# **Section 4 – Service Policy**

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**I**. Respect for Human Diversity

Staff will appreciate and respect human diversity relevant to differences in race, color, religion, gender, age, national origin, disability, veteran status, and any other characteristic of human diversity.

1. Library Lending

In order to make materials available to all persons on an equal basis, the Meriden – Ozawkie Public Library has adopted the following policy for the circulation of materials:

### Who May Borrow

Libraries in the Northeast Kansas Library System have agreed to allow anyone in the fourteen-county regional system to use their library without charge. Residents or property owners in the fourteen-county area are entitled to a free library card by completing a written application form. Any cardholder may check out circulating materials on presentation of their library card. If a person does not have their card at the time of checkout, they must provide identification.

1. Limits on Borrowing

There is no limit on the number of fiction or nonfiction items that may be borrowed by a user.

Reference books, rare, or historically valuable books will not circulate.

1. Length of Loan Periods and Renewals

Materials are loaned for the following lengths of time:

 Three Weeks \*Adult Fiction

 \* New Adult Fiction

 \*Children Books

 \*Interlibrary loan titles (dependent upon the lending library)

 \*Audio Books

 \*Reserve materials for student

 \*Other audio visual materials

 \*Playaway

 One Week \*DVD

 \*Blu-Ray

 \*Video Games

### Reserved Materials

The library patron may reserve materials currently in circulation but unavailable at the time of the request. The patron will be notified when the material becomes available. Books and other materials must be picked up within one week of library days of notification.

**E.** Use of Equipment

Patron use of equipment includes:

**Computer** – physically attached hardware, both local and remote, plus software which includes all programs or other sequences of instruction that the computer processor carries out. The patron must agree to pay the cost of replacement and/or repair for computer items lost or damaged while in his/her care or use. All hardware and/or software must remain in the library.

**Copier** – available for public use for a fee. Assistance will be offered by the library staff. The Copyright Compliance Act shall be posted near the copier. *(See Appendix F)*

**Fax Machine** – messages faxed by library staff within the United States for a fee.

*“Use of Equipment” policies are contingent upon availability of said equipment.*

**F.** Electronic Information Access

In keeping with its vision and mission statement, the Meriden – Ozawkie Public Library provides public access to the Internet – a global electronic network that provides access to ideas, information, and commentary. Computer use Policies. *(See Appendix D1)*

A copy of the *Kansas Children’s Internet Protection Act* will be posted on the library website and available at the circulation desk. All library staff are required to read the *Kansas Children’s Internet Protection Act. (See Appendix D2)*

As is the case with other materials in the library’s collections, any restriction of a minor’s access to the Internet is the responsibility of the parent or legal guardian.

The library is a forum for all points of view and adheres to the principles of intellectual freedom as expressed in the Library Bill of Rights formulated by the American Library Association and adopted by the Meriden – Ozawkie Public Library’s Board of Directors.

Users must comply with the United States copyright laws and all other applicable laws.

The Meriden – Ozawkie Public Library provides free Wireless broadband internet access*.* Wireless use policy. *(See Appendix D3)*

**G**. Fines, Lost and Damaged Materials

It is the responsibility of patrons to return checked-out material(s) on or before the date due.

Patrons are responsible for all material(s) checked out and are liable for any loss or damage that may occur to those materials. Items two months overdue from the last renewal or check-out date will result in the denial of library privileges to the patron until the missing materials are returned or replaced. The library director will determine the value of the lost or damaged items and will notify the patron of payment due.

### Service Hours

Effective January 6, 2014, library hours to the public are: Monday through Thursday, 9:00 a.m. –– 6:30 p.m., Friday 9:00 a.m. – 5:30 p.m., and Saturday 9:00 a.m. – 2:00 p.m.

Holidays observed by the library are: New Year’s Day, Memorial Day, Independence Day, Labor Day, Day before Thanksgiving and Thanksgiving Day, Christmas Eve Day and Christmas Day.

#### Library Card Registration

Library cards are issued to patrons who present current, accurate identification such as a driver’s license, plus a verified address and phone number. Children under age twelve (12) must obtain a parent or guardian’s signature of their application*.*

#### Special Services

In addition to the library’s membership with NEKLS, the board will be alert to opportunities of cooperation with other libraries to strengthen the services and resources of the library.

Reference services will be provided by maintaining a core collection of reference materials, in addition to using the NExpress collection and the Kansas Library Catalog. If references are not found from any of the above sources, referrals will be made to the appropriate organization or agency.

Special services for children include, but are not limited to, weekly story time and the summer reading program.

The library will assist civil, cultural, and educational organizations in locating and using materials for planning programs, conducting projects, and enhancing patrons’ education. Staff or volunteers will deliver and pick up materials for patrons who are temporarily homebound or unable to come to the library.

### General Services

1. Use of Meeting Room

Small meeting room available by request to the library director. Must read the Meeting Room Policies and fill out a Meeting Room Agreement form. *See Appendix M*

### Exhibits and Display

Exhibits and displays in the library will be determined by the library director and/or the board. Staff will make every effort and take every precaution for the safety of materials in the library. The library will not be held liable for damaged or stolen items belonging to library users. However, if items accepted for display are lost or stolen, the library is legally responsible.

Handouts and other items on public-use bulletin boards publicize information of a civic, cultural, educational, or recreational nature, regarding or provided by community-related, non-profit organizations. The intent is to give access to community information. Most material is displayed for only one month. When space is limited, preference is given to the organization(s) based in the Meriden, Ozawkie communities and Jefferson County. Handout areas are subject to the intellectual freedom policies of the library.

Notices relating to federal, state, or local regulations will be posted on the library’s bulletin board. It is the responsibility of each employee to read posted notices.

### Patron Behavior

Library privileges may be limited for the following reasons:

\*damaging library property \*under the influence of alcohol or drugs

 \*threatening staff or patrons \*disruptive behavior to patronage use

 \*stealing library material \*inappropriate attire, such as no shoes or shirt

Activities not allowed in the library are:

\*Smoking

\*Playing audio equipment so others hear it.

 \*Carrying a weapon into the library unless authorized by law.

 \*Bringing animals in the library except those needed to assist disabled patrons, or for use in

 an authorized library-sponsored program.

\*Misusing or defacing the library, including the restroom

\*Talking loudly, making noise, or engaging in disruptive behavior

\*Interfering with another person’s use of the library or with the library personnel’s

 performance of their duties.

\*Bringing in food or drinks.

Unattended children under age seven are prohibited in the library. Parents and adults accompanying children are responsible for a child’s behavior and safety while in the library. Staff will not agree to “keep an eye on…” a child, nor will a parent be permitted to order a child to remain in the library. Staff will contact the parent or guardian in person or by telephone when children are habitually left unattended in the library. Any incident involving unattended children will be reported immediately to the board president. Staff will call the police and notify the parent or guardian if the safety and well-being of a child is in jeopardy.

Library users who violate these regulations may be asked to leave library premises. Users who refuse to leave are trespassing, and if necessary, the librarian will seek assistance from local law enforcement.

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