

## **Library Services**

### **I. Patrons**

- A. Becoming a patron of the Deckerville Public Library requires showing a Michigan Drivers License or Michigan State ID Card and signing an acknowledgement of understanding of the Patron Code of Conduct, Computer and Internet Use Agreement. Minors require the information and signature of a parent or guardian.
- B. Patrons living outside of our legal and contracted service area may use all library services without a special charge.

### **II. Additional Policies**

- A. See separate policies for:
  - i. Hotspot Lending
  - ii. Library of Things Lending

### **III. Loan Policies**

- A. Books may be borrowed for two weeks and may be renewed twice. Current weekly and monthly magazines may be borrowed for only one week and cannot be renewed. No current reference books, encyclopedias, or valuable local history books will circulate.
- B. CD's and books on cassette or CD may be borrowed for two weeks and can be renewed twice.
- C. There is a \$2 for 2 days charge on all DVD's that are considered by the Director to have entertainment value only. Additional rental days will be charged at \$1 per day. DVD's that are considered by the Director to have educational value are free of charge.
- D. New patrons, regardless of where they live, are limited to borrowing only two items the first time they check out.

### **IV. Fines**

- A. Patrons are responsible for keeping track of the due dates for the items they borrow from the library. It is expected that patrons return materials promptly so that others may use them. Patrons will be notified when their items are 2 weeks overdue. Methods for contacting patrons will vary by circumstance.

- B. No late fines will be charged on materials after 3/15/2020 unless otherwise stated in a separate policy.
- C. Fines will be charged for lost or damaged materials.
  - a. Materials will be determined to be lost after 4 rental periods have elapsed. There is no charge if the item is returned.
  - b. The fine will be the replacement value as noted in the item record
  - c. Refunds will only be available if the library has yet to order a replacement.
- D. No fines will be assessed in cases of tragedy, e.g. house fire, car accident, or natural disaster.
- E. Borrowing privileges may be withheld from the family if materials are not returned and fines are not paid within 30 days of the notice. Initial library card is provided free of charge. Replacement of lost or damaged card will be assessed a \$0.25 fine.
- F. Individuals with accounts over \$10 will be blocked and unable to check out or interlibrary loan any additional items. Families with a total account balance of \$20 will be blocked and unable to check out or interlibrary loan any additional items. (Example: mother's account balance is \$0.00, but her three children owe \$5.00, \$2.00, and \$15.00 – totaling \$22.00 – all four accounts will be blocked because the parent is the responsible party.)
- G. Accounts will be unblocked by payment of half the amount owed or a signed payment arrangement with the Director.
- H. Outstanding fines not reconciled with the director and in excess of \$50 will be sent to collections.
- I. If fines are a barrier to service, please let us know so we may make other arrangements to restore access to your account. Arrangements may include payment agreements, volunteer hours or material donations.

**V. Faxing, Copying, Printing, and Scanning**

- A. The charge for sending/receiving of facsimile messages is \$1 per page.

- B. Outward dialing of facsimile messages may not be available to some numbers, including, but not limited to, 911
- C. The charge for black and white copies is \$0.10 per page and \$0.25 per page for color copies.
- D. Items printed from the computers and/or internet cost \$0.10 per page for black and white and \$0.25 per page for color prints. Patrons printing from the computers and internet are responsible for what they send to the printer.
- E. The charge for scanned documents will be \$0.10 per page.
- F. There will be no charge for copy/print jobs deemed unusable due to printer malfunction. These pages will be recycled.
- G. The library is not responsible for unclaimed faxes and print jobs.

**VI. Posting Policy**

- A. The library welcomes flyers, handouts and brochures from community organizations and members to be displayed on the community bulletin board or throughout the library.
- B. Materials will be made available to the public unless they promote hate and/or violence.
- C. Materials will be subject to the same Reconsideration Request policies as print materials.
- D. Materials promoting events will be taken down after the event date has passed.

**VII. Exam Proctoring**

- A. The student must contact the director to request proctoring services before any examination is sent to the library.
- B. The library requires that the student provide their name, telephone number, and email address on any correspondence with the library.
- C. The student is responsible for having the examination and instructions sent to the library after talking with the director.
- D. The student is responsible for any charges that accrue due to test prints and copies, faxes or postage.
- E. Proctoring is only available during library hours and availability is limited.

- a. Library hours:
  - i. Tuesday, Wednesday, and Friday: 10:00 a.m. – 6:30 p.m.
  - ii. Saturday: 10:00 a.m. – 12:30 p.m.
- F. Testing accommodations may vary.
- G. The library shall not be responsible for tests that are interrupted by library emergencies, power failures, hardware/software issues, or loss of internet connectivity.
- H. The library cannot guarantee that students will be observed at all times during examinations. Students will be required to only have items with them that are necessary for test taking.
- I. The library is not responsible for retaining copies of past tests.
- J. The student must schedule their exam with the director at least 7 days in advance.
- K. Test date and time must be agreed to by the director and will not exceed 3 hours.
- L. Students must contact the library to cancel a scheduled test time. Tests missed without notice will not be rescheduled.
- M. The student should bring supplies such as pencils, ink pens, calculators, etc. – unless otherwise noted by examination instructions.
- N. Please bring photo I.D.
- O. The library reserves the right to refuse proctoring if the guidelines and student responsibilities are not fulfilled by the student.

Approved 01/04/2021