

Sully Community Library Library Service Policy

Public Service Policies:

Public policies regulate the availability of library services and resources to the community.

Eligibility for use and registration:

- A. Anyone over 12 years of age who agrees to abide by the policies and rules of the library may check out or use all materials in the library in Accordance with the Freedom of Information Act.
- B. Children over 4 years old may also enjoy check out privileges after the parent or guardian agrees in writing to be responsible for what the child borrows.
- C. Eligibility includes Sully city patrons, Jasper County rural patrons, and all Iowa Open-Access borrowers.

Circulation Loans and Renewals:

The library shall set the dates for materials to be returned. Material may be renewed one time as long as there are no reserves/holds on an item. InterLibrary Loans may not be renewed, unless the lending library is contacted and they agree to the renewal.

Reservations, Overdues, Lost or Damaged Materials:

New books that have a reserve list will be checked out for three weeks but will have no renewal. Overdues will be 10 cents per item per library day for all books, audio and magazines. DVD and CD fines will be \$1.00 per item per day overdue. Lost or damaged materials will be paid for by the patron.

Audio/Visual Services:

The library will accept donation of audio/visual materials to be used by patrons, but these will be discarded and not be returned to donor when the collection is weeded.

InterLibrary Loans and Reciprocal Borrowing of Materials:

InterLibrary Loans are borrowed from SILO and it is our libraries responsibility to arrange the transaction and pay for the item's return to the lending library. Failure to pick up items requested may result in a fine of \$5.00 for unused materials and the waste of staff time.

Photocopying:

Copies patrons request made will be 10 cents per sheet for black and white copies and 50 cents per sheet for color copies.

Reference Service:

The librarian on duty will try to find answers to reference questions from the library collection, Internet and on-line databases. We will not be able to answer all questions but we will try to assist our patrons. The librarian will not do a student's homework for them, but will assist the student in searching for materials or information needed. Failure to pick up material requested may result in a fine of \$5.00 for unused material obtained.

In-Person and Telephone Questions:

The person who is in the library building will have priority over telephone questions asked. The librarian may request name, phone number, date information needed and additional information pertaining to the question to look up research for the patron at the desk or on the phone. If a short answer is required the librarian may give the answer over the phone, otherwise the phone patron needs to realize they will need to make arrangements as to when they will pick up this information. If they fail to pick up requested information, they will be charged a fine of \$5.00 for unused material obtained or the cost of printing, whichever is greater. The librarian will not give medical or legal answers to questions. This is to protect the staff and the library.

On-Line Searches:

The librarian will search for information on-line for patrons, time permitting if the patron does not wish to search themselves. The patron may have to wait until a computer is available to do the search. Internet searches will not take precedence over the normal operation of the library.

Confidentiality of Records:

All library items used will be confidential. All books will be checked out by a barcode assigned. No names are to appear in writing pertaining to a checkout. The library director will be the Custodian of Library Records and will see to the protection and privacy of records.

Material Complaints:

All complaints should be referred to the Director. The complainant must file a written notice of complaint (Request for Reconsideration of Library Materials Form). The Director will present the complaint to the Library Board of Trustees and the patron will be notified of the decision reached.

Programs and Special Events:

Educational, recreational, informational and cultural programs sponsored by the library or in conjunction with other community organizations may be offered to all users of the library, to increase awareness and use the resources commonly held in the library. Outreach efforts may direct some programs to be held off site (for example: story times, day care visits, summer program parties in the park).

Outreach Services:

The library shall provide homebound service to those who are handicapped or homebound regardless if the condition is temporary. Staff will provide this service as soon as possible, which may not be the same day as requested. This is a one-person staffed library and staff is not to leave the library unattended to provide this service.

Adopted: 6/5/2000

Amended April 5,2010

Amended 2014

Amended November 8, 2021

Amended April 2024

Last Reviewed 2024

To Be Reviewed 2027