# Bismarck Veterans Memorial Public Library
## Public Service Policy

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1. Library Vision
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 cards, defined as cards for patrons under the age of eighteen, are issued with the understanding that a parent or guardian is responsible. Youth are eligible to obtain cards upon reaching kindergarten age. Exceptions may be made when parents request a youth card prior to kindergarten. Parents or legal guardians must give permission for children under the age of eighteen to obtain library cards. Proof of identification may be made by 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.

C. Non-Resident Library Cards
Individuals not covered in the above categories may purchase an annual non-resident library card for $30.00.

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 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 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.

Patrons’ borrowing privileges are normally suspended when fees of $20.00 or more are owed. In cases of hardship, a supervisor may review and override this suspension. When payment is made to reduce the amount owed to below $20.00, 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 charges totaling $20.00 or more.
## C. Loan Periods & Item Limits

<table>
<thead>
<tr>
<th>Item</th>
<th>Loan Period</th>
<th>Items/Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>30 days</td>
<td>25</td>
</tr>
<tr>
<td>Audiobooks</td>
<td>30 days</td>
<td>5</td>
</tr>
<tr>
<td>Music CDs</td>
<td>30 days</td>
<td>5</td>
</tr>
<tr>
<td>DVDs</td>
<td>7 days</td>
<td>5</td>
</tr>
<tr>
<td>Magazines-back issues/children’s magazines</td>
<td>7 days</td>
<td>5</td>
</tr>
<tr>
<td>Video games</td>
<td>7 days</td>
<td>1</td>
</tr>
<tr>
<td>Board games</td>
<td>7 days</td>
<td>2</td>
</tr>
<tr>
<td>Express shelf books**</td>
<td>14 days</td>
<td>5</td>
</tr>
<tr>
<td>Express shelf DVDs**</td>
<td>3 days</td>
<td>5</td>
</tr>
<tr>
<td>Binge boxes **</td>
<td>14 days</td>
<td>1</td>
</tr>
<tr>
<td>High demand items*</td>
<td>14 days</td>
<td>25</td>
</tr>
<tr>
<td>Children’s holiday books</td>
<td>14 days</td>
<td>25</td>
</tr>
<tr>
<td>Book club kits</td>
<td>60 days</td>
<td>1</td>
</tr>
<tr>
<td>Art prints</td>
<td>60 days</td>
<td>3</td>
</tr>
<tr>
<td>Children’s life vests &amp; fishing poles</td>
<td>14 days</td>
<td>5</td>
</tr>
<tr>
<td>ND State Park passes</td>
<td>7 days</td>
<td>1</td>
</tr>
<tr>
<td>Overhead projector, slide projector, &amp; 8 mm projector</td>
<td>24 hours</td>
<td>1</td>
</tr>
<tr>
<td>Computer multimedia projector</td>
<td>Length of meeting room reservation</td>
<td>1</td>
</tr>
<tr>
<td>Interlibrary loan items</td>
<td>Varies depending on lending institution</td>
<td>5</td>
</tr>
</tbody>
</table>

* High demand items include any items having four or more holds
** Express shelf items & binge boxes cannot be held 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.

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. Items on Hold

A. Patrons
Materials may be placed on hold 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 holds pickup shelf. Held items must be picked up within seven days after the date of notification. Only fifteen holds may be placed on a library card at any one time.

Items on hold 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 & Checkout
Materials on hold for Library staff go through the same process as patrons. All Library staff should have another staff member handle personal checkouts, unless using the Self-Checkout.

7. Renewing Library Materials
Thirty-day materials which are not on hold for another patron may be renewed twice, for fourteen days each time. DVDs and board games which are not on hold may be renewed twice, for seven days each time. Due dates may also be extended because of inclement weather, illness, etc.

8. Overdue Items

A. Responsibility
Library patrons assume the responsibility to return all borrowed library items on or before the date due. The Library does not charge daily fines for overdue items, but patrons will receive overdue notices and will be billed the full cost of replacement for items that are not returned by the date they are declared lost.

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 $20.00.
   - Declared lost and billed . . 21 days after the final notice.

C. Recovery of long overdue materials
Long Overdue Material 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 may be turned over to a collection agency.
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 is assessed. If a patron pays for a damaged item, the patron may keep the item after the staff removes the barcode. Damaged items will be retained for ninety days.

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.
- If the patron returns the item, the charge for replacement cost 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.
- After ninety days a patron will not be issued a refund and may keep the paid-for item.

11. Other Fees

<table>
<thead>
<tr>
<th>Service</th>
<th>Charge</th>
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<tbody>
<tr>
<td>Out-of-state interlibrary loan charge</td>
<td>$2.00/item</td>
</tr>
<tr>
<td>Public computer &amp; wireless printing</td>
<td>$.10/page – black &amp; white</td>
</tr>
<tr>
<td>Photocopies</td>
<td>$.10/page – black &amp; white</td>
</tr>
<tr>
<td>Fax</td>
<td>$.50/page to U.S./Canada</td>
</tr>
<tr>
<td>Lost/damaged item case</td>
<td>$5.00/case</td>
</tr>
<tr>
<td>Lost/damaged supplemental material</td>
<td>$5.00/item</td>
</tr>
<tr>
<td>Lost/damaged single disc of audiobook</td>
<td>$10.00</td>
</tr>
<tr>
<td>Board game returned in book drop or to another library</td>
<td>$5.00</td>
</tr>
</tbody>
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12. Payment of Fees
The library accepts payment of 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
   New Year’s Day
   Good Friday
   Easter Sunday
   Memorial Day Weekend – Sunday and Memorial Day
   July 4th
   Labor Day Weekend – Sunday and Labor Day
   Thanksgiving Day
   Christmas Eve
   Christmas Day

When Christmas Eve/Christmas Day and New Year’s Eve/New Year’s Day fall on a Saturday or Sunday, the Saturday or 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 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 10 must be accompanied by a caregiver aged 12 or older in all areas of the Library. Parents, guardians, and caregivers, not the Library staff, are ultimately responsible for the actions, behavior, and safety of children visiting the Library. Rules regarding disruptive behavior in the Rules of Conduct Policy apply to children as well. If the child is disruptive, the child may be asked to leave the Library. If not present, the parent or guardian may be contacted. If the parent or guardian cannot be reached, the Police or a Social Service Agency may be contacted. Library staff will use best efforts in providing for the safety of unattended children.

**B. Unaccompanied Adults**
The Children’s Library is reserved for children, their parents or responsible adult caregivers, and adults interested in children’s literature, such as teachers and college students taking children’s literature classes. Out of concern for the safety of young patrons, adults who are unaccompanied by a child or children in the Children’s Library
may be questioned by Library staff, and may be asked to move to another area of the Library.

**C. 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.

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

**E. Youth Restrooms**
The youth restrooms in the Children’s Library are for use by youth and accompanying caregivers only.

**F. Programs**
The Children’s Library Story Room hosts programs throughout the week according to posted schedules. Children under the age of 10 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 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. Youth Anti-Bullying Prevention**

**A. Purpose**
Youth Anti-Bullying Prevention aims to protect the dignity and safety of youth served by the Bismarck Veterans Memorial Public Library. Bullying, harassment, and intimidation in all youth-serving Library services, activities, programs, and facilities are prohibited.
B. Definitions
“Bullying” shall be defined as any severe, pervasive, or persistent act or conduct, whether physical, electronic, or verbal, that:

- Might be based on a youth’s actual or perceived race, color, ethnicity, religion, national origin, sex, age, personal appearance, sexual orientation, gender identity or expression, intellectual ability, familial status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, or any other distinguishing characteristic, or on a youth’s association with a person or group with any of the actual or perceived foregoing characteristics; and

- Can reasonably be predicted to:
  - Place the youth in reasonable fear of physical harm to person or property;
  - Cause a substantially detrimental effect on the youth’s physical or mental health;
  - Substantially interfere with the youth’s academic performance or attendance; or
  - Substantially interfere with the youth’s ability to participate in or benefit from the services, activities, programs, facilities, or privileges provided by the Library.

C. Prohibition against Bullying
- Acts of bullying, including cyberbullying, whether by youth, volunteers, patrons, or staff, are prohibited in all youth-serving Library services, activities, programs, and facilities. Retaliation against a youth, volunteer, patron, or staff member who reports bullying, provides information about an act of bullying, or witnesses an act of bullying is also prohibited.

- Any act of bullying shall be reported to a Youth Services employee. The Youth Services employee will address the incident and all parties involved and compose a written report to be shared with the Head of Youth Services and Library Administration. Anyone in violation of this section: Youth Anti-Bullying Prevention, will first be warned by a Youth Services employee. If the conduct continues, the individual will be asked to leave the Library property for the day. If the conduct continues, and depending on the severity of the situation, the individual may lose Library service privileges. In the case of a juvenile, the parent(s)/guardian(s) will be contacted and apprised of the situation.
18. 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.