CROSSLAKE AREA LIBRARY

POLICY MANUAL

December 8, 2008

This Manual is located online at:
http://crosslake.govoffice.com

POLICY MANUAL

MISSION STATEMENT

The mission of the Crosslake Area Library is to provide library services, including books and materials in many formats, computer equipment for public use, and programs geared to the broad and varied informational, cultural, educational and recreational purposes of all people of all ages in this community and the surrounding areas.

LIBRARY OPERATING POLICIES

The Crosslake Area Library is owned and operated by the City of Crosslake and operates under the direction of the Parks and Recreation Department. These policies, which become effective after approval and adoption by the Crosslake City Council, govern the day-to-day operating procedures of the Crosslake Area Library. They have been written to follow the guidelines of the Library Bill of Rights as adopted by the American Library Association and all applicable state and local requirements.

LIBRARY HOURS

The library is open the following hours*:

10:00 a.m. – 4:00 p.m. Monday, Wednesday, Thursday and Friday

10:00 a.m. – 8:00 p.m. Tuesday

10:00 a.m. – 1:00 p.m. Saturday

Closed Sundays

***current hours will be posted at the library**

The library will be closed on the following holidays subject to an annual calendar review.

New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Good Friday, July 4th, Labor Day, Veteran's Day, Thanksgiving and the day following, and Christmas Eve and Christmas Day. The library will not be open when the Community Center is closed. However, the library has the option to remain open on Holidays when the Crosslake Community Center is open and staffed.

CIRCULATION POLICY

Borrower Registration:

As of January 1, 2009 library cards are free. They do not expire, but the library reserves the right to replace them in the future.

Children under 18 must have the library card membership application signed by a parent or guardian.

A fee of $1.00 is charged for replacement of a lost card.

Procedure:

A Membership Application Form must be completed. Required information includes name, local and permanent address and telephone number. If applicant has no telephone, a reference with a telephone number will be required.

Applicants without a driver's license or current I.D. card with address must present two pieces of identification bearing the same address as the application card. All materials checked out on the borrower's card are the responsibility of that person or legal guardian in the case of a minor, unless the library has been notified in advance that the card has been lost or stolen.

Circulation:

7-day loan period – new fiction, and audio/video materials

14-day loan period for all children's and juvenile books

28-day loan period – all other materials

Newspapers and current issues of adult periodicals are not loaned out. Some children's and adult's reference and special books are also non-circulating.

All audio and visual materials are limited to four per week. A patron must be at least 17 years of age to check out an R-rated video or dvd. The City reserves the right to verify age prior to checking out an R-rated video or dvd.

The library collection is open to all. Parents who wish to restrict their children's reading material must accompany the child to the library.

Circulation records are confidential; however, patrons should be aware that due to recent legislation (Section 215 of the Federal USA Patriot Act, Public Law 107-56), confidentiality may be compromised.

OVERDUE MATERIALS

Patrons with overdue materials will be notified. If materials are not returned within 30 days, borrower becomes responsible for the cost of the materials. No further use of the library will be allowed until the material(s) are returned or restitution is made.

State law makes theft or destruction of library materials a crime. Any person shall be guilty, upon conviction, of library theft who willfully:

1. Removes or attempts to remove any library materials from the premises of a library facility without authority.
2. Mutilates, destroys, alters or otherwise damages, in whole or in part, any library materials; or
3. Fails to return any library materials which have been lent to said person by the library facility.

LOST MATERIALS

Any materials lost or damaged beyond repair must be paid for at a cost to be determined by the Park and Recreation Director following consultation with the Operations Team. If lost materials are found and returned in good condition within six months, a refund will be given. Lost materials checked out on a minor's card shall be the responsibility of the parent or guardian.

GIFT POLICY

A memorial gift is acknowledged by a card sent to the family of the person in whose memory the gift was given. If the donor requests a specific book be purchased, a book label will be affixed inside the memorial book designating for whom the memorial is made, and by whom.

Gift books must be of a general nature and of value to the collection as a whole and must meet the criteria of the Library's Materials Selection Policy.

DONATION POLICY

Donated items will be accepted by the Crosslake Area Library with the understanding that they may or may not be added to the collection. Items added to the collection must meet the Library's Materials Selection Policy. Donated books and equipment become library (City) property and are subject to library (City) policy. Items which are not placed in the collection may be placed in the Library Annual Book Sale. The library will not make appraisals on donated items. However, if the donor wishes to take a tax deduction, a receipt for the donated item will be provided.

VOLUNTEER POLICY

The Operations Team shall be made up of volunteers approved by the City Council. Operations Team responsibilities are outlined in an appendix to the Crosslake Area Library Policy Manual.

The purpose of the Crosslake Area Library Volunteer Program is to offer individuals the opportunity to make a positive contribution to the quality of community life through serving as volunteers in various capacities in the library and to enable the library to provide services and service enhancements that could not be provided without volunteers.

Volunteers must complete a volunteer application form available at the library. Volunteers under age 18 must have an approval form signed by a parent or legal guardian. The library has opportunities for volunteers in several different areas of service. Each area has its own specific requirements. Applicants will be interviewed by a member(s) of the Operations Team for the area in which they wish to volunteer as noted on their application form.

Volunteers shall complete a release to the City of Crosslake for a routine background check to be conducted by the Crosslake Police Department.

Volunteers must receive orientation and training in the specific area of service to which they have applied prior to beginning service. Volunteers work under the supervision of the Operation Team. Volunteers who do not perform in accordance with acceptable library standards are either assigned to alternate jobs or advised that their services cannot be used by the library. Volunteers agree to a working partnership with the Operations Team and Park and Recreation staff, and this partnership shall be based on mutual respect. Volunteers agree to follow library policies and procedures as outlined during orientation.

Nothing in this policy shall be deemed to create a contract between the volunteer and the Crosslake Area Library or City of Crosslake. Both the volunteer and the Crosslake Area Library have the right to terminate the volunteer's association with the Library at any time, for any reason, with or without cause. The Library will operate in accordance with the City of Crosslake Organizational Chart approved May 14, 2007. Personnel issues that cannot be resolved at the Park and Recreation Director level will be referred to the Personnel Committee. (See Organizational Chart Exhibit A attached.)

POLICY ON UNATTENDED CHILDREN

Library volunteers cannot assume responsibility for children left unattended in the library. For safety reasons and the child's protection, children under age 10 cannot be left unattended in the library at any time, except for library-supervised activities. If a child is still on library premises when the library closes for the day, an attempt will be made to contact a parent or guardian. If a parent or guardian has not been located within twenty minutes, the unattended child will be accompanied to the Community Center front desk and City staff will continue trying to locate the parent or guardian.

PATRON BEHAVIOR AND LIBRARY USAGE

In order to protect all library users' right of access to library facilities, to insure the safety of patrons and volunteers, and to protect library resources and facilities from damage, reasonable restrictions and appropriate safeguards to library access are outlined below.

Persons using the library for purposes other than those for which the library was established may be asked to leave.

The following prohibited activities, conduct, and conditions are for the protection and comfort of library visitors and volunteers:

1. Eating, drinking, smoking, or possession or consumption of a controlled or restricted drug or substance or being under the influence of alcohol or drugs.

2. Bringing in animals except those needed to assist a patron with a disability or animals used in a library program with prior notification to the Parks and Recreation Director.

3. Misusing the restrooms.

4. Mutilating and/or stealing library materials or other library property.

5. Talking in a loud or abusive voice or engaging in other disruptive conduct.

6. Interfering with another person's use of the library or with the library volunteer's performance of their duties.

7. Entering non-public areas of the library without proper authorization.

8. Improper attire (shirt and shoes are required).

9. All other offenses which are subject to prosecution under criminal or civil code of law.

INTERNET/COMPUTER POLICY

By using a public Internet workstation at the Crosslake Area Library, you agree to the following guidelines written to comply with the Children's Internet Protection Act.

1. A library patron will be allowed to use a computer station in one hour increments based on availability for up to three hours per day.

2. It is not possible for the library volunteers to control specific information that may be located on the internet. The library does not endorse the viewpoints of either written material or electronic information. Selection policies that serve to govern a library's purchase of written materials may not apply to material accessed electronically.

3. U.S. copyright law *(Title 17, U.S. Code)* prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of "fair use." Users may not copy or distribute electronic materials without the explicit permission of the copyright holder. Any responsibility for any consequences of copyright infringement lies with the user; the library (City) expressly disclaims any liability or responsibility resulting from such use.

4. All minors (those under the age of 18) must have a signed parental or guardian or caregiver consent form in order to use the computers. The Crosslake Area Library

assumes no responsibility for the use of the Internet by children. It is the responsibility of the parent, guardian, or caregiver to determine what is appropriate.

5. Library volunteers are available to assist patrons very briefly in the use of the Internet. Children age 5 and under must be personally assisted by an adult at all times.

6. There is a charge for printing. Black and white copies are $.10 for each additional page and $.50 for color copies.

7. Patrons will not be permitted to access material that may be considered offensive to other patrons or to the library volunteers.

8. Persons using this equipment agree not to make any changes to the setup or configuration of the software or hardware.

9. If someone wishes to save their work, they may use a new compact disk or floppy disk or purchase a compact disk from the library for $1.00 or a floppy disk for $.50.

10. Misuse or abuse of a computer or Internet access will result in suspension of Internet access privileges and/or possible legal action.

11. Anyone who uses the computers in the library must have a library card from the Crosslake Area Library. That card will be presented whenever the patron wishes to access a library computer.

MATERIALS SELECTION POLICY

The cornerstone of library service is the book collection. Providing a vital book collection—one which has meaning for the public served—requires continuous attention; it means retaining the best of the old and selecting the best of the new.

This policy governs the selection and maintenance of the Crosslake Area Library's collection of not only books; but periodicals, pamphlets, newspapers, audio and video materials, or any other materials owned by the library. The library recognizes its responsibilities to collect such materials, to organize and make available its resources, and to give guidance in the use and interpretation of its collection.

Objectives:

To facilitate informal self-education of all people in the community.

To enrich and further develop the subjects on which individuals are undertaking formal education.

To meet the informational needs of all.

To support the educational, civic, and cultural activities of groups and organizations.

To encourage enjoyable leisure time reading.

Community Factors:

The Crosslake Area Library serves a variety of people from a wide geographic area. The collection must be broad in subject, comprehensive in viewpoint, and have wide latitude in reading levels.

Book Selection Policies and Procedures:

Ultimate responsibility for book selection rests with the Library Operations Team, which operates within the framework of policies recommended by the Park and Recreation/Library Commission and approved by the Crosslake City Council.

The book selection policy is intended to implement the general objectives of the library. The purpose of the selection process is to obtain expertly selected books and other materials to further the library's purpose of giving information, reference assistance, and provide help to those engaged in educational pursuits, as well as providing general home reading. In general the library's policy is to purchase the best books that satisfy the clientele of the library within budget limitations.

Points considered in book selection are literary, educational, informational, and recreational value; authority and effectiveness of presentation; qualities conducive to critical thought and understanding; and available funds and space. Contemporary and popular authors are included, as well as those who have demonstrated enduring worth. Titles are selected on the basis of content as a whole and without regard to the political opinions or purposes of the publisher. In the case of controversial questions, variety and balance of opinion are sought whenever available.

Children and Young Adults:

The aim of book selection for children is to choose the best new books and replace and duplicate older titles that have proven their worth. Books should include recreational reading, inspirational books of lasting value, and books of information covering a wide range of knowledge that will satisfy the children's natural curiosity and widen their interests. The aim for children and young adults is to contribute to the development of well-rounded citizens of their own country and the world. To this end, readable adult titles are selected that are keyed to young people's needs and interests, as well as books that will tend to open up new interests in cultural, economic and social fields. Titles written specifically for young adults are included in the collection. All books are purchased in the hope that they will lead to continued reading in adult fields on as high a level as possible for each individual.

Book Selection Aids:

It is impossible to read every book for the library before purchase. The Operations Team, therefore, makes use of selection aids such as basic and current general lists, special bibliographies, and book reviewing journals. No one publication is relied upon exclusively and the critical opinions of reviewers are checked against each other.

Weeding:

The library periodically removes from the collection worn or outdated materials, duplicate copies, or materials no longer of interest.

Controversial Issues:

The library asserts its right and duty to keep on its shelves a representative selection of books on all subjects of interest to its readers which are not prohibited by law, including books on all sides of controversial issues. Books on any subject, if published by reputable publishers and sold without restriction in bookstores, are properly admitted to the library. The library has no right to emphasize one subject at the expense of another, or one side of a subject without regard to the other side. It must carry the important books on all sides of subjects.

Special Aspects of Book Selections:

The library recognizes that some materials may be controversial and that any given item may offend some patrons. The presence of a particular work does not constitute an endorsement of its contents, or of any theory, idea, or policy contained therein.

Questions concerning this policy, or complaints and comments on a specific book should be taken up with the Library Operations Team. In the event such a complaint cannot be satisfactory resolved between the patron and the Operations Team, the patron may appeal to the Park and Recreation/Library Commission. The book or other material in question will be kept on the library shelves and available for check-out until a final determination is made.

Donated Items:

The Crosslake Area Library welcomes and encourages donations of new or gently used books and multi-media materials. We are grateful for the generosity of persons who donate materials to the library. However, to ensure a quality library collection, the following donation guidelines have been established.

The library will not accept:

- Soiled, torn, moldy, damp, or physically damaged materials
- Magazines or periodicals such as National Geographic
- Reader's Digest Condensed Books or Harlequin novels
- Textbooks, manuals, encyclopedia sets or Time-Life/ American Heritage book collections
- Promotional videos, pamphlets, or brochures
- VHS Tapes

All donated materials become property of the City of Crosslake.

Donations will be accepted during library hours Monday through Saturday. We appreciate your donations and thank you for your compliance with this policy.

* The library is not allowed to provide value appraisal of the donated materials. We will provide an acknowledgement receipt for the donated materials.

** Donated materials not added to the library collection or used in the book sale will be disposed of in a manner that benefits the Crosslake Area Library.

REVISION AND REVIEW

These policies are subject to periodic revision and review by the Crosslake Park and Recreation/Library Commission and the Crosslake City Council.

Adopted by the Crosslake City Council this 8th day of October, 2007
Amended by the Crosslake City Council on the 11th day of November, 2007
Amended by the Crosslake City Council on the 10th day of December, 2007
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12/8/08

Mayor City Administrator