

**General Library Policies**  
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**Patron Services**

1.1 Standards for Basic Service

The Library, as a publicly supported institution, has a responsibility to identify the range and extent of services offered any limitations on service availability. This statement defines basic services of the library and identifies typical basic and subsidiary services.

Maintaining free and equal access to information in a democratic society requires that basic services be available for free and to all library users equally. Because services beyond the basic level are frequently requested and can be of particular value to the community and to individual library users, such services may also be selectively provided by the Library, but are frequently possible only on a limited or cost-recovery basis. The Library serves as a resource and access point for the dissemination of information. In accordance with this mission, the most basic services of the Library include acquiring, cataloging, making available and circulating a specific collection of library materials. The Hutchinson Public Library Material Selection and Collection Development Policy establish selection criteria, and collection guidelines.

Because no library can expect to have immediately available the full range of information materials necessary in today's world, basic library service also includes providing access to materials and information not available in the immediate collection, through such activities as placing requests (holds), interlibrary loans, electronic access to external databases, and other forms of information networking.

Limitations or fees associated with basic services exist only to facilitate equal use by all patrons or because of unavoidable resource restraints. (see 1.2 below)

The Library affirms the principle of equal access to library materials for patrons of all ages and abilities. Basic services therefore include activities which ensure adequate access to the collection, such as assistance in the use of the catalog and the location of materials, assistance in locating reference information, and activities which inform the public of services available.

Programs which enable persons with disabilities to gain effective use of library collections and services are also basic library services. Services, programs, and activities shall be provided in such manner that qualified individuals (those individuals with disabilities as defined by the Americans with Disabilities Act) can participate in them and/or derive benefit from them, provided that accommodation does not result in a fundamental alteration of the service or constitute an undue burden on the Library.

One of the properties of the basic library collection is that it is equally available to all users. Many library services however, add individualized value to the basic collection and services by creating a service or product which improves the convenience or usefulness of the information provided for a particular, unique library user. Such individualized value-added services range from photocopiers, to telephone ready reference, to research assistance.

Some individualized value-added services such as telephone ready reference provide substantial benefits by saving the user time and effort and reducing building traffic, while not having a readily chargeable cost. Others such as photocopying provide substantial benefits but have more readily chargeable costs. In

general, the relative cost-benefit to the user and to the library, as well as the absolute cost, is considered in determining whether fees or limitations are applied to such services.

Many individualized value-added services such as photocopiers and telephone ready reference, are also universally available, accepted, and beneficial that they are generally considered basic service. However, because they provide a unique product to individual users, and involve significant additional effort and expense by the Library beyond providing universally available access to information, they are technically subsidiary services and limitations and fees may be appropriate.

Other individualized value-added services such as extended reference and research assistance, the preparation of individualized bibliographies or reports, or document delivery, are more readily identifiable as enhancements of basic services for which cost recovery is appropriate.

Based on the criteria above, the Library's basic services include:

- a. Acquiring, cataloging, making available, and circulating library materials.
- b. Providing access to library materials and information not immediately available. Such access may be provided through holds, interlibrary loans, and reference networking through electronic and other means.
- c. Assisting library users in identifying and locating materials, services, and information they need, by providing written aids, training opportunities, and individual reader and reference assistance as necessary.
- d. Providing services and programs targeted to the unique information needs and abilities of identified user groups, through such activities as children's story times.
- e. Making the general public and targeted audiences aware of library services through community relations efforts.
- f. Providing a minimal level of individualized value-added services such as photocopiers, telephone ready reference, and in-house reference service. Such services may be limited through restrictions on time and effort or through incidental fees for cost recovery. Examples of such fees include per exposure photocopy fees and pass through of interlibrary loan fees charged by other libraries.

To enhance basic services, assist in community cultural and economic development, and provide valuable individualized services to users, the Library may selectively provide services and programs which go beyond basic services. Such services and programs will be evaluated carefully for their costs and benefits to users, the community, and the library, and may be provided on a limited cost-recovery basis, if it is necessary, to make them available to library users.

## 1.2 Library Card and Privileges

To receive a library card, all patrons must present proof of address and a photo I.D. when applying. Acceptable forms of I.D. are: driver's license, student I.D., check, letter or bill received at the given address and postmarked, etc. Children under twelve must obtain a parent's or legal guardian's signature on their application. A parent or guardian may present their I.D. as proof of a child's address.

The first time a patron uses his/her library card, five books may be checked out. No art work or reference materials will be checked out the first time.

The right of free access to information for all individuals is basic to all aspects of library service. A valid library card entitles the patron to borrow library materials according to Library Board policies relating to circulation services.

A valid library card must be presented each time a patron wishes to check out materials. A valid library card or other valid identification may be required for use of certain library materials within the Library. For the convenience of our patrons, a valid photo ID may be used one time in place of a library card before the library card is presumed lost and a replacement is issued.

A borrower must present her or his own library card each time a transaction is made for that borrower. Cards of children, relatives, acquaintances, friends, etc. may not be used in place of one's own card. Records for family members with guardians will be linked in the library's automated borrowing system.

Stolen or lost library cards should be reported promptly. The patron assumes responsibility for all items borrowed by use of a card properly issued to him or her until it is reported as stolen or lost.

### 1.3 Denial or Restriction of Library Use

K.S.A. 12-1227 states: "Every library established or governed by the provisions of this act shall be free to the use of the inhabitants of the municipality in which located, subject always to such reasonable rules and regulations as the library board may adopt, and said board may exclude from the use of said library any and all persons who shall willfully violate such rules."

The right of free access to information for all individuals is basic to library service. The policy of the Hutchinson Public Library is to extend the free use of its services as far as possible. Individual access will be restricted only when effective access by others is hindered.

No general restrictions on circulation of materials or the provision of information may be made except as expressed directly in these policies.

The library right and privileges of individuals described by statute or by Hutchinson Public Library policies may only be denied or restricted by decision of the Library Board, the Library Director or his representative, or a supervisor.

Any denial or restriction of Library rights and privileges is appealable to the Library Board.

### 1.4 Disruptive Patrons

A patron whose behavior is disruptive to the use of the Library by other patrons may be asked to leave the Library premises for the remainder of the day. A patron who refuses to leave under these circumstances is trespassing. The staff member handling the problem may seek assistance from the security guard or may seek assistance from the police if needed.

The Patron Code of Conduct shall be posted and shall also be available as a handout.

### 1.5 Behavioral Standards for Children

The Library welcomes and encourages children to explore the Library and make use of Library services. However, some behavior is considered inappropriate and causes interruptions for others or danger to the child. Parents are responsible for their child's proper behavior in the Library, and for monitoring their child's behavior. Inappropriate behavior includes loud or disruptive speech, running, climbing on shelves or furniture, and playing with rather than using computers, catalog terminals and other equipment.

If a child is causing a disturbance or harming library equipment or materials, the parent(s) will be asked to correct the inappropriate behavior. If the behavior continues, the parent(s) and child may be asked to leave.

Children who are in the Library alone (see also 1.6), and who behave in a disruptive manner or harm library equipment or materials will be asked to leave. If the child is unable to go home alone, staff will attempt to locate the child's parents to come for them. If staff is unable to locate a parent, the police will be called for assistance.

#### 1.6 Unattended Children

The Library is open to the general public, and staff cannot be responsible for the safety of children.

Parents and others responsible for children may not leave children age nine and under unattended in any area of the Library. All children in the Library should be attended at all times. Parents and adults accompanying children are responsible for their children's behavior while in the Library.

Should it come to the attention of the staff that a young child has been left, staff will attempt to locate the parents. If the parents cannot be located or if the Library is closing, the police will be called and their assistance will be requested in locating the parents.

Staff will not agree to a parent's request to "keep an eye on" a child, nor will staff allow a parent to order a child to remain in the Library unattended.

Staff will, as soon as possible, report to their respective Department Head, or security guard, any incident involving an unattended child in the Library, any incident of parental inquiry, or any police report involving the presence or safety of an unattended child while in the Library. . In case of evening and weekends the Person in Charge should be notified.

Staff will call the police and also notify the Person in Charge immediately if they think the safety or well-being of any child in the Library is in jeopardy.

Children aged nine and under who are left unattended at closing will be invited by a Library employee to call a parent. At 20 minutes after closing, such a child will be treated by the Library employee as abandoned and as a child in need of care, and the police will be notified and requested to take charge of an abandoned child in need of care.

#### 1.7 Fee Schedule

Fees may be adopted or changed only by the Library Board

The following fees may be charged:

a. Interlibrary Loan: Actual charge from loaning institution. Interlibrary Loan requests that are not picked up at HPL are also subject to a \$3.00 charge for return postage.

b. Photocopies: paper \$0.10 per exposure, microform \$0.10 per exposure, \$0.50 per color exposure

c. Internet printouts: first 10 pages free, \$0.10 per page starting with page 11 (change to \$0.10 per page B&W, \$0.50 per page color)

d. Faxes: \$1.00 per page

e. Overdues, Lost or Damaged Materials: see Section 3.6

## **Access to Materials**

### **2.1 Access Policy Statement**

All circulating materials in the Library's collections are accessible to any patron.

Access to all materials legally obtainable is assured to the user, and policies and procedures will not unjustly exclude materials even if they are offensive to the librarian or the user. Parents, and only parents, may restrict their children under twelve years of age, and only these children, from access to library materials and services.

### **2.2 Requests**

A request is a hold placed for an item in the circulating collection which is checked out or otherwise unavailable at the time of the hold. A request may be made via the online library system, or by contacting a staff member in person, or by phone.

When more than one request is placed on an item, a queue will be established, and each request will be filled in the order in which it was received.

The patron will be informed when the request has been filled.

Except at the direction of the Library Director, staff may not personally request other staff or patrons to return overdue materials on which a request is attached.

### **2.3 Interlibrary Loan**

The Library will operate an interlibrary loan function for the purpose of borrowing, or obtaining copies of library materials not available in the Library and to provide reciprocal interlibrary loan service to other institutions.

The service is available to all library patrons. Access to all materials legally obtainable is assured to the user, within the capability of the Library.

Usage fees may be charged for interlibrary loan service provided to the Library user and to reciprocating institutions, according to the Fee Schedule (section 1.7). Fees assessed to staff of the Library may be waived if the service is provided to them in support of their work assignments, professional development, or course or degree work, if approved by the Library Director.

## **Circulation Services**

All outside inquiries regarding access to patron registration and charge records will be referred to the Library Director, or his representative, and except as provided herein patron records will not be made public without the patron's consent. Patron registration and circulation records are exempt from required disclosure pursuant to the Kansas Open Records Act (KOMA), K.S.A. 450-215 et seq., and should only be released upon receipt of a valid court order or subpoena authorized under federal, state, or local law.

The Library will not retain a patron's charge records beyond their use for circulation or control purposes.

In exchange for access to library services, library patrons irrevocably consent and agree that the Library may disclose and/or submit the circulation records of patrons with past due materials and unpaid fines, charges and fees to a collection agency, legal counsel and/or the court system for the purposes of debt collections and materials recovery.

Parents or legal guardians of children under 12 years of age may, upon presentation of proper identification, obtain the current status of their child’s circulation record or withdraw their authorization for the child’s library card.

Library staff will not disclose patrons’ use of the Library with respect to information sought or received, nor will they disclose the frequency or content of a patron’s visit to the Library, except as required by law or pursuant to a valid court order or subpoena authorized under federal, state, or local law.

### 3.2 Loan Period Schedule

Materials in the Library circulate as follows:

Type of Material	Check-out Period	Renewal	# of Items
Art work	4 weeks**	None	2
Business-Reference-Circ	1 week	1week	Unlimited
Business –Ref-Non-Circ	None	None	
Cassettes,CDs	3 weeks	3 weeks	Unlimited
DVDs/Videos	1 week	1 week	
Filmstrips	1 week	1 week	10
Flannel Boards	1 week	1 week	5
Genealogy	None	None	
General Books	3 weeks	3 weeks*	Unlimited
Government Documents	3 weeks	3 weeks	Unlimited
Kansas – Circulating	3 weeks	3 weeks	Unlimited
Kansas – Non-Circulating	None	None	
Library Bags to Go	2 weeks	2 weeks	
Magazines	1 week	None	Unlimited
Newspapers	None	None	
Pamphlets	3 weeks	3 weeks	Unlimited
Puppet Plays	1 week	1 week	2
Reference	Overnight***	None	Unlimited
Repair - Circulating	1 week	1 week	Unlimited
Repair - Reference	Overnight	None	Unlimited
Reserve Books	1 week	1 week	Unlimited

\* Books placed on hold after initial check-out will have a 1-week renewal period

\*\* There is a \$1.00 charge per painting. Art work is available to check out to Reno County patrons only.

\*\*\* The overnight policy states that materials may be checked out one hour before closing and must be returned one hour after opening the next working day.

All circulating materials may be renewed according to the schedule listed above. A renewal may be made via the online library system, in person or by phone.

Loan periods are adopted by the Library Board and may be changed only at its discretion.

### 3.3 Damage to Patrons' Equipment

The Library disclaims all responsibility for any reported damage sustained by patrons' equipment attributed to use of audiovisual and computer materials checked out from the Library. This pertains to videotapes, audiocassettes, compact discs, DVD's and CD-ROMs. The library assumes no responsibility for the condition of the tape or disc.

### 3.4 Return of Overdue Materials

Patrons have the responsibility of returning materials they have checked out on or before the due date. The Library provides a receipt for all materials at check out.

The Library's structure of fines and overdue notices are used to reduce the number of overdue materials.

Accounts with overdue fines or materials valued at \$25.00 or more will be submitted to a materials recovery/debt collection agency after 45 days from the fine date. Overdue notices including a phone call and notices by mail will be provided the patron prior to making this step. A collection fee of \$8.95 will be added to the overdue fine or lost material fee for all accounts submitted to the materials/recovery/debt collection agency.

### 3.5 Claims Returned

An item that is in "Claim Returned" status is one that a patron says that he or she has returned, but still shows as checked out on the patron's account.

When a borrower claims to have returned an item still recorded as checked out to them, library staff handles the situation with a systematic series of searches.

See Appendix section 3.5 for detailed process

### 3.6 Fees for Overdue, Lost, or Damaged Materials

Overdue, lost, or damaged materials fees may be adopted or changed only by the Library Board.

A borrower is not liable for both an overdue charge and a replacement fee for an item. Overdue charges for a lost or damaged item are waived if the borrower pays the replacement and collection fee, if any.

The fee schedule for overdue materials is as follows:

Type of Material	Fine	Grace Period	Maximum Fine
Adult materials, cassettes, CDs, DVDs and Videos	\$0.10/day	1 day	\$5.00
Children's Materials*	No fines		None
Library Bags to Go	\$0.10/day	None	Price of Item
Art work	\$0.25/day	1 day	\$25.00
Overnight loan	\$6.50/day	1 day	Price of item

\* Overdue children's books checked out on an adult card, or adult books checked out on a child's card will result in fines.

a. If a lost item that has been paid for is returned in acceptable condition, a refund of the cost of the book will be made if returned within 6 months after the payment is made.

b. Damaged book fee: \$7.00 for rebinding a book

c. A damaged book which cannot be rebound or repaired, the charge is the list price of the book.

d. Audio-visual cases with damage requiring replacement will be charged at the current list price for that type of case.

Overdue, damaged, or lost materials will be charged to the patron according to the schedule. A system block is created on a patron's record and a patron is informed when the unpaid fees reach \$5.00 and further check out is then prohibited. Return of materials and complete payment of fines and fees or complete payment of lost materials and fees, if any will result in restoration of borrowing privileges.

Materials borrowed from other libraries for Library patrons are subject to the rules and regulations of the loaning libraries, and any charges accrued from overdue damaged or lost materials will be charged to the patron.

Fines or other charges may be appealed to the Library Director and the Library Board.

## **Youth/Children Services**

### **4.1 Provision of Youth and Children's Services**

All services, materials and library privileges available within the Library are accessible to all patrons, regardless of origin, age, background, or views. It is the parents, and only the parents, who may restrict their children under 12 years of age, and only these children, from access to library materials and services. The Library and its staff are responsible for providing equal access to library materials and services for all library users.

The Library provides services and materials to accommodate varying levels of intellectual development among youth. These services and materials include reference, information and referral, reader's advisory, and programming in formats appropriate for each development level.

### **4.2 Guarantees of Accessibility for Children and Youth**

Children are assured access to books and materials when issued a library card, which has all the borrowing privileges of an adult card (see section 1.2). The only restriction for acquiring a library card is that a parent or legal guardian must sign a library card application that acknowledges their responsibility for children under the age of 12 years.

### **4.3 Classroom Visits**

Classes are welcome to visit the Library for stories, research, and tours. As a courtesy to staff and other patrons, it is requested that teachers call the Library before bringing in a class or group of children. This will allow the staff to plan for visits, and to advise teachers of the best time for the visit, based on pre-existing classroom activities, story hours, and staff availability.

## **Exhibits, Displays and Community Information**

### **5.1 Exhibits and Displays**

Display cases for exhibits of different forms of art and collections or special exhibits sponsored by the Library are available. The Hutchinson Public Library invites local individuals and community organizations to use the library's display spaces for presentations of educational, cultural, or artistic nature.

Display of material on controversial topics must cover a range of views and does not constitute endorsement of the content by the Hutchinson Public Library.

Rules for use:

1. Application for displays will be made through the Library's Business Office. Display cases are generally scheduled for one month on a first-come, first-served basis.
2. Exhibitors must sign a Waiver of Liability for each collection displayed. The Waiver will be provided with the application for display space and must be completed before the exhibit is installed.
3. The Library reserves the right to enhance displays with library books and materials that relate to the presentation.
4. The Library reserves the right to review, modify and/or refuse any exhibit to conform with this policy.
5. Each exhibitor may furnish a brief informative article, adaptable for publicity purposes, for the exhibit. The Library will use this information along with a photo to post on the Library's website.
6. Installation and arrangement of exhibits shall be the responsibility of the display owner under the supervision of the Library's Community Relations Coordinator or Business Office personnel.

The Hutchinson Public Library assumes no responsibility for the safety of any items placed on exhibit. The Library provides locked glass cases, free-standing panels, or wall space. These areas are afforded the same security as the library collection and equipment. Irreplaceable items or items of great value should not be included in an exhibit. Insurance covering the value of the exhibit will be the responsibility of the displaying party.

### **5.2 Display and Distribution of Community Information**

Bulletin boards located in the Library are to be used for publicity about Library events and cultural or educational events in the community. Government agencies and organizations that are non-profit, non-sectarian, inter-denominational, or non-partisan may also post notices for programs, events or no-charge services available to the community at large.

All notices for posting on any interior or exterior surface of the Library require advance approval of the Library Director or his representative. All items for posting will be placed as space is available and priority will be given to materials posted for Library sponsored events.

Oversized notices (larger than 8 ½" x 11 ") may be restricted depending on space available.

## Appendices

### 3.5 Claims Returned procedure:

When alerted by the borrower, the staff person fills out a “Claims Returned” form for the specific item the borrower has claimed to have returned. If possible, the staff member will make an immediate check of the shelves. If the item is found, it is checked in and any overdue charges are waived. If the item is not found the claims returned form is assigned to a specific staff person. At this point, the item is put into “Claims Returned” status on the computer system.

- The assigned staff member conducts a thorough initial search. If the item is not located, the staff member searches for the item two more times, once per week for two weeks. If the item is still not found, the information is given to the Circulation Supervisor.
- If neither the patron nor the library staff find the item after two more weeks, the Circulation Supervisor makes a final search for the item. If the item is still missing, the Circulation Supervisor changes the item’s status to “Lost” and the patron is notified.
- The total search process includes a minimum of 4 thorough searches of the library’s collection conducted by 2 staff members over a period of 4-5 weeks.

Placing an item in Claims Returned status “suspends” the item, halting any more accumulation of fines. If at any point the item is found while in Claims Returned status, all fines are removed from the patron’s record.