

ARKANSAS CITY PUBLIC LIBRARY

PUBLIC SERVICES

5.1 CUSTOMER SERVICE POLICY

The ultimate aim of all public library activities is service to the people. The library collection is maintained for service; cataloging activities facilitate service; and the library building and equipment provide the physical means for service to the people.

Current knowledge of the community; well-planned hours of service; easy circulation methods; and advertising the collection add to the service of library-owned materials and will help in the development of the library's service to the people.

Through service the library staff meets the individual, helps him locate resources, furnishes material, and aids the individual in its use. In short, service opens the door to knowledge.

Approved by ACPL Board on April 4, 1973.

5.2 REFERENCE SERVICES

Guidance in the use of reference materials shall be provided for all individuals and groups. Telephone service shall be used by the library in supplying reference materials for all individuals and groups.

A reader's advisory service, through which individuals can be guided in the selection and use of library materials, shall be provided.

Approved by ACPL Board on April 4, 1973.

5.3 INTERLIBRARY LOAN

The library shall borrow for patrons materials which are not available locally.

Approved by ACPL Board on April 4, 1973.

5.4 MEETING ROOM USE

As a community institution, ACPL welcomes and encourages the use of its meeting rooms without charge to groups regardless of race, religion, or political beliefs.

1. Meetings of the Library Board, or committees thereof, Friends of the Library, and programs sponsored by the library for the public shall have priority over other groups.
2. Meetings shall be scheduled in order of requests received and assigned to different rooms as size of groups and availability of space permits.
3. Permission to use the rooms will be denied to groups whose sole purpose is illegal, whose conduct would interfere with the proper functioning of the library, or whose subject matter is a religious service.
4. No group may charge admission to an event with the exception of the Friends of the Library or groups or individuals who are not for profit and charge a minimal fee to cover costs.
5. Goods, products, and services may not be sold without the approval of the Library Director.
6. Upon due notice the library reserves the right to cancel permission to use a meeting room, or to substitute facilities if the scheduled room is needed for other purposes.
7. The group using the room will be responsible for the discipline and reasonable care of the room. The applicant will pay for any damage. The sponsor of the meeting will clear away any clutter or untidiness caused by the activities. No food or drink will be allowed without the approval of the Library Director.

ACPL – Public Services

8. No rental fee for the use of the meeting rooms will be assessed unless the meetings are held beyond announced library hours. Closing time for regular meetings is fifteen minutes before the scheduled library closing hour. It is understood that a fee of ten dollars (\$10.00) for the first hour and ten dollars (\$10.00) for every half hour or any part thereof afterward. This is for rooms that are used beyond scheduled library hours.
9. Neither name nor address of the library may be used as the official address or headquarters of an organization without permission of the Library Director.
10. Use of the library meeting rooms does not constitute endorsement by the library of points of view expressed by participants of the program. No advertisement or announcement implying such endorsement will be permitted.

Approved by ACPL Board on January 4, 1989.

5.5 PHOTOCOPYING & PRINTING

An electrostatic style copy machine shall be provided. The cost of this service shall be determined by the Board.

Approved by ACPL Board on April 4, 1973.

5.6 FAX SERVICE

Policy needs to be written.

Approved by ACPL Board on _____.

5.7 DVD CLEANING SERVICE

The Library's disc repair and cleaning system will be available for patrons' items as staff or volunteer time allows. Movies and audio books can be dropped off at any time the library is open. The patron must leave with the disc(s) their current contact information and sign a release waiving any claims against the library. Library staff will contact the patron when the item is ready to pick up. Allow at least a week for this service. The charge for cleaning and repairing is \$1.00 per disc. Patrons may bring in a maximum of five (5) discs at a time. Library staff will not accept discs to clean or repair if there is a current backlog or if the disc is obviously cracked or broken. The money raised will go toward maintaining the library's collection of movies and audio books.

The library is not responsible for any damaged or scratched discs, or any damage that may occur during the cleaning or repair process. No refunds will be provided for this service, even if the library is unable to clean or repair a disc.

Approved by ACPL Board on February 11, 2013.

5.8 ADULT PROGRAMS IN THE LIBRARY

The library shall hold regular film showings for adults.

Approved by ACPL Board on April 4, 1973.

5.9 YOUTH PROGRAMS IN THE LIBRARY

The library shall hold regular programs for children such as the "Make Believe Hour" program for preschool children wherein film, slides, puppets, story hour, and an occasional magic show are used.

Approved by ACPL Board on April 4, 1973.

5.10 SPECIAL EVENTS

ACPL – Public Services

National Library Week and Children’s Book Week, as well as other special events of a similar nature, will be observed to spotlight the services and resources of the library.

Approved by ACPL Board on April 4, 1973.

5.11 TOURS

Guided tours of the library will be conducted as a means of better acquainting the community with all of the resources of the library.

Approved by ACPL Board on April 4, 1973.

5.12 TEST PROCTORING

Arkansas City Public Library is not a testing center, but does provide a proctoring service to support the long-distance learning students in our community. If it is determined that the proctoring request is unreasonable or its demands are too burdensome to administer, the Library reserves the right to deny this service.

Guidelines

A. The Library does not charge a fee for proctoring. All expenses, including copying and postage, are the responsibility of the test-taker. When a test is to be mailed to the school or professor/instructor, a self-addressed stamped envelope with appropriate postage must be provided by the school or the test-taker before the test is administered. Copies of completed exams will not be retained.

B. The Library provides a public computer workstation with word processing software and Internet access for online exams. These workstations do not allow installation of any additional software. It is the test-taker’s responsibility to ensure that the Library’s computer resources are adequate for their test-taking requirements.

C. The exam or the instructions for taking the exam online must be sent to the Reference Librarian at the library’s street address, fax number, or via e-mail to arkcitypl@acpl.org. The test-taker must contact the Library, by e-mail, phone, or in-person, at least 48 hours in advance to schedule an appointment to take the test. A member of the library staff will proctor the test.

D. The Library cannot guarantee quiet conditions for test-taking. The Library does not guarantee that the test-taker will be under observation at all times.

E. Staff will verify the identity of the test-taker by requiring presentation of picture identification before administering the exam. Test-takers should not bring cellular phones or other equipment or materials prohibited by the exam instructions into the Library. If such materials are brought into the Library, they may be left at the service desk during the exam; however, the Library is not responsible for them.

F. Test-takers are responsible for supplying all materials, such as pencils and calculators. Scratch paper is available at the service desk.

G. The Library will not hold tests beyond their expiration dates. If the test has not been taken by that time, it will be destroyed. Once a test is sent via mail or fax and confirmation is received, any original test documents will be destroyed.

H. Library staff will not sign a proctoring verification that attests to any circumstances or conditions that are not accurate in describing the test taking conditions.

Approved by ACPL Board on May 12, 2008.

5.13 CITY DIRECTORY INFORMATION

ACPL – Public Services

It is the policy of the Arkansas City Public Library to give directory information from the City Directory for telephone numbers, addresses, and names as requested to patrons who telephone the library for this information. Information on nearbys will not be given on the telephone.

Approved by ACPL Board on May 1, 1991.

5.14 GAMING SYSTEM POLICY

The Arkansas City Public Library invites patrons of all ages to use the gaming systems located in the Teen Room. Programming for all ages may be offered in the Teen Room at the discretion of the library staff. The library will sponsor gaming clubs for youths ages 8-18.

These programs are offered especially to make the library enticing to young people, to encourage them to visit the library and develop a love of books, reading, and libraries.

Patrons must read and agree to this Gaming System Policy before they may use the system. Failure to follow the Gaming System Rules and the Library Behavior Rules will result in the loss of library Gaming System privileges. The patron or is responsible for damage to any of the equipment that occurs during use.

Gaming Club

- A. Youths between the ages of 8 and 18 must become members of a gaming club to use the Gaming System.
- B. Youths must check out and return at least four items in one month to become eligible to join a gaming club.
- C. Members of the gaming club must have a valid Arkansas City Public Library card in good standing and agree to follow all Library Behavior Rules and all Gaming System rules.
- D. Gaming club members must continue to check out and return at least four items each month to remain in good standing in a club.

Gaming System Rules

- A. Youths between the ages of 8 and 18 must join the Gaming Club to use the Gaming System.
- B. All patrons must have a valid Arkansas City Public Library card in good standing.
- C. During un-programmed playing time, game playing will be limited to 30 minute increments. If no one else is waiting to use the equipment, play may continue. Anyone using the Gaming System must willingly end the game when asked by the library staff.
- D. Gamers will use the games, controllers, and other accessories available in the library. No outside games will be played on the Gaming System.
- E. Gamers will be asked to respect others and keep the noise level reasonable.
- F. A list of games will be provided online. Games and accessories will be kept locked in the Teen Room when not in use.
- G. Gamers are asked to treat the equipment gently. Gamers who do not do so will be asked by library staff to stop playing for the day. Gamers who repeatedly abuse the equipment will have their Gaming System privileges revoked.

ACPL – Public Services

- H. Library staff will inventory the gaming accessories daily.
- I. The Gaming System will be shut down one hour before the library closes.
- J. Children under the age of 8 must be accompanied by a caregiver.

Approved by the ACPL Board on March 9, 2009.

5.15 GENEALOGY RESEARCH POLICY

The Arkansas City Public Library owns microfilm of the Arkansas City Traveler from January 26, 1876 to present. We can provide basic research from these newspapers for a fee of \$10.00 per hour of research time, with a one hour minimum charge. Photocopies and postage will be charged at the current rates.

Approved by the ACPL Board on September 14, 2009.