

Operation Policy and Procedures

Philosophy

In order to fulfill the library's mission to stimulate imagination and satisfy curiosity, the operating policies of the Fort Madison Public Library will provide the greatest access to the library's collections to the largest number of people as equally as possible. Library operations should encourage lifelong use of the library and create an atmosphere where questions are respected and welcome.

I. Circulation

A. Registration

Policy:

All borrowers must be registered and must have a valid local patron card to borrow library materials. Identification is required. Applicants between 4 and 18 years of age must have a parent or legal guardian give their consent on the application form before a new card to access all of the library's resources can be issued. Children under the age of 4 years old will not be issued library cards. This parental signature is not required for children who are renewing cards. New patrons will be issued probationary cards that will limit the number of items they can checkout for the first three months.

Students of Fort Madison High School and students of Holy Trinity Catholic School who are at least in the 7th grade can be issued a card allowing them access to the library's electronic resources upon showing their school ID. The e-resources card will not allow access to the computers at the library.

Non-residents can purchase a library card for \$35 per year. This fee is in addition to any additional fines or fees they may accrue for overdue, lost or damaged materials. Residents of another state may get a free library card if they own property in Iowa and bring in a current property tax receipt to prove that they currently own that property.

B. Lost or forgotten cards

Policy:

All patrons, adult and juvenile, are required to show their library card or photo ID if they intend to check out items. Library patrons need to bring their library card or library card number with them to use the public internet computers.

C. Loan periods

Policy:

The Director may establish loan periods for circulating materials and place limits on the number items patrons can check out at one time.

Patrons with a probationary status will be limited to one DVD at a time and will not be eligible to check out Hot Spots.

Procedure:

<u>Material</u>	<u>Loan Period</u>	<u>Limit</u>	<u>Renewal</u>
Books	3 weeks		Yes – Once
Audiobooks	3 weeks		Yes – Once
Magazines	1 week		Yes – Once
CDs	1 week	3	Yes – Once
DVDs	1 week	3	No
Hot Spot	1 week	1	Yes - Once

D. Reserves and Interlibrary Loan

Policy:

Reserves may be placed by patrons in person, over the phone or via the library’s computer catalog. Reserves may not be placed on DVD’s that have been in the collection less than three months. Patrons will be notified by postcard or telephone when the materials are available. There is no charge to the patron for placing a reserve. Interlibrary loan of items with a value of \$50 or less is provided for free. Interlibrary loan of items with a value more than \$50 will be charged \$2 to cover the cost of insuring the item when it is mailed back.

E. Confidentiality

Policy:

As specified in Iowa Statute 22.7(13) Confidential Records, "The following public records shall be kept confidential, unless otherwise ordered by a court, by the lawful custodian of the records, or by another person duly authorized to release such information:

13. 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 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 and that the need for the information is cogent and compelling.”

The Fort Madison Public Library adheres strictly to all sections of this Statute regarding the protection of the confidentiality of its users. The parent or guardian who signs for the library card of their child under 18 years of age has the right to receive information about activity on that card, including fines and items checked out, for the purpose of returning books to the library, since they are taking ultimate responsibility for the items checked out on that card. However, information will not be provided to the parent or guardian who is merely attempting to determine what library materials a minor child is using.

F. Fees

Policy:

The library charges rental fees to borrow library materials. Rental fees will be set by the library board. Patrons whose unpaid rental fees exceed a certain level or have been on the patrons account for an extended period of time set by the director will have their library privileges suspended until those fees are paid.

Rental Fees:

Books/Audiobooks – First 21 days free, \$.10/day for each additional day.

Magazines – First 7 days free, \$.10/day for each additional day.

CDs/DVDs – First 7 days free, \$1/day for each additional day.

Overhead projector – First 2 days free, \$1/day for each additional day.

Projector screen – First 2 days free, \$1/day for each additional day.

Wi-Fi Hotspot First 7 days free, \$1/day with a maximum of \$5. Service will be turned off after due date.

G. Other Fees

Policy:

The library charges fees for certain services that require extra work on the part of library employees or consume extra supplies, such as paper and ink. Fees charged for these services will be set by the library board, except for photocopying services which are supplied by the Friends of the Library as a fundraiser.

Printing/Copying

Computer prints (b/w only) - \$.10/page

Microfilm prints (b/w only) - \$.25/page

Fax - \$1/page

Services/Rentals

Exam Proctoring - \$5.00/hour

Non-Resident Card - \$35 (effective January 1, 2019)

Other Fees

Replacement cards - \$1.00

(The fee for a damaged card will be waived if it is within three months of being renewed.)

Lost/Damaged Materials – list price

H. Overdue Materials

Policy:

Library patrons will be sent two notices regarding overdue materials. Borrowing privileges are suspended when materials have been overdue 2 months or more.

I. Damaged materials

Policy:

If materials are damaged so as to be judged by the library as being unsuitable for the collection, the patron must pay the list price or provide the library with a like new copy of the same book. A notice of these charges will be sent to the borrower. Patrons who pay for damaged library materials will be allowed to have those materials once payment has been received as long as they are paid for within three years. Any damaged items not paid for after three years will be discarded but the patron will still be responsible for the charges.

J. Policy for Returned Checks

Policy:

Reasons that checks are returned include: NSF (not sufficient funds), account closed, refer to maker, and stop payment actions. The Fort Madison public Library, occasionally receives that are returned for the above reasons. These checks cost the library money, take up staff time, and can create discord between the library and patrons. Individuals will be charged a \$30.00 fee for each check that is returned to our bank. The library will submit the check for payment twice, then send a 10-day letter of payment demand by certified mail, restricted delivery, or deliver the letter of demand by personal service. After 10 days, the library director will contact the Fort Madison Police department to help facilitate payment of the outstanding debt. After a patron has had one check returned from the bank, they will no longer be able to pay for services, fines or fee by check but will be required to pay with cash, money order or a certified check.

K. Patron Bankruptcy

Policy:

K. Patron Bankruptcy

The library follows bankruptcy laws for patrons who have filed for bankruptcy. Upon notification of bankruptcy proceedings in which the library is named, the library will cease all efforts to collect the debt owed to the library and the patron who has filed for bankruptcy will be able to make full use of the library.

Once the library receives notification that a patron's debt has been lawfully discharged in bankruptcy, the library will clear the patrons debt from the date of bankruptcy filing and earlier. Patrons who have had their debts discharged due to bankruptcy will not have their library privileges limited in any way that might seem retaliatory including, but not limited to, being placed on probationary status or having a note on their account that they had debts discharged in bankruptcy.

II. Reference Service Policy

Policy:

The Fort Madison Public Library will provide information in the form of short answers to specific questions and guidance in locating material for patrons who appear in person, call on the telephone, or request information through correspondence. Library employees will assist patrons in the use of the library and library resources and may refer library users to other agencies and libraries in pursuit of needed information. Library employees will also assist patrons in obtaining materials through interlibrary loan. Library employees will use all resources available to them while assisting patrons including print and electronic resources and consulting outside resources by e-mail or telephone.

III. Disasters Policy

A. Emergency Closings

Policy:

The library director will make the decision to close the library in the event of an emergency situation. Emergency situations include: insufficient staffing, dangerous weather conditions, loss of power, bomb threat, fire, and other factors that might pose a serious health or safety risk to

staff or patrons. Any such adjustment of scheduled hours will be based on a concern for the welfare of the staff and patrons and must be reported to the Board of Trustees at the next meeting.

Staff members will be paid for their shift if they had been previously scheduled during time that the library is closed due to weather or emergency. The Director will make sure that staff are notified by personal phone calls and notify the public through media outlets such as the radio and newspaper and placing notices on the doors of the library.

In the event that the library should close, the staff will make reasonable effort to notify the public by posting signs on all library entrances.

Fines will not be charged for any day on which the library is closed.

B. Procedures for other emergencies:

Fire

Do not panic, but do not under-estimate the potential danger to customers or staff represented by a fire. At the first indication of smoke or flame, investigate the situation to determine location and extent of the fire. If the fire can obviously be contained and extinguished quickly and safely by staff, proceed to do so. However, if there is any doubt about whether the fire can be controlled, one employee should immediately call 911 or the fire department (if safe to do so) while other employees are clearing the building. Library employees are to meet the utility pole on 20th street where staff park.

The time to think about fires is before they happen. Library staff will participate in an annual fire drill. Personnel will be asked to familiarize themselves with the type, location, and application of the fire extinguisher(s) in the building. All staff and volunteers will be oriented to this information.

Tornado

In case of a tornado warning staff and all patrons who are able are to go to the east library basement until the warning is cleared. A radio and flashlight are to be kept in the basement to allow staff to monitor conditions. Patrons who are not able to get down to the basement are to be taken to the indoor book drop in Technical Services until the warning is cleared. Wheeling the book drop carts into the library should provide adequate space for people to stand in the book drop. Library staff should lock the doors into the library from the lobby on their way to the basement and make sure all patrons have either gone to the basement or left the building. Adult patrons who do not want to go to the basement **must** leave the library. Children who do not have their parents with them will be taken to the basement by library staff. Library staff will need to communicate to make sure that all these things happen. Depending on which employees are working, first the Director, and then the Administrative Assistant and then the Circulation Supervisor will tell other employees what to take care of.

Health emergencies

Staff members should exercise caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member.

Without specialized training it is not advisable for staff to undertake more than keeping the sick or injured patron comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable.

The Rescue Squad/Police (911 if available) should be called immediately in the event of any serious problem.

No medication, including aspirin, should ever be dispensed to the public.

Bomb threats

Keep the caller on the line as long as possible. Ask the caller to repeat the message and try to write down every word spoken by the person, use the bomb threat checklist kept by the telephone.

If the caller does not indicate the location of the bomb or the time of possible detonation, ASK FOR THIS INFORMATION.

Pay particular attention to peculiar background noises such as motors running, background music and any other sounds which may indicate where the location from which the call is originating.

Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments.

Immediately after the caller hangs up, call the police. Clear the building. The police will handle the actual bomb search.

IV. Sex Offender Policy

Policy:

In accordance with Chapter 692A of the 2009 Code of Iowa as may be amended, 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 library services, either by requesting that a third party check the materials out for them or by registering for the library's Books-By-Mail service.

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

Since the library is a polling place, library employees and patrons need to be aware of Chapter 692A.113(2)(c) A sex offender who has been convicted of a sex offense against a minor:

c. Who is legally entitled to vote shall not be in violation of subsection 1 solely for the period of time reasonably necessary to exercise the right to vote in a public election if the polling location of the offender is located in a place specified in subsection 1.

Adopted by the Fort Madison Public Library Board of Trustees on March 15, 2007. Rev. 6/18/2009. Rev. July 19, 2012. Rev. September 18, 2014. Rev. October 19, 2017. Rev. November 15, 2018.