

# **Helen Matthes Library Policy Manual**

Updated January 2012

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## OUR PURPOSE

These policies are guidelines for the Board of Trustees, Director and staff with which to better serve the community where the library is located. By following guidelines we ensure that each patron is treated with the same set of rules in a fair and equal manner. If you have any concerns about this policy or the enforcement of this policy, please contact the adult services manager, circulation manager, or youth services manager. If you are still concerned, please contact the library director. After speaking with the library director, you may request to speak to the library board members at the next regularly scheduled board meeting.

### Vision Statement

The Helen Matthes Library empowers individuals and enriches the community.

### Mission Statement

The Helen Matthes Library provides community engagement and life-long learning through literature, technology, and information access.

### Values

Culture  
Technology  
Service

# LIBRARY POLICY

First and foremost, the Helen Matthes Library has adopted and adheres to the ALA Code of Ethics. (Available at <http://www.ala.org/ala/aboutala/offices/oif/statementspols/codeofethics/codeethics.cfm>)

By using Helen Matthes Library you are agreeing to the following policies.

## I. REGISTRATION REQUIREMENTS AND BORROWING PRIVILEGES

### A. Resident

The Helen Matthes Library is a tax-supported public library. This means that people residing within the jurisdictional boundaries of the Helen Matthes Library pay taxes to support the library. Those people who live within the jurisdictional boundaries of the Helen Matthes Library need pay no additional fee to be eligible to receive their first library card. Library cards are renewed every three years without additional fees, provided the library card holder continues to reside within the jurisdictional boundaries of the Helen Matthes Library and is a patron in good standing. There is a fee of \$3 to replace damaged, destroyed, lost, or stolen library cards.

### B. Non-Resident

Individuals residing beyond the jurisdictional boundaries of the Helen Matthes Library and not within the boundaries of another public library, and owning no property within the jurisdictional boundaries of the Helen Matthes Library, may purchase a non-resident fee card for the price calculated each year by a formula devised by the Illinois State Library. This fee entitles the immediate family to use the Helen Matthes Library, and libraries statewide, provided that the library participates in the state's non-resident library card program. This policy is in accordance with the Illinois Local Library Act's section on non-resident library cards (75 ILCS 5/4-7). In accordance with this law, family cards are the only type of non-resident card that may be sold. The \$3 fee to replace damaged, destroyed, lost or stolen library cards will be waived for nonresidents.

### C. Taxed Non-Resident

Individuals residing beyond the jurisdictional boundaries of the Helen Matthes Library, but owning property within the jurisdictional boundaries of the Helen Matthes Library, may, upon presentation of a tax bill bearing your name, receive one non-resident card per taxable parcel, valid for one year from the registration date. The card issued will be a non-resident card and will entitle you to use the Helen Matthes Library, and libraries statewide, provided that the library participates in the state's non-resident library card program. This policy is in accordance with the Illinois Local Library Act's section on non-resident library cards (75 ILCS 5/4-7).

### D. Non-Profit Organization

If a nonprofit organization is located within the jurisdictional boundaries of the Helen Matthes Library, it is eligible for one library card recorded under the organization name. A tax bill listing Effingham library taxes or a letter on the organization letterhead from the director of the organization must be presented. The person signing the library card application will be responsible for any fines or fees associated with the library card. The

library card must be present in order to borrow any library materials. The library director will make all final decisions on the eligibility of an organization for borrowing privileges.

#### E. Adult Proof of Residency

Adults (16 and older) wishing to register for a borrower's card, renew an expired borrower's card, or replace a lost, stolen, damaged, or destroyed borrower's card at the Helen Matthes Library must bring with them one form of identification which bears their name and current address. This form of identification includes, but is not limited to, driver's license, utility bills, mail, or voter's registration card. P.O. Box addresses are not considered valid proof of residency. If a person does not have a mailing address other than a P.O. Box, they must prove their residency through other means (a letter from the landlord or piece of mail sent to residence).

#### F. Child Proof of Residency

Children (15 and younger) must complete a "child" registration for a library card. A parent or guardian must be present to show proof of address for the child's library card and also will be held responsible for materials borrowed by the child.

#### E. Reciprocal Borrowing

As a resident or non-resident card holder of Helen Matthes Library, the borrower identified on a valid borrower's card may physically take his/her library card to another library to borrow materials. Those materials are the responsibility of the individual who borrows them and are subject to all the fines, rules and regulations of the lending library. Often libraries limit the borrowing privileges of reciprocal borrowers, and it is best to establish local rules and procedures before making your selections.

### **Eligibility to Borrow**

Individuals presenting valid borrower's cards issued by the Helen Matthes Library are eligible to borrow materials from the Helen Matthes Library when the following conditions are met:

- No materials that are more than one circulation period are overdue on their card.
- No outstanding fines in aggregate excess of \$5.00 have accrued to their card.
- No materials borrowed for them from another library are overdue in any amount.

The library staff may not waive these regulations without the specific permission of the library director; however, the patron may request and receive a 24-hour hold on the item(s) he or she wishes to check out to allow the patron to correct the situation, which has resulted in loss of eligibility to borrow.

## II. PATRON CONDUCT POLICY

The Board of Trustees of the Helen Matthes Library has established the following rules for patron conduct in the library. Any user not in compliance with the following rules or who jeopardizes the health or safety of other users or acts in a manner inconsiderate of other users may be asked to leave. Should the offender not leave when ordered to do so, the police will be summoned.

### Library Rules:

1. Loud, offensive, or threatening language and disruptive behavior are not permitted. Any behavior that disrupts or interferes with the operation and/or use of the library is prohibited.
2. Improper acts which are subject to prosecution under any criminal or civil codes are prohibited.
3. Soliciting, petitioning, loitering, or any other activity that would interfere with the normal flow of library business is prohibited. There is a community bulletin board for the sale of items, but staff and patrons may not be approached about sales including but not limited to fundraisers. The library is not responsible for anything posted on the bulletin board.
4. Theft, mutilation, or vandalism of library property is prohibited.
5. Patrons will be appropriately attired, including shirts and shoes.
6. Food and beverages without secure lids are not to be consumed while using any library computer.
7. Smoking or the use of any tobacco product or the use of alcohol is not permitted in the building and/or within 15 feet of the building.
8. Bicycles or other vehicles may not be parked in a manner that blocks or hinders entry to the library.
9. Animals are not permitted in the library, except for companion dogs for the physically disabled and/or for the purpose of library programming.
10. Parents should be aware of and comply with the library's Safe Child Policy.
11. Restrooms will not be used as a bathing facility.
12. The library dumpster is considered private property. Any dumpster "diving" (retrieving items in the dumpster for reuse) is hazardous and prohibited. Depositing any personal items in the dumpster for disposal is also prohibited.

13. Library phones will not be used for personal use. Library visitors are expected to inform staff of emergencies so they may contact appropriate services. If necessary, the library staff will assist children under 15 in contacting their parents.

Anyone who has willfully violated any of these rules may be excluded from the library for a length of time to be determined by the Library Director.

At Family Movie Night Events attendees should adhere to the following rules and regulations:

1. Please sit and watch the movie quietly so that others are not disturbed.
2. No running, horseplay or talking is allowed. Please whisper only if necessary.
3. Young children must remain seated with parents.
4. Parents are responsible for the behavior of their children
5. If a child continues to be disruptive, the child and/or parent will be asked to leave.
6. No cell phone use is allowed!
7. Please use the restroom BEFORE the movie not during.
8. Please refrain from continual leaving and reentering.

### III. SAFE CHILD POLICY

Parents or legal guardians are responsible for their children's safety and well-being while their children are visiting the library. The library cannot and does not assume responsibility for the safety and well-being of unattended children. The library staff cannot observe all patron contacts made on the premises. To help ensure the safety and comfort of the children using the library and to maintain an atmosphere conducive to reading and study, the Board of Trustees of the Helen Matthes Library has adopted the following policy:

1. The Helen Matthes Library is not responsible for children left unattended.
2. Parents or legal guardians are responsible for their children's behavior in the library. The library staff will assist children with using the library, but will not act as caregivers for children.
3. Children under 10 years old must not be left alone in the library. A responsible caregiver (parent, guardian, sibling, or babysitter age 13 or older) must *supervise children in the same department* of the library. The caregiver is responsible for the child during their entire stay in the library. If the child is in a library program, it is recommended that the adult remain in the building during the program.
4. Tweens and teens ages 10-17 may use the library unattended, assuming their behavior is not disruptive to staff members or other patrons. Disruptive behavior is any behavior on the library premises that infringes on the rights of others using the library. Parents remain responsible for their children even when the parent is *not* present in the building.
5. If an unattended child is being disruptive, is habitually left unattended for long periods of time, or is deemed at risk of coming to harm, an effort will be made to locate the responsible parent, guardian or caregiver.
6. Parents or guardians are responsible for picking up their children prior to the library closing. Under no circumstances will a staff member drive any child home.
7. If the parent or guardian of an unattended child under the age of 16 cannot be located, or if the library is closing, the staff will call the police who will assume responsibility for the child. Two staff members will remain with the child until parents or police assume responsibility.
8. The library is not responsible for the care and safety of minor children traveling to and from library premises.
9. The use of the library on a regular basis as a required after-school place for children in lieu of daycare services is discouraged. Such unattended children place additional burdens on staff for which they are not trained.

The staff of Helen Matthes Library is happy you are visiting the library with your child. We try to make the library an enjoyable place to visit, so that you and your family will want to return many times.

## **IV. PUBLIC ACCESS TO ELECTRONIC INFORMATION NETWORK**

### **State Library Systems**

Affiliation with the Illinois Heartland Library System provides an additional source of library materials

Helen Matthes Library and all ILLINET libraries use electronic information networks such as the Internet for a variety of purposes:

- access to shared automation systems that provide bibliographic access to the collections of the local library and libraries in the region and across the state.
- access to the wealth of information resources available via the Internet.
- access to general and specialized shared licensed databases available to ILLINET member libraries through regional and statewide cooperative programs.

### **Relationship to Other Library Policies**

Helen Matthes Library's Policy for Access to Electronic Information Networks is part of the library's overall policy structure and should be interpreted in conjunction with other existing policies. Copies of all library policies are available upon request from a library staff member.

### **“Global” Versus “Local” Resources**

Most resources available via the Internet and other electronic information networks are “global” resources rather than “local” resources. Helen Matthes Library does not and cannot control the information content available through global resources such as information obtained from outside sources via the Internet. Internet resources enhance and supplement resources that are available locally within a library. Library users must be aware that Helen Matthes Library does not exercise control over information obtained via the Internet and must keep in mind the following points when evaluating information obtained via the Internet:

- information obtained via the Internet may or may not be reliable and may or may not be obtained from a reliable source.
- information obtained via the Internet may or may not be accurate.
- information obtained via the Internet may or may not be current and up to date.
- links to information on the Internet may not always be valid, and particularly information sites on the Internet may sometimes be unavailable and this unavailability often occurs unpredictably.
- Some library patrons may consider certain information obtained via the Internet controversial.

Helen Matthes Library urges library patrons to be informed consumers and carefully evaluate information obtained via the Internet. Library staff may be available to assist patrons in making judgments about the reliability or currency of certain types of Internet information sources, but are unable to provide definitive analysis of particular sources due to the extremely large variety and volume of information available via the Internet.

Helen Matthes Library is not responsible for damages, indirect or direct, arising from a library patron's use of Internet information resources.

### **Library Patron's Rights**

Library patrons have certain rights with respect to use of electronic information networks such as the Internet. Helen Matthes Library will work with other libraries in the Illinois Library and Information Network to preserve and protect these rights, subject to limitations imposed by licensing and payment agreements with database providers.

- library patrons have the right to confidentiality and privacy in the use of electronic information networks to the extent possible given certain constraints such as proximity of other patrons and staff in public access settings.
- library patrons have the right to equitable access to electronic information networks.
- library patrons have the right to access and read all library service policies and discuss questions with appropriate library staff.

### **Patron Assistance and Instruction**

Helen Matthes Library's staff may provide assistance to patrons in the use of electronic information networks as time and staff knowledge permits. Printed and online documentation and instructions are available at or near points of service. Formal instruction in particular aspects of electronic information network use may be available. Staff will not provide basic computer skills training outside of specific program time. Staff will not fill out employment applications for library visitors. Staff may provide printing assistance and basic troubleshooting.

### **Use of Equipment and Networks**

Helen Matthes Library requires that library patrons using electronic information networks such as the Internet do so within the guidelines of acceptable use. The following activities are unacceptable:

- Use of electronic information networks for any purpose with results in the harassment of other users.

- Destruction of, damage to or unauthorized alteration of the library's computer equipment software, or network security procedures.
- Use of electronic information networks in any way, which violates a Federal or State law.
- Use of electronic information networks in any way that violates licensing and payment agreements between Helen Matthes Library and network / database providers.
- Unauthorized duplication of copy protected software or violation of software license agreements.
- Violations of system security.
- Behaving in a manner that is disruptive to other users, including but not limited to overuse of computer equipment, which serves to deny access to other users.

### **Children's Access to Electronic Information Networks**

Helen Matthes Library supports the right of all library users to access information and will not deny access to electronic information networks based solely on age.

Helen Matthes Library recognizes that the electronic information networks such as the Internet may contain material that is inappropriate for children. Parents are expected to monitor and supervise their children's use of the Internet. Library staff is unable to monitor children's use. Parents are encouraged to discuss with their children issues of appropriate use and electronic information network safety.

# INTERNET RULES

1. Library Internet computers are available for use on a first-come first-served basis.
2. Patrons are to read the Internet Rules and abide by them. The Library reserves the right to restrict Internet use based on violation of the Internet Rules.
3. There is a 1 hour per session limit on the use of the Internet computers. There is a limit of two hours per day, per person. The Library's software manages patron sessions on the Internet computers and patrons will be notified of the time remaining in their session. There is a 2 session maximum per person, per day. There is also a limit of two people at a time at the computer. Parents are responsible for children 15 and under using Library Internet computers. There are very limited exceptions to the library's time limits on the Internet computers.
4. The library is not responsible for the content of any materials accessed through the Internet. Parents or guardians, NOT the library or its staff, are responsible for the Internet information selected and/or accessed by their children. Parental supervision of children searching the Internet is advised.
5. Inappropriate use of the Internet may result in suspension or revocation of Internet use following the policy violation consequences in section XII of the library policy. The following activities are unacceptable:
  - Use of the Internet for any purpose, which results in the harassment of others.
  - Destruction of, damage to or unauthorized alteration of the library's computer equipment, software, or security procedures.
  - Downloading (FTP) any software to library computers or to a floppy.
  - Contacting a source which contains lewd, obscene, and/or pornographic material.
  - Participating in and/or observing a chat and/or instant messaging session which contains lewd, obscene, and/or pornographic material.
  - Copying a program from the hard drive for personal use--this is a violation of federal law.
  - Introducing viruses into the library's software, databases, or e-mail in any way, re-arranging the computer desktop, or harming any library computers, networks, software, or automation systems in any way.
  - Violating federal, state or local laws, including the transmission or receiving of child pornography or harmful material, fraud, or downloading copyrighted material.
6. Cost for printing materials from the computer will be \$0.25(twenty-five cents) per

page for black and white copies and \$.50(fifty cents) per page for color copies, ***no exceptions will be made to this, even if you supply your own paper.*** Patrons must deposit money onto their Library card account prior to making printouts from the Internet computers.

7. Research only computers are available. These computers are to be used for the online card catalog, use of the library's online databases, and other research for educational or personal use. These computers are not to be used for surfing, e-mail, chatting, games, or etc. These computers also have word processing software installed for patron use. There is not a time limit on these computers, but patrons should be aware of others waiting.
8. The Library also provides wireless laptop computers for public access Internet. These laptops can be used for general Internet use or card catalog and research. The laptops do not have the software to monitor patron usage and do not have the ability to print. We ask that patrons respect the time limits for usage set by the Internet Rules when using the laptops.

**Wireless Networking Policy – Helen Matthes Library**  
**Support provided by the Bill & Melinda Gates Foundation Staying Connected Grant**

1. The Helen Matthes Library provides free Internet access points or “hot spots” for users with portable computers or devices capable of receiving wireless signals, during normal library business hours. These access points allow users to access the Internet from their laptop computers when sitting within range of the access points.
2. Library staff will provide general information on the settings necessary to access the Internet via these connections, but are not responsible for any changes users make to their computer settings and cannot guarantee that a user’s hardware will work with the library’s wireless connection.
3. The Library accepts no responsibility regarding the ability of patron owned equipment to connect to the wireless network. Library staff will not change settings on patron equipment.
4. The Library’s wireless connection is unencrypted and unfiltered. Use of the wireless connection is done at the patron’s own risk. By using this connection, patrons acknowledge that security errors and hacking are an inherent risk associated with any wireless service. For that reason, patrons expressly agree that they knowingly assume such risk, and further agree to hold the Library harmless from any claim or loss arising out of, or related to any such instance of hacking or other unauthorized use or access into the patron’s computer.
5. The Library accepts no responsibility for any software downloaded and/or installed, e-mail opened, or sites accessed while patrons are on the wireless internet connection. Any damage done to the patron’s equipment or self from viruses, identity theft, spyware, plug-ins, or other Internet-borne programs is the sole responsibility of the patron. The patron indemnifies and holds harmless the Library from any such damage.
6. All users are expected to adhere to a "good neighbor" policy and should avoid extended periods of high bandwidth usage or any needless network traffic. The wireless network is for client access only; it is not to be used to connect servers to the network nor as a means to provide network services. Any form of File Sharing or peer-to-peer applications is strictly forbidden.
7. The library provides access only to Web-based email. For Outlook or other email services, you must connect with your own Internet provider.
8. Access to printers via patron-owned equipment is not supported. If you need to print, please save your work to an usb flash drive or email files to yourself, then login to a wired library workstation and send jobs to the public printer.
9. Our Internet Policy governs use of these access points. Patrons connecting to the wireless network are responsible for reading the internet rules and abiding by them. The library is not responsible for any damage done to personal laptops while on library property.
10. All users are expected to use the library’s wireless access in a legal and responsible manner, consistent with the educational and informational purposes for which it is provided. Users should not violate federal, state or local laws, including the transmission or receiving of child pornography or harmful material, fraud, or downloading copyrighted material.
11. Any restriction or monitoring of a minor’s access to the library’s wireless network is the sole responsibility of the parent or guardian.

## **V. BOOK SELECTION**

Overall responsibility for collection development rests with the Collection Development Manager who operates within this framework of policies determined by the Board of Library Trustees. Typically, the Collection Development Manager delegates or shares this responsibility with designated members of the staff. However, all members of the staff and patrons may recommend titles for consideration, and recommendations for materials from citizens of the community are encouraged.

### **Criteria for Selection**

The general criteria considered in selecting materials include: 1) significance and permanent value to the existing collection, 2) qualifications of author or producer, 3) suitability of subject and style for intended audience, 4) quality of format, 5) currency or timeliness, if applicable, 6) demand by patrons, 7) price, 8) attention given to the item by reviewers and general news media, 9) availability of materials in other libraries, and 10) technical quality of non-book materials. In selection, consideration will be given to the work as a whole. No work shall be excluded because of specific passages or pieces taken out of context.

### **Scope of Collection**

Through careful selection, the Library strives to maintain a diverse collection of quality materials, including items of contemporary significance and permanent value, as well as a selection of materials concerning social issues and ephemeral items. Circulating materials are supplemented by a variety of reference materials for in-house use as well as by online databases. Because the Library serves a public embracing a wide range of ages, educational backgrounds, and reading skills, it will always seek to select materials of varying complexity.

The library will provide, when possible, materials on all sides of controversial issues, materials that give evidence of a sincere desire to be factual, that are written in a reasonable fashion, and that show results of careful study. The Board of Trustees has adopted the American Library Association's Bill of Rights and the Freedom to Read statement, Open Meeting Act, and Freedom of Information Act.

### **Requests for Reconsideration**

Requests for reconsideration may be made only by registered patrons, and shall be made in writing and given to the library director for consideration at the next regularly scheduled Board meeting. The Board will issue a written response. Forms are available upon request at the check out desk.

## Duplicate Copies

The number of copies purchased varies with the expected use of any item. As extensive demand for individual titles is demonstrated, duplication to meet the demand is implemented.

## Weeding

In order to maintain the best possible collection of materials, a continual weeding process takes place. Items are discarded if they are outdated, if they no longer circulate, if there are more duplicate copies than needed, or if they are in poor physical condition. Items will be clearly marked that they are discarded and/or the barcodes will be removed from them. Discarded items will be sold with proceeds going to the library or disposed of in some other fashion. A complete weeding of the entire collection is accomplished every five years.

## Revision of Selection Policy

Because the needs of the community change, this materials selection policy is revised as needed and/or is reviewed at least every two years.

## VI. CIRCULATION OF MATERIALS

### Length of Loans for Typical Card

The Helen Matthes Library circulates materials in a variety of formats including books, magazines, books on cassette, CDs, videos. The following terms of loan are applicable as indicated:

	<b>Length of Loan</b>	<b># Allowed</b>	<b>Renewals</b>	<b>Holds</b>
Books, books on tape, CDs, cassettes, equipment (ie Polaroid cameras, Ameren Watts), and videos	28 days	10 adult books 10 juvenile books 5 books on tape 5 cassettes 5 CDs 5 videos 2 kits 5 equipment	3 times *(besides equipment)	10 total holds at one time, regardless of material type
Books, best sellers	7 days	10 books	0 times	10 total holds at one time, regardless of material type

DVDs	7 days	5 items	1 time*	10 total holds at one time, regardless of material type
TV Seasons on DVD, Video Games	14 days	2 items	1 time*	10 total holds at one time, regardless of material type
Magazines, besides current month	28 days	10 back issues of magazines	3 times*	10 total holds at one time, regardless of material type
Reference	Overnight	1 book	0 times	10 total holds at one time, regardless of material type
LibraryOnTheGo	14 days	3 items	0 times	3 total holds at one time, regardless of format

\* If there are outstanding requests for the item, the library is unable to honor renewal requests.

## **Fees and Fines**

The Helen Matthes Library has established, in addition to the schedule for lost or damaged items, the following schedule of fines for overdue materials as well as fees for other services provided by the Helen Matthes Library.

### **Overdue Materials**

A patron has a grace period of 3 days before a fine is incurred. A patron becomes delinquent when they have 5 or more items overdue. A patron will also become delinquent if they have more than \$1.00 in fines on their record. If a patron has more than \$5.00 in fines on their records, their borrowing privileges will be restricted or suspended.

*Books, books on cassette, videos, CDs, cassettes, magazines, DVDs:* \$.20 per day, not to exceed the cost of the item.

**The maximum fine is \$5.00 per item, excluding reference and equipment.**

*Reference and equipment:* \$1.00 per day, not to exceed the replacement fee for the item.

If an item is more than 42 days overdue, the patron will be considered delinquent and the patron's borrowing privileges will be considered suspended until the patron clears their record.

## **Fees**

*Copies:* \$.25 per page

*Fax:* \$.50 per page to receive and \$1.00 per page to send. Faxes are sent only within the continental United States. The Helen Matthes Library assumes no responsibility of notification of the receipt of a fax for an individual, unless phone number of recipient's phone number is listed. The fax will be held by the library for one week and then discarded if not picked up.

*Computer printouts:* \$.25 per page for black and white and \$.50 per page for color. This fee applies to all material printed by library printers including, but not limited to, Internet downloads, CD-ROM product information, personal work, and graphics. Patron must pay for all pages printed regardless of the amount of lines on the page. Any printouts left on the printer will be held by the library for one week and then discarded if not picked up.

*Laminating:* \$1 per foot. Items should be at the library on Wednesdays for laminating on Thursdays. Patrons will be notified of completed laminating. The lamination will be held by the library for two weeks and then discarded if not picked up.

## **Interlibrary Loan**

When patrons want material that is not available within the Helen Matthes Library, we ask other agencies (either within our shared database or through other databases) to provide it. This is the process of interlibrary loan. Materials borrowed through interlibrary loan have a circulation period that is determined by the lending library, not the Helen Matthes Library. We are happy to borrow materials from other libraries for you, but we ask that you respect the date by which those materials must be returned to their home libraries. When the Helen Matthes Library is lax in returning materials borrowed through interlibrary loan, the library can lose the privilege of borrowing materials in that way for any of its patrons. It is crucial, therefore, that materials borrowed through interlibrary loan be returned in a timely manner. Habitual failure to do so may result in individual loss of the privilege in order to preserve the privilege for other library patrons.

Helen Matthes Library cannot renew items from other libraries without expressed permission from the loaning library.

Upon receiving interlibrary loan materials at the Helen Matthes Library, the requesting patron will be notified by telephone or e-mail. Patrons will have seven days to pick up materials from the Helen Matthes Library. After that time, the material will be returned to the lending library.

### **Lost and/or Damaged Materials**

Materials borrowed via any mechanism are the responsibility of the library patron. Replacement cost (not original purchase price) is the responsibility of any patron who borrows and loses any library material. In the case of children under the age of 15, it is the parents' responsibility to pay for lost or damaged items in accordance with the following schedule of terms:

Replacement cost of items owned by the Helen Matthes Library is determined by the item's inventory record. The library will determine the replacement cost for items that do not have an inventory records. The replacement cost of an item received via interlibrary loan is determined by the lending library.

A borrower may elect to purchase a replacement copy, if the lost item is owned by the Helen Matthes Library. This must be identical to the original copy and have the same ISBN number or other standard identifying number as determined by library staff member (in the case of A-V materials). A replacement copy must be in new or "like new" condition. Determining a fair and adequate replacement cost for library materials is at the discretion of the Collection Development Manager. To discuss replacement other than by an identical copy, contact the Collection Development Manager for purchases.

Once a lost item has been paid for (or a replacement copy has been submitted to the library) the item is the property of the payee. The library will not refund the lost payment if the item is found at a later date.

A patron becomes delinquent if they have 5 or more lost items.

### **Claims Returned**

If a patron claims they have returned an item that cannot be located by the library, this item may be marked "claims returned." However, if a patron has 5 or more claims returned on their library card, they become delinquent.

### **Requested Items**

Patrons may reserve materials that are not immediately available for patron use, but are in the collection of the Helen Matthes Library. When the reserved materials are

available to the patron who has placed the reserve, the library will notify the patron via phone or email. The specific title of the material will not be stated to anyone other than the library patron who placed the reserve. If the patron is not available by phone, a message will be left. The date of the message will be noted and the material will be held for the patron for a period of 7 days. In no circumstance will the library leave more than one message regarding a hold on a specific item. Relay of the message to the appropriate person in the household, and prompt retrieval of the material, are the responsibilities of the patron. The maximum number of materials allowed to be checked out per patron card (listed above) still applies.

## **VII. INFORMATION SERVICES**

### **Reference Services**

The Helen Matthes Library offers access reference services and in-house use of materials to all persons regardless of age, race, sex, social or economic status. All questions will be treated with equal respect and confidentiality.

The Helen Matthes Library will offer basic reference service, such as assistance finding books and with LibraryOnTheGo (downloadable media), during all hours that the library is open. In addition to basic reference service, the library will strive to provide staff trained to offer more advanced reference services Monday-Thursday 9am-7pm, Friday 9am-4pm and occasional Saturdays. Staff will offer these reference services in person, by phone, by fax, and electronically.

Staff will strive to answer and or give patrons a status update within one weekday of the request. Reference questions that the library cannot answer with the resources they have access to will be referred to appropriate agencies.

The library will select online databases with the same criteria as books. The library will provide access to onsite and offsite use of online databases (contingent on database agreements) that add to the scope of the library collection.

While the library will strive to provide accurate and current information, staff will not be responsible for any inaccurate information obtained. The library can provide assistance locating information on but will not interpret information. This includes but is not limited to medical and legal topics.

### **Reader's Advisory Services**

The library will provide staff with training in reader's advisory and will assist patrons with book suggestions upon request. The library will offer lists of suggested reading material. All reader's advisory inquiries will be confidential.

## **Test Proctoring**

The Helen Matthes Library will provide proctoring services upon request. The proctoring service should be scheduled in advance and the person taking the test should provide the library with a contact phone number.

The appointment may be canceled due to library closure (i.e. closure due to weather, etc.)

This service is \$10 per test. The fee will be due before the test is taken and will assist with covering the cost of staff time, cost of printing if sent from an email, and any postage fees or fax fees associated with the test delivery or departure. The person taking the test will be responsible for confirming that the test is sent to the library for the proctor appointment. If the test is sent by e-mail and needs to be printed, the person taking the test is responsible for any printing fees consistent with library policy. The library will hold any test materials that are sent to the library for 3 months and then will discard if not picked up.

## **VIII. CONFIDENTIALITY OF LIBRARY RECORDS**

The Helen Matthes Library abides by Illinois Law (See the Illinois Library Records Confidentiality Act, 75 ILCS 70/1 through 70/2) that states that the records of patron transactions and the identity of registered library patrons is confidential material. The Helen Matthes Library does not make available the records of patron transactions to any party except in compliance with the law. The Helen Matthes Library does not make available lists of registered library patrons except in compliance with the law. Records of patron transactions are not subject to the Freedom of Information Act.

## **IX. DISPLAY AND EXHIBITS**

Because the Helen Matthes Library is a community center, it invites local organizations to submit exhibits of cultural, artistic and educational interest for temporary placement in the library building. In addition, a display case is also available for the use of community groups and organizations to mount educational displays about holiday and seasonal celebrations. This display space is not available for political purposes or religious proselytizing; however, religious displays are accepted and encouraged if they are educational. Religious displays will be deemed education by the library director.

Non-profit organizations will be able to use the display space free of charge. The display space is available for the sale and promotion of business products or services. For a donation of \$100, businesses may advertise in the bigger display case (approx. dimensions: 70.0" L x 14.5" W x 57.5" H). For a donation of \$50, businesses may advertise in the smaller display case (approx. dimensions: 46.5" L x 22.5" W x 8.0" H). These donations are eligible for a tax write-off, and a receipt will be available upon request. The space will be available for a one month time period. The library reserves the right to advertise *library related* items or services near the display space.

Appropriate exhibits are accepted regardless of the beliefs or affiliations of groups sponsoring them. Acceptance of an exhibit does not imply library endorsement. The name of the sponsoring group and a contact telephone number must be visible.

Exhibits may be scheduled for up to one month. Reservations for display space may be made up to 90 days in advance of the reservation date. Reservations are accepted on a first come, first serve basis; however, organizations may be limited to one exhibit per calendar year. In addition, a theme may be limited to one display case at a time. Arrangements for scheduling, mounting, and removing an exhibit are to be made through an application available at the check-out desk and on the website.

The setting up and removing of display materials must be done at the time agreed upon when the space is reserved. Items not removed from the displays at the scheduled time will be boxed by library staff and stored at the library.

Both cases have working locks and are in view of Library staff. Staff will be able to monitor the displays during regular Library hours. However, the Helen Matthes Library and the City of Effingham are not responsible for theft or damage of items in its exhibit areas. Insurance is the sole responsibility of the lender. All items placed in the library are done so at the owner's risk. Any individual or organization providing materials for a display shall sign a form that releases the Library from any responsibility for loss or damage to works on display. If the individual is a minor, a parent or legal guardian shall sign the waiver.

## **X. GIFTS AND SPECIAL COLLECTIONS**

The library is grateful for gifts, and its collection has been enriched greatly by many fine donations of books, etc. However, in accepting a gift the library reserves the privilege of deciding whether it should be added to its collection. Once an item is donated to the library the donor relinquishes all rights to the item, items will not be returned for any reason.

Gifts of printed and manuscript materials on the history of the community and the region are welcome.

The library makes an effort to dispose of all gift material, which it does not add to its own collection to the very best advantage. If at all suitable, it is offered to other libraries or institutions as gifts or exchanges. Otherwise it will be offered to the public in the library's book sale. Proceeds are used to purchase new materials for the library.

All donations must be delivered to the library.

Materials accepted:

- Books in good condition – hardcover or paperback, fiction or non-fiction, adult or children's
- Books published in the last 5 years (library). Friends accept some older volumes.
- Recent best sellers
- Classic titles in excellent condition
- Audio cassettes, compact discs, videos, records or DVDs in working condition

Items not accepted:

- Anything worn, tattered, yellowed, stained, musty, or moldy (i.e. books that we must discard)
- Anything highlighted, written in or drawn upon
- Magazines
- Newspapers
- Encyclopedias

All donations are tax deductible. A receipt is available upon request, but please note that the Library cannot assess the value of your gift.

The Helen Matthes Library is a tax funded organization and is unable to provide donations to other organizations.

## **XI. VOLUNTEER POLICY**

The Helen Matthes Library's volunteers are an important extension of the Library's staff. Volunteers perform a wide variety of tasks that are important to the institution. The following policy is designed to promote a maximum degree of excellence.

Definition of a Volunteer

One who performs a service of his or her own free will; one who contributes time, energy and talents directly or on behalf of the Helen Matthes Library and is not paid by Library funds. All volunteers must be accepted and enrolled by the Library prior to performance of assigned tasks.

Guidelines for Volunteers

1. Volunteers (over 18 years of age) are required to fill out a volunteer application prior to being accepted as a volunteer. Volunteers under 18 years of age need the permission of their parents to serve as volunteers for the Library. The minimum age for a volunteer is 10 years old.
2. The library cannot guarantee the availability of volunteer work, as volunteer work is based on library needs.

3. Contingent on library needs, potential volunteers meet with the Circulation Manager (if under 18 years of age) to determine the best use of the volunteer's time, to go over the Volunteer Policy, and to receive a building orientation.
4. Volunteers must comply with all Library policies.
5. Each volunteer is required to wear a volunteer badge and/or volunteer shirt.
6. The Helen Matthes Library reserves the right to terminate the services of the volunteer.
7. Volunteers should not be in Staff Only areas of the library without direct supervision by a Library staff member.
8. Volunteers may not be used to establish and maintain new library services.
9. Volunteers will not be used to replace or reduce the number of paid staff.
10. Volunteers will be covered with respect to liability insurance in relation to their duties. Volunteers are not covered by Library health insurance, workers' compensation insurance, IMRF, or provided any other benefits by the Library.
11. Volunteers are responsible for maintaining the confidentiality of ALL library information. Failure to maintain confidentiality will result in immediate termination of the volunteer.
12. The manager who supervised the volunteer will, upon request, provide letters of reference for the volunteer, if deemed appropriate.
13. All personal information about the volunteer is for internal use only.

#### Tasks That May Be Performed By a Volunteer

1. Shelf Reading
2. Shelving material
3. Helping with programs and projects
4. Preparing flyers and materials for library programs and functions
5. Light cleaning assignments
6. Special events
7. Book Sale room organization and sales

Most task assignments will depend on the interest and age of the volunteer.

## **XII. MEETING ROOMS**

The Helen Matthes Library provides the use of meeting rooms for library-related cultural, civic and educational purposes. Permission to use library facilities does not constitute an endorsement by the library of the group's policies or beliefs.

1. Library programming has priority. The Library will make all possible efforts to notify scheduled groups of library events two weeks in advance. Please note- this may affect your promotional material.
2. Facilities will be reserved on a first-come, first-served basis. For a nonprofit or community group scheduling the room 1 month in advance there will be no charge. For a nonprofit or community group scheduling the room up to 6 months in advance and for all business groups there will be a fee of \$10 per hour or portion thereof due before access is granted to the room. (Example: an attorney

speaking on living wills for 1 1/2 hours will be charged \$15). (Limit: 72--Note this is crowded, 50 is a more comfortable number.)

3. Groups may not schedule the Luttrell Room more than twice a month.
4. The Consuelo Luttrell Room may be used after hours with the payment of a \$10 per hour fee in addition to any other fees. No meeting may last beyond 10 p.m. Key must be picked up and room paid for on the preceding day. Key may be left in the room or returned the next business day.
5. No admission fees, seminar fees or sales may be made without prior approval. Business and private groups will be charged 10% of any fees or sales.
6. There is no extra charge for the use of library equipment at meetings in the library. Items must be reserved at time of registration. Available are: overhead, projector, and TV with VCR and DVD players. Laptops **are not** available for meetings.
7. The library should be notified immediately of a cancellation. The library reserves the right to cancel because of weather or other conditions. All cancellations must be made 24 hours in advance to the room reservation. If 24 hours notice of cancellation is not given, the group reserving the room will be charged ½ the rental fee for the room. If the library is closed due to inclement weather, all Luttrell room reservations are canceled during the closure. Please check the library website or WXEf & WCRA for cancellations.
8. Smoking and alcoholic beverages are not allowed on the premises.
9. Refreshments may be served in the Luttrell Room. Library facilities must be left clean and orderly. All trash must be placed in containers and taken to the dumpster outside. Coffee pots should be turned off.
10. Users will assume legal responsibility for the cost of repair or replacement of damaged property or equipment or for special cleaning, if necessary.
11. The library will not be responsible for any property left in the building by users.
12. Children's groups with up to 20 children must be supervised by at least two adults, with one adult for every 10 additional children.
13. Rooms may be booked by phone but are not considered firm until the application form and fee is received. An application form must be filled out at the Check Out Desk and a photo ID must be shown at that time. Persons picking up a key for before/after library hours use must also show a photo ID.
14. Parking is limited to those patrons using the library, please use off-street parking or see staff for other parking arrangements.
15. The library director is authorized to deny permission to use the facilities to any group that violates these rules.
16. These rules are subject to periodic review and change by the library board of trustees.

17. The library reserves the right to deny access to the meeting room to any group that might pose a security risk.

### **XIII. POLICY VIOLATION CONSEQUENCES**

In order to better enforce our Library Policies, library staff will use the following steps to address policy violations by patrons:

1<sup>st</sup> offense – you will be informed of your offense and asked to leave the library for the rest of the day.

2<sup>nd</sup> offense – your library privileges will be suspended for one week.

3<sup>rd</sup> offense – your library privileges will be suspended for one month.

4<sup>th</sup> offense – your library privileges will be suspended for six months.

5<sup>th</sup> offense – your library privileges will be suspended for one year.

Due to the serious nature of inappropriate internet use, library staff will use the following steps to address violations of Internet Rules found in section IV of the library policies:

1<sup>st</sup> offense- you will be informed of your offense, you will be asked to leave the library and your library privileges will be suspended for one month.

2<sup>nd</sup> offense- your library privileges will be revoked permanently.

Additionally, if library staff has to call the police in regards to your actions (not limited to internet use) in or around the library, the following steps will be enforced:

1<sup>st</sup> offense- your library privileges will be suspended for one year.

2<sup>nd</sup> offense- your library privileges will be revoked permanently.