

# **Bonner Springs City Library**

## **SERVICE POLICY**

Last revision approved by the Library Board on May 11, 2017

### **I. Library Lending**

In order to make materials available to all persons on an equal basis, the Bonner Springs City Library Board of Trustees has adopted the following policy for the circulation of library materials:

#### **A. Who may borrow?**

All libraries that are members of the Northeast Kansas Library System have agreed to allow anyone in the fourteen county regional system to use their library without charge. Charges made by other libraries for films, interlibrary loan, etc., may be passed on to the user. Residents or property owners in the fourteen county area are entitled to a free library card by completing a written application form. Any card holder may check out circulating materials on presentation of the library card. If a person does not have library card with them at time of checkout, the person must have identification. There is no charge for initial library card, but the fee for replacement cards is \$1.00.

All borrowers must complete a registration form, or have one completed for them in the case of young children. Individuals age 18 and older will complete registration form, provide identification verifying address, and sign agreement to abide by library policies, including respecting library equipment and materials, paying any fines assessed, and providing replacement funds for lost or damaged materials. Responsible parent or guardian must sign the registration form for individuals age 17 and younger.

#### **B. Limits on borrowing**

Registered library card holders may borrow as many items as they want to be responsible for with the following restrictions for certain item types:

- DVDs – five per card
- Music CDs and magazines – ten per card
- Launchpads – one per card
- Videogames and Playaway Views – two per card

Special arrangements may be made for teachers or other group leaders to borrow increased quantities of materials based on need, and also to place items on reserve for in-library use only. The library staff reserves the right to restrict the quantity of checkouts per person on particular types of materials, such as holiday books or materials required for school projects, so that items in high demand can be shared fairly by as many as possible. Reference books may only be used in the library and cannot be checked out.

#### **C. Length of Loan Periods**

Materials are loaned for the following lengths of time:

Books, audiotapes, audio CDs, music CDs and Playaways- 3 weeks.

Magazines, Videos, DVDs and Video Games– 1 week.

Interlibrary loan titles - according to the time frame set by the lending library.

#### **D. Renewals**

All materials may be renewed in person, by phone, or online up to two times after the initial checkout with the exception of the following:

- Materials on reserve for another library user.
- Interlibrary loan titles from libraries that do not grant renewals.

#### **E. Reserved Materials**

Registered library users may reserve materials currently in circulation but unavailable at the time of the request. The patron will be notified when the material becomes available. Materials must be picked up within seven days of notification.

#### **F. Audio-Visual Checkout Policy**

The Library does its best to comply with the guidelines set aside by the Motion Picture Association of America concerning movie ratings. R rated movies may only be checked out when the patron is at least 17 years of age or older. PG-13 rated movies may only be checked out when the patron is at least 13 years of age or older. Date of birth information that is given on the library card will be checked to verify a child's age. If a parent wishes their child to have access to a movie that is beyond their age restriction, then the parent must personally come to the library and check out using their own card.

Music CDs with a parental advisory because of explicit lyrics and video games with a Mature rating may only be checked out to adult patrons, age 18 and older. A parent who wishes their child to have access to these items must be personally present and use their own card.

#### **G. Use of Equipment**

- Computers--See Computer & Internet Use Policy
- The copier is available for public use at ten cents per page for a black and white copy and fifty cents per page for a color copy. This price applies to all sizes of paper. If user requests to supply their own paper, they will receive a five cent discount per copy, and user must first inform library staff.
- The fax machine is available for public use with assistance from the staff. Rates for fax transmissions are \$1.00 for the first page, and \$1.00 for each additional page sent. An identifying cover sheet may be included for no charge. Receipt of a fax transmission will be charged 10 cents per page.

- A typewriter is available for public use. User must supply their own typing paper.
- An overhead projector may be borrowed, generally for up to three days. Advance reservations are recommended to ensure availability. The individual will be responsible for any damage or loss of equipment occurring during use.
- Other equipment, such as laptops for in-house use and mobile hotspots, are subject to special loan periods and late fees.
- The microfilm reader/printer may be used in the library. The user must receive instructions from a staff member before use. The individual will be responsible for any damage to the equipment during use. Copies may be made at a cost of ten cents per page.

## **H. Return of Materials**

The borrower has the responsibility of returning the materials on or before the date due. If materials are not returned by the time of the mailing of the 3<sup>rd</sup> Overdue Notice, 35 days after items are overdue, then the patron's borrowing privileges will be suspended until either the materials are returned or replacement fees have been paid.

## **I. Fines and Fees**

Fines for overdue materials are as follows:

- Books, audiotapes, audio CDs, music CDs, magazines- 5 cents per day up to a maximum of \$3.00 per item.
- Videotapes and DVDs- 25 cents per day up to a maximum of \$3.00 per video/DVD.
- Fines of \$10 or more will result in loss of borrowing privileges until fines are once again under \$10.

## **J. Lost or Damaged Materials**

- Borrowers are responsible for all materials checked out, and are liable for the damages which may occur to library materials. Staff will notify borrowers of payment due for the replacement of damaged or lost items. Replacement cost will be the list price of an item as given in the library catalog or the current cost of replacement as determined by library staff.
- Patrons may not directly purchase replacement items, they will need to pay money to the library and then the library will buy the replacement.
- With regard to materials owned by the Bonner Springs City Library, refunds will be given for lost items that are paid for and later found and returned, but only within six months of the date on which payment is made. With regard to materials owned by other libraries, no refunds will be given for lost items after they are paid for.
- If an accessory part of an item owned by the Bonner Springs City Library is not returned or is returned damaged, the patron will be billed \$3.00. Examples include CD and DVD artwork and cases, instructions, and hanging bags. The cost

of missing or damaged accessory parts of items owned by other libraries will be determined by the owning library and may equal the full replacement price.

## **II. Service Hours**

### **A. Daily**

Monday	9:00a.m.-8:00p.m.
Tuesday	9:00a.m.-8:00p.m.
Wednesday	9:00a.m.-8:00p.m.
Thursday	9:00a.m.-8:00p.m.
Friday	9:00a.m.-5:00p.m.
Saturday	9:00a.m.-5:00p.m.
Sunday	1:00p.m.-5:00p.m.

### **B. Holidays**

The library will be closed for the following holidays:

New Year's Day	January 1
Martin Luther Kings, Jr.'s Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Friday after Thanksgiving	Fourth Friday in November
Christmas Eve Day	December 24
Christmas Day	December 25

Sundays the library will be closed but are not paid holidays:

- Easter Sunday
- Sunday before Memorial Day
- Sunday before Labor Day

And any other day so designated by the Board of Trustees. When a holiday follows a late night, the Library will close at 5:00p.m. on the preceding evening.

## **III. Library Services**

### **A. Reference Service**

Reference service will be provided by maintaining a core collection of reference materials, using contacts at other area libraries and by using the Kansas Library Catalog and the Internet. Reference service will be offered via telephone, mail, e-mail, or direct contact with individuals or groups. In supplying reference information, if answers are not

found from the above sources, referrals should be made to appropriate organizations or agencies.

## **B. Interlibrary Loan**

The Bonner Springs City Library shall follow the agreement set forth by the KIC Council in *the Kansas Interlibrary Loan Code, Policies for Cooperative Resource Sharing*, and *Protocols for Cooperative Resource Sharing*. Based on client needs of the Bonner Springs City Library Interlibrary Loan Department, these policies shall be followed:

### REQUESTS

- ILL service is limited to patrons with a valid Bonner Springs City Library Card or a NExpress Library Card in good standing.
- Requests should be limited to materials not owned by the NExpress system or materials that are missing, lost, or 1 month overdue.
- There is a limit of 10 requests at one time per person.
- Patrons will be notified if the request cannot be filled after a thorough search.
- Periodical article requests must comply with federal copyright law and regulations and the Bonner Springs City Library reserves the right to refuse to accept a copying order.
- Patrons will be notified by telephone when the material arrives and is ready to be picked up.
- Patrons must pick up the materials within (1) week of notification or they will be returned to the lending library.

### LOAN PERIODS

- Loan periods range from 1 to 4 weeks from the date the material is received into this library and will be set by the lending library.
- Some materials may not be checked out and are restricted for use in the Bonner Springs City Library.
- Materials that are in fragile condition will be restricted to use only in the library.
- Semester-long loan of materials is not available through ILL.
- Photocopies may be kept by the patron in most cases.
- Ill materials should be promptly returned to the Bonner Springs City Library ~~in~~ to insure future borrowing privileges from lending libraries.

### FINES & FEES

- In most cases, there is no charge for ILL materials. However, if a book can only be borrowed from a library that charges to loan, the patron will be contacted to approve payment of the loan charge before the borrowing request is made. Additionally, some charge may occur with requests for photocopies of articles. Costs are the responsibility of the patron requesting materials, not the Bonner Springs City Library.
- Charges will be added to the patron's library account when the materials have arrived.
- ILL items accrue fines just as regular library items do and are the responsibility of the patron not the Bonner Springs City Library.

- Should materials be lost or damaged, the patron is responsible for replacement costs. The cost is determined by the lending library and the patron's account will be charged that amount. If an item is not returned and becomes long-overdue, the materials will be considered lost and replacement costs will be calculated accordingly.

## RENEWAL

Renewal requests need to be made prior to the due date and can be done by telephone or in person. If a renewal is denied by the lending library, the patron will be contacted by telephone to request return of the material and overdue fines will be calculated accordingly.

### **C. Children's Services and Programming**

Special services for children include, but are not limited to: summer reading programs, toddler and preschool story times, ongoing reading incentives, and special events. Efforts will be made to encourage children of the community to become avid readers and active library users.

### **D. Young Adult Services and Programming**

Young Adult programs will be targeted for those in 6<sup>th</sup> through 12<sup>th</sup> grades. Ongoing efforts will be made to make the library a welcoming and enticing place for this age group.

Summer volunteers age 12 and older are an integral part of the Summer Reading Program. These volunteers will be encouraged to take on duties throughout the year as well.

### **E. Adult Services and Programming**

Programming and services will be constantly evolving based on the needs of the community. The library will provide programming for adults of the community, including, but not limited to book discussion groups, special programs, computer classes, information sessions on genealogy, and others at the suggestion of library users.

### **F. Services to Groups and Organizations**

The library will actively assist civic, cultural, and educational organizations in locating and using materials for planning programs, for conducting projects, and for furthering the education of the community. The library staff will work closely with teachers and administrators of the local school district in an effort to provide curriculum support, homework helps, and other assistance as requested.

### **G. Americans with Disabilities Compliance**

The provisions of the Americans with Disabilities Act of 1990 will be upheld to the fullest extent.

## **IV. Outreach**

The Board of Trustees and staff will make continuing efforts to identify underserved populations, and to design outreach and services to meet these needs.

### **A. Books in Motion/Homebound Services**

The library staff or volunteers organized by the staff will deliver and pick up materials loaned to patrons who are homebound or are unable to come to the library. Regular outreach services will be available to extended care, senior citizen centers, and any other organization requesting the service.

### **B. Preschool/Daycare Services**

Library staff will provide outreach Story Time activities to preschools and daycares in the community as budget allocations allow.

### **C. Public Relations Policy**

In recognition of the Bonner Springs City Library's responsibility to maintain continuing communication with present and potential users of the library's services and resources so as to assure effective and maximum usage by all citizens, the Board of Trustees of the Bonner Springs City Library adopts the following resolution as a matter of policy.

The objectives of the library's public relations program are:

- To promote community awareness of library services.
- To stimulate public interest in and usage of the library.
- To develop public understanding and support of the library and its role in the community.

The following means shall be used to accomplish these objectives:

1. An annual plan of specific goals and activities shall be developed, sufficient funds shall be allocated to carry out this program, and the program shall be evaluated periodically.
2. The library director shall have the responsibility for coordinating the public relations and public information activities.
3. Surveys of the community shall be made as needed to assure the Bonner Springs City Library's responsiveness to the interests and needs of all citizens.
4. Personal and informational contacts shall be maintained with government officials, city leaders, service clubs, civic associations, and other community organizations by library staff and board members.

5. Training sessions, workshops, and other aids shall be made available to library staff members to assure courteous, efficient, and friendly contact with library users and the general public.
6. The Bonner Springs City Library may sponsor programs, classes, exhibits, and other library-centered activities, and shall cooperate with other groups in organizing these to fulfill the community's need for educational, cultural, informational, or recreational opportunities.
7. Local media shall be used to keep the public aware of and informed about the Library's resources and services.
8. Newsletters, brochures, and other promotional materials shall be produced and distributed through regular mailings and other effective methods of reaching the public.

#### **D. Exhibits and Displays**

##### **Purpose**

To enrich the lives of its patrons and serve as a cultural center for the community, the Bonner Springs City Library offers exhibit space for public use that includes a gallery wall, a children's display case, and a foyer display case. There is no charge for use of the exhibit spaces, and no fees will be charged to view library exhibits or displays.

##### **Selection Criteria**

###### **Major considerations:**

- Importance/relevance to community (priority given to but not limited to local artists)
- Variety of media and styles
- Aesthetic quality and technical quality
- Condition, size, weight or fragility of the objects proposed
- Appropriateness for viewing in a public library setting
- Preservation of library's mission

Artists, organizations or collectors who would like to have an exhibit must submit an application. Proposing an exhibit or display does not guarantee that the exhibit or display will be accepted.

Exhibition of art does not constitute endorsement of artists', organizations' or collectors' viewpoints.

##### **Selection Process**

Applications may be submitted at any time. Applications will be reviewed and exhibitors chosen by the Library Director and a staff member, in consultation with community



members if further input is deemed necessary. Upon approval, dates for exhibition will be set and the applicant will be notified. The Library reserves the right to approve or reject any proposals that it receives for review and to reschedule or postpone exhibits as rare circumstances may demand.

One exhibit per group or individual is allowed every two years for the gallery wall and/or children's display case, and every year for the foyer display case. Library exhibits will always have precedence.

### **Guidelines**

- The gallery wall space will be available on a bi-monthly rotating basis except for the months of June and July, which will be reserved for the Library's summer reading program displays.
- For the children's display case, the Library will give priority to children's art when available, on a monthly basis. This case may also be used in conjunction with the Gallery wall for 3-D art; if so used, it may be used on the same 2-month rotating basis as the gallery wall.
- The foyer display case will be available on a monthly rotating basis.
- Gallery wall dimensions: 95" (h) x 338" (w).
- Children's display case dimensions: 46" (w) x 42" (h) x 14.5" (d)
- Foyer display case dimensions: 70" (h) x 67" (w) x 16" (d).
- Gallery walls MUST use Library-supplied hanging hardware or T-pins. No nails are permitted in the wall.
- Two-dimensional art must be ready to hang.
- No adhesives may be used to hang art on the back wall of the children's display case; any hanging art must use wire attached to existing hardware.
- Exhibits must be put up and removed for the agreed upon length of display. Any display left longer than that may be removed by Library staff and stored until picked up by the exhibitor.
- Responsibility for setting up and dismantling exhibits lies with the exhibitor.
- All work should be tagged on the back or bottom with title and/or business cards.
- Exhibitors may not sell their work at the Library; there is no commission fee.
- Exhibitors may provide business cards, other contact information, and/or a brochure describing their exhibit.

- Biographical information and samples, photographs and/or color copies of artworks may be requested.

**Bonner Springs City Library assumes no responsibility for the preservation, protection or possible damage or theft of any item exhibited or displayed. All items placed in the Library are done so at the owner's risk.**

## **V. Cooperation with other Libraries**

The Bonner Springs City Library is a member of the Northeast Kansas Library System and adheres to the policies and by-laws of that organization. The Bonner Springs City Library participates actively in the programs and services offered. The Board of Trustees appoints a NEKLS representative annually, and supports staff attendance at continuing education programs offered by the System. Board members will make efforts to attend system events when possible.

In addition to the Bonner Springs City Library's membership with the Northeast Kansas Library System, the Board of Trustees and the Director will be alert to opportunities of cooperation with other libraries to strengthen the services and resources of the library.

## **VI. Gift Acceptance Policy**

The Library Director shall be authorized to accept gifts of cash or marketable securities, unrestricted donations of books and other library materials within policy guidelines, and in-kind donations specifically designated or solicited for existing projects.

Donors may place restrictions on gifts under the following conditions:

- The restriction must be one considered compatible with the overall mission of the Library.
- The restriction shall not impede the ability of the library to acquire gifts from other sources.
- The restriction shall not place undue burden on the Library's resources.
- The restriction shall not subject the Library to adverse publicity.

Board consideration and majority vote approval is required for the following types of gifts:

- Gifts of art or other valuables that will encumber the library either financially or administratively.

- Securities that are not readily marketable. These may include closely held stock, limited partnership interests, joint venture interests and other forms of investments that may not fall into the marketable securities category.
- Real estate. Every proposed gift of real estate must be examined on its individual merits, including, but not limited to, the title to the property and its insurability, the results of environmental investigations, and marketability. A current appraisal completed by a qualified appraiser must be provided by the donor.
- Gift annuities.
- Charitable Remainder or Lead trusts.
- Named endowment funds.

**Gifts that may encumber the library either financially or administratively require approval of the Library Board before acceptance.** Examples are gifts of books given under the condition that they be placed in the collection, gifts of art given on the condition that it be displayed in the library, or cash given to create a new library program.

The Library Board reserves the right to decline any gift that interferes with its ability to fulfill its mission or that unduly encumbers either Library.

### **Material Donations**

Gifts or donations of books or other materials are accepted with the understanding that they may be used or disposed of as the library determines is appropriate. Determining “appropriate” means using the same criteria set forth in this policy for the purchase of library materials. Gifts that are not added to the collection will be given to the Friends of the Bonner Springs City Library for resale.

Bonner Springs City Library will only accept items in good condition. Donations of magazines older than two years, newspapers, textbooks, encyclopedia sets and used computer equipment will not be accepted. Exceptions may be made at the discretion of the library director.

Under existing law, gifts to libraries may be deductible; the deductibility is governed by the provisions of the Internal Code of 1986 as amended. The library staff is prohibited by law from providing appraisals or establishing value. Evaluation of a gift is the responsibility of the donor.

The library reserves the privilege of using cash donations in a manner that will best serve the operation of the library and its service to the patrons. If cash donations are made with requests for specific materials to be purchased, the Materials Selection and Collection Development Policy will be used to determine if the purchase is appropriate for the library.

All material gifts made to the Bonner Springs City Library become the sole property of the library and remain so until they are either added to the collection or until a decision is made by the Library Director and/or Board of Trustees about their appropriate use.

Cash gifts of more than \$50 accepted by the Library shall be acknowledged with a thank you letter. A statement of receipt will be issued if requested for all other donations, but tax deduction statements and appraisals of the value of gifts cannot be made.

### **Memorial Gifts**

Memorial gifts are subject to the same stipulations that apply to other gifts. Public acknowledgement of the gift, if desired, must be arranged at the time of the donation. Board approval is required for major memorial installations such as trees, furniture, and art. The Library is not liable for weathering, theft, vandalism, or any other damage to these Board-approved memorials. It is not the Library's responsibility to replace worn-out or damaged items that originated as memorial gifts.

## **VII. Patron Behavior**

All patrons are subject to the terms of the Bonner Springs City Library Patron Code of Behavior.

These special considerations also apply:

### **Unattended Children**

Parents may not leave children under age seven unattended in the library. Parents or caregivers are responsible for their children's behavior in the library.

Disruptive children are defined as children who are violating the Library rules and regulations as defined in Library policy. Disruptive children age seven or over will be asked to leave after receiving one warning and after parents have been notified.

### **Cell Phone Policy**

Patrons must turn cell phones off or set to vibrate mode when entering the library. Common courtesy should govern cell phone use in the library. Any behavior disruptive to other patrons using the library is prohibited by the Patron Code of Conduct. Loud conversations of any kind, including loud cell phone conversations, must take place outside of the library.

### **Students Present During School Hours**

Due to problems with students using the Library as a “hang-out” and creating disruptions, there has always been an understanding between Library and the schools that when school is in session, students are not allowed to skip school, call in sick, etc. and then come to the Library to “hang-out” as a sort of a hiding place during the day. Library Staff have agreed to notify the school when this occurs.

The rules with regard to the above are as follows –

1. If a child has called in sick to school, that child is not allowed to be at the Library during normal school hours unless he/she is with their parent or legal guardian.
2. If a child is on a temporary suspension from school, he or she is not allowed at the Library during school hours unless he/she is with their parent, legal guardian or an alternative educator recognized by the Library.
3. If a child has skipped school, he or she is not allowed at the Library during school hours unless he/she is with their parent or legal guardian.
4. If a child arrives at the Library during normal school hours, the Library will contact the appropriate school to inquire as to why this child is not in school. Staff may also report to the school that this child is at the Library.
5. If a child is engaged in an alternative education program, permission to use the Library unattended during school hours must be secured with a one-time signature from a parent or legal guardian.

The above rules are enforced for both the safety of the children and to provide quality services and programs at the Library without disruption.