

# Library Operations

September 2004, revised January 13, 2014, March 11, 2015, February 13, 2017, March 13, 2017,

## I. Circulation:

Any resident of Iowa is eligible for a library card without charge. Patron library cards will be renewed every three years. The library is also participating in the Open Access program by which its patrons may directly check out materials from other libraries.

Library materials are checked out free to patrons. The circulating books and audios are loaned for a period of two weeks. Magazines may be checked out for one week. Extensions on materials may be arranged for research or special projects.

Jigsaw puzzles may be checked out for two weeks. Cake pans and STEM backpacks may generally be checked out for a two week period.

Puppets and toys are not generally available for checkout. Video materials may be checked out for two days according to the video policy. Certain videos are designated for longer checkout periods, such as TV series.

Revised and approved April 5th, 2021

## CONFIDENTIALITY POLICY:

The Reinbeck Public Library Board of Trustees recognizes 22.7 of the Code of Iowa which protects the confidentiality of "the records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library". The Code states that "The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end that the need for information is cogent and compelling".

Information requests, materials borrowed or used within the library, computer use records, and interlibrary loan records shall be kept confidential. The library director serves as custodian of the records, and will not release these records except under court order. An exception to this is

disclosure to parents of inappropriate websites viewed by minors as covered in the Internet Acceptable Use policy.

Approved by library board 8-12-2002, Reviewed 11-8-2004,  
1-8-2007, 3-10, 2008, 7-13, 2009, March 12, 2012. March 9,  
2015, March 13, 2017, revised Sept. 10, 2018

## **Printer Policy/Equipment use:**

Multi-functioning printer/copier/scanner/ fax unit is provided as a service and convenience to the public. The cost of photo copies to the public shall be:

-25 cents for both black and color up to 20 copies in 1 day (If additional copies are needed, the cost of service will be increased by 25 cents)

-50 cents per copy for the next 20 copies (If additional copies are needed, the cost of service will be increased by 25 cents)

-75 cents per copy for the next 20 copies (If additional copies are needed, the cost of service will be increased by 25 cents)

-1 dollar per copy for the next 20 copies, at which time the daily printing limit will be reached.

Prices will remain at this rate unless increased maintenance warrants a raise in prices.

The laminator is also provided as a service to the public. The cost of lamination shall be 50 cents a sheet unless increased maintenance warrants a raise in prices.

Cost to patrons to send faxes shall be three dollars for the first page and one dollar for each page after that. There is no cost to receive a fax.

The computers may be used free of charge to patrons in good standing with the library. There is a cost of 25 cents a sheet for both black and white and color for use of the printers which increases at a 25-cent increment based on number of copies. There is no internet fee. Patrons using the Internet must adhere to the Library's Acceptable use policy. *No computer privileges for patrons who do not return overdue materials after being contacted until fine is paid or materials returned.*

Reviewed and Adapted 12-14-2020

## **Overdues:**

Each week a list of overdue materials will be generated and reviewed. First overdue notices will be delivered in the form of a phone call made to the borrower in a timely manner. A second overdue notice will be delivered via phone call if after one week the overdue materials have not been returned. A third notice of overdue materials will be delivered via phone call if after one week more the overdue materials have still not been returned accompanied by a letter to the borrower's home address. The letter shall state the full replacement cost of all the overdue items, and unless the items are returned, the borrower shall owe the library the total of their unreturned items. The borrower shall also be banned from checking out further materials from the Library until the sum of overdue items is paid, or all overdue items are returned to the Library.

If and when overdue items are returned to the Library in acceptable condition, all fines shall be waived and any account bans lifted.

## **Lost or damaged materials:**

If materials are lost, the full replacement cost of the items will be charged, although the patron will be given considerable time to locate the lost articles. At the discretion of the library board, further action may be taken. Damaged materials will be charged according to the amount of damage and the possibility of repair.

## **Renewals and reserves:**

Books may be renewed for an additional two week period unless reserved for another patron. A second renewal is possible for items not in demand, but books from the new book shelves may be renewed only once.

Patrons may request that an item be held for them. They will be notified when the item is available. If the item is not claimed within three library days after the notification, it will be given to the next patron on the reserve list or returned to the general collection.

## **Interlibrary loan services:**

The Reinbeck Public Library is part of the SILO system (State of Iowa Libraries Online). Most interlibrary transactions are done through SILO. As a borrowing library, the Reinbeck Library notifies patrons when requested items become available, or notifies them if the materials are not available. The borrowed items due dates are specified by the lending libraries. As a lending library, the Reinbeck Library sends out materials through the van system or the mail. Materials sent out to other libraries generally have a one month check out period as recommended by the state library. Some items may be renewed. High demand items may not generally be renewed. The interlibrary loan service is free unless otherwise specified. The Reinbeck Library also takes part in the Access Plus program by which patrons of other Iowa libraries may directly check out materials from the Reinbeck Library. Access Plus library patrons will adhere to the same rules as the Reinbeck patrons for length of checkout, fines, and cost of repair or replacement of materials.

## **Reference services:**

The Reinbeck Public Library's reference policy is to try to meet the needs of everyone in the community. All patrons are assisted in their search for information and treated with courtesy, respect, strict confidentiality and no censorship.

## **Reference interview:**

In helping patrons with their information search, library staff must determine the needs of the users by conducting a reference interview. The staff may recommend reference materials and/or Internet searches. The Reinbeck Library subscribes to EBSCOHOST which patrons may use either within the library or remotely for needed information. Reference is conducted on a first come first serve basis whether by telephone or walk-in patron. Email questions will be responded to in a timely manner. Sometimes reference questions may be referred to an outside source such as the Library Service Area.

## **Homework Assignments:**

Students may be assisted by library staff in locating needed information. Homework assignments should be done by students themselves, with help provided only in how to find the needed information.

## II: Collection Development:

The Reinbeck Public Library aims to provide our patrons of all ages with materials for recreational and educational purposes, with a primary emphasis on current, high interest, high demand materials, and a secondary emphasis on reference materials. The Library Bill of Rights and Freedom to Read Policy have been adopted as guidelines for library practice.

The responsibility for the selection of materials is the duty of the library director. Materials will be selected according to the needs of the community. Selection of books will be based on content rather than race, sex, nationality, political, or religious views of the authors. Special requests and recommendations will be taken into consideration. The library welcomes gifts, with cash gifts being especially appreciated. Books purchased through gifts of money will be appropriately labeled.

Patrons requesting certain materials be withdrawn may present their complaints in writing. The requests will then be considered by the library board and staff.

Current issues of periodicals will be put on display. Back issues will generally be kept for one year, with the exceptions of "Ideals", "The Iowan", and magazines of historical interest which may be kept indefinitely. Craft magazines and children's magazines may be kept for longer periods of time if they continue to be used.

The collection of the Reinbeck Public Library shall be weeded on a regular basis. Factors to be considered in the weeding process include the following:

- 1.Usage. Based on the latest recorded circulation date.
2. Accuracy of material.
- 3.Needs of the community
- 4.Literary merit
- 5.Physical merit.

The library staff may dispose of the withdrawn material in any way which may be considered proper by the board of trustees.

Policies revised October 8, 2007

Policies revised March 9, 2015

Reviewed March 10, 2008, July 13, 2009

Revised February 13, 2017

Revised May 9 2011

Revised March 13, 2017

Reviewed March 12, 2012

Policies reviewed April 8, 2019

Policies revised January 13, 2014

## **Policy on Video Services**

Video materials may be checked out by anyone who has a valid library card against which no materials or fines are outstanding. Video materials may generally be checked out for two days, to be returned the morning of the third day. Specially marked materials may be kept out for two weeks, such as TV series.

There is generally a check out limit of two titles per household per day. Exceptions may be made. Also if a person has a two week video material, he/she may also take out two regular video materials.

Video materials may be reserved for future use, with a limit of two titles per booking.

There will be a late charge of \$1.00 per day when a video is not returned on time. The borrower will be responsible to pay full replacement cost if materials are damaged or lost.

The library assumes no responsibility for damage caused to a borrower's video player by a library video material.

Copyright laws generally limit these video materials to home viewing and prohibit their duplication

Approved by board May 8, 2017

Reviewed April 8, 2019

Revised and approved April 5th, 2021

# Behavior Policy: Reinbeck Public Library

Purpose: The Reinbeck Library is intended to be a safe, comfortable place for public use. In order to meet this purpose, please observe the following rules:

1. Treat everyone with respect and consideration.
2. Treat library property and any personal property with respect.
3. Supervise children you bring into the library.
4. Respect privacy of others.
5. Only remove from the library items which have been checked out.

The following kinds of behavior are not tolerated:

Any behavior that is illegal

Behavior that endangers oneself or others

Disruptive behavior such as loud talking or running

Behavior that is abusive to another patron or staff member

Using abusive or profane language

Using restroom facilities for bathing

Leaving an individual who requires a caregiver unattended in the library

Use of sports equipment such as roller blades, skateboards, or scooters inside the library

Monopolizing library resources or staff time

Loitering on the premises after closing time

Staff members are to use their best judgment when enforcing this policy, with the goal to encourage appropriate behavior.

Response to any misconduct should be made as soon as possible after the incident occurs. Staff will discuss the inappropriate behavior with the patron, and, if necessary state the consequences of the behavior if it continues.

In cases where a juvenile refuses to behave appropriately, staff are authorized to contact the juvenile's parents or guardians. Parents or guardians of minors may be held responsible for damages to library materials or equipment by their children.

In cases where a patron regardless of age continues to behave in an inappropriate manner, staff are authorized to tell the patron to leave. If the patron refuses to leave or becomes aggressive, staff may contact local law enforcement and ask for the patron to be escorted from library premises.

Any incidents of policy violation must be documented by staff or director, with the date of the violation and a brief description of the incident. In cases where the policy violation involves a minor under the age of 17, the staff will give the child two warnings. If the behavior continues, the child's parent or guardian will be contacted, and a time period will be set during which the child will be banned from the library.

Adults may be banned from the library if they continue to engage in inappropriate behavior, after two warnings in which they have been asked to leave. A written appeal of the decision to ban may be made to the library board within 30 days of the notice.

Approved August 10, 2015 Reviewed March 13, 2017 & April 8 2019, October 2020

## **Acceptable Use Policy for Internet**

The Reinbeck Public Library aims to provide our patrons of all ages with materials for recreational and educational purposes. This includes Internet access. In order to maintain safety of the Internet users, we have an acceptable use policy.

The use of the Internet for unethical or unlawful activities is prohibited. Users may not make any unauthorized changes to the system, install software, damage or alter the software or hardware, connect or disconnect cables. A flash drive may be used to save information from a computer. The library is not responsible for any damage to flash drives when used in library computers. Each user is responsible for complying with copyright law and adhering to software licensing agreements.



The library does not offer email accounts. Hotmail and other free e-mail access accounts may be used.

Sending threatening or obscene messages is prohibited.

Although it is the users right to freely search the internet, the library is a public space open to children. As such, explicit material searched on the computer is a violation of the library space. Anyone found viewing explicit material on the library computers or personal devices will be asked to leave the library premises.

Internet use is considered private. Any restriction of a child's access to the Internet is the responsibility of the parent or legal guardian. The Reinbeck Library will not act as a censor.

Persons violating these rules will be banned from use of the Internet for a 30 day period for a first offense. For a second offense, they will be banned for a 90 day period. Further offense will be left up to the discretion of the library board.

Children after school may use the computers for 1 hour if there is no one waiting. If there is a wait time for the computers, they may only be used for 30 minutes, alternating until each patron has used 1 hour of time. If the computers are being used for homework the patron may stay on the computer for up to 1 hour and 30 minutes.

Wireless: As of October, 2011, the library provides free, unsecured wireless Internet access for public use. The library does not provide personal wireless devices for public use. The library does not provide technical support for privately owned personal wireless devices. Personal use of the library's public wireless access will conform with policies regulating other types of public Internet access provided by the library.

Approved by board May 8, 2017

Reviewed April 8, 2019

# **Sex Offender Policy**

In accordance with Chapter 692A of Subtitle 1 of Title 16 of the Code of Iowa, the Board of Trustees prohibits the presence of sex offenders convicted of sex offenses against minors upon or within 300 feet of library property without written permission of the library director.

The library director may only give written permission as the result of a vote at a meeting of the Board of Trustees at which a quorum is present.

Persons barred from library property under the law remain entitled to library service. It is the responsibility of the patron to arrange for a courier to select, check out, and return materials to the library through possession of the patron's card.

Violations of this policy will be immediately reported to law enforcement.

Approved by library board July 13, 2009

Reviewed March 12, 2012

Reviewed February 10, 2014, March 9, 2015, March 13, 2017, April 8, 2019