

Crete Public Library Policies Handbook

200 Operation and Use of the Library

The following policies and guidelines are for the use and operation of the Crete Public Library. These guidelines were prepared and approved by the Trustees of the Crete Public Library. These policies are intended to serve as directives of the Board regarding the operation and use of the library. The Library Director is responsible for directly administering library policies and operations.

200.1 Library Use Privileges

Within the library facility itself, the use of all reference books, magazines, other books, and public computers is available to all at no cost. There is a charge for using the copy machine, printing from patron computers, and laminating materials.

To borrow materials from the library, patrons must obtain a library card. Patrons residing within the city limits of Crete will not be charged for their initial card since the library is funded by taxes collected within city limits. Cards issued to replace lost cards will cost \$1.00. Patrons residing outside of the city limits of Crete who do not own property within the city limits of Crete will be required to purchase an annual non-resident library card for \$30.00 per year. Cards may be purchased on an individual basis or as a family. The replacement cost of \$1.00 will also apply to lost non-resident cards. Adult patrons are required to show proof of identification and current address with a driver's license or some other picture I.D. Children 15 years old and younger must have a parent's signature on their application, along with their parents' driver's license number and address verification. Patrons may be asked to bring a piece of mail that they have received at their current address to verify that address. Patrons who own property within the City limits but do not reside within the City limits must provide proof of this ownership (i.e. a tax statement or online verification through Saline County's website.) in order to be considered a resident card holder.

Service to library patrons will not be denied or abridged because of gender, age, religion, race, social, economic, or political status.

Use of the public library or its services may be temporarily denied for due cause by the Director. Such cause may include failure to return materials and to pay fines, destruction of property, or other objectionable conduct on library premises.

The library is not a playground or day care center. Disruptive, loud, or physically active behavior is not appropriate in the library. Patrons of any age may be asked to leave if their behavior is interfering with others' use and enjoyment of the library.

Children of all ages are welcome to use the Library. Children frequently attend the library on their own or with a group of similar aged friends. Crete Public Library has defined these particular young patrons as unattended children.

Unattended children are children of any age who are apparently unaccompanied by a parent, guardian, and/or responsible caregiver. Children who understand Library policy and behave accordingly are examples of young patrons who do not require supervision. However, some children do require supervision by a parent, guardian, and/or responsible caregiver. Children who are unable or unwilling to care for themselves may not be left alone in the Library and must have adequate supervision while in the Library.

200.1 Library Use Privileges Continued

The Crete Public Library assumes no responsibility for children left unattended at the library, nor is the Library responsible if children leave the Library property unattended. If a child appears to be lost, the library staff will immediately try to locate the responsible adult. If the adult is not immediately located, library staff will contact the police department for assistance. The staff will at no time take the child out of the library on their own.

Revised and Approved 10.13.14

200.2 Check Out and Renewal Privileges

- A. Individual card holders may borrow up to twenty items from the library at one time. Patrons with a family card may borrow up to forty items.
- B. Books, magazines, audio books, cake pans and DVDs may be checked out for two weeks.
- C. Media equipment may be checked out for two days.
- D. DVDs are limited to eight per household.
- E. Books, magazines, audio books and DVDs all have a seven day grace period that follows their due date during which no fines accrue.
- F. Material may be renewed as long as there have been no other requests for it. Generally, a maximum of two renewals is allowed, but this is determined on a case by case basis.

Reviewed 10.13.14

200.3 Interlibrary Loan

- A. The Library Board recognizes that no single library can meet all of the demands in its community. Libraries in different political subdivisions can, and should, work together, sharing their services and resources to more fully meet the needs of their users. This public library will at all opportunities cooperate with other libraries to strengthen the services and resources of this library and other libraries.
- B. Patrons must be library card holders for a period of six months before they will be eligible for interlibrary loan privileges.
- C. Interlibrary loan should be used whenever possible to meet the needs of this library's patrons when our collection does not supply the requested materials.
- D. Interlibrary loan should not take the place of providing an adequate collection of our own.
- E. Requests for interlibrary loan materials should be surveyed periodically to determine if any of these items should be purchased for our collection.
- F. Interlibrary loan materials that are lost by the borrowing patron will be paid for by that patron.
- G. Patrons are required to pay for the return postage on any interlibrary loan item received, whether or not they actually check out the item. When the lending library assesses a borrowing charge, that charge will also be passed on to the patron.
- H. When staff determine that any patron is abusing the interlibrary loan privilege, staff may suspend that patron's privileges. Abuse may consist of keeping an ILL book past its due date, losing an ILL book, or any other situation that jeopardizes Crete Public Library's relationship with the lending library. Generally, the first suspension of ILL privileges will last for 6 months. At the end of that period, the patron may be able to request ILL materials again. In some instances, staff may revoke a patron's ILL privileges for a longer period of time, depending on the extent of the abuse.

Reviewed 10.13.14

200.4 Internet Access

In order to meet the informational and educational needs of our community, Crete Public Library provides access to various information resources through public Internet computers and laptops. Wireless access is provided for mobile devices. The Library also provides a document scanner for patron use.

Crete Public Library is not responsible for any of the internet's content or accuracy of information. The Internet is a global entity with a multitude of users. Library patrons should access the Internet with this in mind. Library patrons should also be aware that the Internet is not secure, and therefore it may be possible for third parties to obtain information regarding patrons' activities on the Internet. Crete Public Library, however, will not release information on public use of the Internet except as required by law.

As with our print, audio, databases and DVD collections, access to the Internet is provided to all patrons. Crete Public Library is not responsible for monitoring patron use of the Internet, regardless of age. Parents or guardians are responsible for their children's use of the Internet. Parents or guardians may restrict their children's Internet use by notifying Library staff. Staff will place an Internet restriction on the child's library card. With this restriction, a parent may indicate that the child may not use the Internet at all, or only under the parent's supervision. Library staff may provide information to parents and children regarding age appropriate web sites.

Library staff will assist patrons with basic Internet use and printing. Patrons seeking more advanced computer skills may sign up for the Library's periodic computer classes.

Guidelines for Internet Access

1. To access the Internet, patrons must have a current library card or a photo i.d.
Non-resident patrons who choose not to purchase a library card may be issued an Internet Use Only card without paying the Library's non-resident fee.
2. Patrons must have less than \$5.00 in fines to use the Internet.
3. Children 7 years and younger must be accompanied by an adult or older sibling when using the Internet.
4. Printing charges (black and color) are based on current materials costs.
5. Patrons who use the Internet in a disruptive manner may be asked to leave the Library for a period of time determined by the Library Director. Illegal use of the Library's computer resources will result in the loss of patron computer privileges.

Revised and Approved 9.17.14

200.5 Microfilm Services

A. The library has various resources available on microfilm. There is one machine available at the library for patrons to use when accessing microfilm. Patrons are charged for copies based on the current cost of paper and ink.

B. The microfilm resources are available on a self-serve basis. Library staff are unable to perform lengthy research requests but will assist patrons with getting started with the microfilm machine. For requests received via correspondence, library staff will allocate no more than 30 minutes to fulfill requests.

Revised and Approved 12.8.14

200.6 Overdue Charges – Fines and Fees

Damaging books, magazines, or other library materials by cutting, tearing, or marring pages, covers, etc., is against city ordinance and subject to punishment as allowed by law. It is the responsibility of the library staff to keep current circulation records. It is the responsibility of the Director to recover overdue materials using the most effective means possible.

A. Fines

1. A fine of ten (10) cents per day will be charged for each day a book, CD, DVD or magazine is overdue. A seven day grace period on these items will be granted patrons. On the eighth day, the patron will be charged the full ten (10) cents per day and every day thereafter, except those days when the library is closed.
2. Audiovisual equipment and eReaders have fines assessed at varying rates depending on the time overdue and the type of material.
3. Patrons with overdue materials and/or fines totaling more than \$5.00 will not be allowed to check out materials or access the Internet. This applies to all types of library accounts. For example, if a family library account has \$5.00 in fines or other problems such as missing books or damages, no family member will be able to use the account until the situation is resolved.
4. Overdue notices will be sent to patrons when materials are returned late. The first notice will be sent when materials are seven (7) days overdue. A second notice will be sent when materials are fourteen (14) days overdue. If the materials are not returned upon receipt of this notice, a bill will be forwarded to the City Attorney. The City Attorney will then notify the patron that legal action may follow if they fail to return the materials in question or pay for their replacement. Court action may be taken at the discretion of the Director.

B. Lost or damaged materials

1. Crete Public Library realizes that all patrons may have accidents with borrowed resources. To that end, each patron record receives one "Free Pass" and is not required to pay for a damaged item. This allows library staff to inform patrons of the damage/lost policy and let patrons know that payment for damage may be required in the future. Once a "Free Pass" has been used, damaged materials must be paid for by the borrower. Small damages, such as broken DVD cases, etc., will be charged for accordingly. In the event that the damage is severe, the item will be replaced. Replacement cost for materials will be the price indicated on the Library's database record. Patrons that pay for damaged item(s) which must be replaced may keep the item(s). Lost items are not eligible for a "Free Pass" and must be paid for patrons.
2. Once a damaged or lost item has been paid for, library staff try to replace it. The Library does not provide refunds for lost and paid for materials later found by patrons.

C. Fees

1. Fees for non-basic services such as laminating, encapsulating, copying, etc., will be determined by the current cost of the material.

Revised and Approved 12.8.14

200.7 Use of the Library Facility

A. The meeting rooms of the Public Library may be reserved for use by civic, educational, cultural, and governmental groups when no admission charge is made. Exceptions may be made by the Director for meetings sponsored by the library. Upon adequate notice, and for adequate reasons, the library reserves the right to revoke the permission to use any meeting room.

B. Restrictions:

1. No meeting will be allowed which is sponsored by a for-profit organization or business with the intent to sell a product or service, to recruit customers, or to train members. No meeting which interferes with the purposes of the Library will be allowed.
2. No alcoholic beverages may be served at any meeting held in the Library.
3. The use of tobacco products is not allowed in the library, which includes the meeting rooms.
4. No meetings will be allowed which would not meet the intent of this policy. Groups allowed to use the meeting rooms must not discriminate against persons in regard to race, age, color, national origin, gender or physical challenges.
5. Those groups using the meeting rooms will be held responsible for any damage to the library facility or equipment that goes beyond normal use and wear.
6. The meeting rooms are available during the library's regularly scheduled hours. Library programming will take precedence. (See Appendix B1 for application form)

Revised and Accepted 1.12.15

200.8 Gifts , Memorials & Bequests

Any donations will be accepted by the Library Board on behalf of the City of Crete acting within the ordinances of the City and provisions of the state laws. The Director and the Library Board have the authority to make decisions regarding the use of donations.

The library accepts unrestricted gifts of books, pamphlets, periodicals, puppets, with the understanding that these items will be added to the library collection only when considered appropriate by the Director. The Library retains the right to refuse any donation that is not considered appropriate.

The same principles of selection that are applied to purchases for the library will be applied to gifts and donations. Items that do not meet the selection criteria will be either discarded, made available to the public at no charge, or sold at the library's book sale.

Papers and records of organizations that are deemed by the Library Board to have local area historical importance may be accepted or forwarded to the Benne Memorial Museum.

Memorabilia, regalia, plaques and other such materials will not be accepted for permanent display or storage.

Revised and Accepted 1.12.15

200.9 Library Hours/Holidays and other Closures

The library shall be open to the public as determined by the Board of Trustees and the Director to meet the needs of the community.

A. The following holidays are considered paid holidays by the City of Crete and the Library is closed in observance of all of them.

New Year's Day	Martin Luther King Jr. Day
Presidents Day	Spring Holiday
Memorial Day	July 4th
Labor Day	Veterans Day
Thanksgiving Day and the following day	
Christmas Eve Afternoon	Christmas Day

B. In addition to the preceding holidays, the Library will be closed on the following holidays. These are, however, not paid holidays:

Easter Weekend	Thanksgiving Weekend
Memorial Day Weekend	Labor Day Weekend

The Library may be closed for inventory, or when determined necessary by the Director and/or the Board of Trustees. Possible closings include time for continuing education opportunities or inclement weather.

Revised and Accepted 1.12.15

200.10 Physical Plant/Maintenance/Upkeep

- A. To achieve the goal of good library service, the Library Board accepts the responsibility of ensuring that the public library building and its facilities are adequately maintained, working with City of Crete Administration as needed.
- B. The Director will advise and make recommendations to the board regarding all aspects of the maintenance and upkeep of the building and the surrounding grounds.
- C. The library facilities will offer to the community a compelling invitation to enter, read, look, listen, and learn. The building and its facilities should fit an expanding and evolving program of library service.

Reviewed 1.12.15

200.11 CPL Patron Conduct Policy

The Crete Public Library Board of Trustees established these rules to outline appropriate Library patron behavior. The Crete Public Library provides a wide range of services for a variety of community members. Inappropriate patron behavior interferes with patron use and enjoyment of the Library and Library staff effectiveness.

Library patrons shall be respectful of each other and library staff. Patrons shall not engage in behavior that interferes with other patrons' use of the Library, nor shall patron behavior interfere with Library staffs' job responsibilities.

Examples of prohibited patron behavior include but are not limited to:

1. Destroying property.
2. Using any communication devices in a manner that disturbs other patrons. (In particular, extended talking on cell phones is not allowed.)
3. Engaging in noisy and boisterous activity, including running, shoving, pushing or fighting.
4. Engaging in loud conversation above normal conversational levels.
5. Gambling, soliciting or panhandling on Library property.
6. Sleeping in the Library.
7. Consumption of food or beverages, with the exception of approved meeting room use and the Library's water fountain.
8. Use or possession of alcohol or illegal drugs.
9. Use of tobacco.
10. Accompaniment by any animal other than a service animal, as defined by Federal law.
11. Using roller skates, skateboards, scooters or other such devices on Library property.
12. Non-compliance with Crete Public Library's Internet Policy.
13. Leaving children of any age who require supervision at the Library without an appropriate care provider.
14. Attending the library with children of any age without providing supervision.
15. Use of obscene or abusive language.
16. Use or possession of any type of weapons.
17. Staring, following or indecently exposing oneself to another person.
18. The absence of appropriate attire, including shirts and shoes.
19. Personal hygiene that poses a health risk and/or provides an offensive odor that interferes with the Library environment and patron/staff Library use.
20. Using restrooms for bathing or washing clothes.

Any person who does not comply with these rules will be asked to leave the Library premises. Such persons may be banned from the Library, temporarily or permanently. Any person wishing to appeal such action must notify the Library Director five business days prior to the upcoming Library Board meeting for inclusion on the meeting agenda. The person filing the appeal must attend the Board meeting when the appeal is listed on the agenda.

Revised and Accepted 2.11.15

200.12 Public Bulletin Board and Exhibits

The Library has two bulletin boards for public use, one located at the north entry and another at the east entry. Only notices from non-profit organizations may be displayed. For example, schedules from the area schools may be displayed, while a scrapbooking class that charges participants a fee would not. Library staff have the sole discretion to monitor the bulletin board use and remove anything not meeting this criteria.

The Library has limited space, and typically there isn't adequate room for exhibits provided by the public. The Library does use its limited space to exhibit new resources of all types.

200.13 Disaster Plan

The following policy pertains to disasters (i.e. fire, tornado, etc.) and accident response and reporting.

FIRE

If smoke or fire becomes apparent, staff should notify any patrons present in the building and leave the Library with them through the nearest posted emergency exit. These routes are plainly posted in three places in the Library. Upon leaving the Library, staff should immediately notify appropriate City personnel regarding the situation.

TORNADO

If a tornado warning is issued, staff should notify any patrons present in the building and gather with them in the lower level of the Library. The women's restroom is the initial gathering area. Any overflow should be directed to the remaining downstairs rooms.

LEAVING THE BUILDING

In the event of any disaster that requires staff and patrons to leave the Library, staff and patrons should gather in the area of the City Park near the gazebo, south of the Library. All on-duty staff should be accounted for at this time. Upon leaving the Library, staff should immediately notify appropriate City personnel regarding the situation.

ACCIDENTS

If a Library patron is involved in an accident on Library grounds, Library staff should offer immediate assistance. If necessary, staff will call the rescue unit and/or a family member. Any accident that requires more than routine handling by Library staff should be documented on an Accident/Incident Report Form (See Appendix B3). Library staff should fill out this form as completely as possible, supplying any information they may have regarding the accident in question. This form should be given to the Library Director. If the Director is absent, the Assistant Director or City Hall staff should be consulted for instructions on how to proceed. The previously outlined procedure should also be followed if a Library staff member is involved in an accident on Library grounds.

Revised and Approved 3.9.15