

Public Service Policy:

Public Service Statement

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Public Service Statement:

The Wythe-Grayson Regional Library, under the supervision of the Library Board of Trustees, exists to provide the public with free and equal access to information, be it print, electronic, visual or audio form.

The Wythe-Grayson Regional Library acquires catalogs, circulates and maintains various materials collections. The library staff also strives to provide excellent public service to the public through multiple services and functions.

This policy statement is designed to clarify details of the policy and guide staff in working with the public as they make materials and services available to the public.

I. Borrowers' policy.

A. Patron Behavior Policy.

Any behavior that is disruptive to library use is prohibited.

B. Confidentiality Policy

The Wythe-Grayson Regional Library will protect, as far as possible, the privacy of any patron who uses the library's resources. The library will keep patron records solely for the purpose of protecting the library property.

The Wythe-Grayson Regional Library Board of Trustees establishes this policy in accordance with Code of Virginia § 2.2-3705.7. 3, which exempts library records from the Virginia Freedom of Information Act:

Library records that can be used to identify both (i) any library patron who has borrowed material from a library and (ii) the material such patron borrowed.

Staff shall not violate the privacy and confidentiality of information that they may gain access, including a patron's private information or reading records. A patron's personal information, history, or records will not be provided to anyone without legal authorization.

C. Library Card policy

1. New Library card application requirements

Library cards are free to all residents who live, attend school, own property or are employed in the state of Virginia. Library cards are valid for 1 year. Out-of-state cards are available for a \$2.00 per person annual fee, which is payable at the time the card is issued or renewed annually.

Property owners who do not reside in the service area are required to show proof of property ownership, such as a tax bill or utility bill. Out of area residents who are employed in or

attending school in the service area are required to show proof of that employment or enrollment, such as a paycheck or student id.

All applicants' addresses must be verified by a photo ID with current address and/or at least one other document if the address on the photo ID is not current. Other documents may include: checkbook, mail postmarked within one month of the current date, receipt showing payment of a utility bill dated within one month of the current date.

The minimum age for children to obtain a library card is five (5) years old or older. A parent's or legal guardian's signature and current address is required for those under 18.

The parent or legal guardian of an applicant under 18 must also obtain a library card. The record of the underage patron will be linked to the parent or guardian. Any and all parts of the juvenile patron's record are accessible and may be checked by parents or legal guardians without prior authorization.

Signing a Mt-N-Cat card application and library card denotes acceptance of responsibility for all fines and fees for lost or damaged materials. Patron registration applications are checked for accuracy and kept for five (5) years. Cards are for individuals only.

2. Renewing and replacing Library Cards

A card will not be renewed for a patron if any overdue fines, other fees, or overdue items are showing on their account or on any linked account.

There is a replacement fee of \$2.00 for cards unless the card is being replaced due to normal wear and usage. All patron information is to be verbally verified by staff before extending privileges.

3. Checking out materials.

A patron must present their own valid Mt-N-Cat borrower's card in order to check out library materials. If the patron does not have his/her card, valid picture identification may be substituted. A patron may use a Mt-N-Cat card/barcode scanned to a handheld electronic device to check out materials and use library services requiring a card when the image on the device is readable by library scanning equipment. For patrons under 18, the identification of a physically present parent or legal guardian may be accepted.

Patrons must be in good standing with the library in order to checkout materials including the Internet. Good standing is defined as no overdue items, 4 or less claims returned, valid address and contact information, no links to other blocked accounts and fines under \$2.00.

4. Circulation of Materials.

Materials circulate for varying periods of time with varying fees. There is no grace or extended loan period automatically provided.

a. Books, Books-on-Tape, Books-on-CD, Cassettes, Kits, Compact Disks, magazines, newspapers - everything but VHS, DVDs and Equipment.

3 week loan period – with up to two renewals if no one is waiting for item.

Fine of \$.20 per day up to maximum of \$10.00 per item

b. Visual Materials (VHS and DVD)

1 week loan period – up to two renewals if no one is waiting for item. Fine of \$1.50 per day up to maximum of \$10.00 per item. Limit of 5 items (5) per card at one time. –

Persons under the age of 18 must have parental permission to check out and reserve visual materials. This permission can be given at the time of application for a library card.

c. Reference and Local History Materials

Non-circulating except with special permission.

d. Equipment for Circulation and In-Library Use

The Wythe-Grayson Regional Library will provide certain equipment for public use in and out of the library facilities.

Equipment has a 7 day loan period - No renewals – The overdue fine is \$ 5.00 per day up to maximum of \$50.00 per item.

If equipment is needed for a meeting to be held in a library meeting room, the equipment must be reserved in advance.

e. Waived fines

Fines may be waived under extenuating circumstances

Requests to waive these fines must be accompanied by explanatory note. Staff may waive up to \$20.00 in fines at their discretion. If the amount is in excess of \$20.00, staff is to seek the approval of either the Regional Director or their immediate supervisor. Any waiving of fines over \$20.00 must have accompanying note included.

f. Replacement Fees

When a patron must pay for the replacement of lost or damaged materials, the price charged is the current list price plus a \$4.00 handling fee and any fines on the material.

II. Services to the Public

A. Photocopy And Fax Service

Photocopy machines are available for public use at all branches.

Black and white copies are \$0.20 per copy.

Color copies are available at some branches. The fee for color copies is \$0.75 each.

Charges for outgoing transmissions are \$1.50 per page and \$0.50 per page for incoming transmissions.

B. Public Computer Use Policy

Computers are provided for public use with the understanding that their use is primarily self-service. Library staff can offer assistance only with the rudiments of computer operation and not with specific programs.

Patrons must register, with their own valid library card, at the circulation desk before using the public computers. Patrons will not be allowed to use the library's computers if they are not in good standing.

Out-of-state patrons who are visiting will be assigned a temporary card upon presentation of a valid ID such as a driver's license.

All children must have parental permission to use the computers. This permission is given during the application for a library card process. Out-of-state children must have a library card to use the computers.

Children from birth through age 8 must have the supervision of a parent or legal guardian to use the library's computers. The adult must be seated with the child at the computer. The parent or legal guardian must present their valid library card to register to use the computer with a child under age 8.

Children ages 8 years and older may use the computer without supervision if they have the parental permission on file.

Computers are available on a first-come, first-serve basis.

Members of the library staff have the right to interrupt the use of the computer to ensure that patrons have equal access.

Patrons may not bring their own hardware.

Patrons must provide their own data disks in order to save data.

No patron data may be saved to the library computers.

Data storage removable devices may be available for purchase.

Patrons must pay for any printed pages from the computers- \$0.20 per page for black ink and \$0.75 per page for color ink.

Library software may be used on the library's computers only.

Users may not make copies of the copyrighted software owned by the library nor may they use the library equipment to illegally duplicate software.

Patrons may not circumvent the computer menu for the purpose of using other applications that do not appear in the menu or otherwise attempt to bypass the library's security measures.

All computers have filtering software installed to comply with State and Federal laws governing the receipt of e-rate funding used to provide internet access to the public.

Automatic suspension of computer privileges will result from non-compliance with these rules.

Only programs that have been installed by the library and appear on the computer menu may be used on the library's computers.

At no time may patrons install programs or data onto the hard drives of the library's computers from disks for permanent or temporary storage.

The Wythe-Grayson Regional Library will not be responsible for lost data or damage to disks incurred while patrons use the library's public access computers.

C. Outreach Services Policy

Outreach services are provided to those patrons who have limited access to one of the branch libraries. These patrons may include: nursing home residents, patrons with travel difficulties and homebound patrons

Each individual patron receiving outreach services must have a valid Wythe-Grayson Regional Library card.

Materials checked out to outreach van patrons will not be charged overdue fines, however, overdue notices will be mailed out to outreach van patrons with copies of all outreach overdue notices given to the Outreach Librarian. The Outreach Librarian is responsible for checking with patrons concerning their overdue materials.

Once an item checked out to an outreach van patron is 6 weeks overdue, the patron is blocked from further checkouts until the item is returned or paid for.

D. Meeting Room Policy

The Wythe-Grayson Regional Library has meeting rooms or meeting room space available at all locations. Meeting rooms are generally available during the open hours of the library.

These meeting rooms and meeting spaces are available to groups or individuals regardless of the beliefs and affiliations of their members.

The Library Board will hold the authorized representative of the organization responsible for the costs of damages to library facilities. Likewise, the Wythe-Grayson Regional Library will require that such representatives sign that the organization will hold the library harmless for claims, liabilities, and/or damages directly or indirectly related to the use of library facilities.

All meetings must be open to the general public and free of charge. Before, during and after a program, no fees of any kind may be charged, and selling or sales promotions are prohibited with the exception of sales by the Friends of the Library.

The Library reserves the right to monitor all meetings held on its premises.

Personal information may not be solicited from program attendees.

Granting permission to use the library facilities does not constitute an endorsement of the organization or its members' beliefs by the library staff or the Library Board. Publicity for the event should not imply Library sponsorship or affiliation.

Library and Library-sponsored activities have first priority in scheduling.

In the event the registrant cancels a meeting, the responsible party with the organization is to notify the Library as soon as possible so the room may be rescheduled the room for another use.

Neither the name nor address of a library branch may be used as the official address or headquarters of any organization.

Light refreshments, but no alcoholic beverages, may be served.

Each group must provide its own supplies for the meeting and for any refreshments served. The group is responsible for any setup, cleanup and removal of all trash after their meeting.

Organizations requiring equipment owned by the library must make arrangements for the use of required equipment when the application for the meeting room is made. The organization must provide its own projectionist and will be responsible for any damage to library equipment.

E. Displays Policy

Displays and exhibits are important to the library and are intended to be used by staff to promote library collections, services and programs. Library displays have priority over all other displays.

The library reserves the right to reject any part of an exhibit or to change the manner of display.

The artist or crafts person may display their name and phone number so that patrons who may be interested in purchasing items may contact them by phone to arrange the sale.

The owner or artist shall be responsible for the removal of items at the end of the designated display period.

Wythe-Grayson Regional Library insurance policies do not cover the replacement or repair of loaned items. Therefore, collections or artwork are displayed or stored at the library at the owner's risk. Every effort will be made to carefully and responsibly handle, protect and store collections loaned to the library, but the risks shall remain with the owner. A signed "Display Materials Release" form must be on file with the Library prior to mounting of any display.

F. Public Bulletin Boards Policy

Most branches of Wythe-Grayson Regional Library have public bulletin boards. These bulletin boards may be used by patrons to publicize upcoming events or services available in the area that may be of interest to library patrons.

No item may stay on a bulletin board for more than 3 months at a time and those items with specific dates are to be pulled once the date has passed.

III. General Service Policies.

A. Collection Management, Material Donation and De-selection Policy

Wythe-Grayson Regional Library's Board of Trustees recognizes that within WGRL there are individuals and groups with diverse interests, backgrounds, and needs, and the library was created to serve all of the people within the WGRL's service area. The Board, therefore, declares as a matter of policy that:

The Collection Development Policy is based on and reflects the WGRL's stated mission, vision, goals, and values.

Library materials, in a variety of formats, including licensed electronic resources and online databases, shall be selected and retained on the basis of their value for the interest, information, and enlightenment of all the people of the community in conformance with the WGRL's mission.

Some of the factors which will be considered in adding to or removing materials from the library collection shall include: present collection composition, collection development objectives, interest, demand, timeliness, audience, significance of subject, diversity of viewpoint, effective expression, and limitation of budget and facilities.

No library materials that meet the WGRL's selection criteria shall be excluded because of the origin, background, or views of the author or those contributing to its creation. Not all materials will be suitable for all members of the community.

WGRL shall be responsive to public suggestion of titles and subjects to be included in the library collection. Gifts of materials may be accepted with the understanding that the same standards of selection are applied to gifts as to materials acquired by purchase, and that any gift may be discarded at WGRL's discretion. WGRL has the option of disposing of gifts to any one of the supporting WGRL Friends group. These Friends groups may sell the gifts or dispose of them as they deem appropriate.

Except in the area of local history, materials that are not well used may be withdrawn to ensure a vital collection of continuing value to the community. In recognizing the importance of local historical and genealogical resources, a high priority is placed on the continuing development of a local history/genealogy collection as part of the library's mission to the communities it serves.

1. The library collection shall be organized and maintained to facilitate access. There shall be no prejudicial labeling, sequestering, or alteration of materials.
2. Selection is vested in the WGRL's director, and under his or her direction, in members of the staff who are qualified by reason of education and training. Library materials selected in accordance with this policy shall be held to be selected by the Board.
3. The Board believes that reading, listening to, and viewing library materials are individual, private matters. While one is free to select or to reject materials for oneself, one cannot restrict the freedom of others to read, view, or inquire. Parents have the primary responsibility to guide and direct the reading and viewing of their own minor children. The WGRL does not stand "in loco parentis*." **In place of a parent*

The Board of Trustees recognizes the right of individuals to question materials in the WGRL collection. A library patron questioning material in the collection is encouraged to talk with designated members of the staff concerning such material. To formally state his/her opinion and receive a written response, a patron may submit the form provided for that purpose. Material that has been questioned will remain in the active collection until the Board of Trustees has made a determination of its status.

4. The Board of trustees adopts and declares that it will adhere to and support:
 - o The Library Bill of Rights, adopted by the American Library Association.
 - o The Freedom to Read and the Freedom to View Statements, adopted by the American Library Association.