GREENWOOD LAKE PUBLIC LIBRARY POLICIES

SECTION I

USE OF THE LIBRARY

A. The Greenwood Lake Public Library provides library services and use to all residents of the Greenwood Lake School District.

The Board of Trustees and the staff are committed to offer these services and to maintain the library grounds in the best possible condition. All patrons are asked to cooperate in carrying out the following rules and regulations:

1. Each patron of the Library must be mindful of the rights of others. These rights include, but are not limited to being afforded a comfortable, pleasant environment and to work without disturbance. We request that patrons exercise good personal hygiene in consideration of others' sensibilities.
2. Excessive noise in the Library is not permitted.
3. Animals and/or pets are not allowed in the Library, with the exception of guide dogs.
4. Food and drink are not allowed, except at special library functions ***or*** in designated areas.
5. Smoking is not permitted.
6. Loitering is not permitted on library property.
7. The use of the library's telephone is restricted to library business. In the case of an emergency, a patron may contact a staff member regarding the use of the telephone.
8. Each patron must comply with all library borrowing rules, and pay any fines owed promptly.
9. Patrons must abide by provisions set forth in all sections of the policy manual.
10. Responsible cell phone use is permitted in all areas of the Library **except the adult reference section and computer area.** However, should use disturb patrons or library operations, the cell phone user may be asked to discontinue use or to complete the call outside of the Library.
11. Patrons must refrain from directing abusive behavior at a member of the library staff. Abusive behavior includes, but is not limited to: abusive language, threatening and/or obscene gestures, false accusations, etc.

B. Individuals who violate the established rules of conduct:

1. Will, at the discretion of the Library Director, be temporarily denied use of the library.

2. Will be given the opportunity, at the option of the patron, to address the Board at its next regularly scheduled meeting following the temporary denial. Privileges will be suspended until the patron makes an appearance. Following such meeting, the Board will take appropriate action. The President will notify the individual(s) as to the Boards decision.
3. Will be given the opportunity to appeal the Board's decision. Within 30 days, a formal request for a hearing before the Board and the it's attorney will be sent to the Board President.

C. Public and Community Relations

The Library has a Community Bulletin Board available in the vestibule of the main entrance. With permission from an authorized staff member, the following information may be posted:

1. Business card size advertisements from "for-profit" businesses.

2. Flyers and event postings for "non-profit" organizations.

3. Library events

There will be no soliciting of donations by outside groups at the Library without prior approval of the Library Director.

No printed political endorsements or political fund raising advertisements will be displayed.

Confidentiality of Library Records - Policy

The choice of books and other library materials, and the use of the informational resources of the library are essentially an individual's private matter. The library shall make every reasonable and responsible effort to see that information about a patron and his or her choices remains confidential.

Practice

In accordance with Chapter 112, Section 4509, of the New York State civil practice law and rules (as described herein and attached), no information about a library patron, regarding or including the following, shall be given, made available, or disclosed to any individual, corporation, institution, government agency, or agency without a court order or a court-ordered subpoena or without advice of the Library's attorney.

a. A patron's name (or whether an individual is a registered borrower or has been a patron).
b. A patron's address

c. A patron's telephone number.
d. The library's circulation records and their contents relative to any patron.
e. The library's records pertaining to a patron and relative to reference queries; title records; reserve requests; use of audiovisual materials, films, or records.
f. The number or character of questions asked by a patron.
g. The frequency or content of a patron's lawful visits to the library or any other information supplied to the library (or gathered by it).

Upon presentation of a valid court order or court-ordered subpoena, the Library Director shall consult with the Library's attorney to determine the possible avenues of relief from the order until such a time as proper showing of good cause has been made in a court of competent jurisdiction.

Public access to general library records is governed by the Freedom of Information Law of the State of New York as interpreted in the Resolution adopted by the Board of Trustees (05/17/90).

All library employees are instructed to comply with the guidelines set forth in this policy and practice statement. Library service records shall be disclosed only as necessary for the customary functioning of the library (e.g. for the prompt retrieval of overdue materials or payment of fines, or for the recovery of lost material).

- **4509. Library Records**

  Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio-visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, (Added L 1982, c. 14, o 1; amended L 1988, c.112 o 1)

  New York State Civil Practice Law and Rules
  Chapter 112

  Please see "addendum to Policies Document I – Patriot Act and FISA guidelines"

Confidentiality and Coping with Law Enforcement Inquiries Guidelines for the Library and its Staff
(Patriot Act and FISA Guidelines)

Increased visits to libraries by law enforcement agents, including FBI agents and officers of state, county, and municipal police departments, are raising considerable concern among the public and the library community. These visits are not only a result of the increased surveillance and investigation prompted by the events of September 11, 2001 and the subsequent passage of the USA Patriot Act, but also as a result of law enforcement officers investigating computer crimes, including email threats and possible violations of the laws addressing online obscenity and child pornography.

These guidelines, developed to assist libraries and library staff in dealing with law enforcement inquiries, rely upon the ALA's *Policy on the Confidentiality of Library Records,* its *Policy Concerning Confidentiality of Personally Identifiable Information,* and the *Code of Ethics.*

Fundamental Principles

Librarians' professional ethics require that personally identifiable information about library users be kept confidential. This principle is reflected in Article III of the *Code of Ethics,* which states that "[librarians] protect each library user's right to privacy and confidentiality with respect to information sought or received, and resources consulted, borrowed, acquired, or transmitted."[1]

Currently, 48 states and the District of Columbia have laws protecting the confidentiality of library records, and the Attorneys General of the remaining two states, Hawaii and Kentucky, have ruled that library records are confidential and may not be disclosed under the laws governing open records. Confidential library records should not be released or made available in any format to a federal agent, law enforcement officer, or other person unless a court order in proper form has been entered by a court of competent jurisdiction after a showing of good cause by the law enforcement agency or person seeking the records.

General Guidelines

Confidentiality of library records is a basic principle of librarianship. As a matter of policy or procedure, the library administrator should ensure that:

- The library staff and governing board are familiar with the *ALA Policy on Confidentiality of Library Records,* the *Policy Concerning Confidentiality of personally Identifiable Information About Library Users,* and other ALA documents on users' privacy and confidentiality.

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[1] While library registration records are not included in this policy, libraries must be cautious about making these records available to third parties.

CIRCULATION POLICY

A. Borrowing Privileges

1. The Greenwood Lake Public Library subscribes to the overall borrowing policies of the Ramapo Catskill Library System (hereafter referred to as "RCLS").
2. Any resident of the Greenwood Lake School District may obtain a RCLS ANSER card issued from the Greenwood Lake Public Library.

    a. A registration file is maintained listing each patron's name, address, age, birth date, phone number and/or place of business, if necessary.
    b. Two forms of identification, as established by the Library Director, are required at the time of registration.
    c. Adult borrowers are considered those 18 years of age and over.
    d. Juvenile borrowers are considered those 17 years of age and younger, and the signature of a parent or guardian is preferred at the time of registration.
    e. It will be the policy of this library to inform all patrons of these rules and regulations governing the circulation of library materials by posting them on the library's web site.

3. Patrons must have a valid RCLS ANSER Card to borrow materials from the Greenwood Lake Public Library.

    a. ANSER cards are issued at a patron's home library to a patron in good standing.
    b. Both adults and children are eligible for ANSER cards.

4. As a member of RCLS, the Greenwood Lake Public Library participates fully in the New York State Inter-Library Loan Network and loans unrestricted materials freely to libraries and patrons within the System and the region.

5. The borrowing privileges of any patron having excessive overdue materials, unpaid fines, 3 Claims Returned, or damaged or lost materials, will be denied until the matter is resolved.

B. Borrowing Rules

1. The patron taking materials from the library assumes full responsibility for those materials.

2. Circulating books and other circulating library materials may be borrowed for a period of three weeks (21 days), except "new" books which may be borrowed for a period of two weeks (14 days), those on reserve, in demand or governed by special regulations.

3. Interlibrary loan items are governed by the borrowing and renewal policy rules of the lending library.

4. A new cardholder is limited to 3 items until their card is received in the mail.

5. New books are limited to 5 items per cardholder.

6. Temporary cardholders must remit a $25.00 cash deposit at the time their card is issued. This deposit is refundable when all materials are returned, undamaged, and the card is cancelled. A borrowing limit of 3 items is placed on a temporary card. There are no inter-library loan privileges with a temporary card.

7. Adult borrowers (18-years and older) may check-out audio books, DVD's, Blu-Rays, music CD's, and video games as follows:

   a. New audio books are loaned for a period of two weeks (14 days), not to exceed three (3) audio books per cardholder. All other audio books are loaned for three weeks (21 days). A maximum of 5 total audio books are allowed per card.
   b. DVD's: A maximum of 5 total DVD's are allowed per card.
      1. Entertainment DVD's are loaned for three (3) days free of charge.
      2. Educational DVD's and multi-disc sets are loaned for seven (7) days free of charge.
   c. Music CD's may be borrowed for a period of three weeks (21 days) and are limited to twenty (20) CD's per cardholder.
   d. Video games are loaned for a seven (7) day period, not to exceed one (1) per card. Video games are not available for inter-library loan.

8. Reference books, bound periodicals, non-circulating computer software, microforms and all reference materials in the Local History Collections are never permitted to leave the library, without express permission from the Director.

9. Periodicals are available for circulation for a seven (7) day period, not to exceed five (5) periodicals per cardholder.

10. Electronic Resources are available per vendor specific guidelines.

11. After notification of requested material's arrival, reserve items will be held no longer than 4 days for an individual borrower. If not picked up within this time frame, the material will be checked back in and passed on to the next requestor, or, if there is no other requestor, the material will be returned to the owning library.

12. In special circumstances, such as high demand, assignment, need, etc., the Library Director may adjust the borrowing period and/or conditions for any library materials.

C. Renewal Rules

1. All library materials except those on reserve, in demand, or those governed by special regulations, may be renewed for up to two (2) loan periods *(as outlined in section B3 above)*, either by telephone, in person, or on-line.

2. Materials from other libraries are governed by the renewal policy rules of the lending library.

D. Fines

1. The Greenwood Lake Public Library charges fines for overdue library materials. Patrons will be notified of overdue library materials by telephone or by mail. If, after three (3) months, the overdue materials have not been returned, the patron may be billed for the cost of the items, or court action may be initiated.

   a. Amounts over $50.00 are eligible for court action.
   b. Patrons who return overdue materials after court action has been initiated may be subject to a $150.00 fee plus court costs.
   c. Patrons who return overdue materials after court action has been taken may have their borrowing privileges revoked permanently. They may be reinstated after formally requesting reinstatement from the Board of Trustees by submitting this request in writing to the Library Director, who will present it to the Board for consideration.

2. A charge, paid directly to the Greenwood Lake Public Library, is made for any lost ANSER card, as follows:

1st instance	$1.00	
2nd instance	$2.00	
3rd instance	$3.00	and so on....

3. Greenwood Lake Public Library will charge $.20 per day for each overdue ***"new"*** book and $ .10 per day/each for all other overdue books, audio books, periodicals, or music CDs. Senior Citizens do not pay a fine for these items, unless they are overdue for a period of thirty (30) days or more. However, seniors are responsible for late fines incurred on videos, DVD's, blu-rays and video games.

4. Fines for videos, DVD's, blu-rays and video games are $1.00 per day.

5. Fines are not assessed for any days the library is closed, opens late or closes early.

6. A maximum of $5.00 in fines per item is enforced, unless that item is deemed lost, at which time the patron will be responsible for the cost of the item.

E. Damaged or Lost Library Materials

1. Lost materials are subject to a charge to be determined by the Library Director according to the price of the item(s).

2. Damaged materials are subject to a charge at the discretion of the Library Director.

3. BOOKS IN PRINT (most recent edition) or shelf list prices will be used to determine the cost of replacement.

4. Library materials may be considered lost if missing from the library for a period of three (3) months.

F. Photocopy, Fax, Scanning and Laminating Services

1. Photocopying, fax, scanning and laminating services are available at the Greenwood Lake Public Library on a fee basis.

2. Copies may be made and faxes sent or received on the library's equipment for the per-page charge posted at the machines.

3. The first $3.50 in photocopying charges are free to local non-profit groups, students' school-related work or for reference material.

4. The first 3 pages of scanned material is free; the fee for all pages thereafter is $.25 per page.

5. The fee for laminating is $1.00 per page.

6. The Library strongly suggests that patrons make appointments for large scanning or laminating services since library staff may not always be available to perform these services or cannot devote the time needed to scan or laminate more than 5 pages.

7. Patrons must engage a staff member to perform photocopying, fax, scanning or laminating services.

8. The library abides by Title 17, U.S. Code, Copyright Law of the United States concerning copyright restrictions as follows:

"The Copyright Law of the United States governs the making of photocopies or other reproductions of copyrighted materials. Under certain conditions specified in the Law, libraries are authorized to furnish a photocopy of the reproduction. One of these specified conditions is that the photocopy or reproduction is not to be used for any purpose other than private study, scholarship or research.

If the user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of fair use, that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of Copyright Law."

G. Book Return After Hours

A book return is provided for patrons to return materials when the Library is closed.

MATERIALS SELECTION POLICY

The library upholds the U.S. Constitution's 1st Amendment:

"Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press; or the right of the people peaceable to assemble, and to petition the Government for a redress of grievances."

And the American Library Association's Library Bill Of Rights:

"The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use."

Adopted June 18, 1948; amended February 2, 1961 and January 23, 1980, inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.

It is the policy of the Greenwood Lake Public Library that the Library Director, or the person fulfilling the responsibilities of that position, will make the final selection of library materials. The Library Director will use the following criteria when considering and selecting library materials:

* The literary value of the material.
* The number of requests for the material.
* The overall popularity of the material.
* The critique and comments offered in (but not limited to) PUBLISHERS WEEKLY BOOKLIST, LIBRARY JOURNAL, THE NEW YORK TIMES BOOK REVIEW, ALA JOURNAL, and PUBLIC LIBRARY CATALOG.

Any patron who questions the selection of particular materials must register a formal Request for Reconsideration of Library Materials form. Any such request will be reviewed at a public meeting of the Board of Trustees.

The Greenwood Lake Public Library Board of Trustees has no authority to waive policies mandated or promulgated by a higher authority (i.e. The Board of Regents). However, the Board may make and adopt its own set of policies with the inclusion of some statutory provisions, and can waiver same for the overall benefit of the institution, not including such statutory provisions.

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