

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 written legal authorization.

C. Library Card policy

1. Library Card 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.

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, or mail postmarked within one month of the current date. A postcard can be mailed to verify the patron's address for adult patrons.

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.

A parent's or legal guardian's signature and current address is required for those under 18. Any and all parts of the juvenile patron's record are accessible and may be checked by parents or legal guardians without prior authorization. Any minor who is legally emancipated must provide court documents to prove that status.

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 three (3) years; patrons who have outstanding fines and fees will be 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.

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, 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. Attempt will be made via e-mail, phone or mail to notify patron of overdue items; the first notice will be the receipt handed to the patron when items are checked out.

a. Books, Books-on-CD/Cassette, Kits, Compact Disks, Magazines

3 week loan period – up to two renewals if there is no request from another patron who is waiting for the item.

Fines- \$.25 per day and up to a maximum of \$10.50 per item.

b. Visual Materials (VHS and DVD)

1 (one) week loan period – with up to two renewals if no one is waiting for item. Fine of \$.25 cents per day up to maximum of \$10.50 per item.

c. Reserves/Holds

Reserved materials will be held for 5 business days before going back to the branch that owns the item.

d. Equipment

All equipment is for in library use only.

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 an item is lost or damaged beyond repair, the following fees will be applied

- 1) The original price of item as listed in the circulation catalog.
- 2). Overdue fines that have accrued.

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 \$0.25 per copy.
- Color copies are available at some branches. The fee for color copies is \$0.75 each.
- Charges for outgoing and incoming transmissions are \$1.00 per page.

B. Internet Use Policy

In conformity with the CHILDREN'S INTERNET PROTECTION ACT (CIPA) and the CHILDREN'S ONLINE PRIVACY PROTECTION (COPPA) the Library provides filtered access to the Internet. However, Parents or guardians, not the Library, its staff, or its technology are ultimately responsible for the materials selected and/or accessed by their children over the Internet. Filtering software may both fail to block offensive content and block inoffensive content inadvertently.

Subject to other demands on staff time for library services, the Library staff will make a good faith effort to monitor periodically the use of Library computers by minors. Notwithstanding the foregoing, the Library holds the parents or legal guardians responsible for their minor children's use of the Internet in light of the fallibilities of filters and other demands on Library staff time.

To address the issue of the safety and security of minors when using electronic mail, chat rooms, and other forms of direct electronic communications, as well as unauthorized disclosure of, use, and dissemination of personal identification regarding minors, the Library urges minors to follow the safety guidelines below:

1. Never give out identifying information such as home address, school name, or telephone number.
2. Let parents or guardians decide whether personal information such as age or financial information should be provided online.
3. Never arrange a face-to-face meeting with someone through a computer without parent or guardian approval.
4. Never respond to messages that are suggestive, obscene, or threatening.
5. Remember that people online may not be who they say they are.

C. 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 basics of computer operation and not with specific programs. Computers are available on a first-come, first-serve basis. A member of the library staff has the right to interrupt the use of computers to ensure that patrons have equal access.

All adult patrons must show their own valid library card or picture ID at the circulation desk before using the public computers

All minors (under the age of 18) must have parental or guardian permission to use the computers. This permission is given during the application for a library card or by reading and initialing the Internet Use and General Computer Use Policies.

Wythe-Grayson Regional Library does not retain any history of patron usage of public computers.

Patrons pay for any printed pages - \$0.25 per page for black ink and \$0.75 per page for color ink.

Users may not make copies of the copyrighted software owned by the library nor may they use the library equipment to illegally duplicate software. Only programs that have been installed by the library and appear on the computer menu may be used on the library's computers.

Patrons shall not circumvent the computer menu for the purpose of using other applications that do not appear in the menu. Patrons shall not attempt to install software or hardware devices 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.

Patrons must provide their own storage devices in order to save data.

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

D. Outreach Services Policy

Outreach services are provided to those that are homebound and those without transportation to the library.

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

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

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

E. Inter-Library Loan Service

Interlibrary Loan request may be placed for items not owned by any of the Mt-N-Cat Libraries. Any borrower in good standing with a valid Wythe Grayson Regional Library card may request interlibrary loan service. Return postage charge of \$3.00 per item will be the responsibility of the borrower, payable upon receipt of the requested material.

The lending library will set the duration of the loan period and overdue fees – those costs will be passed along to the patron.

WGRL notifies the borrower by phone, mail, or e-mail of the requested item's arrival.

If the item is not picked up by the due date, it is returned to the lending library and the return postage charge will be added to the account holder's record.

The borrower also assumes responsibility for costs associated with the loss or damage to interlibrary loan items while in his/her possession. The policy of the lending library is followed regarding replacement cost; those costs will be passed along to the patron.

Overdue charges are \$1.00 per day.

The statistics of interlibrary loan items are collected and reported monthly to the WGRL board of trustees.

F. Meeting Room Policy

The Wythe-Grayson Regional Library has meeting rooms or meeting room space available at all locations. 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. The Library reserves the right to monitor all meetings held on its premises.

Meeting rooms or meeting room space is generally available when the following criteria are met :

- A Written application form must be filled out and put on file at the branch requested.
- Applications will be accepted on a first-come, first-serve basis.
- For those locations that do not offer after hour's availability the meeting room can be scheduled 15 minutes after opening until 15 minutes prior to closing. .
- The meeting room 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. Selling or sales promotion are prohibited with the exception of sales by the Friends of the Library.
- The meeting room is available to groups or individuals regardless of the beliefs and affiliation of their members.
- Light refreshments, but no alcoholic beverages, may be served.
- Each group must provide its own supplies for the meeting and for any refreshments served and is responsible for any setup, cleanup and removal of all trash after their meeting.
- Personal information may not be solicited from program attendees.
- Library and Library-sponsored activities have first priority in scheduling.
- Neither the name nor address of a library branch may be used as the official address or headquarters of any organization.

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.

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.

G. 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.

H. 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.