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7. LOST OR STOLEN LIBRARY CARD

A lost or stolen library card must be reported to the Library immediately since the patron retains financial responsibility for the items checked out to that library card. The Library will assess a \$5.00 fee for replacing a library card.

8. CHECKOUT

The patron, who is the library cardholder, is responsible for the care and return of materials checked out from the library. Parents or legal guardians are responsible for materials checked out by minors in their care.

The library is under no obligation to notify patrons of overdue library materials. If the library sends written notices of overdue items to patrons as time and resources of the library permit, there will be a \$5.00 charge.

- a. The general fiction non-fiction collections will be circulated for a period of two weeks (14 days) to eligible patrons.
- b. The holiday collection and the video collection will be circulated for a period of one week (7 days) to eligible patrons. Minors are not allowed to check-out R-rated movies.
- c. The reference collection is for in-house use only and will not circulate.
- d. The magazine collection is for in-house use only and will not circulate.
- e. The archives collection will be available to patrons by request only and will not circulate.
- f. The number of items that may be circulated at the same time on one library card shall be 12 books, 3 books on tape or CDs, and 3 videos or DVDs. The director of the library may impose additional restrictions, however, if there is a limited number of resources available or if there is excessive demand being placed on a particular item or collection of items.
- g. Patrons will be allowed to renew items one time after the initial check-out if no other patrons have requested the item.
- h. R-rated materials will be checked out only to persons 17 years and older with a valid picture I.D.
- i. Materials checked out for two weeks with one two-week renewal. Exceptions are:
 - i. New, high demand items - 2 week checkout, no renewal

- ii. Audio books - 2 week checkout, optional one week renewal
- iii. Videos, DVDs and Blu Rays - 1 week checkout
- iv. The preceding thresholds will be reviewed periodically by the library director, and the Director will bring suggested changes to the Board of Directors for action.

9. ITEM RENEWAL

Garden City Library items may be renewed only once, as long as there are no holds on the item. This may be done in person, over the telephone, or online. The new due date for each item is calculated from the date the item is renewed, not from the date the item was originally checked out.

10. RESERVED MATERIALS

Reserved materials may be held for three days after the patron has been notified by phone, or seven days after a hold notice has been sent by mail. Reservations shall be filled in the same order they are listed in the hold queue.

11. RETURNS

All but specifically marked items may be returned through the 24-hour drive-up book-drop. Delinquent patrons shall not be allowed to check out additional materials until all charges are paid in full and all items are returned. Patrons are delinquent if any of the following conditions apply:

- They have any fines or fees exceeding \$9.99.
- They have been billed for overdue materials.

12. LOST ITEMS

If any Garden City item is overdue for more than 30 calendar days, it is automatically considered a "lost item." A fee totaling the cost of the item, or group of items, plus an additional \$5.00 processing fee for each past due notice sent is automatically added to the patron's account. If a lost item is returned within 6 (six) months in good condition, the cost of the item will be waived (or refunded, if payment was made), but the patron will be charged the accumulated daily late fee (not to exceed the cost of replacement) plus the processing fee. If any lost item belongs to another library, the funds received in payment of the lost item and any processing fees are forwarded to that library. Refunds are issued from the owning library.

13. DAMAGED ITEMS

Patrons are responsible to maintain the library materials they check out of the library in reasonable condition during the time that they have the library materials in their possession. Reasonable condition is defined as normal wear and usage of library materials. Patrons who write upon, injure, deface, tear, cut, mutilate, destroy, or otherwise damage library materials will be

charged the cost for repair or replacement of the item plus a \$5.00 processing fee. If an item belongs to another library, that library is responsible for assessing the damage and processing fee.

14. RETURNED CHECK CHARGES

The Garden City Library will assess a \$25.00 charge on checks which are not honored by the bank on which they are written and are returned unpaid to the Library. Further, at the discretion of the Director, any such dishonored check may be turned over to a collection service as deemed appropriate and necessary to collect funds due and payable to the Library, and the patron will be held liable for additional charges assessed for costs of the collection service.

15. COLLECTION FEES

In the event that the Library has need to use the services of a collection agency to recover lost materials or outstanding fees/charges, a collection processing fee of \$10.00 (ten dollars) shall be added to the account and shall be paid in addition to any other fees/charges for fines, lost/damaged materials, or other charges which have been made to a patron's account. Collection fees MAY NOT be waived. Collection accounts are forwarded to the Library assessing the collection fee.

16. PRINTING CHARGES

Printing from Library electronic resources will be charged at the same rate as photocopying print materials. Current charges are ten cents per black and white page and \$1.00 per color page.

17. CLAIMS RETURNED

If a patron claims to have returned a Garden City Library item and the computer database indicates the item is still out, the staff will search for the item once each month over a six-month period. If the item is not found, a note will be entered in the patron's record, and the item will be removed from the database. After two unresolved incidents, the "claims returned" option is no longer available to the patron and use of the patron's card may be restricted.

18. OVERDUE FINES AND OTHER FEES: ITEM TYPE, FINES PER LIBRARY BUSINESS DAY

Books 10 cents per day
 Audio books (tapes & CDs) 25 cents per day
 Video/DVD/Blu Ray \$1.00 per day
 MP3 Players/audio devices \$1.00 per day

19. OTHER FEES OR CHARGES:

The charge for usage of Library computers/internet will be \$5.00 per day for non-cardholders. Sending a fax will be \$1.00 per page. Receiving a fax will be 15 cents per black and white page, and \$1.00 per color page.

20. PRIVACY OF RECORDS

- a. All records, formal and informal, in the Garden City Library relating to patron registration and the subsequent circulation by patron of materials provided by the library are to be confidential in nature.
- b. In order to prevent an unreasonable invasion of privacy, the contents of registration and circulation records shall not be made available to anyone except the library director, library board of trustees, the subject of the record, or the parent or guardian of a minor who is the subject of the record. Any exception to the foregoing will require a written order of the library director, such order having been issued pursuant to a proper legal process order, or subpoena under the law.
- c. Upon receipt of any process, order, or subpoena, the person named and/or served shall immediately report to and consult with the library director and the legal counsel of the Town of Garden City to determine if such a process, order, or subpoena is proper and in full compliance with proper legal authority. In the event the legal process fails to sufficiently identify or name in specific terms or specifications the records on file in respect to an identified library patron, the request is considered to be defective and not binding upon the library and its personnel, except under further due process of the law.

Any problems or conditions relating to the privacy of a patron through the records of the Garden City Library which are not provided in this policy statement shall be referred to the library director, who, after study and consultation with the library board and/or legal counsel, shall issue a written decision as to whether to heed the request for information.

November 10, 2010
Amended July, 2012
Revised May, 2015

Exams may be written on paper or taken online. The library staff person will ensure that the person taking the exam meets its requirements, such as verifying ID and whether he or she has any accompanying materials. However, it is often not possible for the staff person to remain with the person taking the exam for the entire time.

The student, or the examining institution, must provide postage if the exam is to be returned by mail. The library staff proctoring the exam will be responsible for mailing the completed exam back to the examining institution. The library cannot issue mailing receipts.

The Librarian will determine whether he/she has the available resources to proctor an exam and may decline if he/she does not have the staff available or the exam does not meet the guidelines listed above.

The effective date of this policy is March 21, 2012

Updated: July, 2012

GARDEN CITY PUBLIC LIBRARY CIRCULATION POLICY & PROCEDURE FOR TEMPORARY CARD HOLDERS

1. **CARD IN GOOD STANDING:** To be able to use your card, the card must be in good standing. A card in good standing requires that there are no damage fees or replacement charges on the card and fines not in excess of \$9.99. If a patron has up to, but no more than \$9.99 in overdue fines on their library card, the patron may still use the computer lab and check out items from the Library. Once the overdue fines are \$10.00 or more, the patron may not do either until the overdue fine has been paid down to the \$9.99 limit.

2. **OBTAINING A TEMPORARY LIBRARY CARD:** To obtain a library card from Garden City Library, the individual must show a picture ID and provide a permanent street address as well as a current address. Cards may be issued to minors that over 16 years of age and have a valid driver's license. Otherwise, any individual who is younger than 18 years of age will require a parent's or guardian's signature. Temporary cards will only be issued after May 1st of the current calendar year. A fee of \$30.00 payable only by cash or check will be

required with a \$15.00 refund issued at time of expiration if the account is in good standing.

3. **TEMPORARY LIBRARY CARD EXPIRATION:** A Temporary Garden City Library card will expire exactly three (3) months after it is issued or on October 1st of the same calendar year it is issued, whichever comes first. All fines, overdue items, and blocks must be cleared before a \$15.00 refund will be issued. Patron is responsible for collecting the refund in person by October 31st of the same calendar year the temporary card is issued. Accounts with unclaimed refunds will become annual cards subject to regular card holder policy and will expire one year from issue date. No exceptions.

4. **PATRON FORGOT LIBRARY CARD:** If an adult patron forgot their library card, the library will accept a photo ID, such as a driver's license or a student ID card, so long as the photo ID also displays their name. If an adult patron has neither, they may NOT check items out, but they may request the Library hold items for checkout the next day the library is open. If the patron does not return within that time to check out the held items, the items will be returned to the shelves. Minors may not check out any material nor use library computers unless they have a library card in their possession.

5. **LOST OR STOLEN LIBRARY CARD:** A lost or stolen library card must be reported to the Library immediately since the patron retains financial responsibility for the items checked out to that library card. The Library will assess a \$5.00 fee for replacing a library card.

6. **CHECKOUT POLICIES:** The patron, who is the library cardholder, is responsible for the care and return of materials checked out from the library. Parents or legal guardians are responsible for materials checked out by minors.

The library is under no obligation to notify patrons of overdue library materials. As a courtesy, however, the library will send emails or written notices of overdue items to patrons as time and resources of the library permit.

- a. The general fiction non-fiction collections will be circulated for a period of two weeks (14 days) to eligible patrons.
- b. The holiday collection and the video collection will be circulated for a period of 1 week (7 days) to eligible patrons.
- c. The reference collection is for in-house use only and will not circulate.
- d. The magazine collection is for in-house use only and will not circulate.
- e. The archives collection will be available to patrons by request only and will not circulate.
- f. The number of items that may be circulated at the same time on one library card shall be 5 books, 1 book on tape or CD, and 2 videos or DVD's. The director of the library may impose additional restrictions,

however, if there is a limited number of resources available or if there is excessive demand being placed on a particular item or collection of items.

- g. Patrons will be allowed to renew items one time after the initial check-out if no other patrons have requested the item.
- h. R-rated materials will be checked out only to person's 17 years and older with a valid picture I.D.
- i. Materials checked out for two weeks with one two-week renewal.
Exceptions are:
 - i. New, high demand items - 2 week checkout, no renewal
 - ii. Books on tape - 2 week checkout, optional one week renewal
 - iii. Videos, DVD's, - 1 week checkout
 - iv. The preceding thresholds shall be established periodically by the library director and shall be the same for all library patrons.

7. ITEM RENEWAL POLICIES: Garden City Library items may be renewed only once, as long as there are no holds on the item. This may be done in person, over the telephone or online. The new due date for each item is calculated from the date the item is renewed, not from the date item was originally checked out.

8. RESERVATION: Reserved materials may be held for three days after the patron has been notified by phone, or seven days after a hold notice has been sent by mail. Reservations shall be filled in the same order they are listed in the hold queue.

9. RETURNS: All but specifically marked items may be returned through our 24-hour drive-up book-drop. Delinquent patrons shall not be allowed to check out additional materials until all charges are paid in full and all items are returned. Patrons are delinquent if any of the following conditions apply:

- They have any fines or fees exceeding \$9.99.
- They have been billed for overdue materials.

10. LOST ITEMS: If any Garden City item is overdue for more than 30 calendar days, it is automatically considered a "lost item." A fee totaling the cost of the item, or group of items, plus an additional \$5.00 processing fee for each past due notice sent is automatically added to the patron's account. If a lost item is returned within 6 (six) months in good condition, the cost of the item will be waived (or refunded, if payment was made) but you will be charged the accumulated daily late fee (not to exceed the cost of replacement) plus the processing fee. If any lost item belongs to another library, the funds received in payment of lost item and any processing fees are forwarded to that library. Refunds are issued from the owning library.

11. **DAMAGED ITEMS:** Patrons are responsible to maintain the library materials they check out of the library in reasonable condition during the time that they have the library materials in their possession. Reasonable condition is defined as normal wear and usage of library materials. Patrons who write upon, injure, deface, tear, cut, mutilate, destroy, or otherwise damage library materials will be charged the cost for repair or replacement of the item plus a \$5.00 processing fee. If an item belongs to another library, that library is responsible for assessing the damage and processing fee.

12. **RETURNED CHECK CHARGES:** The Garden City Library will assess a \$25.00 charge on checks which are not honored by the bank on which they are written and are returned unpaid to the Library. Further, at the discretion of the Director, any such dishonored check may be turned over to a collection service as deemed appropriate and necessary to collect funds due and payable to the Library, and the patron will be held liable for additional charges assessed for costs of the collection service.

13. **COLLECTION FEES:** In the event that the Library has need to use the services of a collection agency to recover lost materials or outstanding fees/charges, a collection processing fee of \$10.00 (ten dollars) shall be added to the account and shall be paid in addition to any other fees/charges for fines, lost/damaged materials, or other charges which have been made to a patron's account. Collection fees **MAY NOT** be waived. Collection accounts are forwarded to the Library assessing the collection fee.

14. **PRINTING CHARGES:** Printing from Library electronic resources will be charged at the same rate as photocopying print materials. Current charges are ten cents per black and white page and \$1.00 per color page.

15. **CLAIMS RETURNED:** If a patron claims to have returned a Garden City Library item and the computer database claims the item is still out, the staff will search for the item once each month over a six-month period. If the item is not found, a note will be entered in the patron's record, and the item is removed from the database. After two unresolved incidents, the "claims returned" option is no longer available to the patron and use of the patron's card may be restricted.

16. **OVERDUE FINES AND OTHER FEES: ITEM TYPE, FINE PER LIBRARY BUSINESS DAY**

Books 10 cents per day

Audio books (tapes & CDs) 25 cents per day

Video / DVD / Blu Ray \$1.00 per day

MP3 Players/audio devices \$1.00 per day

17. OTHER FEES OR CHARGES: the charge for usage of Library computers/internet will be \$5.00 per day for non-cardholders. Sending a fax will be \$1.00 per page. Receiving a fax will be 15 cents per black and white page, and \$1.00 per color page.

18: Privacy of Records

- a. All records, formal and informal, in the Garden City Library relating to patron registration and the subsequent circulation by patron of materials provided by the library are to be confidential in nature.
- b. In order to prevent an unreasonable invasion of privacy, the contents of registration and circulation records shall not be made available to anyone except the library director, library board of trustees, the subject of the record, or the parent or guardian of a minor who is the subject of the record. Any exception to the foregoing will require a written order of the library director, such order having been issued pursuant to a proper legal process order, or subpoena under the law.
- c. Upon receipt of any process, order or subpoena, the person named and/or served shall immediately report to and consult with the library director and the legal counsel of the Town of Garden City to determine if such a process, order of subpoena is proper and in full compliance with proper legal authority. In the event the legal process fails to sufficiently identify or name in specific terms or specifications the records on file in respect to an identified library patron, the request is considered to be defective and not binding upon the library and its personnel, except under further due process of the law.

Any problems or conditions relating to the privacy of a patron through the records of the Garden City Library which are not provided in this policy statement shall be referred to the library director, who, after study and consultation with the library board and/or legal counsel, shall issue a written decision as to whether to heed the request for information.

May 5, 2014

Revised May13, 2015

VOLUNTEERS

The Garden City Library welcomes and encourages members of the community to volunteer their time and talents to enrich and expand library services. Services provided by volunteer aid the Library in making the best use of its fiscal resources, and the active participation of community members is a valuable resource to the Library.

Volunteers enhance, rather than replace, adequate staffing. They may be used for special events, projects, and activities or on a regular basis to assist staff. Volunteers are seen as representatives of the Library and are expected to act in accordance with library's policies and demonstrate positive customer service attitudes at all times to all library patrons.

Volunteers are selected and retained by the Library Director or Library Board for as long as the library needs their services. Volunteer work may be subject to review and evaluation, correction and possibly termination if it is in the best interests of the Library. The Library maintains the right to deny a volunteer position to anyone who is deemed to be unsuitable for any reason.

Individuals and groups volunteering their time and talent may periodically receive recognition for their services. Recognition will come in accordance with hours served or for the volunteer performing exceptional service. Volunteers may request a letter of recommendation from the Library Director for academic or job purposes, to be provided at the Director's discretion.

*As policies change from time to time to fit the current need of the library and its patrons, all patrons are subject to the most current policies approved by the Garden City Library Board of Trustees.

Adoption Date: July, 2012
Revised May 2015

Patron Count Log 2015

closed = Holiday

January	Monday	Wednesday	Friday	Saturday	Total	Total Adults	Total Children	SH kids	SH adults	AFTER 5pm	Needed CC
January 1-3			13	11	24	19	5			2	
January 5-10	7	46	17	13	83	49	34	13	7	7	
January 12-17	21	38	10	33	102	70	32	10	7	1	
January 19-24		24	21	10	55	28	27	0	0	5	
January 26-31	10	37	28	9	84	48	36	12	9	8	1
					0	0					
					0	0					
Monthly Totals	38	145	89	76	348	214	134	35	23	23	

214

February	Monday	Wednesday	Friday	Saturday	Total	Total Adults	Total Children	SH kids	SH adults	AFTER 5pm	Needed CC
February 2-7	25	48	17	17	107	49	58	20	11	2	
February 9-14	24	63	19	10	116	63	53	29	20	6	1
February 16-21		45	20	6	71	36	35	15	8	6	1
February 23-28	8	39	18	11	76	35	41	14	8	4	1
					0	0					
					0	0					
					0	0					
Monthly Totals	57	195	74	44	370	183	187	78	47	18	

183

March

Week of	Monday	Wednesday	Friday	Saturday	Total	Total Adults	Children	Total	SH kids	SH adults	AFTER 5pm	Needed CC
March 2-7	8	39	6	23	76	43	33	76	14	9	3	
March 9-14	17	44	17	12	90	65	25	90	14	9	8	1
March 16-21	29	47	14	2	92	61	31	92	19	11	8	2
March 23-28	6	19	16	9	50	36	14	50	0	0	2	
March 30-31	13				13	8	5	13				
					0	0		0				
					0	0		0				
Monthly Totals	73	149	53	46	321	213	108	321	47	29		

Week of	Monday	Wednesday	Friday	Saturday	Total	Total Adults	Children	Total	SH kids	SH adults	AFTER 5pm	Needed CC
April 1-4		49	30	9	88	48	40	88	16	8	12	
April 6-11	24	60	30	19	133	89	44	133	18	10	7	1
April 13-18	28	46	13	10	97	54	43	97	13	8	11	
April 20-25	18	43	31	14	106	66	40	106	12	10	9	
April 27-30	16	51			67	39	28	67	18	10	15	
					0	0		0				
					0	0		0				
Monthly Totals	86	249	104	52	491	296	195	491	77	46		

Week of	Monday	Wednesday	Friday	Saturday	Total	Total Adults	Children	Total	SH kids	SH adults	AFTER 5pm	Needed CC
May 1-2			13	22	35	28	7	35				
May 4-9	18	41	13	15	87	56	31	87	13	8	3	2
May 11-16	8	49	19	18	94	55	39	94	14	8	7	
May 18-23	15	44	14	46	119	68	51	119	15	10	8	
May 25-30		51	37	20	108	81	27	108			4	

Week of	Monday	Wednesday	Friday	Saturday	Total	Total Adults	Total Children	Program kids	SH adults	AFTER 5pm
										Needed CC
1-Aug					0	0				
August 3-8					0	0				
August 10-15					0	0				
August 17-22					0	0				
Aug 24-29					0	0				
					0	0				
					0	0				
Monthly Totals	0	0	0	0	0	0	0	0	0	0

September	Week of	Monday	Wednesday	Friday	Saturday	Total	Total Adults	Total Children	SH kids	SH adults	AFTER 5pm	Needed CC
											Needed CC	
	Sept. 1-5					0	0					
	Sept 7-12					0	0					
	Sept 14-19					0	0					
	Sept 21-26					0	0					
	Sept 28-30					0	0					
						0	0					
						0	0					
						0	0					
	Monthly Totals	0	0	0	0	0	0	0	0	0	0	0

October	Week of	Monday	Wednesday	Friday	Saturday	Total	Total Adults	Total Children	SH kids	SH adults	AFTER 5pm	Needed CC
											Needed CC	
	October 1-3					0	0					
	October 5-10					0	0					
	October 12-17					0	0					
	October 19-24					0	0					
	Oct 26-31					0	0					

Statistics Summary 2015

	Exceptions	Non-Resident Card Holders	Resident Card Holders	Monthly Non-resident Circulation	Monthly Resident Circulation	Annual Non-resident Circulation	Annual Resident Circulation	Total Circulation this month	Actual New Patrons
January	12	125	412	18.03%	80.08%	16.54%	81.31%	743	1
February	12	129	413	21.47%	77.21%	17.15%	80.80%	680	5
March	12	131	415	21.96%	76.95%	17.59%	80.45%	551	4
April	12	135	417	21.96%	76.97%	18.16%	79.98%	838	6
May	14	137	418	26.06%	72.12%	19.09%	79.06%	660	4
June									
July									
August									
September									
October									
November									
December									
ANNUAL		All Cardholders	0			7.38%	33.47%	3472	20

Volunteer Log Annual Report 2015

Month	Volunteers	Hours
January	0	0
February	1	2
March	10	20.5
April	8	12
May	9	17.5
June		
1st half yr	28	52
1st half monthly average		
July		
August		
September		
October		
November		
December		
2nd half yr	0	0
2nd half monthly average		
Annual Total	28	52

2014 Annual	36	297.5
2013 Annual	52	265.75
2012 Annual	69	479.5
2011 Annual	83	542.25
2010 Annual	106	650.75
2009 Annual	128	2850.75