems in our Library. When questions are received over the telephone, staff shall return the call to the patron with the requested information as soon as possible. Library staff shall also be available for scheduled guided tours of the Library and shall give unscheduled tours as circumstances permit.

Notices/Posted Items

Bulletin board materials may be submitted for posting by nonprofit organizations for civic, educational, or cultural purposes. Such organizations may submit literature publicizing a specific event. Postings that in any way solicit funds by welcoming financial contributions or advertising events or items for the purpose of commercial gain will not be posted within the Library. The following government and non-profit groups whose fund raising activities directly benefit the Library in its mission to serve the community are exempt from this rule: The City of Chariton, The Chariton Public Library, The Friends of the Chariton Public Library, Lucas County and the Lucas County Genealogical Society.

The Director must approve all postings and may prohibit postings which do not meet the criteria listed above. Library staff will place and remove postings promptly. Limited space generally allows only short-term notices. The Library is not responsible for returning materials and will dispose of outdated items.

The fact that a group is permitted to display materials at the Library does not in any way constitute an endorsement of the group's policies or beliefs by the Library itself.

Equipment Use and Loans

Computer Use:

Any member of the public may use the Library's public access computers. The Library employs management software to administer logins and session length. Library policies exist to promote free access to content while maintaining a safe, comfortable environment conducive to the use of the Library by all members of the public. Please see the Chariton Public Library's Internet Use Policy and Conduct Policy.

Patrons who owe fines or fees, or who have outstanding overdue items on their card, may have their computer use privileges suspended until such issues are resolved.

The number of persons per station is limited to one, unless arrangements have been made with the Librarian.

Length of use is limited to 1 hour per session whenever a queue exists. Otherwise, daily access is unlimited.

There is a 25¢ charge for each black and white page printed and a \$1.00 charge for each color page printed. Payment is made at the Circulation Desk.

Photocopies and Printing

Patrons may print or copy documents for a fee of 25¢ per page for black & white, \$1.00 per page for full color. Patrons will pay for every page, regardless of whether or not they wish to keep it. Staff are available to help with the printer and copier. All payments must be made at the time of use. Prices are the same regardless of whether the patron supplies their own paper. The Librarian has discretion to waive or reduce fees.

All copyright laws shall be observed by patrons and staff. Copyright: Materials may be subject to copyright laws (**U.S. Code Title 17**) which govern the making of reproductions of copyrighted works. A work protected by copyright may not be copied without permission unless the proposed use falls within the definition of "Fair Use". Violation of the copyright law may subject the patron to an action for damages and/or an injunction.

FAX Machine Use

Patrons may utilize the Library's Fax Machine for personal faxes. A Librarian will transmit a FAX for the patron. The fees are:

\$1.00 to send a long-distance FAX (toll-free numbers = no charge)

25¢ per page to receive a FAX

Telephone and Messages:

The Library's phone line is not provided for public use.

Audio-Visual Equipment Loans

Patrons must be 18 years old and have a current Library card to borrow Library equipment. At the time the equipment is borrowed, the patron must also sign a checkout contract claiming all responsibility for the equipment until it is returned. Equipment must be returned, in person, to the Librarian. All damages are to be reported to the Librarian, who will set a damage or replacement fee, if applicable. A variety of projectors and screens are available for checkout. Patrons may consult the Librarian for specifics. All equipment loans are at the discretion of the Librarian.

Educational Meeting Room Use

The purpose of the educational meeting room is to extend the use of the Library through its educational resources. Accordingly, it will be used for non-profit activities which allow local residents access to artistic, historical or educational content which might otherwise be unavailable to them. Library activities have priority.

No admission may be charged for programs given in the Library's meeting room. No products, memberships or services may be advertised, solicited, or sold by any individual or group, with the following exceptions:

- The City of Chariton, The Chariton Public Library, The Friends of the Chariton Public Library
- Lucas County, The Lucas County Genealogical Society
- Authors, Performers and Artists may sell their own works during programs in the library under the following conditions:
 - The Library Director approves all requests for sales in the Library.
 - All items sold in the Library must fit with the Library's selection policy.
 - The Library pays no fees for those authors, performers or artists to present a program in the Library.
 - All advertising for sales is the responsibility of the group or individual unless the Library has sponsored the program.
 - Library staff will not sell items or handle money for individuals or groups unless the Library is sponsoring the sale.

There is no rental fee for use of the meeting room, but the Library reserves the right to assess a cleanup fee. Food and drink are permitted in the room. At the close of the meeting, the furniture will be returned to its original position. The Library is not responsible for belongings left in the room. The Library does not assume any liability for groups or individuals attending a meeting in the Library.

The educational meeting room will be open only during Library hours. Scheduling reservations for the room must be completed at least one week in advance through Library staff.

The fact that a group is permitted to meet at the Library does not in any way constitute an endorsement by the Library of the group's policies or activities.

CHARITON PUBLIC LIBRARY EDUCATIONAL MEETING ROOM CONTRACT

Date & Initials _____

Name of Organization: _____

Date of Use: _____ Number of Attendees: _____

Time: (including setup & cleanup) From: _____ To: _____

Description of Planned Event: _____

Equipment Needed: _____

Will food be served? Yes No

I, _____, the undersigned representative agree to use the room according
(name of individual assuming responsibility- please print)

to the terms and conditions of the Library's Educational Meeting Room Policy, and take personal responsibility for the use of all Library furniture and equipment utilized during the event. I will report any damage to the equipment incurred during said use, and I hereby take responsibility for the payment of any damages assessed. I agree to return the room to its former arrangement and state. I agree to comply with copyright laws and the public performance right laws governing the viewing of copyrighted audio-visual materials.

Driver's License #: _____

Library Card #: _____

Home address: _____

Phone Number: _____

Alt. Phone #: _____

Signature: _____

Date: _____