

## LIBRARY OPERATIONS and CIRCULATION POLICY

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### I. BUILDING AND GROUNDS

#### A. Building Operation

1. **Structural Modifications:** All structural modifications of the library building must be approved by the Board of Trustees. Approved modifications will be presented to the building manager by the Library Director.
2. **Staff Responsibilities:** At least one adult staff member must be on duty in the library at all times when the library is open to the public.
3. **Public Restrooms:** The public restrooms will be checked by library personnel as part of the closing procedure.
4. **Heating/Cooling:** The temperature in the library building shall be maintained in accordance with governmental mandates to conserve energy.

#### B. Hours of Opening

1. **Winter:** During the winter months (September through May) the library shall be open from 10:00 am to 8:00 pm Monday through Thursday; on Friday from 10:00 am to 6:00 pm, and on Saturday from 10:00 am to 5:00 pm.
2. **Summer:** During the summer months (June, July, and August) the library shall be open from 10:00 am to 7:00 pm Monday through Thursday, from 10:00 am to 6:00 pm on Friday, and from 10:00 am to 2:00 pm on Saturday.
3. **Holidays:** The library will be closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day. The library shall close early on Thanksgiving Eve and New Year's Eve and observe regular hours on Good Friday.
4. **Inclement Weather Closings:** The library director will determine whether the library shall stay open during bad weather – most particularly snowstorms. The local radio station will be notified to make closing announcements to the community.

#### C. Disposal of Surplus Library Property

1. **Items Valued Less than \$200:** The library director is empowered to dispose of any library property valued at less than \$200.00 per item, at his/her discretion. Proceeds from the sale of such items will be deposited into the general fund unless otherwise designated by the Trustees.
2. **Items Valued More than \$200:** Library Board approval is required prior to disposal of any Library property valued at more than \$200.00 per item. Proceeds derived from the sale of such items will be deposited into the general fund unless otherwise designated by the Trustees.

### II. USE OF THE LIBRARY'S COLLECTIONS

- A. **Circulation of Materials:** Books, magazines, newspapers, books on tape or CD, large print books, and any other Library materials not otherwise designated will be loaned for a period

of three weeks. New periodicals will be loaned for a three-day period. Videos and DVDs will be loaned for a seven-day period. Some DVDs have an extended check out period due to the length of the material. Materials borrowed from other libraries will be dependent upon the circulation policies of the loaning library.

- B. Reference Services:** Reference questions will be answered by the library's adult staff both in person and on the telephone.
- C. Registration of Borrowers:** The library operates on a system of individual cards. There is no minimum age for a child to have a library card. The only requirement is that each individual fills out his/her own card application. Identification showing the current address is required of adults at the time of card application. Library cards for residents of qualified city, county, and towns under contract for library service shall not have an expiration date on them. However, inactive patrons (those who have not borrowed a materials for 3 years) will be removed from the automated system every three years.
- D. Library Cards:** Patrons who do not have their library card with them at checkout time can still borrow items by showing an ID, or if known to the librarians, can borrow items at the discretion of the library staff.
- E. Patron Responsibilities:** All card holders are responsible for the safe return and good condition of all library materials borrowed on their library cards. Lost library cards will be replaced for a fee of \$3.00 for adults and \$1.50 for children (under age 15).
- F. Overdue Policies**
- 1. Overdue materials:** Overdue notices are sent on the first of the month. The initial letter is for those items 21-60 days overdue. The second notice is for those items 61-100 days overdue. After 100 days, library privileges are suspended for an individual. Patrons are encouraged to add their e-mail addresses to receive automatic notice of overdue items. Having overdue materials automatically prevents a patron from borrowing additional materials. The block remains until the materials is returned or paid for.
  - 2. Lost and damaged materials:** When a patron loses library materials, he or she is required to pay for them. The charge for lost items is the cost of the item if it is fairly new, or one half of the price for well-used items. Materials damaged to the point of needing replacement are charged the same as lost items. Failure to pay for lost and/or damaged materials may result in suspension of library privileges.
- G. Inter-Library Loans**
- 1. Borrowing from Other Libraries:** The library will request materials for patrons from other libraries if the material is not available in our collection. Patrons who fail to return inter-library loan materials in a timely manner or lose them may be barred from future use of this service. The library will not borrow on inter-library loan for library patrons who come to the Carroll Library through the Open Access program (they must request that service from their home libraries).
  - 2. Loaning to Other Libraries:** The library shall loan its circulating materials to any library requesting them. A record shall be kept of all inter-library loans sent to other libraries within the State of Iowa so as to allow for reimbursement from the State Library under the Open Access program.

#### H. **Genealogical Research**

1. **Online:** Patrons will be referred to online newspaper sources through the library's website.
2. **In-house Use:** The Library shall make its genealogical book collection available for patrons to use in the library. Copies may be made on the library's copy machine of materials contained in these books. Patrons and visitors may use the newspapers on microfilm. Printing from the microfilm machine is 10 cents a copy.
3. **Searches:** Genealogical and historical searches of the newspaper and census data on microfilm shall be made for persons so requesting by mail and in person. A charge of \$20.00 per hour will be charged for this service.

#### I. **Videos and DVDs**

1. Only five videos or DVDs may be borrowed per individual at one time.
2. The loan period is seven days for videos and DVDs.

#### J. **The Internet**

1. Use of the internet at the library is on a first-come, first-served basis. If there is a waiting list, each user is limited to a maximum of one hour per session of use and three sessions per day.
2. Patrons with overdue materials or fines will be prohibited from using the internet until the materials are returned or the fines are paid.
3. Library staff has the right to limit the number of people using a computer station at one time.
4. Library staff will assist patrons with internet use as time permits.

- K. **Confidentiality:** The library recognizes the responsibility to protect the privacy of library users. Please see the "Carroll Public Library Confidentiality of Library Records Policy" for more information.

### III. **PUBLIC RELATIONS**

- A. **Friends of the Library:** Recognizing the Friends of the Library group is a vital part of the library's program, the President of the Friends of the Library shall be invited to all regular Library Board meetings.
- B. The library staff will alert the Daily Times Herald, the Carroll radio stations, and the two community cable TV stations of upcoming events.
- C. The library will use popular social media outlets to promote library activities.

### IV. **EXTENSION OF SERVICES**

- A. **Carroll County Residents:** Residents of rural Carroll County and un-incorporated towns within the County shall receive full library service as long as the contract between the Library and the County Board of Supervisors is in effect.
- B. **Town Contracts**
1. Residents of incorporated towns within Carroll County whose town governments contract with the library shall receive full library service as long as that contract is in effect.

2. If towns which have contracts with the Carroll Library wish to also contract with other public libraries for service, they must do so with monies over and above that now given to Carroll according to the contract.
  3. The library director shall contact the county auditor each year to determine how much each town must pay under the terms of the contract. The library director shall send a letter to each town clerk indicating that the taxes are due and how much each town owes.
- C. **Non-Contracting Towns:** Residents of incorporated towns within Carroll County whose town governments do not contract with the library for service, may use the Carroll Library under the State Library's Open Access program.
- D. **Out-of-County Borrowers:** Individuals who neither own property nor live in the City of Carroll, rural Carroll County, or a city within the county that contracts with the library for service, may use the library under the State Library's Open Access program.
- E. **Transients:** Persons who are living in the service area on a temporary basis may receive an out of state library card with proof of permanent address and local address.
- F. **Regional Library:** The Library supports the concept of regional libraries and will cooperate with the Iowa Library Services in ways beneficial to both libraries.

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