

## **Niobrara County Library Basic Library Service Policy**

### **Policy Statement**

The mission statement of the Niobrara County Library is: *"The Niobrara County Library, as a vital and progressive organization, meets the community's information needs, works constantly to improve library service, and generates awareness of the library throughout the county."*

Basic library service is free of charge to all Niobrara County residents, regardless of age, who observe the rules and policies of the library. Basic library service includes, but is not necessarily limited to:

- Physical access to the library
- Issuance of a library card, upon proof of address
- Use of the Public Access Catalog (WyLD), and other indexes and databases provided by the library to locate materials
- Checkout materials designated by the library staff as circulating (printed and digital materials, audio books, music, movies, etc.)
- Use of online reference via email, chat, etc.
- Access and use of online databases (access provided with Wyoming library card)
- Attendance at library sponsored and/or produced programs for children and adults
- Access to interlibrary loan service for circulating materials
- Use of reserve and delivery service for circulating materials
- Use of library computers, audio-visual equipment, and typewriters

It is the policy of the Library Board of Trustees that a Niobrara County resident, of any age can expect to:

- Find the library open during hours and days that meet different needs
- Enter and use the Integrated Library System (WyLD) and materials in a safe, clean, well organized library
- Locate and borrow any circulating materials
- Find a collection of printed and digital books, periodicals, online resources, and other materials that are relevant, up-to-date, and represent a variety of views
- Receive prompt, courteous service from competent, well-trained professional staff to answer complex questions, and find educational and recreational materials
- Receive assistance in learning to search independently and effectively for information in the Niobrara County Library. The library may also offer classes or one-to-one assistance on how to use the computer catalog, various devices and other library resources, programs which introduce library resources of particular interest Niobrara County residents of specific ages or distinctive interest groups, storyhours and other children and adult events that promote literacy.
- Communicate with the library via a variety of methods. Search the catalog for resources, receive assistance from a librarian, or obtain information about his/her borrower record.

## Niobrara County Library Card Rules

All residents of Niobrara County will be issued a library card at no charge. Patrons must show proof of residency with a local address before a card may be issued, (i.e., mail, receipts with local address and/or driver's license). The Niobrara County Library is a participant in the Wyoming Libraries Database network and observes the WYLD Card policy. (See attached policy).

Children's library cards through 8<sup>th</sup> grade require a parent or guardian signature. Children may check out materials in the adult library. Parents, however, maintain the ultimate responsibility for what the child checks out. If parents desire certain restrictions, they must notify the librarian and every effort will be made to comply with the parent's wishes; however, this cannot be guaranteed.

Upon issuance of a Niobrara County Library card patrons are entitled to all library services. However, if library materials or privileges are consistently abused patrons may be restricted to the number of materials they are allowed to check out at one time.

- When you apply for a library card, you agree to return borrowed materials on time; pay overdue fees and accept responsibility for lost or damaged items.
- Patrons agree to provide the library with current contact information on a regular basis
- It is preferred that you present your library card to check out books, but not mandatory.
- Your library card is valid as long as you use it at least once every three years. If three years pass without use, the card will require a privilege extension.
- If your card is lost or stolen, call or stop by the checkout.
- Book drops are available 24 hours.
- 15 items may be checked out on a card.
- If there are outstanding fines you may not be able to check out.

### **Specific Information Regarding Loan Periods, Overdue Fees and Renewals**

Most items may be renewed if no patron is waiting for that item. Renewals may be limited on very new items.

#### ***Children's books (hardback and paperback)***

loan period - 28 days

overdue fee -10 cents per day, per item

May be renewable if not on hold

#### ***Adult books (hardback and paperback)***

loan period - 14 or 28 days

overdue fee - 10 cents per day, per item

May be renewable if not on hold

#### ***DVDs, VHS tapes, Kits, music CDs, audio books, and periodicals***

loan period - 14 days

overdue fee - 10 cents per day, per item

May be renewable if not on hold  
limit of 5 of any one media type

Patrons are generally limited to 15 items at one time; however, exceptions may be made considering the need of the materials. Video and audio materials are limited to five at a time.

### ***Lost/Damaged Charges***

The library charges to replace lost and/or damaged materials, including carrying cases. Ask library staff for charges or to make arrangements.

### ***Inquiries***

Telephone inquiries may be made by calling 307-334-3490, email inquiries may be directed to [dsturman@niobraracountylibrary.org](mailto:dsturman@niobraracountylibrary.org) or [info@niobraracountylibrary.org](mailto:info@niobraracountylibrary.org)

## **Overdue Fees**

Overdue fees are calculated on a daily basis. Fines are assessed at \$.10 per item per day, if items are returned within four-days of the due date they will not incur a fine; however, following the four-day grace period fines are charged for all of the overdue dates. Fines are not charged for days the library is closed. Patrons will be notified via phone after an item is 7 days overdue. If the patron cannot be reached within a two-day period, a postcard will be sent. Patrons will be notified on a weekly basis until the materials are returned. Every effort will be made to retrieve the materials before declaring them lost. Generally an item will not be declared lost for at least 45 days from the due date and/or from the last time the patron was notified. Upon the declaration of lost items a bill will be sent to the patron. If there is no success at retrieving the materials the library may pursue reimbursement of the materials through the Niobrara County Justice Court. The patron will be responsible for fees associated with the filing of necessary documents.

Patrons with fines exceeding \$1.50 in the adult library and \$1.00 in the children's library may have checkout privileges suspended.

## **Reserves**

Patrons may reserve items that are not currently available for circulation. Patrons will be notified when the material is available for them. Upon notification of availability, the material will be held for no longer than seven days (three days for DVD's) before being released to the next patron. The patron's name will then be put back on the reserve list.

## **Interlibrary Loan**

Items not held by the Niobrara County Library may be borrowed from other libraries, either in Wyoming or through out-of-state services.

Interlibrary Loan materials do not assess a postage fee; donations are accepted towards postage costs.

Items are normally loaned for a four-week period and often may be renewed at the discretion of the lending library.

Some libraries have lending fees and patrons are notified of the expected charges at the time of the request. Excessive postage charges may be passed on to the patron.

### **Document Review Dates**

<b>Policy Name:</b>	<b>Library Service Policy</b>
Policy Basis:	Wyoming Library Law, PLA Planning for Results Library Service
Effective Date:	06/12/06
Next Revision Date:	2016
Reviewed:	05/12/2014 (This policy combines the Circulation Policy, Library Card Rules & Basic Library Service Policy)
Approved By:	Library Board of Trustees 01/09/2012