

**Niobrara County Library
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 and good standing with previous library cards
- 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). Previous library cards (local & statewide) must be in good standing. 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 8th 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. Patrons must have a library card in good standing for several months prior to borrowing materials through Interlibrary Loan.

- When you apply for a library card, you agree to return borrowed materials on time; 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.

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

May be renewable if not on hold

Adult books (hardback and paperback)

loan period - 14 or 28 days

May be renewable if not on hold

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

loan period - 14 days

May be renewable if not on hold

limit of 5 of any one media type

Mobile Hotspots

loan period – 7 days

No renewals; zero tolerance policy

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 or info@niobraracountylibrary.org

Overdue Fees

The library is fine-free, effective August 15, 2019. The library's goal is to ensure that our patrons can enjoy all the books and services the library has to offer. Overdue fines can prevent some patrons from checking out books and other materials. The library will continue to notify patrons regarding overdue materials at day 7, 14 and 21. If items become 28 days overdue, the items will be considered lost and the patron's borrowing privileges will be suspended until the items are returned or the replacement cost and processing fees for the items are paid. Overdue fines will not be reflected on the patron's account. The library still charges fees for library services (faxing, copying, printing, laminating, etc.).

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. However, due to the increase of lost materials, patrons must have a Niobrara County Library card in good standing for several months prior to borrowing materials through Interlibrary Loan.

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

Items are normally loaned for a two or 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

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