

Stillwater Public Library, Operating Policy

I. Hours of Operation

The Board of Trustees shall establish and the Library Director shall publicize hours of Library operation as per New York State regulations.

II. Holidays

A schedule of holiday closings for the Library, as recommended by the Library Director in conjunction with the Personnel Committee, shall be established by the Board of Trustees prior to December 31 for the ensuing year. These holidays will include, but not necessarily be limited to, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

III. Emergencies

A. During Operating Hours

The Library Director shall have the power and responsibility to handle emergencies in the safest and most expedient fashion. Board members may be consulted as necessary. A written report of the action taken will be sent to the Board President within five business days of the incident.

B. During Non-Operating Hours

When an emergency occurs during non-operating hours, the Library Director will be notified to take appropriate action. Each emergency service (ex. Fire department, police, Security Company, emergency squad, etc.) will be provided annually with a list of names and telephone numbers to call in such emergencies. All Board members will be notified within five business days of such incidents.

C. Weather Emergencies

The Library Director shall notify Board President prior to making a decision on weather related closings.

IV. Telephone

The telephone is limited to Library business use only.

V. Circulation

A. Registration of Borrowers

1. A Library patron must be a registered SALS/MVLS borrower to obtain materials from this Library. New applicants and borrowers renewing library cards may be required to present acceptable proof of address. Library cards are valid for three years from the month of issuance or renewal.
2. Children under the age of 16 may have a library card at the discretion of a parent/guardian who accepts financial responsibility for materials borrowed. The parent/guardian must sign the application card.
3. Children at the age of 16 or above are not required to obtain the signature of a parent/guardian when registering for a library card.

4. Patrons wishing to borrow videotapes/DVDs are required to agree to the terms of the library card application, and sign it accordingly (see attachment).
5. Temporary residents may secure a library card providing a permanent address in addition to the usual information requested on the application. The library card will only be valid for the length of their temporary residency.

B. Loan Period

1. Books, audio books, older DVDs, and kits may be borrowed for three (3) weeks. Documentaries or TV Shows on DVD may be borrowed for two (2) weeks.
2. Periodicals, Museum Passes, and new DVDs may be borrowed for one (1) week.
3. Materials designated "NEW" may not be renewed. Materials not designated "NEW" may be renewed for two additional periods if there are no holds. Telephone and online renewal service for these materials is available.
4. Patrons not returning materials within four weeks of the date due will receive notification. Patrons not returning materials within two months of the date due will receive a bill for the replacement cost of the material by mail or email as per their preference selection. Patrons receiving a bill for late materials will have their borrowing privileges suspended until overdue materials have been returned or replacement costs paid.
5. Only one Museum Pass or kit may be borrowed per card.
6. A maximum of three new DVDs may be borrowed per card. A maximum of five DVDs belonging to the Stillwater Library may be borrowed per card.
7. A maximum of ten audiobooks may be borrowed per card.
8. A maximum of fifty books may be borrowed per card.
9. A maximum of one hundred items may be borrowed per card designated as "OUTREACH".

C. Fines, Fees and Other Charges

1. Fines for overdue materials shall be set by the Board of Trustees. (See section XI below.)
2. When the maximum fine/fee ceiling is reached, Library borrowing privileges for that cardholder shall be suspended until the fine is paid. The borrower shall be notified of the suspension.
3. Replacement charges for lost or mutilated materials shall be determined by the Library Director. (See section XII below.)
4. Patrons will be responsible for any bank charges incurred by the Library for returned checks.

D. Reserves and Inter-Library Loan

Any materials that are not currently available may be reserved at the circulation desk.

VI. Confidentiality of Library Records

The Board of Trustees of the Stillwater Public Library recognize that library circulation records and other records identifying the names of library patrons are confidential in nature. Requests for such records will be referred to the Library's Board of Trustees.

VII. Gifts and Memorials

Relatives and friends are encouraged to make donations to the Library in memory/honor of loved ones. The Library's memorial and gift fund may also be supplemented by bequests.

VIII. Appropriate Use of the Children's Area

In an effort to ensure the safety of children and maintain an atmosphere of constructive library use, the following policy regarding appropriate use of the Children's Library is required.

A. The materials, services and equipment in the Stillwater Public Library children's areas are intended for the use of children, their parents and caregivers, and others needing children's materials and services for some specific purpose.

B. Appropriate use of the children's area includes:

1. Use by children.
2. Use by a parent or caregiver while attending a child in the library.
3. Use by a teacher, day care provider, researcher, etc. in developing curricula or other resources related to children's literature or materials.
4. Use by a patron when materials suitable to the patron's particular needs are not available in the other areas of the Library.
5. Tour groups, visiting librarians, library volunteers, teachers, city officials, trades people, or others visiting the Children's area for business-related purposes.

C. All other patrons must use the other areas of the library. It is the responsibility of the Director and support staff to enforce this policy.

IX. Appropriate Use of the Teen Space

In an effort to ensure the safety of teens and maintain an atmosphere of constructive library use, the following policy regarding appropriate use of the Teen Space is required.

A. The programs, services, and equipment in the Stillwater Public Library teen space are intended for use by teenagers.

C. All other patrons must use the other areas of the library. It is the responsibility of the Director and support staff to enforce this policy.

X. Appropriate Use of the Upper Level

In an effort to ensure the privacy of patrons and maintain an atmosphere of constructive library use, the following policy regarding appropriate use of Upper Level is required.

A. The materials, services and equipment in the Stillwater Public Library adult areas are intended for use by adults.

B. Appropriate use of the upper level includes:

1. Children with a supervisory adult.

4. Use by a patron when materials suitable to the patron's particular needs are not available in the other areas of the Library.

5. Tour groups visiting the Adult Area for business-related purposes.

C. All other patrons must use appropriate areas of the library. It is the responsibility of the Director and support staff to enforce this policy.

IX. Age Limits

A. The Stillwater Public Library offers a variety of programs for patrons of varying ages at different times. While some programs are open to all ages, there are usually age guidelines (i.e. "suggested for --" or "especially for --") and sometimes specific age limits (i.e. Ages 7-12). Age and/or grade level limits are set for several reasons, including the maturity of content or presentation mode, performer stipulation, room capacity as set by the fire code, and setting an environment appropriate for older children. Staff carefully weigh these factors along with the objective of having as many patrons as possible able to attend and enjoy the events. Without age limits, many types of programs would not be able to be offered.

B. Staff will communicate the age limits in the Library, at the door, in press releases, in Library publications and on the Library web site. Our typical age limits/categories are:

- Babies: not walking (ages 0-1)
- Toddlers: walking to entering pre-k (ages 1-3)
- Pre-K/Preschool: ready to learn basic skills such as letters, numbers, and colors (ages 3-5)
- Children: ages 0 to 12, but children ages 0 to 8 must be accompanied by a parent or other responsible adult
- Teens: children enrolled in a middle or high school curriculum (ages 12-18)
- Adults: those who are 18 years or older, 21 if specified.

C. For baby, toddler, and preschool programs, and for children ages 0 to 8 attending all ages programs, parent/caretaker participation is expected and younger siblings are allowed. Occasionally, at an all ages program, when the room is full, staff may ask if some parents of older children might give up seats for children who would otherwise be turned away.

D. There are a variety of reasons for the use of the age limits/categories listed above, and parents and/or caregivers should not expect an exception to specified age categories/limits based on the maturity of an individual child.

E. Questions can be referred to the Library Director. In the interest of fairness to all, age limits will be enforced.

XI. Building and Grounds Use

Article six of the American Library Association Bill of Rights, which has been endorsed by the Stillwater Public Library, reads as follows:

Libraries which make exhibit space and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

The Stillwater Public Library areas may be used by non-profit groups and agencies supporting members of the community of Stillwater, NY. All use must adhere to the following guidelines approved by the Board of Trustees for using any Library area (to include indoor and outdoor space).

- A. All meetings and programs shall be free and open to the public – no admission may be charged or donations made at the door. Requiring fees for supplies, materials, handouts, study books, etc. is likewise prohibited.
- B. Library sponsored programs take priority over all other meeting room reservations. The Library reserves the right to cancel meeting room reservations at any time if necessary for Library purposes. In these instances, the organization's contact person will be informed and every effort will be made to reschedule the displaced program. The Library is not responsible for notifying group members of a cancellation or advertising a change in the meeting room schedule.
- C. If the meeting rooms are not reserved in advance, there is no guarantee that they will be available. In the event of no reservation having been made, the rooms will be used on a "first come, first served" basis.
- D. Programs may not disrupt the use of the library by others. All persons using the meeting room are subject to Library rules and regulations.
- E. Meeting areas may not be used for commercial or for-profit purposes.
- F. All groups are responsible for damage caused to the Library property during meeting area use.
- G. All groups using Library areas are responsible for setting up and taking down their own tables and chairs, as well as leaving the room in the exact condition in which it was found. Please allow enough time for these tasks.
- H. All items must be removed at the end of the meeting, regardless of the number of days one expects to meet on Library property.
- I. The meeting room must be reserved by an adult (18 years old or older). Persons bringing children to meetings must assume responsibility for their care and behavior.
- J. The Library is a drug-free zone. Drugs, alcohol and tobacco products are not permitted in the Library building or on Library grounds.
- K. All meetings must be held during regular business hours, and end at least 15 minutes prior to closing. The Library reserves the right to charge \$50 per hour to cover additional operating costs if meetings do not end as requested.
- L. The Library reserves the right to review all material distributed at meetings and to approve any signage to be displayed on library property.
- M. The Library shall not assume responsibility for the security of items brought into the meeting room. The Library will not provide storage of material or equipment for a group or organization.
- N. Public meeting area use does not constitute Library endorsement of the beliefs or ideas expressed by organizations or individuals using the space. Meetings should not be publicized in a manner that suggests Library sponsorship or affiliation.

- O. Neither the name nor address of the Stillwater Public Library may be used as the official address of any organization. All publicity must clearly identify the sponsoring organization. Telephone inquiries must be made to the sponsoring organization and not the Library.
- P. Failure to comply with these regulations may result in the suspension of meeting room privileges.

XII. Animals in the Library

- A. Pets are not allowed in the library.
- B. While the library occasionally presents educational programs that feature animals, members of the public may only enter the library with an animal if it is a service animal that requires accommodation under the Americans with Disabilities Act (ADA).
- C. Under the ADA, a service animal is a dog that has been individually trained to do work or perform tasks for an individual with a disability. The dog must be trained to take a specific action to assist the person with a disability, and the task(s) performed must be directly related to the disability.
- D. Emotional support, therapy, comfort, or companion animals which have not been trained to perform a specific job or task do not qualify as service animals under the ADA.
- E. If it is not obvious that a dog brought into the library is a service animal, a staff member may ask the following questions:
 - Is the dog a service animal required because of a disability?
 - What specific work or task has the dog been trained to perform?
- F. A staff member attempting to ascertain whether a dog is a service animal will never ask about the nature of a person's disability.
- G. Service animals must be under the immediate control of their handlers at all times.
- H. Service animals which are not housebroken, bark excessively, are uncontrolled, or are otherwise disruptive will be required to leave the premises.
- I. Animals may never be left unattended on library grounds.
- J. Service animals are not allowed on library furniture or fixtures, or in library baskets or carts, and must remain on the floor or be carried (as appropriate) by their handlers at all times.
- K. Misrepresenting a dog as a service animal is a violation of the library's Patron Code of Conduct, and may result in suspension of library privileges.

XIII. Holidays

- A. It is the policy of the library to use seasonal decorations only.

- B. Library staff may decorate their work areas as they see fit, so long as such decorations do not damage walls or other surfaces and do not unduly interfere with library operations. Staff are asked to keep such decorations out of plain sight of the library's public areas.
- C. It is the policy of the library to allow programming based on any holiday, although the library itself will not offer such programming.
- D. It is the policy of the library to avoid giving the appearance of favoring any one religion or even religion in general. As such, the library programs based on seasons or concepts rather than holiday. Patrons may offer their own programs using the library according to the Building and Grounds Use Policy.

XIV. Borrower's Responsibility

Borrowers must have a valid library card for which no materials or fines are outstanding. The patron is responsible for returning items in good condition. Any damage to the item will be reported to the director. The patron is responsible for the replacement cost of the lost or item. The Library assumes no responsibility for damage caused to a borrower's equipment by Library materials.

The patron is responsible for observing copyright restrictions on duplication and exhibition.

XV. Overdue Materials

The Stillwater Public Library has removed the barrier to access by removing all associated fines for late materials.

Patrons not returning materials within 4 weeks of the due date will be notified and asked to return the materials. Patrons not returning materials within two months of the due date will be mailed a bill for the replacement cost of the late materials. A temporary suspension of borrowing privileges will be imposed if accumulated fees for an individual exceed \$10.00.

XVI. Lost and Damaged Materials

Materials that are damaged while on loan to a patron will be evaluated by the Library Director. The Library Director will determine whether the materials can be repaired and returned to the shelf or if replacement is necessary.

Patrons losing or damaging materials requiring replacement will be charged the price listed in the item record. If the price of the item is not listed the patron will be charged a replacement cost. Replacement costs shall be at the discretion of the Library Director.

Patrons who request the damaged item for their own personal use will be given the item after the replacement charges are paid.

XVII. Copier/Facsimile/Printing Fees

A. Copier

Each copied page cost is 25¢ for black and white, 50¢ for color, 50¢ for emailed prints, payable at the Circulation Desk.

B. Facsimile

Outgoing or incoming faxes are free of charge.

C. Disclaimer and Limitations of Liability

Any responsibility for any consequences of copyright infringement lies with the user; the Library expressly disclaims any liability or responsibility arising from access to or use of information that is abandoned in any of the machines, or any consequences thereof. Responsibility for resolution of problems related to the invasion of the user's privacy or loss of material rests with the user. The Library assumes no liability for loss or damage to the user's materials for any damage or injury arising from invasion of the user's privacy.

XVIII. Computer, Wi-Fi, and Internet Use

All Library policies apply to computer, Wi-Fi, and Internet use at the Library. The Library reserves the right to deny access to patrons who violate Library policy.

A. Computer Use

All users must have a valid library card and not have accumulated fines exceeding \$5.00.

The computers are available on a "first come, first served" basis. Users are limited to a four-hour block of time on the computer. Library staff may end a computer session at any time if the user leaves the Library premises.

Patrons may not load programs on to the Library computer hard drives or run unapproved software from CD-ROMS, flash drives, or any other device. Patrons may bring USB flash drives, CD's/DVD's, or other portable devices to store their files. The Library is not responsible for damage to disks, any loss of data, or damage or liability that may occur from a patron's use of the Library's computers.

Failure to use the computer station appropriately and responsibly may result in revocation of computer privileges. Examples of inappropriate use include, but are not limited to, the following:

- Violation of computer system integrity
- Unauthorized tampering with computer hardware or software
- Violation of software license agreements and copyright laws

- Violation of another user's privacy
- Attempting to modify or gain unauthorized access to files, passwords or data belonging to others

B. Wi-Fi Use

The Library's wireless network is not secure, and the Library cannot guarantee the safety of your traffic across its wireless network. The Library assumes no responsibility for the configurations, security or files on your personal device resulting from connection to the Library's wireless network.

C. Internet Use

The Library upholds and affirms the right of everyone to have access to constitutionally protected materials. Adult patrons are responsible for appropriate use of the Internet for themselves and their children. Persons under the age of 16 must have their parent or guardian present when accessing the Internet unless they have been given prior written permission from the parent or guardian, using the "Internet Usage Agreement."

The Library does not monitor and has no control over the information accessed through the Internet, and is not responsible for the content of the Internet. Users are responsible for evaluation of the information found on the Internet. Illegal use of the Internet, or any use to injure or harass others, is prohibited. The Library reserves the right to limit or deny a patron's access to Library computer resources, including the Internet accessed through Library computers.

While it is the policy of the Library not to limit access to any resource by any segment of the community, under certain circumstances, a patron who is accessing material that is obscene, indecent, violent or otherwise inappropriate for viewing in the public library environment may be directed by Library staff not to access the material.

D. Disclaimer and Limitations of Liability

It is the user's responsibility to be aware of any notices concerning the copyright of information on the Internet and to respect the copyright laws of the United States. The Library expressly disclaims any liability or responsibility arising from access to or use of information obtained through its electronic information systems, or any consequences thereof.

Responsibility for resolution of problems related to the invasion of the user's privacy or loss of data rests with the user. The Library assumes no liability for loss or damage to the user's data for any damage or injury arising from invasion of the user's privacy.

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