

**Chestatee Regional Library System Policies**  
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## **SECTION III: SERVICES AND USE POLICIES**

### ***Part 1. Availability of Services***

#### **1.1 Basic Services**

The Library provides a full range of basic public library services at no cost, including:

- in-library use of materials and equipment
- public use computers to registered patrons
- access to the Internet
- circulation of materials to registered borrowers
- answers to reference questions submitted in person, by telephone, or fax
- in-house research and reference assistance
- children's storytimes and other programs
- deposit collections in selected locations in the two-county area
- intra-PINES loans for items held by other PINES libraries

#### **1.2 Fee-Based Services**

The Library offers some services that are supported by user fees, including:

- send or receive fax documents in the continental U. S.: \$1.50 per page
- self-service photocopiers: 10¢ per page
- interlibrary loan for items not held by the Library: reimbursement of any fees charged by the lender.

Credit cards (VISA, MasterCard, Discover) may be used for fees or fines totaling \$10.00 or more.

As determined by the Director, acting in accordance with Board policy, the use of the library or its services may be denied for due cause. Such cause may be failure to return materials or pay penalties, destruction of library property, disturbance of other patrons, or other objectionable conduct on library premises.

### **Services to Special Populations**

The Chestatee Regional Library System will reach out to those unable to physically reach the library primarily through homebound delivery and deposit stations.

Deliveries can be made to homebound residents by staff using the library van or volunteers using private vehicles. The library staff will publicize the availability of this service to the public and to target groups who may be eligible for such service.

Deposit stations may be established at various locations throughout the community, such as daycare centers, nursing homes, and other appropriate sites. Library staff will select and lend materials to deposit sites and maintain contact with the sites to monitor whether the service is meeting community needs.

Through the Georgia Library for Accessible Services (Georgia's Library for the Blind and Physically Handicapped) and cooperating local libraries, Georgians have access to a free national library program that offers Braille and recorded materials. This service, which provides unabridged audio recordings of books and magazines on long-play cassette or flexi-disc records, is provided without charge to all qualifying residents of its service area. All

reading material and equipment is sent directly to borrowers and returned by postage-free mail.

### **Internet Safety Policy**

Registration is required to use a library computer with access to the Internet. A patron should present a current PINES borrower's card at the time he or she registers for Internet use. If not a PINES cardholder, the patron may register for "One-Time Use" of Internet computers. A time limit of one (1) hour may be imposed if others are waiting. Patrons may not reserve time in advance.

The library attempts, using policy, procedures, and technology;

- to prevent access by minors to inappropriate matter on the Internet and the World Wide Web;
- to ensure the safety and security of minors when using electronic mail, chat rooms, and other forms of direct electronic communications;
- to prevent unauthorized access, including so-called "hacking", and other unlawful activities by minors online;
- to prevent unauthorized disclosure, use, and dissemination of personal identification information regarding minors; and
- to restrict minors' access to materials harmful to minors.

However, because we can provide no guarantee that minors are protected by these measures, parents are encouraged to use the Internet with their children to provide appropriate supervision. As with other library materials, supervision of a child's use of the Internet is the responsibility of the parent or legal guardian.

Anyone under the age of 18 who wishes to access the Internet must have a parent's permission, indicated by the parent's signature on the Internet Use Patron Registration form. Library staff may ask for identification proving age. Persons under the age of 18 who do not have parental permission for Internet access may still use library computers for software programs and educational games that don't involve Internet access. Since the library's catalog uses the Internet, those computers which are devoted to the catalog have been configured to remain on the catalog Web site only.

## ***Part 2. Information Services Policies***

### **Availability of Information Services**

The Chestatee Regional Library System provides reference and information services. The information services staff strives to provide prompt, accurate and impartial service to patrons of all ages and backgrounds. The staff shall apply service guidelines with flexibility and sound professional judgment and discretion, with the goal of excellence in all reference transactions. Chestatee Regional Library System subscribes to the ALA statement on Professional Ethics.

### **Staff Guidelines for Service**

Service to the public is the first priority of staff stationed in public service areas. The information services staff member on duty shall be approachable, courteous, patient and professional. Staff shall answer all questions as quickly and accurately as possible and shall always cite the source of the answer. Staff shall provide service without bias, without imposing value, and in a completely confidential manner. Generally, staff shall answer questions in the order they are received, with priority usually given to questions asked by patrons in the library. When appropriate, staff shall approach patrons and offer assistance.

Staff shall make every effort to leave the patron with a positive feeling regarding the service received.

At the end of each reference transaction, staff shall inquire to see if the patron's question has been answered satisfactorily and completely, or if further assistance is needed. Research shows that this is the single most effective practice to ensure a successful transaction.

### **Telephone Requests**

Staff shall answer the telephone using words, inflection and tone that indicate a willingness to assist the caller. Staff shall provide telephone reference service for requests for information that do not require extensive searching and can be relayed accurately over the telephone. Staff shall not relay over the telephone detailed information, especially that which is subject to analysis or interpretation.

Patrons should not be kept on hold for long periods of time. When a telephone reference request requires more than five minutes of staff time, staff should arrange to call the patron back. Staff may answer up to three short reference questions per call. Staff shall use professional judgment to determine whether requests can be handled satisfactorily by telephone. In all instances, staff shall cite the source and date of information.

### **Specialized Requests**

For students of all ages, homework questions are legitimate requests for information, and staff shall answer these requests in an accurate and friendly manner.

Staff shall answer medical, financial, legal, tax and consumer questions by quoting the sources verbatim *with no interpretation*. If more information is needed, staff should encourage patrons to consult a professional in the field. In all instances, staff shall cite the source and date of the information.

Staff shall answer requests for directory assistance by giving any printed information about the individual in question. No "nearbys" will be given.

Staff shall not offer advice or opinions, condense or abstract information, or suggest a course of action or diagnosis.

### **Referrals**

If resources within the library cannot answer a patron's request, library staff may refer the patron to an appropriate source outside of the Chestatee Regional Library System. If another local agency can provide a quick answer by telephone to a patron's request, the staff member on duty shall call that agency and provide the patron with an answer. Staff will not refer patrons to individual practitioners, physicians, attorneys, mental health professionals, or others.

### **PINES and Interlibrary Loan**

When the library is not able to supply requests for specific materials, staff may suggest borrowing from another PINES library or interlibrary loan service. Any registered borrower may request a PINES or interlibrary loan. Library staff shall advise patrons as to when it is appropriate to request PINES and interlibrary loans, and shall explain time requirements and possible fees involved.

### **FAX Responses**

Information services staff shall respond to fax requests for short, factual information that do not require extensive research by the staff as promptly as possible. Answers may be faxed back to the patron if it does not require a long distance call, or if the fax is not longer than one page. If the question requires extensive research, staff should encourage the patron to visit the library for assistance.

### **Electronic Mail**

Information services staff shall respond to electronic mail requests for information as promptly as possible, and within one business day of receiving the request. Staff will “receive” electronic requests sent during weekends or holidays on the next business day. E-mail reference service is intended for requests that staff can respond to with information easily relayed and cited accurately via e-mail. If the question requires extensive research, staff should encourage the patron to visit the library for assistance.

### **Branch to Branch Assistance**

If resources within the library cannot answer a patron’s request, staff will search the Chestatee Regional Library System catalog or call the staff at the other branch to see if they have the resource necessary to answer the request. Answers to requests may be given over the phone with the source cited, or faxed to the other branch library.

### **Confidentiality**

All requests for information are confidential. Information staff may consult with each other or consult with staff at other libraries, agencies, and organizations when necessary to serve the customer. Questions may be tallied for statistical purposes and may be compiled to assist in staff training, but customer confidentiality and privacy will be maintained.

## ***Part 3. Materials Use Policies***

### **PINES (Public Information Network for Electronic Services)**

The Chestatee Regional Library System is a member of the Georgia PINES network. This gives patrons free access to materials in all PINES participating libraries. This network includes the majority of Georgia public library systems.

### **Borrower Registration**

Library cards are free to all residents of Georgia. In addition, persons who attend school, own property or are employed in Georgia are eligible for a free PINES card.

Proper identification that includes current local address must be presented at the time of registration. Acceptable ID includes (1) valid driver’s license or photo ID with correct address, OR (2) photo ID without correct address plus another form of ID from the list found in the PINES manual, OR (3) two items from the PINES list with current information. Property owners or persons employed or attending school in Georgia who live outside the state may be required to present proof of employment, ownership, or enrollment.

There is no minimum age for a child to receive a PINES card. The parent or legal guardian must sign the application for a child under 18. Signing a PINES card application denotes acceptance of responsibility for lost or damaged materials.

Cards are currently issued for a period of two years. Each patron is responsible for his or her card and should notify the library as soon as possible of any address change or loss. A replacement charge of \$2.00 is assessed for lost cards.

Out-of-state cards are available to persons living outside Georgia who do not meet the above criteria for a \$25 annual fee, payable at the time the card is issued. Persons who will be in Georgia for less than 6 months, and reside outside Georgia, may be issued a temporary (TEMP) card for a 6-month period. The fee is one-half the non-resident fee, or \$12.50. Temporary cardholders may check out up to 5 items simultaneously.

### **Access to Library Materials**

The Chestatee Regional Library believes that free access to information is essential to a free society. Library staff cannot make a judgment as to what is suitable reading for any person. The library serves a diverse population of many ages, ethnic groups, and educational levels, with many different values and needs. We try to provide the widest possible variety of informational and recreational resources to meet these needs.

The only person with the authority to guide or restrict a child's use of library materials is that child's parent or guardian. Accordingly, there are no public areas in the Chestatee Regional Library System that are restricted from children, and all materials are openly shelved. A child's library card may be used to check out any item available for circulation in any library branches. Parents are encouraged to be actively involved in their child's use of the library and its resources.

### **Borrowing**

A valid library card **must** be presented in order to check out materials.

Books, audiotapes, CDs, videos, DVDs, software and back issues of magazines circulate for 14 days and may be renewed twice, as long as no one has placed them on reserve. AV equipment checks out for 7 days. There is a system-wide limit of 50 items held at any one time per borrower's card.

Any user may present another user's card to check out materials. The registered borrower is responsible for any items checked out on his or her card.

Items may be returned to any PINES library.

### **Intra-PINES Loans (Holds)**

Circulations between PINES libraries are free of charge to system libraries and to patrons. The following categories of items may not be put on hold outside the owning library's system: Audiobooks, CDs, DVDs, Bestsellers, Equipment, Microforms, New Books, Reference, Software, Videos.

### **Interlibrary Loan**

#### **Lending**

The library accepts ILL requests online via OCLC; paper requests via mail or fax (ALA or equivalent). Loan period for ILL materials is 30 days. New books, reference books, periodicals, and microforms are not available for lending, but copies of specified pages may be made available. Renewals may be granted for 14 days, if there are no requests on the item(s).

There are no charges to the borrowing institution for books. Charges for photocopies are as follows:

- Photocopies: Free to SOLINE members; others 15 cents per page; minimum \$2.00.
- Microform Copies: Free to SOLINE members; others 25 cents per page; minimum \$2.00
- Fax Copies: \$1.00 per page, all area codes

Reciprocal agreements with specific institutions may be negotiated on a case-by-case basis.

### **Borrowing**

The library will make an effort to find and acquire for loan any item requested by a patron. There is no fee for this service; however, patrons will be asked to reimburse the library for lending library charges on the items they borrow. At the time the interlibrary loan request is placed, the patron is given the option to set a maximum limit on charges he or she will accept. If the charges exceed the limit, the item will not be borrowed for the patron. Patrons will also be held responsible for any items damaged or lost, except items lost in transit between libraries.

### **Overdue, Lost or Damaged Materials**

Failure to return borrowed library material is a misdemeanor under Georgia Law, punishable by fine and/or imprisonment (O.C.G.A. 20-5-53). Overdue notices are sent by the state library as a courtesy when materials are 7 days overdue, 14 days overdue, and 30 days overdue. The third and final notice assesses the replacement cost of overdue material. Users will be blocked from checkout if they have 10 or more overdue items.

Patrons may return items that are one day overdue without a fine being charged. After this "grace" day, fines are charged for every day overdue. Fines are 10¢ per day per item for books, videos, DVDs, audiotapes, CDs and software, and \$1.00 per day per item for equipment. Fines are not charged on magazines. Fines may be paid in part or full at any PINES participating library.

Fines will never exceed \$5.00 per item, or the price of the item, whichever is less. Patrons owing \$10.00 or more will not be allowed to check out more items.

Each November, the Library may sponsor "Food For Fines," when patrons may pay their library fines in non-perishable food to be distributed to the needy. This waiver of fines applies only during November to fines accrued on materials belonging to a Chestatee location and to existing fines on the records of "home" patrons of Chestatee Regional Library System.

Patrons are responsible for all library materials checked out to them, including audio and videotapes damaged by equipment. If repairs or rebinding is necessary, the cost is charged to the patron.

Books or tapes that are lost or so badly damaged that they cannot be repaired will be charged at the current replacement cost. If a current price cannot be found by searching Amazon, Barnes & Noble, etc., a flat fee will be charged. A list of current charges for lost materials is available at the circulation desk at each branch. Lost items may be paid for at any PINES participating library. Payments for lost or damaged materials will be returned to the owning library.

If a lost item is found and returned within six (6) months of payment, a refund of the paid replacement value, minus overdue fines accrued, will be issued to the patron. The owning library is the final authority on whether the material is in acceptable condition for return.

Parents are responsible for items checked out by their children. If a child loses or damages a library item beyond repair, it is the parent's responsibility to pay for the item(s).

### **3.8 Barred Patrons**

The Director of the Chestatee Regional Library System may change a patron status to BARRED for consistent and recurring failure to observe the policies of the Chestatee Regional Library System, including, but not limited to inappropriate or illegal conduct in the library building or on library property; misuse of library materials or equipment; actions that in any way may be deemed to cause damage or injury to library patrons, personnel, materials, or property.

Barring prohibits the patron from checking out library materials from any PINES library for a set period of time, usually six (6) months to one (1) year. Patrons may appeal the barring to the Chestatee Regional Library System Board by notifying the Director or Board Chair in writing of the wish to do so. The decision of the Board will be final.

### **Confidentiality of Patron Records**

Circulation and similar records of Chestatee Regional Library System which identify the user of library materials shall not be public records but shall be confidential and may not be disclosed except:

- to members of the library staff in the ordinary course of business;
- upon written consent of the user of the library materials or the user's parents or guardian if the user is a minor or ward; or
- upon appropriate court order or subpoena.

The USA PATRIOT Act (enacted in 2001) contains certain provisions that may prohibit any person or institution served with a search warrant by the Federal Bureau of Investigation from disclosing that such a warrant has been served and/or that records have been produced pursuant to such a warrant.

All requests for such information shall be addressed to the Library Director.

## ***Part 4. Library Program Policy***

### **4.1 Purpose**

Chestatee Regional Library System libraries will provide programs for adults, teens, and children that are informational, educational, cultural and recreational. The following guidelines are to be used in the planning and implementation of such programs.

### **4.2 Guidelines**

- A library program is an event that is sponsored or hosted by the library. Programs are planned for the interest, information and recreation of the community and will represent a wide range of views and ideas. The ultimate responsibility for selection of library programs is the library director, or the director's designee, who operates within the framework of the policies determined by the Board of Trustees.
- All programs shall be free and open to the public.

- Library programs must be non-commercial in nature. Library staff may invite a businessperson or other professional expert to present a program, but the information should always be general in nature. No solicitation of business is permitted. While library staff will entertain requests from commercial segments of the community for programs, the decision to sponsor or host a program rests solely with library staff. A decision to sponsor or host a program does not obligate the library to sponsor or host similar programs in the future.
- Pre-registration, if required, must be handled by the library staff. Registration lists may not be used for any commercial purposes and will not be given to the presenter. The presenter will keep attendance sheets.
- All PR for programs should include the library logo and website and must be approved by the director or designee.
- No individual or organization presenting a program at the library may sell their products or services, or collect names, addresses, phone numbers, or other personal information of the attendees during their presentation or time at the library. The only exceptions are noted below:
  - Optional charges for materials or books that participants will keep may be levied upon approval by the Library Director or designee prior to the scheduled program. No one shall be refused admission because of unwillingness to purchase materials.
  - The Friends of the Library may sell items at library programs they sponsor, with approval from the Library Director.
- The library may partner with other organizations to promote programs. This does not constitute endorsement, merely acknowledgement.
- Presentation of ideas, strategies, information, etc. also does not constitute endorsement.
- All program presenters will be required to sign the library's Program Agreement Form (following).

### 4.3 Program Agreement Form



**Chestatee Regional Library System**  
342 Allen Street • Dawsonville, GA 30533

#### Program Agreement Form

Name of Presenter \_\_\_\_\_ Date \_\_\_\_\_

Title of Program \_\_\_\_\_

Description of Program \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Name of Company Affiliation (if any) \_\_\_\_\_

Date of Program \_\_\_\_\_ Location \_\_\_\_\_

I have read the attached policy and agree to abide by the Library Program Policy rules and the regulations of the Chestatee Regional Library System.

\_\_\_\_\_  
Signature of presenter \_\_\_\_\_ Date \_\_\_\_\_