II. LIBRARY OPERATIONS

A. CIRCULATION SERVICES:

1. Patrons' Eligibility

The Cushing Community Library will serve all residents of the community, both in the city of Cushing and the surrounding rural area. Service will not be denied because of religious, racial, social, economic, or political status; or because of mental, emotional, or physical condition; age; or sexual orientation.

This library participates in the **Open Access** program, which is a reciprocal borrowing program, which enables cardholders from other participating libraries to directly check out materials, free of charge, from over 600 other libraries involved in the program.

The use of the library may be denied for due cause. Such cause may be failure to return library materials or to pay penalties, destruction of library property, disturbance of other patrons and staff, or other objectionable conduct on library premises.

2. Patron Responsibilities and Conduct

It is a patron's responsibility to maintain necessary and proper standards of behavior in order to protect his/her individual rights and the rights and privileges of other patrons. If a patron creates a public nuisance either in the library or on the premises of the library, that patron may be asked to leave the premises. Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to do so by a library staff member, will be subject to the law. Furthermore, the library director has the right to deny the use of the library facilities for a stated amount of time to said patron or patrons.

Young children:
The Cushing Community Library encourages visits by young children and it is our desire to make this important visit both memorable and enjoyable for the child. Library staff is not expected, however, to assume responsibility for the care of unsupervised children in the library.

Therefore, it is library policy that all children under age five must be accompanied by a parent or designated responsible person while in the library. Also, if the young child is attending a library program, we require the parent/responsible person to remain in the library throughout the program.

Disruptive children:
Children of all ages are encouraged to use the library for homework, recreational reading, and program attendance. The library staff realizes that the library will be noisier at busy times and that children by nature can cause more commotion. However, children, whether with parents or not, who are being continually disruptive will be given a warning that he/she must settle down or will be asked to leave the library. If after a second warning the child continues to be disruptive, he/she will be asked to leave the library. The library director will call the parents to notify them of this action if neither parent is with the child.

3. Registration

All borrowers must be registered and must have a valid local library card to check out library materials. Patrons must fill out a registration card with the following information: name, address, phone number, business address, and phone number, and e-mail address. The following statement will be printed on the registration form for the patron's information:

I agree to be responsible for all items borrowed with the library card issued in the above name, including items borrowed with it by others with or without my consent unless I have previously reported the loss of my card. I promise to comply with all library rules and policies both present and future, and to give prompt notice of change of address or loss of library card.

Signature_____

Applicants under 14 years of age must have a parent or guardian give their consent on the application form before a new card can be issued.

Materials cannot be checked out until a library card is issued.

4. Lost Cards

If a patron loses his/her library card, he/she should notify the library as soon as possible and request a replacement card.

5. Loan Periods

- Books, audio books: Three weeks
- Interlibrary loan books: Due on the date indicated by the lending library
- Compact discs, videotapes, DVDs, and cassettes: One week
- Reference books: Reference books do not circulate.
- Periodicals: One week

6. Renewals and Reserves

--Books may be renewed once if there is not a waiting list for the title.
--Periodicals may not be renewed.
--Audio-visual materials (DVDs, videotapes, CDs, etc.) are nonrenewable.
--Patrons may place reserves either in person, over the phone, or by e-mail.
  Patrons will be notified by telephone when the materials are available. There is no
  charge for placing a reserve.

7. Fines and Fees

There are no fines or fees for overdue materials. A fee is assessed for lost and/or damaged materials. Please see Items #8 and #9 below for details. There is no charge for interlibrary loan materials. However, there may be a fee for overdue materials and losses from the lending library. See Item B: Interlibrary Loan Service in this section of the policy book.

8. Damaged Materials

When materials are damaged to the extent that the library director believes they are unsuitable for the collection, the patron must pay the replacement cost. A notice of these charges will be sent to the borrower. A sample of the letter follows:

Dear_____,
 At the time a library patron borrows materials from the public library collection, the patron assumes the responsibility for the care and timely return of the materials. Recently, materials checked out on your library card were returned to the library damaged beyond the point of being usable in the Library's collection. The title(s) and cost(s) of these materials are listed below: _____$_____

Your assistance in clearing this matter promptly will be appreciated and will be necessary in order for you to retain your borrowing privileges. Thank you in advance for your prompt response to this matter.

Sincerely,

After the patron has paid for the damaged material, he/she will be allowed to have those materials.

9. Lost Materials

When an item has been overdue for three weeks, the library director shall notify the patron by phone or mail of the delinquency. If the item has not been returned after

four weeks from the original due date, it shall be declared "lost," and the library director shall bill the patron for the replacement cost of the item.
 In addition, borrowing privileges for the patron will be denied until the item is returned to the library in usable condition or the library is reimbursed for the item. If after two additional weeks the patron has not paid for or returned the item, the Board of Trustees has the discretion to take appropriate legal action to recover the cost of the item(s).

10. Confidentiality of Records

The records of the Cushing Community Library which includes the identity of any individual who borrows or uses the library's documents or other materials, resources or services will be kept confidential and may not be disclosed except by court order or to persons acting within the scope of their duties in the administration of the library.

B. INTERLIBRARY LOAN SERVCE   (ILL)

1. Access Plus: This program encourages equal access to library resources for Iowans by supporting library resource sharing. Participating libraries agree to provide interlibrary loan of materials without charge to other Iowa libraries and library users.

2. Participation: The Cushing Community Library is a participant in the State of Iowa Libraries Online (SILO) program. This Interlibrary Loan program is provided by Iowa Library Services and the Northwest District Office.

3. Procedures: A patron may request any specific item(s) that is not available in the Cushing Community Library through the Interlibrary Loan program. The library director will assist the patron in making such requests online. There is no charge for the initiation of an interlibrary loan request. However, patrons are responsible for any overdue or loss charges on interlibrary loan materials and for any direct charges made by the lending library.

C. REFERENCE SERVICE POLICY

The Cushing Community 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 phone, or request information electronically, or by mail.
- assist patrons in obtaining materials through interlibrary loan, when appropriate.
- refer library users to other agencies and libraries in pursuit of needed information.
- use the library's resources in printed form, and also consult appropriate online sources such as EBSCO as well as the regional resource library and other agencies by telephone in pursuit of "ready reference" information.

D. BRIDGES CONSORTIUM SERVICE POLICY:

1. **Participation:** The Cushing Community Library subscribes to the Bridges Consortium as a service for its patrons. An annual fee is paid for this service. Overdrive, a company in Cleveland, Ohio, provides libraries with download-able electronic books and manages the connections between libraries, the digital content, and the library patrons. Patrons are able to use this service remotely; that is, download books on their computers anywhere including on their mobile devices. This service is available 24/7.

2. **Procedures:**
   - The library agrees to access, circulation, and collection policies determined jointly by the BRIDGES consortium and by eligible group participants.
   - Patrons can go to the local library's website (www.cushing.lib.ia.us) and check the logo for BRIDGES or they can go directly to the BRIDGES website.
   - Patrons then complete a short set-up process.
   - Patrons can then select a book which will be downloaded to their computers or mobile devices in a matter of seconds.

E. SERVICES AND PROGRAMS

1. **Operational Hours:**

a. Open Hours
- Monday: 2:00 p.m. – 7:00 p.m.
- Thursday   5:00 p.m. – 7:00 p.m.
- Saturday   10:00 a.m. – 12:00 p.m.

b. Holiday Closings:
The library is closed on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day.

c. Inclement Weather
In case of inclement weather, the library will be closed at the discretion of the library director. If you have any questions, call the Cushing Community Library at (712) 384-2501.

2. **Programming for Children, Youth, and Adult**

A "program" is a planned interaction between the library staff and the program participants for the purpose of promoting library materials, facilities, or services, as well as offering the community an informational, entertaining, or cultural experience.

Programming may include such activities as story hours, activities on no-school days, summer library program for children, speakers for young adults, and book or author discussion groups for adults.

The effective implementation of this service requires flexibility and a perpetual flow of new ideas on the part of those involved. The Board of Trustees and library director will establish a budget and goals for programming to augment this service.

3. **Equipment Use Policy**

- **Computer Use Guidelines:** There are several microcomputers available to patrons on a first-come, first-served basis. Instructions for operating hardware are displayed near the computer.
    - There is no charge for use of the computers
    - Before using a computer, a patron may be signed on the **Computer Use Log** by the library director.
    - A patron must have consent of the library director to download files.
    - Patrons must refrain from altering or manipulating computer, printer, or software settings, configurations, and files other than their own.
    - When finished with a computer session, a patron may be signed off on the **Computer Use Log** by the library director.
    - In order to make the service available to as many patrons as possible, a time limit for usage will be imposed. Computer use will be offered in 30-minute sessions. Each user is allowed one session. If there is no patron waiting for the service at the end of a session, the user can have another session but if after having had the service for 30 minutes the user must relinquish the use of the computer if anther patron requests use of the service.
    - Patrons using the Internet must follow the Guidelines set forth in the **Internet Use Policy.**
    - Library staff is available for general assistance in using the computer. However, staff members are not expected to train patrons in the use of application programs.
    - Food and/or drinks are not allowed in the computer area.

- Public **phone use** will be restricted to library business or emergency use.

- **Photocopies** may be purchased for $.25 per page.

- **Computer printouts** may be made for $1.00 each.

- Machines are available for public use on the premises under the supervision of the library director.

4. Use of Space for Meetings

a. The meeting space in the Cushing Community Library is available for programs and activities of an informational, educational, cultural, or civic nature. The meeting space is limited to non-profit groups and organizations on an occasional basis. An adult representative of the group will be asked to assume responsibility for the period of use. First priority for use of the meeting space will be given to activities sponsored by the library.

b. All meetings must be open to the public at no charge. No products, memberships, or services may be advertised, solicited, or sold. Use of the meeting space for fund-raising is limited to library-related activities exclusively.

c. In issuing posters or press releases, groups must avoid any inference that their program is sponsored, co-sponsored, or approved by the library.

d. The Board of Trustees and staff do not assume any liability for groups or individuals attending a meeting in the library.

5. Displays and Exhibits Policy

As an educational institution, the Cushing Community Library welcomes exhibits and displays of interest, information and enlightenment to the community. Displays of handiwork, historical material, nature study, or any other material deemed of general interest may be exhibited. The library director and/or the Board of Trustees have the discretion to accept or reject material offered for display based on its suitability and availability

The library assumes no responsibility for the preservation or protection, and no liability for possible damage or theft of any item displayed or exhibited. All items placed in the library are there at the owner's risk.

6. Public Notice Bulletin Board Policy

Bulletin board materials may be submitted for posting by nonprofit community organizations for civic, educational, recreational, or cultural purposes. Such organizations may submit posters or flyers for specific events with the above-named purposes.

Limited space generally allows only short-term notices. The library director will place and remove postings promptly.

Adopted by Board of Trustees: 03/13/07
Reviewed/Revised: 05/11/10; 02/12/13; 06/14/16;03/12/19

F. INTERNET USE POLICY

1. Eligibility

The Cushing Community Library is providing access to the Internet as a means to enhance the information and learning opportunities for the citizens of the library 's service area. The Board of Trustees has established the Internet Use Policy to ensure appropriate and effective use of this resource.

Access to the Internet is available to all patrons; however, this service may be restricted at any time for use not consistent with any part of the Internet Use Policy. The Library Director will keep a **Computer Use Log.**

2. Expectations

It is a general policy that the Internet, including e-mail, is to be used in a responsible, efficient, ethical and legal manner. Users must acknowledge their understanding of the Internet Use Policy and Guidelines as a condition of receiving access to the Internet.

Users should be aware that the inappropriate use of electronic information resources can be a violation of local, state, and federal laws and can lead to prosecution. The user will be held responsible for his/her actions using the Internet. Users are expected to abide by all parts of the **Internet Use Policy**, which includes generally accepted rules of network etiquette. Failure to adhere to this policy and its guidelines listed below will result in suspension or revocation of Internet use privileges.

Patrons should also be familiar with the **Computer Use Guidelines** as found under **Use of Equipment in Section D.3 in this chapter.**

3. Warnings

The Internet is a decentralized, unmoderated global network; the Cushing Community Library has no control over the content found there. The library will not censor access to material nor protect users from offensive information; it is not responsible for availability and accuracy of information found on the Internet.

The library cannot assure that data or files downloaded by users are virus-free. The library is not responsible for damages to equipment or data on a user's personal computer from use of data downloaded from the library's Internet service.

The use of the Internet and e-mail is not guaranteed to be private. Messages relating to or in support of illegal activities will be reported to the proper authorities.

4. **Guidelines for Using the Internet**
   - Patrons should have an educational/informational reason for using the Internet.
   - Users may use the Internet for the receipt of e-mail as long as they use a free e-mail service, which will establish and maintain an account for them; the library is unable to manage e-mail accounts for organizations or individuals.
   - Users will respect and uphold copyright laws and all other applicable laws and regulations; they will not use the Internet for illegal purposes.
   - It is unacceptable to use profanity, obscenity or other language, which may be offensive to others.
   - Users shall not deliberately or willfully cause damage to computer equipment, programs, or systems.
   - Users agree not to incur any costs for the library through their use of the Internet service.
   - Internet users should remember that others might read messages or information sent.
   - Internet users should be aware that downloading files or accessing contaminated disks might spread computer viruses, and therefore, take precautions to avoid spreading a virus to library computers.

5. **Procedures**
   a. Internet use is offered in thirty (30) minute sessions on a first-come, first-served basis; each user is allowed one session—if there is no patron waiting for the service at the end of a session, the used can have another session, but once having had the service for 30 minutes the user must relinquish the computer if another patron requests use of the service
   b. When finished with a computer session, the patron will close down the program that he/she was using.

6. **Form: Internet Use Agreement**
A copy of the **Internet Use Agreement** form is attached to this policy.

Adopted by Board of Trustees: 03/13/07
Reviewed/Revised: 05/11/10; 02/12/13; 05/10/16;04/09/19

INTERNET USE AGREEMENT

I understand and will follow the Cushing Community Library's Internet Use Policy. I also understand that any violation of the rules or guidelines is unethical and may constitute a criminal offense. If I do not follow the rules and guidelines of the Internet Use Policy, I understand that my privilege to use the Internet may be taken away.

User's Name (printed): _____

User's Signature _____

Date_____

As the parent or guardian of this individual, I accept full responsibility for my child's use of the Cushing Community Library's Internet service. I understand that the library's access to the Internet is intended and designed for educational and informational purposes. I will not hold the library responsible for materials or information acquired by my child through the use of the library's Internet service. I hereby give permission for my child to use the library's network for Internet access. I also certify that the information contained on this form is correct.

Parent's Signature: _____

Name of Child (Please print.)_____

Address _____

Child's Birth Date _____ Phone _____