

Humboldt Public Library Polices

LIBRARY VISION STATEMENT

In the Humboldt Community:

- people of all ages, educational, and ethnic backgrounds will use the library's print and other resources to develop life-skills which will effectively help them realize a sense of cooperation and accomplishment.
- students will have access to resources which will support their school curriculum resulting in a more successful educational experience,
- all parents will have the opportunity to obtain skills to effectively nurture the intellectual growth, emotional and physical development, and character education of their children,
- businesses will have access to information for developing community economic growth and stability, and
- every one will have an opportunity to experience a variety of cultural events, broadening their perspective of the arts, and will also enjoy recreation and entertainment which will enhance their lifestyle and stimulate personal growth.

LIBRARY MISSION STATEMENT

The Humboldt Public Library will meet the informational, recreational, and cultural needs of people of the Humboldt community, through appropriate print and technological resources, and cultural events.

LIBRARY GOALS

Goal #1

The Humboldt Public Library will provide the opportunities, resources, and place/location for the people of the Humboldt community to develop the skills necessary to find, evaluate, and use information in both print and non-print format.

Goal #2

The Humboldt Public Library will provide the people of the Humboldt community library materials and resources they desire for recreational reading, viewing, and listening experiences.

Goal #3

The Humboldt Public Library will provide the people of the Humboldt community access to materials to meet their personal and educational needs.

LIBRARY SERVICE POLICY

1. Library Operations

A. Circulation services

I. Borrower eligibility

1. Residents of the towns of Humboldt and Dakota City, and residents of rural Humboldt County are eligible for library cards from the Humboldt Public Library.
2. Residents of other towns in Humboldt County and the state are eligible for Humboldt Public Library borrower cards by presenting their local library card.

This policy shall continue as long as Open Access is a program from the State Library.

II. Registration

3. New adult borrowers will be asked to present some form of identification with their name and current address (such as driver's license, credit card, or utility bill), must provide a reference (such as place of employment for self or spouse) and must register for a library card in the presence of the librarian or library assistant on duty. New borrowers are limited to four (4) items per checkout for the first three (3) months.
4. New student borrowers in grades 7- 12 must list the name of a parent or guardian as a reference.
5. New children borrowers ages two (2) through grade six (6) must be registered by a parent or guardian.
6. Student borrowers who have completed grade six (6) will have their cards transferred to the adult department.

III. Confidentiality of records

7. Humboldt Public Library recognizes that the circulation records of the library are confidential in nature and advises all library employees that such records shall not be made available to anyone including any agency of state, federal, or local government except pursuant to federal, state, or local law relating to civil, criminal, or administrative investigatory power.
8. The library will resist the issuance or enforcement of any such process, order or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.
9. All cases of confidentiality must be considered by the Humboldt Public Library Board of Trustees in consultation with the attorney for the city of Humboldt.

IV. Loan Periods and Renewals

10. Materials are loaned for three (3) weeks with the following exceptions:
 - o Current magazines -- in-library use only
 - o Videos--Entertainment videos are on a 24-hour loan period except when checked out on Saturday; may be renewed once. Instructional videotapes are loaned for three (3) weeks.
 - o Art prints -- one calendar month; one calendar month renewal
 - o Cake pans-- one week; no renewal
 - o Slide projector and overhead projector -- 24 hours; one 24-hour renewal. A rental fee is charged for each 24-hour period.
11. Patrons may borrow fifteen (15) items on their library card at any one time. Exceptions may be allowed at the discretion of the library director, librarian or library assistant on duty when more than one patron is using a library card or when materials are to be used in a group situation.
12. Materials may be renewed for another three-week period unless reserved for another patron or either of the following situations applies:
 - o Materials located on the "new book" shelf may be renewed once.
 - o Materials not in demand may be renewed a second time.

V. Reserves

13. A patron may request that an item be held for them and will be notified when available. The patron has three (3) library days (days when the library is open) to obtain the reserved item. If the patron does not obtain the item within that time, the item will be given to the next patron on the reserve list or returned to the collection.

VI. Overdues, fines, and lost/damaged materials

14. When materials become overdue the patron will be contacted as follows:
 - At one (1) week and three (3) weeks following the due date by phone or mail;
 - At eight (8) weeks following the due date, a bill for the list cost of the materials will be sent and the patron will lose borrowing privileges until fines are paid or the bill is paid.
15. No refund will be made if materials are found after the material replacement bill is paid.
16. A daily per-item fine will be assessed on overdue materials, with a maximum per item fine. Materials must be returned to the library by closing time of the date due to avoid being assessed a fine.
17. Patrons who return damaged materials will be assessed charges appropriate to the extent of the damage to the item. The library director or the children's librarian will determine the amount.
18. The law of the State of Iowa provides that: "The fact that a person fails to return library materials for two months or more after the date the person agreed to return the library materials, is evidence of intent to deprive the owner, provided a reasonable attempt, has been made to reclaim the materials." Materials unaccounted for after two months will be subject to the Iowa theft law and may be duly processed in accordance with it.

VII. Interlibrary Loan Services

19. Patrons may request printed and audiovisual materials not owned by the Humboldt Public Library through the Interlibrary Loan service. No fee is charged to the patron except when the lending library charges fees. Such items will be subject to the policies of the lending library. The availability of such material depends upon the lending library. Patrons will be notified when the requested materials arrive and will be allowed three days to obtain such materials. Items obtained by a patron through this service that are not returned to the Humboldt Public Library will be billed to the patron as suggested by the lending library.

VIII. Reference Services

20. All patrons, regardless of status, are assisted in their search for information and treated with courtesy, respect, confidentiality and no censorship.
21. Homework assignments -- The library assumes the role of instruction in the use of library tools, allowing the student the role of searching for the homework answers.
22. In-Person versus telephone answers -- This is on a "first come, first served" basis whether by telephone or in person. There is no limit on length of time spent on a search for information, but answers will be provided to the patron as soon as possible.

2. Equipment availability and patron use

- a. A typewriter, photocopy machine and microfilm reader/printer are available for patron use. A fee is charged for each photocopy and microfilm reader/printer copy.
- b. A fax machine is available, but will be operated by library staff members only. A per-page fee is charged for all incoming and outgoing fax copies.
- c. Macintosh computers and a printer are available in the children's department. IBM-compatible computers and printers are available in the adult department. Internet access computer equipment is available in the adult and children's department. These computers and printers are available for patron use under the following conditions:
 - o Patrons may reserve times on certain computers for computer use. Reserved time on the Internet access equipment is limited to two (2) hours per week in one- (1) hour segments. If no one is waiting to use the equipment at the end of a first-come, first-served 30-minute segment, the patron may continue his or her use of the equipment for another 30-minute segment. Latecomers forfeit the unused portion of their reserved time.
 - o To use Internet access equipment, patrons under the age of eighteen (18) must have a signed parental permission. All other patrons must have a library card.
 - o Patrons may not use or install their own computer programs on Humboldt Public Library computers. Material must be saved only to a patron's own data disk. Any material saved on a hard drive will be deleted.
 - o E-mail is not available to patrons using the library's address.
 - o Only two (2) people will be allowed at a computer at any one time.
 - o Within copyright laws, patrons may print information on either black-and-white or color copiers at a per-page fee.
 - o Misuse of library equipment will result in loss of equipment privileges at the discretion of the library staff.

3. Patron conduct

- a. Members of the public are to conduct themselves in a manner that does not interfere with other patrons and is in keeping with the library's programs and services. Any patron activity not connected with these library programs or services may be deemed inappropriate and such patron is subject to removal from the building and premises and/or restriction of library privileges.
- b. No food or drink is allowed in the adult or children's departments. The library is a smoke-free and drug-free building.
- c. Parents or guardians are responsible for their children's behavior. Library staff shall not assume liability for children's safety and behavior.
 - o Children under the age of five (5) may not be left unattended in the library.
 - o The responsible adult or mature adolescent accompanying any child under the age of five (5) must remain within sight of the child at all times. If the child is attending a library-sponsored story time, the responsible adult must remain in the building. Parents or guardians will be contacted if children under the age of five (5) are left unattended in the library. If staff is unable to contact parents or guardians the police will be contacted to help locate them.
 - o Children in elementary prep class through Grade three (3) may be left unattended in the library for one-half hour.
 - o Children of any age with special needs shall be supervised by a caregiver at all times. Special needs may be related to, but are not

- limited to, physical or mental abilities, disruptive behavior, emotional problems, lack of adequate attention span, and incomplete social skills.
- Parents or guardians will be contacted if children of any age are disturbing library patrons or staff. If staff is unable to contact parents or guardians the police will be contacted to help locate them.

4. Staff responsibility

- a. It is the responsibility of the staff to document any of the following incidences in writing and provide the Library Director with a copy as soon as possible. This written documentation should also include the staff member's response to the incident.

I. Emergency situations

An emergency situation is defined as any situation in which a patron's actions present an imminent danger to the life or safety of him/herself others. Such incidents include assault and other crimes of violence, or the threat or attempt to commit such crimes. The staff member should call the Director, a colleague, or the police for assistance. Examples of such situations:

- 2. Observing or receiving a report of a library patron attempting to steal or maliciously destroy library property.
- 3. Observing a patron performing an illegal act.

II. Disruptive behavior

When a patron willfully and purposefully disturbs other patrons, staff members should ask him/her to stop the disruptive behavior without making any physical contact. If the disruptive behavior continues, the person will be asked to leave the library. If the patron continues to act disruptively and refuses to leave the library or becomes dangerous, the staff person shall call the police and take measures to protect other patrons and staff.

III. Verbal abuse of the staff

If a patron speaks to a staff member in an abusive or obscene manner in person, the staff member should tell the Director. If the Director is not available the staff member should call another staff member. If the staff member is the only one in the building and the patron continues to be abusive or obscene the staff member will ask him/her to stop the verbal abuse without making any physical contact. If the verbal abuse continues, the person will be asked to leave the library. If the patron continues the verbal abuse and refuses to leave the library or becomes dangerous, the staff person shall call the police and take measures to protect other patrons. If verbal abuse happens in a telephone conversation, the staff member shall tell the Director. A written letter shall be sent to the patron requesting an apology. If an apology is not given, the patron's borrowing privileges and Internet usage shall be suspended until the apology is given.

IV. Inappropriate use of the library

When a patron appears to be using the library for inappropriate purposes, a staff member should approach the patron and tell the patron in a reasonable manner and without physical contact that she/he should use the library in an appropriate manner or leave. If the patron refuses to behave more appropriately, the staff person shall call the police and take measures to protect other patrons and staff.

5. Public safety

- a. In case of an emergency such as tornadoes, fire, bomb threats the staff persons shall follow these procedures.

I. Tornado

2. In the case of a tornado watch, all staff needs to be aware of the possibility of sudden severe weather. They should try to be aware of where the patrons are in the building. The staff should turn on the radio to keep apprised of the weather. In the event of a tornado warning, the city sirens will sound and staff should listen for this possibility. The sirens are not always easily heard. The staff should call out loudly, but in a calm voice, for the patrons to go to the stairwell in the northwest corner of the adult department. If time permits, the staff should go to the far corners of the building to check for hearing-impaired and mentally/physically challenged patrons. Staff should not worry about petty cash unless time permits. Patrons should be advised against leaving the building.

II. Fire

3. In the case of fire, staff will activate the nearest fire alarm and make every reasonable effort to evacuate all patrons. All persons will leave the building and the staff will go to the nearest outside telephone to report the fire. If a physically challenged patron can't be safely evacuated from the building, a staff person will be assigned to assist that patron to the nearest uninvolved stairwell and will stay with them until the emergency personnel have been alerted as to their location.

III. Bomb threat

4. In case of a bomb threat it should be kept in mind that the safety of patrons and staff is the number one priority.
5. If a written threat is received, copy the contents and protect the original message so as to preserve fingerprints and other identifying marks.
6. Upon receipt of a phoned bomb threat, the person receiving the call will follow the procedures outlined in the Department of Justice checklist provided by the Humboldt Police Department, which is attached to this policy and available at all, phone sets.

6. The library recognizes OSHA rules and regulations.

IOWA COMMUNICATIONS NETWORK (ICN) POLICY

The Iowa Communications Network (ICN) is a statewide fiber optic communications infrastructure that provides full motion, two-way, interactive video, voice, and data capabilities. The purpose of this policy is to define the use of the ICN by the Humboldt Public Library (hereafter referred to as "the library") and its patrons.

Mission Statement

The library offers access to the ICN in the Springvale Room on the lower level of the library building. Providing access to the ICN fits with the library's mission statement:

"The Humboldt Public Library will meet the informational, recreational, and cultural needs of people of the Humboldt community, through appropriate print and technological resources, and cultural events."

Use of the ICN

The primary use of the Springvale Room is for local library programming. When the room is not being used for library programming, it may be available on a first-come, first served basis to any

entity who fulfills the mission statement of the Humboldt Public Library and/or who is defined as an authorized ICN user in the ITTC Administrative Rules (751), Chapter 7, Sections 7.5-11.

Room Availability

The Springvale Room will be available for ICN purposes from 8:00 a.m. - 10 p.m. Monday through Saturday. The Springvale Room is not available for ICN use when the library is closed on holidays. Final decision on availability is delegated to the Library Director or his/her designee.

The library reserves the right to cancel any scheduled activity when circumstances require it. Permission to use the Springvale Room for ICN does not imply endorsement of, or agreement with, the purpose(s) of or the expressions of such individuals or organizations by the library, the library board, or the library staff.

Room Charges

Cost for use of the Springvale Room is \$12.50 per hour. Requesting authorized users are financially responsible for all ICN telecommunication charges incurred for the use of the room.

Requests for Use

Those who desire to use the library as an ICN origination site must complete in writing the request form supplied for that purpose by the library no later than 48 hours before the start time of the program. A decision to approve or deny the request will be made as soon as possible after the completed request form is received by the library. In all cases concerning requests for use of the room, the library will accept those requests no more than six months in advance of a program.

Requests for Cancellations

A request for cancellation of any ICN program originating from the library must be made by notifying both the library and the ICN scheduling system within 24 hours of the beginning of the scheduled program. Cancellations made less than 48 hours in advance may result in the user being billed by the ICN.

Room Use

- The Springvale Room is tobacco-free and alcohol-free.
- Food and beverages are allowed, provided all trash is deposited in available trash receptacles.
- Only authorized library staff members will turn on and off ICN equipment, adjust any ICN controls, troubleshoot system problems and be responsible for unlocking and locking entry doors unless prior authorization is obtained. Authorization may come from the library staff, the origination site host, or the ICN Operation Center. Any adjustments or changes made by on-site users are restricted to situations when no library staff member is available.
- Room capacity shall be determined by the State Fire Marshal, and the number of on-site users is not permitted to exceed the stated figure at any program.

On-site User Responsibilities

On-site users of any ICN programs are responsible for any damage to furniture, fixtures, or equipment. The library reserves the right to assess reasonable damage fees to on-site users for any stain or damage to any part of the ICN equipment, library fixtures or furnishings. Failure to leave the room in good order, misconduct, loss of or damage to library property are grounds to refuse any user from future attendance and may result in the immediate termination of the ICN session.

Addition Restrictions

- Admission may not be charged for admittance to an ICN program.
- There will be no on-site selling or solicitation during ICN programs.
- The ICN is a limited access network and may not be used for a profit-making venture.
- The user may not resell time on the network.
- Regarding video use of the network, the user may not enable for-profit persons or entities to use the network for the pecuniary advantage of the for-profit entity.

COLLECTION DEVELOPMENT POLICY

It is the philosophy of the Humboldt Public Library to serve all the people of the Humboldt community equally and impartially to the best of its ability.

The library subscribes to the Library Bill of Rights, including its various components, prepared by the American Library Association. These statements are attached to this statement.

The duty of selecting materials for the library is delegated by the Library Board to the librarian in charge of the respective department. The librarian selects materials on the basis of information found in standard library selection aids; on the advice of experts who may be consulted in cases where the librarian feels it is warranted; and when feasible; on direct examination of the material itself. Other criteria for selection are the specific needs and interests of the community and the library's existing selection, services, and budget.

Qualities sought in selection of materials include permanent or timely value, authoritativeness, clear presentation and readability and social significance. Textbooks are generally not acquired, nor are collector's items as such. Special group interests are balanced with general demand.

The library believes that censorship is a purely individual matter. While anyone is free to reject for him/herself materials which he/she does not approve, he/she cannot exercise this right of censorship to restrict that freedom to others. The library defends the principles of the Library Bill of Rights and declares that whenever censorship is involved, no library materials shall be removed from the library save under the orders of a court of competent jurisdiction.

Complaints about the inclusion of a particular item in the library's collection should be directed to the Library Director in writing, using the form "Request for reconsideration". This form is attached to this policy and extra copies are available at the circulation desks. The Library Director shall, within ten working days, reply either verbally or in writing to the complaining person and shall, in the reply, refer to the library's material selection policy. Continued complaints about library materials shall be referred by the Library Director to the Library Board.

The Humboldt Public Library Board welcomes gifts of materials and cash as long as they fit into library criteria. Givers will be appropriately recognized. An attempt will be made to match the content of memorial materials to the interests of the person to be honored. These materials will be shelved with the regular collection.

The collection will be continually weeded using guidelines established in the Crew Manual.

Internet Policy

The Internet, which is a natural extension of traditional library service, is available to the public at the Humboldt Public Library.

The Humboldt Public Library does not monitor and does not control the information accessed through the Internet and cannot be held responsible for its content. The Internet is a global entity with a highly diverse user population. Just as we do not restrict an individual's access to printed information, we will not refuse access to Internet content that some might deem objectionable. The principles of intellectual freedom that apply to the traditional library resources also apply to this electronic resource.

WAIVER

Please be mindful that, as with other library materials, restriction of a child's access to the Internet is the sole legal responsibility of the parent/legal guardian. Library staff cannot and will not act in loco parentis (in place of the parent) in these matters.

STAFF ASSISTANCE

As with other library tools, staff may help patrons access the Internet and offer suggestions on starting a search. Because of time restrictions, the library staff does not provide in-depth, on-the-spot, training concerning the Internet, computer technical language, or personal computer use.

RESTRICTIONS

Due to limited resources, access to chat rooms is prohibited.

Users are advised to refrain from accessing sites that are prohibited by law to minors and which minors in the library may inadvertently view.

The first violation of either of these restrictions will result in one verbal warning. A second violation will result in the user being prohibited from Internet use in the library.

PROCEDURE FOR PATRON USE

- Internet users will need a current Humboldt Public Library computer card. First-time users will receive a copy of the Internet Policy.
- All persons under 18 years of age must have their computer card signed by a parent or guardian.
- Patrons may reserve the computer for 2 hours per week in 1-hour segments. If no one is scheduled to use the computer, the patron may continue use of the computer. Latecomers forfeit the unused portion of their reserved time.
- A maximum of 2 people will be allowed at an Internet computer at any one time.
- Email is available to patrons through any online account, such as Yahoo, Hotmail, Juno, etc. Use of the library's email account is prohibited.
- Within the copyright laws, patrons may download or print information; however, patrons must purchase diskettes and copies from the library. Diskettes are 50 cents each; copies are 10 cents for each black and white copy and 25 cents for each color copy.
- Misuse of the computer or Internet access will result in the loss of computer privileges at the discretion of the library staff.
- Food and drink are not allowed in the computer area.