

BISMARCK VETERANS MEMORIAL PUBLIC LIBRARY PUBLIC SERVICE POLICY

Originally approved by the Library Board of Trustees: 3-23-06;
amended: 9-28-06, 4-26-07, 5-24-07, 9-27-07, 2-28-08, 8-28-08,
10-23-08, 12-18-08, 2-26-09, 5-27-10, 2-24-11, 2-23-12, 5-24-12, 1-26-17

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1. LIBRARY VISION

Offering information, ideas, and personal enrichment for all.

2. LIBRARY MISSION

Collecting, organizing, and providing open access to educational, informational, recreational, and cultural resources.

3. GOVERNANCE

Appointed by the Bismarck City Commission, the five-member Library Board of Trustees governs the Library under authority granted to it by the North Dakota Century Code. The Library Board establishes policies and authorizes the Library administration to implement them.

4. LIBRARY CARD ELIGIBILITY

A. Adult Library Cards

All permanent residents of the City of Bismarck and Burleigh County are eligible for free library cards upon application and photo identification. Photo identification must be either a valid driver's license or a non-driver identification card. If the permanent resident's photo identification does not reflect a current permanent address, proof of permanent address may be provided by presenting a utility bill, piece of mail, or other document indicating the address. The Library is a founding member of the Central Dakota Library Network (CDLN). All cardholders of other CDLN libraries throughout Burleigh, Morton, McLean, Mercer, and Oliver Counties may use their library cards at our facility, according to the CDLN cooperative agreement.

Residents without a permanent address - e.g. Ronald McDonald House, Bismarck Transition Center - must present an up-to-date letter certifying their residency from the institution at which they are staying. These temporary resident cards expire six months from the date of issue and have a checkout limit of three items per card.

B. Youth Library Cards

Youth will be issued cards upon reaching kindergarten age. Exceptions may be made when parents request a youth card prior to kindergarten. When a library card is issued to a youth under eighteen years of age, it is issued with the understanding that a parent or guardian is responsible. Children between the ages of 13-17 may obtain a library card either by providing a valid photo ID and proof of address, or having a parent or legal guardian provide valid photo ID and proof of address. Children under thirteen years of age must have a parent or guardian present at the time of application.

C. Non-Resident Library Cards

Individuals not covered in the above categories may purchase an annual non-resident library card for \$20.00.

D. Institution Library Cards

Local institutions may be issued a library card upon submission of the signed Institution Library Card form. The institution library card must be presented for any circulation services. Any fines or fees accrued on the card will be the sole responsibility of the institution and must be handled promptly. Rules applying to individual borrowers also apply to institutional borrowers. If the institution wishes to end the library card membership, the library must be notified.

E. Limits of Library Privileges

Acceptance of a library card signifies agreement to obey all rules and regulations of the Library: to pay promptly all fines charged against the card, to pay for the damage or loss of materials at the cost listed on the item's library record plus processing costs, and to give immediate notice of a change of name or address. The individual to whom the card is issued, or parent/guardian of a minor, is responsible for activity on the card until notice of its loss is received by the Library.

F. Library Card Renewal

All library cards automatically expire and get renewed every three years. This allows Library staff to update patron contact information.

G. Charges for Replacement Library Cards

An initial library card is provided without any direct charge. The cost for a replacement library card is \$1.00.

5. CHECKOUT

Checkout of library materials for Bismarck and Burleigh County residents and for CDLN cardholders is authorized with a valid library card or with current identification linking the user to a properly registered card.

A. Borrowing Limitations

An individual may borrow up to twenty-five items on one card. No materials borrowed by a patron should be given to any other person during the period of the loan; responsibility rests with the original borrower.

First time users (i.e. individuals obtaining a card for the first time) may borrow a maximum of five items. When these items are all returned, the twenty-five item limit will apply. Patrons' borrowing privileges are normally suspended when charges of \$10.00 or more are due. In cases of hardship, a supervisor may review and override this suspension. When payment is made to reduce the amount owed to below \$10.00, borrowing privileges are immediately restored.

B. CDLN Reciprocal Agreement

CDLN library card holders may check out items at any library in the network. CDLN Libraries have agreed to honor each other's user blocks. Items will not be checked out to a CDLN patron at any location if the patron record has been marked with lost item or overdue charges totaling \$10.00 or more.

C. Loan Periods & Item Limits

Item	Loan Period	Items/Card
Books	30 days	25
Audiobooks	30 days	5
Music CDs	30 days	5
DVDs	7 days	5
Magazines-back issues/children's magazines	7 days	5
Video games	7 days	1
Express shelf books**	7 days	25
Express shelf DVDs**	3 days	5
Binge boxes **	14 days	1
High demand items*	14 days	25
Children's holiday books	14 days	25
Book club kits	60 days	1
Art prints	60 days	3
Children's life vests & fishing poles	14 days	5
ND State Park passes	7 days	1
Overhead projector, slide projector, & 8 mm projector	24 hours	1
Computer multimedia projector	Length of meeting room reservation	1
Interlibrary loan items	Varies depending on lending institution	5

* High demand items include any items having four or more requests

** Express shelf items & binge boxes cannot be requested or renewed

D. Interlibrary Lending

Interlibrary lending allows patrons age 13 and over to obtain items from outside CDLN. It requires direct staff assistance. Patrons may have up to five active Interlibrary Loan requests at one time, including those on loan and those in process. Requests from libraries outside North Dakota are automatically subject to a \$2.00 fee per item. Additional loaning/copying fees may be charged by the lending institution.

E. Non-Circulating Items

Reference Items: These special materials may be available for overnight loan subject to the approval of the reference librarian on duty. Overdue materials are subject to fines.

Magazines and Journals: Current issues of magazines, journals, and newspapers in the adult department do not circulate. If loaned, they will be treated as other reference materials. Magazines from Youth Services do circulate.

Rare Books: Rare, historical, and valuable items housed in the Missouri River Room do not circulate. Information Desk staff will retrieve these items solely for in-house use upon patron request.

6. INDIVIDUAL HOLDS/RESERVES

A. Patrons

Materials may be reserved online for or by patrons. Patrons who place a hold on an item already “in” and on the library shelves should expect at least 24 hours before the item is available on the reserve pickup shelf. Holds/reserves must be picked up within seven days after the date of notification. Only fifteen holds/reserves may be placed on a library card at any one time.

Holds/reserves may be picked up by family members or friends if they have the patron’s library card or if they have previously been authorized by the patron to pick up items. Individuals added to a patron’s library card must have current identification when picking up the items.

B. Library Staff Holds/Reserves & Checkout

Materials on hold/reserve for Library staff go through the same process as patrons. All Library staff should have another staff member handle personal checkouts.

7. RENEWING LIBRARY MATERIALS

Thirty-day materials which are not on hold/reserve for another patron may be renewed twice, for fourteen days each time. Videos and DVDs which are not on hold/reserve may be renewed twice, for seven days each time. Due dates may also be extended because of inclement weather, illness, etc. At the time of a renewal, patrons will be informed of any overdue charges which may have accrued for the items being renewed.

8. OVERDUE ITEMS

A. Overdue Fines

Library patrons assume the responsibility to return all borrowed library items on or before the date due. If patrons do not return items on time, they are subject to overdue fines. The overdue fine for all items is \$0.10/day (maximum: \$10.00/item) with the following exceptions:

Special overnight loans	\$1.00/day
Interlibrary loans	\$.50/day
Art prints	\$.50/day
Projectors	\$5.00/day
Binge boxes	\$1.00/day

B. Overdue item notifications by mail or email

- First notice . . seven days after due date.
- Final notice . . 21 days after first notice.
- Unresolved notice . . immediately whenever patron owes \$10.00.
- Declared lost and billed . . 21 days after the final notice.

C. Recovery of long overdue materials

Monthly telephone calls are made to patrons owing \$20 or more for lost or long-overdue materials.

Pre-collection letters will be sent every two months to all patrons owing \$50.00 or more for any charges. Patrons who don't respond within fourteen days will be turned over to a collection agency. Any act of good faith is accepted and the account will not be turned over.

9. DAMAGED ITEMS

Damaged items or items returned in a condition unsuitable for use by others are charged to the patron. The replacement cost of the damaged material plus a \$10.00 processing fee is assessed. If a patron pays for a damaged item, the patron may keep the item after the staff removes the barcode.

10. LOST ITEMS

When an item has been declared lost, either automatically by the computer (ninety days past the due date) or by the patron any time before the ninety day period, the patron's account will be billed for the replacement cost of the item plus a \$10.00 processing fee. If the patron returns the item, the charge for replacement cost and the \$10.00 processing fee will be removed from the patron's account. If the patron pays for the item and it is recovered within ninety days of the date the payment was made, the patron may request a refund. The full amount paid for the replacement plus the processing fee will be refunded. Any accrued fines on lost items must be paid. After ninety days a patron will not be issued a refund and may keep the paid-for item.

11. OTHER FEES

Out-of-state interlibrary loan charge	\$2.00/item
Public computer & wireless printing	\$.10/page – black & white \$.50/page – color
Photocopies	\$.10/page – black & white \$.50/page – color
Fax	\$.50/page to U.S./Canada \$5.00/page – Asia \$3.00/page – other International
Lost/damaged item case	\$5.00/case
Lost/damaged supplemental material	\$5.00/item
Lost/damaged single disc of audiobook	\$10.00

12. PAYMENT OF FINES & FEES

The library accepts payment of fines and fees in the form of cash, check, credit, or debit card. Credit or debit card payments will only be accepted for amounts of \$2.50 or greater.

13. HOURS OF OPERATION

A. Regular hours

Monday - Thursday 9:00am to 9:00pm

Friday - Saturday 9:00am to 6:00pm

Sunday - 1:00pm to 6:00pm

B. Holidays - Closed

New Year's Eve (close at Noon)

New Year's Day

Easter Sunday

Memorial Day

July 4th

Labor Day

Thanksgiving Day

Christmas Eve (close at Noon)

Christmas Day

When Christmas Day and New Year's Day fall upon a Sunday, the Sunday will be considered the legal holiday.

C. Emergency Closing

In certain emergency situations, e.g. snowstorm, tornado, etc. the Library Director may decide to close the building. The President or other Officer of the Library Board will be informed as soon as practical and area broadcast media will be notified. Bookmobile schedules may also be changed due to emergency conditions and broadcast media will be notified.

14. BOOKMOBILE

The Burleigh County Bookmobile runs on a monthly schedule. Library cards are available without charge to all residents of Burleigh County. Applications for youth under thirteen years of age require a parent or guardian signature. Non-residents of Burleigh County may purchase an annual non-resident card as authorized by the Bookmobile staff.

Up to thirty items may be checked out on a card. This may include one DVD and two compact discs. The normal loan period is thirty-five days. Items may be returned either to the Bookmobile or to the Library.

Items may be renewed for an additional 35 days if they are not on hold/reserve for another patron.

Bookmobile patrons follow all other library policies.

15. CHILDREN’S LIBRARY

A. Eligibility

Usage of the Children’s Library is for youth ages birth through 18 and their accompanying caregivers. Children under the age of 8 must be accompanied by a caregiver aged 12 or older. Caregivers are responsible for their children at all times. Adults aged 18 or over without children are welcome to access the collection as needed.

B. Study Room

Room A is available for any adults with accompanying children. This room may be reserved in advance by contacting Children’s Library staff. Usage is limited to one hour unless prior arrangements are made.

C. Study Area

The tables and chairs in the northeast corner of the Children’s Library are for use by children and accompanying caregivers only.

D. Family Rest Room

The Children’s Library family rest room is for use by children and accompanying caregivers only.

E. Programs

The Children’s Library Story Room hosts programs throughout the week according to posted schedules. Children under the age of 8 must be accompanied by a caregiver aged 12 or older at all programs.

16. TEEN HEADQUARTERS

A. Eligibility

Usage of Teen Headquarters (Headquarters) is intended for middle and high school students (grades 6-12).

B. Hours

Hours when Headquarters is open for walk-in use will depend upon staff and volunteer availability. These times will be posted weekly on the door to Headquarters, and online on social media, and the Library’s web site. During open hours, all teen patrons must check in with the staff or volunteers on duty in Headquarters. Teens must provide a photo or school ID, to the staff or volunteers on duty. Teens will check in with their names and grades on the sign-in sheet, which will be kept confidential.

C. Electronics use

Electronic equipment is available for teens to use. Teens must present a photo or school ID to the staff or volunteers on duty. Teens will only be allowed to use the equipment while they are studying in Headquarters. When they turn the devices back in to the staff or volunteer on duty, their IDs will be returned to them. Damage to any electronics may result in loss of privileges.

D. Individual use

Headquarters may be used for individual and group study outside of the posted walk-in hours. Students who wish to use Headquarters must present a photo or school ID to the Adult Information Desk staff. Students will check in with their names and grades on the sign-in sheet, which will be kept confidential, and retrieve the key. Students will be instructed to lock the door once they have accessed the room. They will not be allowed to let others into the room. If other eligible teens ask to use the space, they must check in with the Adult Information Desk staff and can be allowed into the space by the staff. Electronics will not be available for checkout during individual study use.

E. Food and drink

Teens are allowed to have covered drinks and snacks in Headquarters.

F. Priority use

Scheduled teen programming has priority for use of Headquarters. Other teens may use the room simultaneously if they are able to do so without disturbing the scheduled program.

17. LOST AND FOUND

The Circulation Desk acts as the clearinghouse for lost and found articles. Staff or patrons should report any articles lost and deliver any items found to that area.

If items are not claimed within 30 days of being found, they will be discarded or donated to a charitable organization. Library staff is not responsible for items lost or stolen.