

TOWN OF BUCKFIELD ZADOC LONG FREE LIBRARY



STANDARD OPERATING GUIDELINES

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**TOWN OF BUCKFIELD
ZADOC LONG FREE LIBRARY
STANDARD OPERATING GUIDELINES**

SECTION 1: WHO MAY USE THE LIBRARY

- A. The Zadoc Long Free Library, hereinafter referred to as “Library” serves all residents of the Towns of Buckfield, Hartford, and Sumner. Service will not be denied or abridged because of religious, racial, social, economic, political status, or because of mental, emotional, physical condition, age, or sexual orientation.
- B. The use of the Library may be denied for just cause, such as but not limited to failure to return Library materials, pay fines; destruction of Library property; disturbance of other Patrons; and/or any illegal, disruptive, or objectionable conduct on Library premises.
- C. The Library welcomes and encourages visits by children of all ages and it is our desire to make this important visit both memorable and enjoyable.

SECTION 2: PUBLIC RELATIONS

Public relation goals of the library are:

- A. To promote a good understanding of the Library’s objectives and services among governing officials, civic leaders, and the general public.
- B. To promote active participation in the varied services offered by the Library to individuals of all ages.
- C. To recognize that public relations involves every person who has connection with the Library. The Library Committee urges its own members and every staff member to realize that he or she represents the Library in every public contact. Good service supports good public relations.

SECTION 3: SERVICES OF THE LIBRARY

The Library provides materials and resources for information, entertainment, intellectual development, and enrichment of the people of the community. The Library shall endeavor to:

- A. Select, organize, and make available necessary books and materials.
- B. Provide information in the form of short answers to specific questions and guidance in locating material for Patrons who appear in person, call on the telephone, or request information through other forms of correspondence.
- C. Provide bibliographic verification of items both in the Library and not owned by the Library and will assist Patrons in obtaining materials through inter-library borrowing, when appropriate.
- D. Assist Patrons in the use of the Library and teach basic research methodology, when appropriate (this includes providing help in developing a research strategy and advice on whether a trip to the Library would be worthwhile for individuals who telephone).
- E. Provide guidance and assistance to patrons.
- F. Sponsor and implement programs, exhibits, displays, book lists, etc., which would appeal to children and adults.

- G. Cooperate with other community agencies and organizations.
- H. Secure information beyond its own resources by use of inter-library loans and other resource sharing methods provided through the State when requested.
- I. Lend to other libraries upon request.
- J. Develop and provide services to patrons with special needs.
- K. Maintain a balance in its services to various age groups.
- L. Cooperate with, but not perform the functions of, school or other institutional libraries.
- M. Provide service during hours that best meet the needs of the community, including evening and weekend hours.
- N. Regularly review library services being offered.
- O. Use media and other public relations mechanisms to promote the full range of available library services.

SECTION 4: EQUIPMENT USE

A. **Computers:**

Computers are available to Patrons on a first come, first served basis. Operating instructions shall be displayed near each computer. There is no fee to use the computers. Library staff will provide general guidance to use the computers. Library staff will not be expected to train Patrons in the use of application programs.

B. **Printer:**

A printer shall be made available for use by Patrons. The Patron shall be charged the following fees to use the printer and shall pay the total fee to Library staff prior to leaving the Library:

Black & White.....20¢ per sheet
 Colored.....25¢ per sheet

SECTION 5: INTERNET USE

The Library shall provide free access to the Internet as a means to enhance the information and learning opportunities for its Patrons. Access to the Internet is available to all Patrons however, if it is discovered that a Patron is using the Internet in a way that is inappropriate, Library staff has the authority to interject and restrict the Patrons use. Parents/Legal Guardians of minors shall be responsible for their child(ren)s use of the Internet.

SECTION 6: COLLECTION DEVELOPMENT

A. Objectives:

The Library's objective is to provide all individuals in the community with carefully selected books and other materials to aid an individual in the pursuit of education, information, research, and the creative use of leisure time. Due to the volume of publishing, as well as the limitations of budget and space, the Library follows criteria with which to meet community interests and needs (see 6.C.). Collection Development is used by the Library staff in the selection of materials and also serves to acquaint the general public with the principles of selection. The Zadoc Long Free Library Committee has endorsed the Library Bill of Rights and the Freedom to Read Statement.

B. Responsibility for Selection of Library Materials:

The ultimate responsibility for selection of Library materials rests with the Library Director who operates within the framework of the Policies set by the Buckfield Board of Selectmen and/or the Library Committee. This responsibility may be shared with other members of the Library staff. The Library Director has the authority to reject or select any item contrary to the recommendations of Library staff.

C. Criteria for Selection of Library Materials:

The main points considered in the selection of materials are:

- a. Individual merit of each item;
- b. Popular appeal/demand;
- c. Suitability of material for the patrons;
- d. Existing library holdings;
- e. Budget;
- f. Accuracy; and/or
- g. Current.

D. Weeding:

An up-to-date, attractive and useful collection is maintained through a continual withdrawal and replacement process, aka weeding. Replacements of worn books is dependent upon current demand, usefulness, more recent acquisitions, and availability of newer editions. This ongoing process of weeding is the responsibility of the Library Director. Withdrawn materials will be handled in a similar manner and under the same authority as donated materials.

SECTION 7: CONTROVERSIAL AND/OR CHALLENGED MATERIALS

The Library recognizes that some materials are controversial and that any given item may offend some patrons. Selection of materials shall not be made on the basis of anticipated approval or disapproval, but solely on the basis of the principles stated within these Guidelines. Selection of Library materials shall not be inhibited by the possibility that materials may come into the possession of children. The selection of reading material for children shall be the responsibility of their parent or legal guardian. Library materials will not be marked or identified to show approval or disapproval of their contents.

Although Library materials are carefully selected, differences of opinion regarding suitable materials can arise. Patrons requesting that material(s) be withdrawn from or restricted within the collection shall complete and submit to the Library staff a "Request for Review of Library Materials" which is available in the Library. The completed Request shall be placed on the Agenda of the next regularly scheduled Library Committee Meeting.

SECTION 8: DISPLAYS AND EXHIBITS

As an educational and cultural institution the Library welcomes exhibits and displays of interest, information and enlightenment to the community. Displays of historical material, nature study, or any other material deemed of general interest may be exhibited upon receipt of a completed Request to Display/Exhibit form provided by the Library. The Library Director shall accept or reject material(s) offered for display based on its suitability and space availability. Upon acceptance of the Library Director, materials shall be on display/exhibit for no longer than one (1) month. The Library assumes no responsibility for the preservation or protection, and no liability for possible damage or theft of any item displayed or exhibited. All items placed in the Library are there at the owner's risk.

SECTION 9: PUBLIC NOTICE BULLETIN BOARD

Bulletin board materials may be submitted by non-profit organizations to the Library Director for posting for civic, educational, or cultural purposes. Such organizations may submit literature publicizing a specific event. Limited space generally allows only short-term notices. The Library Director must approve all postings and has the authority to prohibit postings that do not meet Library standards. Each posting shall be dated and signed by the Library Director.

SECTION 10: CONFIDENTIALITY

The Library shall be governed by M.R.S.A., Title 27, Chapter 4-A, §121 which reads as follows: Records maintained by any public library, as defined in section 110, subsection 10, the Maine State Library, the Law and Legislative Reference Library and libraries of the University of Maine System, Maine Community College System and Maine Maritime Academy that contain information relating to the identity of a library patron relative to the patron's use of books or other materials at the library are confidential. Those records may only be released with the express written permission of the patron involved or as the result of a court order

SECTION 11: PATRON RESPONSIBILITIES AND CONDUCT

It is a Patron's responsibility to maintain necessary and proper standards of behavior in order to protect his/her individual rights and the rights and privileges of other patrons. Improper or illegal behavior in the Library and/or on the Library grounds is prohibited. Those engaged in such behavior will be asked to leave by the Library staff. Those who are unwilling to leave or do not leave within a reasonable amount of time, after being asked to do so, will be subject to law enforcement.

The Library is open to members of the public for the purpose of reading, studying, researching, using materials/facilities/equipment provided by the Library, and participating in Library programs. While at the Library, Patrons are to be engaged in the activities associated with the use of a Library and rules of conduct shall be followed - such as but not limited to:

- A. Respect other patrons and the Library's staff and volunteers.
- B. Use polite and appropriate language.
- C. Follow posted equipment use rules.
- D. Use quiet voices.
- E. Respect all Library property.
- F. Put litter in the trash cans.

- G. Food and drink is permitted in the Library however is limited to only the Reading Room's large table. Patrons shall provide their own utensils and clean the table area when done.
- H. Children: The Library staff shall not assume responsibility for the care of unsupervised children in the Library. Therefore and for any child under the age of eight (8), a parent or guardian must accompany the child(ren), remain with child(ren), and when necessary assist the child(ren) while in the Library and/or during any Program sponsored by the Library.
- I. Disruptive Children: The Library staff realizes that the Library might be noisier during busy times and that children by nature can cause more commotion. However, any child who is being continually disruptive shall be given a verbal warning to settle down. If after receiving the verbal warning the child continues to be disruptive, that child shall be asked to leave the Library. If the child needs to contact a parent/guardian, they may do so and shall wait with a member of the Library staff until the parent/guardian arrives.

SECTION 12: BORROWING AND CIRCULATION

A. *Borrowing Card System:*

All Library materials allowed to be borrowed shall be processed through a Borrowing Card system. The Borrowing Card system shall also serve as a Patron's record to account for and track activity such as but not limited to materials borrowed, materials returned, fees assessed, fees paid, fines assessed, and/or fines paid.

- a. Borrower's Card – Adults: Any individual who is eighteen (18) years of age or older is considered an adult. Adults who wish to borrow material(s) from the Library shall complete and submit to the Library Director a Borrower's Card Application along with a valid ID. Once the Library Director has determined the application to be complete and the applicant to be eligible, the applicant shall receive a Patron's Borrowers Card.
- b. Borrower's Card – Minors: Any individual who is under the age of eighteen (18) are considered minors. Minors who wish to borrow material(s) from the Library must obtain parental or legal guardian consent. Consent is obtained when the parent or legal guardian, on behalf of the minor, completes and submits to the Library Director a Borrower's Card Application along with their valid ID. Once the Library Director has determined the application to be complete and the applicant to be eligible, the applicant shall receive a Patron's Borrowers Card. At that time the parent or legal guardian of the minor becomes ultimately responsible and liable for any material(s) borrowed by the minor.
- c. Borrower's Card – Fee: Residents from the Towns of Buckfield, Hartford and Sumner shall receive a Borrower's Card at no cost. Non-residents shall be subject to an annual \$10.00 fee to obtain and maintain a Patron's Borrower's Card.

B. *Borrowing Periods:*

- a. Library Material: The borrowing period for Library material allowed to be borrowed shall be a maximum of two (2) weeks unless the Library Director deems a specific material to be in high demand at which a lesser borrowing period will be established. The borrowing period may be extended if the material is not a new title or if there is no waiting list.

- b. Interlibrary Material: The borrowing period for interlibrary material(s) shall be determined by lending library. Library staff shall have full discretion as to the quantity of materials that may be borrowed at one time and/or set a limit on certain collection categories when there is possibility of significantly depleting said categories.

C. ***Reserving Materials:***

At no cost, patrons may reserve material(s) by phone, email, or in person. Library staff shall notify the Patron by telephone or email when the reserved material is available. Reserved material shall be held for a maximum of three (3) business days and then shall be placed back into circulation.

D. ***Interlibrary Borrowing:***

Due to limited space and budget, the Library cannot provide all materials that are requested. Therefore, Patrons may utilize interlibrary borrowing, a system that allows a Patron to borrow materials from other libraries.

- a. Receiving Interlibrary Material(s): Once the interlibrary material(s) are received at the Library, staff shall notify the Patron as such and give the Patron five (5) business days to pick up the material(s). If the Patron does not comply, the material(s) shall be returned and the Patron shall be required to pay a fine equivalent to the total postage cost incurred by the Library.
- b. 2nd Borrowing Request: When the Patron makes a 2nd request to borrow the same material(s), he/she shall be required to pay a fine equivalent to the total postage cost incurred by the Library if any.
- c. Cancel Borrowing Request: To cancel an interlibrary borrowing request, the Patron must contact the Library within 24 hours from the time of the request. If Patron does not comply, the material(s) shall be returned and the Patron shall be required to pay a fine equivalent to the total postage cost incurred by the Library.

E. ***Overdues & Replacement Fees:***

The primary purpose of replacement fees is to have material(s) returned to the Library's collection in a timely manner if lost or damaged:

- a. Overdues: Any Patron who does not return material(s) to the Library on or before the end of the borrowing period as stipulated in 7.B above shall be declared as overdue.
- b. Overdue Notifications: Library staff shall notify by telephone or email a Patron who has overdue borrowed material(s). If the Patron does not respond to the notification within ten (10) days, the Library Director shall process and send to the Patron an invoice that itemizes and totals the cost to replace the borrowed material(s). The Patron shall have thirty (30) days from the date of the invoice to pay the amount due.
- c. Overdue Fines: Patrons who have overdue materials borrowed from Interlibrary borrowing system shall be assessed a fine established by the lending library if any exist.

F. *Lost or Damaged Materials*

The Patron is liable for lost or damaged material(s) and shall be assessed a replacement fee equivalent to the replacement cost of borrowed material(s) that he/she has lost or when Library staff has determined the material(s) are damaged to a level that is unsuitable to return said material(s) to the collection.

In the event the Patron is a minor, the same aforementioned assessment process shall apply however the minor’s parent or legal guardian is the liable party.

If the replacement cost cannot be determined the following fine schedule shall apply:

<u>CATEGORY</u>	<u>REPLACEMENT COST</u>
Adult Fiction	\$30.00
Adult Non-Fiction.....	\$40.00
Adult Trade Paperback.....	\$20.00
Adult Mass Market Paperback.....	\$10.00
Juvenile Picture Book.....	\$25.00
Juvenile Fiction & Beginning Readers.....	\$22.00
Juvenile Non-Fiction.....	\$28.00
Juvenile Trade Paperback.....	\$15.00
Young Adult Book.....	\$25.00
Young Adult Paperback.....	\$18.00
Audio Book.....	\$45.00
DVD.....	\$30.00

G. *Revocation of Privileges / Legal Action:*

- a. Policy or Posted Rule Violations: When a Patron violates any policy or posted rules associated with the Library, his/he borrowing privileges may be revoked by the Library Director.
- b. Overdue Patron – Adult: When a Patron is declared to be overdue in accordance with E.a. above, his/her borrowing privileges shall be revoked by the Library Director until the Patron’s account is in good standing.
- c. Overdue Patron – Minor: When a Patron is a minor and is declared to be overdue in accordance with E.a. above, the minor’s and the minor’s parent(s) or legal guardian(s) borrowing privileges shall be revoked by the Library Director until the Patron’s account is in good standing.
- d. 30-days Past Due Patron: When a Patron’s account becomes thirty (30) days past due, all Library privileges shall be revoked by the Library Director until the Patron’s account is good standing.
- e. Legal Action: The Town of Buckfield reserves the right to pursue legal action against any Patron who has a past due account and/or against any Patron who has demonstrated to be a habitual offender to the Library’s rules, regulations, and/or policies.

SECTION 13: MONETARY DONATIONS / DONATION AND DISPOSAL OF ITEMS

A. *Monetary Donations:*

Approved monetary donations are to be submitted to the Town Treasurer for processing. At the request of the donor, monetary donations can be specifically earmarked as, but not limited to, “in memory of”, “in honor of”, “for the purpose of”.

B. *Donation and Disposal of Items:*

Donation of material items such as, but not limited to, books, artwork, and artifacts may be accepted by the Library Director in consultation with the Town Manager if it is determined the value of said items is less than \$5,000. Additionally, items no longer of use or benefit to the collection (i.e. duplicate books, outdated books, books in poor condition, etc.) that are determined to have a value of less than \$5,000, may be disposed of by the Library Director in consultation with the Town Manager.

Any donation or disposal of non-monetary items valued at \$5,000 or more, must be approved by the Buckfield Select Board before they can be accepted by the Library Director.

SECTION 14: REVENUE REPORTING

During the first week following the last day of the preceding month, the Library Director shall submit to the Town Treasurer any and all revenues. Said submission shall be accompanied by a detailed revenue log.

SECTION 15: AMENDMENTS

These Guidelines may be amended by the Library Director after the approval of the Town Manager and review by the Buckfield Select Board.

SECTION 16: EFFECTIVE DATE

These Guidelines were reviewed by the Buckfield Select Board and approved by the Town Manager on _____.

Town Manager’s Signature

Town Manager’s Printed Name