

Library Policy Manual

Governance and Organizational Structure

Location & Hours

22 Main Street
Cooperstown, NY 13326
(607) 547-8344

Website: www.villagelibraryofcooperstown.org

Sunday	1:00pm to 4:00pm
Monday	9:00am to 8:00pm
Tuesday	9:00am to 5:00pm
Wednesday	9:00am to 8:00pm
Thursday	9:00am to 5:00pm
Friday	9:00am to 5:00pm
Saturday	10:00am to 2:00pm

Mission Statement

The mission of the Cooperstown Library is to provide access to all types of information and promote the value of knowledge to its patrons.

Library Volunteer Program

The Cooperstown Library welcomes interested individuals in the community who enjoy the library environment and wish to donate their time to supplement but not replace the paid staff with their workload. Individuals should contact the library director to determine if an opening is available and volunteering is mutually beneficial. The main task of the volunteers is to staff the checkout desk in the children's room and charge materials to patrons. Volunteers may assist in other library activities as needed. Any issues that arise beyond basic checkout should be referred to a member of the library staff. Volunteers must be at least 16 years of age and be willing to cover the desk 2-4 hours at the same designated time each week.

Support Organizations

Friends of the Village Library (FOVL)

This non-profit, tax-exempt organization supports the library in its efforts to fulfill its mission of providing the best possible services to its patrons. Among its interests and charges, the Friends:

- Coordinate the annual books sale each summer.
- Sponsor adult programs.
- Help sponsor the children's programs.
- Run an annual membership drive.
- Purchase equipment for the library.
- Fund improvements to the library's interior.
- Purchase large print books, books on cd, DVDs, children's books and other materials.

CIRCULATION SERVICES

Library Cards

Any person wanting to check materials out of the Library must have a valid Four County Library System card. Identification verifying status as a resident of Otsego, Delaware, Chenango, or Broome County is required to qualify. Non-resident persons owning property in Otsego County are also eligible for a library card. The first card issued is free. A fee is charged for replacement cards. Cards expire every 3 years. A free card is offered at renewal time if the original card is worn out.

Acceptable identification:

1. A valid New York State driver's license or identification card with current address. If the address is incorrect or not current then one other form of identification validating the patron's current address, or mail not older than 30 days, must be presented. Self-made identification will not be accepted.
2. A post office box number is acceptable with some other form of identification verifying the street address is in Otsego, Delaware, Chenango, or Broome County.

Non-residents may purchase a temporary library card for \$25.00. The applicant must show a photo id, provide a local address, and proof of their permanent address. The card is good for three months from the date of purchase. The cardholder is eligible for all the benefits of a permanent resident.

A patron without proper photo identification will not be issued a library card.

The patron must be present to receive a library card.

Children under 18 years of age must have the written consent of a parent or legal guardian in order to receive a card. The child must use the parent/legal guardian identification to validate current address information.

Applications for library cards will not be accepted fifteen minutes prior to closing the library.

A patron may check out materials without their library card if they provide proper photo identification.

Lost cards:

Any items checked out on a lost/stolen card, before notification to the Library of the problem, are the responsibility of the patron whose name appears on the library card.

Loans

Patrons in good standing are not limited to the number of books they wish to borrow.

Patrons are limited to three bookcds at a time.

Patrons are limited to three DVDs at one time.

Patrons are considered in good standing if they have fines totaling less than \$5.00.

Renewals

Items may be renewed one time including those received through interlibrary loan (ILL) unless there is a hold. Village of Cooperstown Library materials may be renewed a second time if there is no hold. Items received through ILL may not be renewed more than once.

Payment for lost or damaged material belong to the Village Library of Cooperstown

Patrons will be charged the retail price for any lost items or materials damaged beyond repair. If a patron wishes to replace a lost/damaged item he/she may do so. The replacement must be in similar condition to the item that was lost/damaged.

If a lost item that was paid for in cash is subsequently found and returned, the patron is eligible for a refund. The item must be returned within three months of the original checkout date to be eligible for a refund. Materials that a patron bought to replace lost items are not eligible for a refund.

Payment for lost or damaged materials belonging to other libraries is handled under the policies of the owning libraries.

Overdue materials

The following excuses will be accepted and the overdue fines waived one time only:

1. The patron claims the item(s) were never checked out on his/her library card.
2. The patron claims the item was returned.

LIBRARY FINES AND FEES

Overdue Books, Audiobooks, Newspapers, Magazines, Miscellaneous

Per day, per item	\$ 0.35
Maximum fine, per item	\$ 5.00

Overdue DVDs

Per day, per item	\$ 1.00
Maximum fine, per item	\$10.00

Items lost or damaged beyond repair

Replacement cost of item	retail price
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Internet Use (2 hour limit per day)

Residents of Otsego, Delaware, Chenango, or Broome County	No charge
Non-Residents (first half-hour is free)	\$3.00 per ½ hour thereafter

Interlibrary loan requests

Within Four County Library System	No charge
Outside Four County Library System	Charges vary

Print charges

Copier	\$ 0.25
Computer printouts	\$ 0.25

Library cards

Initial card	No charge
Replacement card	\$ 2.00

COLLECTIONS & INFORMATION SERVICES

Library Materials Selection Policy

The Village Library of Cooperstown selects a variety of materials in concordance with its mission to *provide access to all types of information and promote the value of knowledge to its patrons.*

Responsibility for the selection of library materials rests with the Library Director. The Youth Services Librarian is responsible for recommending children's and young adult materials to the Library Director. Other areas of acquisition services may be delegated to library staff or volunteers at the discretion of the Library Director.

The purpose of the Library Materials Selection Policy is to ensure that the Library provides materials in a variety of formats, taking into consideration the varied tastes, interests, reading abilities, and physical limitations of the public served and the limitations of library funds. This materials selection policy gives assurances that the Library's collection will include:

1. Standard classics representative of American and international cultures.
2. Contemporary works providing patrons with an appreciation of the varied trends in modern thought and expression.
3. Materials supporting both sides of controversial issues, giving readers an opportunity to develop their critical sense, and to arrive at intelligent though often opposite conclusions.

In selecting materials for purchase, adding gift materials, or when items are being evaluated for retention or replacement, the Library Director takes into consideration:

1. Timeliness and significance of the subject.
2. Reliability and accuracy of factual material.
3. Opinions expressed by reviewers in review media.
4. Advance notices and pre-publication announcements supplied by publishers and professional reviewing services.
5. Public demand for an item.
6. Local industrial, business, and professional needs and interests.

7. Cost of the item in relation to funds available.
8. Physical condition of the item and space limitations.
9. Duplication of material already in the library.
10. Availability of material in nearby libraries, if local interest is limited to small or specialized groups.

Suggestions for purchase from the general public are always given serious consideration using the above criteria.

The Library subscribes to the philosophy articulated in the Library Bill of Rights, the Freedom to Read, and the Freedom to View Statements.

GIFTS TO THE LIBRARY

The Cooperstown Library welcomes gifts of library materials and monetary contributions. These gifts help enrich the ability of the Library to fulfill its mission. The Library accepts:

Monetary Contributions

The Library is pleased to accept direct contributions and bequests which are deposited in the general revenue account of the library unless otherwise designated. Monetary donations for a specific purpose such as the purchase of a specific title or dedication to a specific individual will be added to the acquisitions account. The Library, as a department in the Village of Cooperstown, is a tax-exempt organization so gifts are treated the same as those given to a 501{c}(3) organization. Monetary gifts for specific purposes are subject to approval by the Library Board of Trustees.

Monetary contributions for specific purposes may be made for Memorial or Honor Books. Using these funds the Library will purchase a book (or books) in a requested subject area, in keeping with its *Library Materials Selection Policy*. A special bookplate will be placed in the book naming the honoree and donor. The Library cannot guarantee that an item will be kept in perpetuity and cannot take responsibility for notifying a donor if an item is lost or withdrawn.

Contributions and bequests are also accepted by the Library's support organization, the Friends of the Village Library of Cooperstown (FOVL). The FOVL is fully qualified as a 501{c}(3) organization and donations are tax-exempt.

Library Materials

Used books, paperbacks, and other library materials in good condition can often be used to enhance the library's collection. Materials will be evaluated for inclusion using the criteria in the *Library Materials Selection Policy*.

Items not needed by the Library may be placed in the Library's ongoing book sale or donated to the FOVL for its annual book sale. Neither the Library nor the FOVL can take responsibility for returning unwanted items to a donor.

Upon request, donors will be given a receipt stating the date and number of items received. Internal Revenue Service Regulations do not permit the Library to place a value on donated materials.

WEEDING OF LIBRARY MATERIALS

In order to maintain a collection of materials that best serves the community the Library must periodically weed library materials (books, magazines, DVDs, CDs, etc.) from the collection for a variety of reasons including space, age and condition of the material, timeliness of the material, and the lack of circulation of the material.

Library materials will be disposed of accordingly:

1. Materials will either be placed in the Library's ongoing book sale or transferred to the Friends of the Village Library of Cooperstown to be placed in its annual book sale or disposed of at their discretion in the most appropriate and efficient manner.
2. If materials cannot otherwise be disposed of, they will be recycled or discarded.

The Cooperstown Library Board of Trustees authorizes the Library Director, or designee(s), to withdraw and dispose of library materials.

REQUEST FOR EVALUATION OF LIBRARY MATERIALS

Library patrons who want to file a complaint regarding Library materials will be asked to notify the Library Director in writing and explain his/her issue with the item involved. The Director will review the request taking into consideration the *Library Materials Selection Policy* and review media. The Director will then respond to the patron in writing in a timely manner. The Director will provide the Library Board with a copy of the patron's complaint and the written response.

The decision of the Director may be appealed in writing to the Library Board. The Board will evaluate in an open meeting the work in question according to criteria in the *Library Materials Selection Policy*. After the evaluation the Library Board will notify the patron by mail of its decision. All decisions by the Board are final. Until such review takes place and a decision is made, no removal or restriction of the questioned item shall take place.

Patrons who want to question or express concerns regarding Library procedure or policy or register a complaint about staff behavior will be asked to notify the Director or the Library Board in writing.

INTERLIBRARY LOANS

Recognizing that no library can meet all the needs of its patrons, the Village Library of Cooperstown participates in the interlibrary loan program of the Four County Library System. The Library will request materials for its patrons and supply materials for patrons of other libraries in the system. Requests for materials can be made either online, by phone, or in-person at the Library. Patrons may have interlibrary loan materials delivered to any library in the Four County system.

Patrons will honor any restrictions placed on items by the supplying library, as well as the due date set by the Cooperstown Library. If an extension of a loan is requested, the Library will renew the item once as long as there is no hold on it. Additional renewals are not allowed on any interlibrary loan material.

Interlibrary loan of reference materials, fragile items, and many current materials often cannot be obtained and there is no guarantee that a requested item will be received. The delivery date of an item can also not be guaranteed.

Patrons are responsible for payment for any item that is lost or damaged before its return to the Village Library of Cooperstown.

The Village Library of Cooperstown considers interlibrary loan requests as circulation records and thus subject to the Library's policies on Privacy and Confidentiality.

The Cooperstown Library will not request nor lend items outside the Four County Library System.

REPRODUCTION OF LIBRARY MATERIALS

The Library recognizes the need for patrons to make copies of various library materials or computer generated documents. The Library provides a copier and network printer for patron use. There is a charge for each page copied or printed. The copier and printer both copy only 8 ½" x 11" paper.

PATRON SERVICES

Your Right to Privacy

The Village Library of Cooperstown recognizes the need to protect your right to privacy about the questions you ask and the materials you read and borrow. The Library follows the guidelines of the American Library Association Policy *Concerning Confidentiality of Personally Identifiable Information About Library Users*.

In order to guarantee privacy for each individual, New York Law mandates confidentiality of your registration and borrowing records, and Cooperstown Library policies and procedures carry out that intent.

Patron Confidentiality

The Village Library of Cooperstown acknowledges and upholds the Confidentiality Law of New York State as set forth in Article 45, Section 4509 (1988) of the New York Civil Practice Law and Rules as follows:

"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 audiovisual 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, court order or where otherwise required by law."

Library staff cannot give any information about a patron's registration and circulation record to anyone other than the patron, regardless of age or relationship to the patron. For example, a parent cannot be told what material a child has checked out on the child's card without the child's consent.

The Library recognizes that in many families library cards are shared among family members. However, for purposes of compliance with the Library policy and state law, only the person to whom the card belongs may have access to information about materials checked out on that card.

USA Patriot Act

The USA Patriot Act overrides state library confidentiality laws protecting library records.

The United and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (“USA Patriot Act”) became law on October 26, 2001. The legislation originated with Attorney General John Ashcroft, who asked Congress for additional powers that he claimed were needed to fight terrorism in the wake of the events of September 11, 2001.

The Patriot Act amended over 15 federal statutes, including the laws governing criminal procedure, computer fraud and abuse, foreign intelligence, wiretapping, immigration, and the laws governing the privacy of student records. These amendments expanded to authority of the Federal Bureau of Investigation and law enforcement to gain access to business records, medical records, educational records, and library records, including stored electronic data and communications. It also expanded the laws governing wiretaps and “trap and trace” phone devices to Internet and electronic communications.

Although the Cooperstown Library makes every reasonable effort to protect patron privacy, under the federal USA Patriot Act (Public Law 107-56), records of books and other materials currently on loan, interlibrary loan requests placed during the past year, or Internet sites and emails that patrons access through our computers may be obtained by federal agents. The federal law prohibits library staff from informing patrons if federal agents have asked about or obtained their records.

The Village Library of Cooperstown Board of Trustees takes a position endorsing the modification of the USA Patriot Act to the extent that it affects public library operations and requires library employees to perform in a manner inconsistent with normal library operations and imposes limitations on the intellectual freedom of patrons.

Standards of Behavior

The Cooperstown Library welcomes everyone to use Library facilities and resources for learning, reading, studying, writing, and obtaining information. The following *Standards of Behavior* have been instituted in order for library patrons and staff to operate in a clean, pleasant, and safe environment.

The following behaviors are *prohibited* in the library:

- Disturbing the peace including loud conversations or any behaviors that willfully disrupts the orderly operation of the library.
- Disruptive use of cell phones. Placing phones to vibrate/silent mode is recommended.
- Eating or drinking around the computers.
- Running in the library.
- Bare feet. Shoes or sandals are required.
- Destroying, defacing, or illegally removing Library materials or property.
- Unauthorized filming, selling, panhandling, or soliciting.
- Bringing pets, except service dogs, into the Library or leaving them unattended on Library grounds.

In addition, patrons should be watchful of personal possessions. The Library is not responsible for lost, damaged, stolen personal possessions. Unattended belongings may be picked up and stored by library staff.

Unattended Children

Staff members are available to assist children with Library materials or services. However, the Library is a public building with staff trained to provide public library services. The Library is not equipped and it is not the Library's role to provide long- or short-term child care.

Parents and caregivers are responsible for monitoring and regulating the behavior of their children. Children under the age of 11 may not be left unattended in the library. For the safety and comfort of children, a responsible adult or caregiver over the age of 14 must remain with their child while they use the library. Children seven and older may attend Library programs without a parent or caregiver; however, the parent or caregiver must remain inside the library during the program. Unattended children will be asked to call their parents for pick-up. If staff is unable to reach the parents the Cooperstown police department will be contacted.

FACILITIES & PROGRAM SERVICES

Meeting Room Policy

The Cooperstown Library does not have a private meeting room so the Library does not allow any outside person or group to reserve any area within the Library at any time.

Any meetings that take place in the public space of the library must be sponsored by the Library. The following groups are allowed to reserve space:

- Cooperstown Library Board of Trustees
- Committees of the Library Board
- Friends of the Village Library of Cooperstown
- Women's Club Monthly Book Club
- Current Events Discussion Group

Any changes or exceptions made to this policy must be approved by the Library Director and the Library Board of Trustees.

Display Policy

The Library welcomes the public to display notices on upcoming events for non-profit groups on its bulletin board in the main entrance hallway as space allows. Notices associated with Library activities have priority. Any flier that blocks the view of a library-associated notice will be discarded. Fliers or notices for for-profit businesses are not allowed on the bulletin board.

Dissemination of Free Material

The Library maintains a freebie table in the hallway just inside the main entrance to the building. The public may leave fliers, pamphlets, announcements, and old magazines at the discretion of the Library

Director. Materials that clog the entire table or are considered inappropriate for dissemination at the library will be discarded.

Political Activity

The Library does not allow the posting of campaign signs for political candidates on its bulletin board or the distribution of campaign literature or materials of political candidates on its premises.

Inclusion of Disabled Individuals

The Library does not discriminate on the basis of disability in the admission, or access to, or treatment or employment, in its programs or activities.

Sale of Merchandise & Other Commercial Activity

Sale of merchandise or the display of merchandise for sale on Library premises is prohibited with the following exceptions:

- Ongoing Library Book Sale.
- Annual Book Sale of the Friends of the Village Library of Cooperstown.
- Guest speakers for Library or Friends of the Village Library programs who obtain pre-approved permission from the Library Board of Trustees.

The use of Library premises to conduct any kind of commercial, for-profit business is prohibited, except as outlined above.