

YANKTON COMMUNITY LIBRARY

POLICY MANUAL

August 27, 2007 Revision

TABLE OF CONTENTS

	(all pp. for forms indicated in bold)
Introduction	4
Review and Revision	4
Mission, Philosophy and General Service Goals	4
 <i>Materials/Collections Policies --</i>	
Collection Development/Materials Selection Policy	5-19
Introduction	
Description of Service Area and Clientele	
Description of Collections and Levels	
Library Collection Objectives	
Selection Policy	
South Dakota and Yankton Area Collection	12
Collection Evaluation and Weeding Policy	13-14
Censorship and Challenged Materials Policy	14-15
Request for Reconsideration of Library Materials Form	16-17
Procedure for Filing a Formal Request for Reconsideration of Material	18
Interlibrary Cooperation Statement (ILL/SDLN, etc.)	19
 <i>Physical Facilities/Equipment Use Policies --</i>	
Telephone Use Policy – Patron Usage (2/9/05)	19
Cell Phone Use (by patrons) Policy	20
Facilities Use - Tutoring Policy	20-22
Meeting Room Policy	21-23
Meeting Room Use Agreement Form	23
Patron/Child Safety and Behavior Policy (2/9/05)	24
Study and Quiet Room Policy	24
Temporary Exhibits and Storage of Material and Display of Awards Policy	25
Agreement for Display Items Form	26
Use of Internet and Other Library PCs	27-28
Age & Sensitive Material Access/Filtering Policy	29
Internet “Chat” Usage Policy (2/9/05)	29-30
Exploration Station Use Policy	30-31
Wireless Internet Access Policy (2/9/05)	31
Wireless Connection Fact Sheet	32
PC Printing Policy	33
Color Copier/Printer Use	33
Use of Copier	33
Use of FAX machine	34
Use of Microfilm-fiche Reader/Printer	35-36
Test Proctoring Policy – patron handout	37-38

Personnel Policies --

Personnel Policy (see also City Personnel Manual) (incomplete)	36
Relationship of Board of Trustees and Director Statement	36

Public Services Policies --

Access Policy (Cataloging and Public Services)	37
Federal Inmate Community Service Project Supervisor's Information Guide (not used at this time)	---
Publicity and Public Relations Statement	37

Departmental Policies and Procedures --

38-on

Circulation of Materials, Loan Periods, Fines & Fees -	
Definition of Valid Card Holders	38
Types of Valid Cards	38-40
Lost Cards	41
Privacy of Patron Records	41
Use of Library Cards	41
Patron Registration Cards and County Form (samples and instructions)	---
Collections (see YCL brochure)	---
Circulation of Materials -	
Circulation/Loan Period Chart	42
Fines/Fees Chart	42-43
AV Equipment Loan, Fines/Fees	43-44
User Requirements	45
Holds/Reserves Policy & Procedures	46
New Books and Holds	46
McNaughton Leased Book Collection	46
Interlibrary Loan Policy	46
YCL Procedures and forms - print and nonprint	46-47
YCL website (purpose, practice and procedures) -	

Appendices -

44

(included as Internet hyperlinks)	
YCL Long Range Plan	
YCL Technology Plan	
ALA Endorsed Intellectual Freedom Documents	
Library Bill of Rights and Freedom to Read	
Freedom to View	
Access for Children & Young People to Videotape and Other Nonprint Formats	
Access to Minors	
Access to Electronic Information, Services and Networks	
South Dakota State Library ILL code and National ILL code	

**YANKTON COMMUNITY LIBRARY
POLICY AND PROCEDURE MANUAL
(2-10-05 revision)**

Introduction -

This policy manual describes the Yankton Community Library's (hereafter called YCL) philosophy of service and details methods of doing business so that all staff attempt to provide equal and fair service and perform tasks in the same manner. The purpose of this policy manual is broken down into three areas:

- 1) to document and detail various decisions of the Yankton Community Library Board of Trustees as they relate to a codified policy manual;
- 2) to document, interpret, and extend broad Board policies into a narrower scope needed for daily activities and;
- 3) to translate those various policies into tasks and procedures and detail, in step-by-step fashion how they are to be accomplished and by whom.

These policies, which are not set in stone and are constantly being revised, provide a solid framework from which to organize these standards and procedures.

Review and Revision -

This manual will be comprehensively reviewed at least every two (2) years (from the date of adoption) by the Library Director and Board of Trustees. However, specific policies may be reviewed and revised whenever necessary throughout the year because of new laws, public concerns, and the addition of new collections and services.

Mission, Philosophy and General Service Objectives -

The mission of the YCL is to assemble, preserve, and develop and administer organized print and non-print collections, and to provide free access to those collections, as well as to provide ancillary and complementary information services related to those collections which meet the diverse educational, cultural, informational and recreational needs of the community. To that end, the Board of Trustees directs the library staff to promote, through guidance, stimulation, and cooperation, the communication of ideas, an enlightened citizenship, and enriched personal lives. Opportunity and encouragement will be provided for all individuals regardless of age, sex, creed, culture, social or economic background, or physical/mental abilities and disabilities. The YCL Board of Trustees reaffirms its' endorsement of the American Library Association's (ALA) Library Bill of Rights, the Freedom to Read, Freedom to View and all other Intellectual Freedom Statements endorsed by the ALA as well as the Privacy Act. (See appendices). The general goals of YCL are expressed in the Mission Statement and the Long Range Plan of Service (Appendix A).

YANKTON COMMUNITY LIBRARY
COLLECTION DEVELOPMENT/MATERIALS SELECTION POLICY
 (adopted 9-6-95, revised annually)

I. INTRODUCTION

This policy shows how the YCL fulfills its role as a materials provider/information provider to the service community. It also describes and defines the service area and current collections, forecasts collection goals and objectives, details the selection and weeding process, discusses special collections, defines the Challenged Materials process, mentions cooperative purchase agreements and methods for collection evaluation.

II. DESCRIPTION OF SERVICE AREA AND CLIENTELE

III. DESCRIPTION OF COLLECTIONS

YCL maintains a broad-based, general-interest collection of print and nonprint materials for both in-house and circulating use. The Library is constrained by a small budget and can neither supply all the best-sellers nor multiple copies of those best-sellers. But an attempt is made to respond to public demand and need within those budgetary constraints. While popular best-sellers are continually purchased, an attempt is made to select material that will have long-term value and consistent circulation activity rather than be "faddish." In both the adult and children's areas, fiction is an important collection. Nonfiction in all areas of human endeavor is purchased. The Library also subscribes to the McNaughton Book Lease Plan of about 225 books representing multiple copies of books on the New York Times Bestseller List's top 10, both fiction and nonfiction.

YCL maintains various collections of materials and equipment for patron use. Materials include, but are not restricted to, hard-bound and paperback books, magazines and newspapers, audio books, music audiocassettes, VHS videocassettes, and kits. Audiovisual equipment includes the following: electronic typewriters, filmstrip and 16mm film projectors, and an overhead and opaque projector.

The collections are divided into 8 separate groupings:

- 1) Adult (also includes Young Adult) - Fiction, Nonfiction, Magazines, Newspapers, all AV materials except Children's Kits.
- 2) Children's - Fiction, Nonfiction, Videos, CDs Magazines (includes Easy Reading collection and Junior)
- 3) Reference - not able to be circulated
- 4) Ready Reference - not able to be circulated
- 5) AV Materials (Adult/J Videocassettes/DVDs, CD/Audiocassette books, CD music)
- 6) South Dakota collection
- 7) Yankton area (city and county) collection
- 8) Genealogy collection

Collection Level Definitions:

The definitions for collection levels used in this policy have been adapted from the collection levels in the American Library Association's ***Guidelines for the Formulation of Collection Development Policies***, 1st ed., to reflect public library needs and to define collection depth in the past, present time, and as a future goal.

BASIC

1. A highly selective general overview collection which serves to introduce and define the subject and to indicate the varieties of information available elsewhere. The emphasis is on popular titles, significant works or classics, some major reference works and a few periodicals in each major DDC subject area. DDC areas and fiction genres are fairly balanced. Growth and development are kept at a minimal level.

GENERAL INTEREST/STUDY

2. Added to the basic collection in both fiction and nonfiction, this collection emphasizes the development of a core collection in all major DDC subject areas which is adequate to support both general interest and initial study for the schools in the community. The collection includes an eclectic collection of current titles, single copies of fiction and nonfiction bestsellers, retrospectively purchased classics, a limited selection of the most significant works of secondary writers; and the core reference collection plus current reference tools. Certain subject areas may develop more in-depth than other areas.

ADVANCED INTEREST/STUDY

3. Added to the general interest collection, this collection starts developing various nonfiction areas in-depth to support study at post high school or sustained independent study. Fiction may represent multiple copies of a large number of primary and secondary authors in all genres with specialization in one or more genres, some of which will be kept for historical value. The emphasis is on developing a comprehensive collection that will support special users in the community but will also cover the needs of a wide range of users. Emphasis is on developing in-depth collections by purchasing many current titles and retrospective standard works with in-depth coverage that includes current periodical titles.

BEGINNING RESEARCH LEVEL

4. A collection that includes major published source materials required for independent research or graduate level study; or a popular collection of materials which is so inclusive and extensive that most works in the area are purchased and retained. The emphasis is on extensive and in-depth coverage of a subject and the development of specialized collection to serve highly specific and specialized portions of the community. Bibliographies, indexes and databases of a scholarly or technical nature support research by leading to materials both within and outside the scope of the Library's collection. Local materials both of general interest and of a unique and specialized nature should be included.

IV. LIBRARY COLLECTION OBJECTIVES

Depth of collection is assigned on a 1 to 4 scale, but can be modified by a "+" or a "-", meaning that the collection is respectively, slightly broader/in-depth or less so than the number would indicate alone.

All YCL collections are at or below Level 1 currently. The goals for each collection are 1+, except for the following collections:

Adult Magazines 2; Adult bestsellers (NYTBL) 2+; local newspapers 2, South Dakota and local Yankton authors 2+.

V. SELECTION POLICY

The purpose of this policy on library materials selection is to provide a selection framework for the Library Director and his/her delegates from which to work, as well as to inform the public about the principles upon which selections are made. This statement was approved and adopted on September 6, 1995 by the YCL Board of Trustees, which assumes full responsibility for all legal actions which may result from the implementation of any policies stated herein.

A) Authority for Selection

The Library Board of Trustees has given the Library Director the authority and responsibility for selection of materials. Acting to fulfill the Library's mission in supplying the community with both print and nonprint collections, the Library Director, and his/her delegated staff, shall select print and non-print materials which will meet the educational, informational, cultural, and recreational interests of the people of the Yankton area.

The Library does not promote particular beliefs or views on the basis of their inclusion in the book collection. The overall value of a book as an individual work and its value to the collection as a whole are the chief criteria of selection. Final responsibility for selection of books and library materials rests with the Library Director.

B) General Guidelines and Methods

The Library provides access to information in the most appropriate formats, whether print or nonprint. Materials are selected in anticipation of, and response to, identified community and personal needs. The Library also tries to represent as many points of view as possible, irrespective of their general social acceptability, to provide a place where anyone may encounter the original, sometimes unorthodox and critical ideas so necessary in a society that depends for its survival on free competition in ideas.

Through selection activities, the Library emphasizes its' cultural, educational, informational and recreational functions to provide a broad selection of materials for communicating the full complexity of the culture shared by the community. The Library collects both fiction and nonfiction in various formats that represents all genres and subject areas based on favorable reviews in authoritative selection sources and popular demand. The Library also collects materials that enable children, teenagers, and adults to educate themselves continually, as a vital supplement to formal schooling. An item has educational value if it contributes to the positive growth of a person, either as an individual or as a member of society. In addressing the cultural and educational needs of the community, the Library recognizes the importance to a free society of aware and effective citizens, who are familiar with past heritage/history and with the essential issues underlying decisions for the future.

YCL has neither the funds nor the storage space to acquire all materials in print and thus, must be selective. Therefore, the Library selects materials judiciously and makes use of various computer software, on-line databases and interlibrary loan to satisfy patrons needing materials of greater breadth and depth.

Selection is a judgmental and interpretive process, involving: a general knowledge of the subject and its importance; familiarity with the materials in the collection; awareness of the materials available on the subject; and recognition of the needs of the community. Items are selected for various reasons, including permanence of value, currency of interest, diversity of viewpoint, and creative merit, but all items selected should have a reasonable probability of being needed and used by the local community. Published reviews, bibliographies, awards, special lists and vendor catalogs book club recommendations, best-seller lists and television and radio talk show reviews are used to select materials. Both patron demand and patron need are used to determine if an item should be selected for the collection.

C) Specific Criteria for Selection

The Library tries whenever possible to purchase materials based on reliable, authoritative reviews, but may also buy materials based on personal inspection/preview. In all cases, certain elements listed below are considered:

1. The author's reputation and significance as a writer;
2. The importance of subject matter to the collection;
3. Availability of material in the community, SDLN , in other libraries or in print;
4. Timeliness or permanence of the book;
5. Authoritativeness;
6. Inclusion in standard bibliographies or indexes;
7. Format, including possibility of rebinding, as well as organization/arrangement, type-size, and legibility.

D) Scope of the Collection

YCL is not a library of historical record except for some regional South Dakota history, local Yankton (city and county) collection, South Dakota literature collection, and local genealogy. A collection of representative materials of permanent value and current interest will be chosen by using all of the following means: published reviews, professional and general bibliographic resources, or personal examination, with consideration given to suggestions from library patrons. Selection of print and non-print materials in certain areas will be limited to very general or basic works which are not too specialized or considered beyond the province of public library service (Levels 1+,2).

It is the goal of the Library to present a balanced, general collection that is at once current, up-to-date, historically accurate, and representative of popular community demand, as well as representative of all aspects of human endeavor and sides of issues. The Library does not specifically limit curriculum-based material, but as a rule, does not purchase this type of material unless it can serve the general public as well.

The Library recognizes its obligations to provide reference and research materials for the direct answering of specific questions and for continuing research. The Library also recognizes the purposes and resources of other libraries in the community and shall not needlessly duplicate functions or materials, but does acquire textbooks and other curriculum related materials when such materials serve the general public. The Library acknowledges a particular interest in local and state history; therefore, it will seek to acquire state and municipal public documents, and it will take a broad view of works by South Dakota authors, as well as general works relating to the State of South Dakota, whether or not such materials meet the standards of selection in other respects. However, the Library is not under any obligation to add to its' collections everything about South Dakota or produced by authors, printers, or publishers with South Dakota connections if it does not seem to be in the public interest to do so.

E) Art Acquisition Policy

All artwork must be by an acknowledged (known) artist or sculptor (Known by reputation, degree, and professional painting or teaching) and appropriate to library use. Artwork should be matted, if necessary, framed and prepared for hanging. The size of the piece of art should conform to the nature and physical limitation of the Library.

F) Gifts and Donations

YCL gratefully accepts unconditional gifts of print and non-print materials, but with the explicit understanding that they will be added to the collection only if they meet the same standards of selection normally applied to regular Library acquisitions, and with the understanding that they will be retained only as long as they are beneficial to the collection (called de-acquisition/weeding). The Library Director will approve all gifts, even for the Friends during normal business hours. Materials may not be left at the Library, subject to approval. Generally, collections of books will not be accepted with restrictions which necessitate special housing, or which prevent integration of the gift into the general library collection. Appraisals of materials are not given and, upon withdrawal or non-acceptance, the donor will not normally be contacted. Disposal of items may be by such methods as: donating to other libraries or institutions, selling for a nominal charge to patrons, selling for recycling, or destroying. A trust fund has also been established for unrestricted monetary gifts. Unrestricted gifts of money, lands or property will be gratefully accepted by the board. Gifts or bequests with restrictions attached will be reviewed by the Library Director or the Board of Trustees before accepting. When the Library receives a cash gift for the purchase of materials, whether as a memorial or for any other purpose, the general nature or subject area of the materials to be purchased will be based upon the wishes of the donor. However, selection of specific titles will be made by the library staff in accordance with the needs and selection policies of the Library. Such collections will be accepted only with the understanding that they will be integrated into the general collection. The only form of memorial identification will be a gift plate. The YCL will not be a repository for unwanted books only to get rid of them through landfilling. Gifts of materials donated to the Friends of the Library booksales will also be judged in similar fashion.

Criteria -

- No nonfiction books more than 10 years old.
- No textbooks.
- No encyclopedias or atlases
- No magazines
- No items NOT in boxes or bagged
- No moldy, dusty or dirty items
- No books with torn covers, ripped/torn pages, no covers/binding
- No spiral-bound books

G) Special Areas of Concern

AUDIOBOOKS and CD AUDIO: YCL's collection is small 100-200 titles, single copies of each due to budget size and price per unit. AC audiobooks purchased primarily are abridged with the library also owning the print book to take advantage of cross marketing. CD audio tends to be unabridged due to format/consumer demands. Fiction is emphasized, however, some nonfiction may be purchased. Favorable reviews of the media from library/authoritative sources are required.

CD-MUSIC: Due to space restrictions, the collection will not number more than 2000 items. The small collection size limits the scope, breadth and depth of the collection. YCL will strive to collect a general collection in all categories of music; however, the collection will not strive to collect the "Billboard" top 100 most popular of any genre. Popularity of individual song cuts will not determine the purchase of an entire album. We will strive to collect a balanced collection in all musical periods, styles and genres and will rely

on reviews from recommended sources and buying lists.

TEXTBOOKS: YCL will not attempt to supply materials required for course work of elementary or secondary schools or of institutions of higher learning. The Library provides materials supplemental to, or correlative with, various courses of instruction, but is in no way obligated to provide textbooks or other curricular materials.

GENEALOGY: YCL will not attempt to supply specialized genealogy sources but will purchase general guides to help the people of the Yankton area learn how to trace their ancestry.

FOREIGN LANGUAGE: YCL will not attempt to supply books in languages other than English but will assist patrons in obtaining needed materials through other resources. The Library will however, attempt to provide term/phrase dictionaries and audiocassette learning materials essential for patrons in learning other languages. Representation of the various languages in the collection will be based on the demand and need for them by patrons.

RELIGIOUS MATERIALS: YCL will endeavor to build religion collections that offer a broad spectrum of information on the texts, doctrines, history, and leaders of major religions and religious philosophies. To achieve this end, the Library will ordinarily purchase or accept as gifts only religious materials of broad general interest. Books and other materials that proselytize, propagandize, or foster intolerance toward other religions will not be included in the library collection. Books and other materials published by church-owned or church-sponsored publishing houses or other organizations will be accepted as gifts or be purchased only when they meet selection criteria.

VIDEOCASSETTES AND DVDs: Because of space/shelving constraints, the video collection is currently limited to 6,000 volumes (shelving for 3000 + current ave. monthly circulation of 2000-3000). The DVD collection is limited to about 600 volumes. This requirement mandates a collection of high circulating, popular titles encompassing an ongoing weeding process of titles ave. 20 circs. per year. As a result, collection balance in terms of subjects or genres is not a goal. YCL strives to collect both popular feature videos (blockbuster, children and family titles) as well as nonfiction, special interest titles in a 60%/40% feature/nonfiction formula. Single copies of each title only are purchased, except for Walt Disney titles where 2 copies of each titles are purchased (1 place in the Children's Video collection, the other copy in TS, as a reserve in case of loss/damage/theft (this is because WD places a moratorium on titles after release time and some titles are not available for purchase). An effort is made to select titles with lasting value and hopefully, long-term circulation, rather than to purchase just ephemeral titles. YCL does not intend to compete with local video stores, but rather, complement their collections. As such, YCL tries to purchase a broader range of titles, genres and subjects than one might find in local stores. The library does not seek to duplicate titles in both formats, however, some titles (such as Disney titles) may occur in both formats. Our collections are popular in nature, not collector-based, therefore titles weeded due to damage or withdrawn due to theft are not automatically repurchased.

Feature Films: Neither per title cost nor MPAA ratings are sole considerations for inclusion/exclusion, but review sources such as *Video Review*, *Video Librarian*, *Booklist*, *Library Journal*, additional newspaper and magazine reviews and recommended lists found in books are consulted for favorable reviews. While YCL is not an archive, an effort is made to collect "classic" movies such as Films from LC's National Film Registry, 4-5 star titles from *Halliwel's Film and Video Guide* and other reputable sources as well as Academy Awards and other award-winners. YCL does try to maintain the AA best picture titles throughout the history of the award. The YCL viewing public demands currently demands these titles and, historically, long-term circulation has been proven with such titles. Patron requests are also considered in the selection mix as long as they meet selection requirements.

- 1) a favorable review by a film critic (newspaper, radio, television, magazine, etc.);
- 2) the film does not exist only as an extension of marketing a product/toy or sensationalism (explicit violence, sex, etc.) and has redeeming artistic values and good technical quality;
- 3) YCL already owns other films by this director or performer and they have a proven track record of circulation;
- 4) YCL owns many films of this genre and they have a proven circulation track record.

Films of notable performers (television included) and representing all genres in all periods are collected. Whenever possible, reputable sources/filmographies are used to identify titles for selection. Given a choice between letter-box/cropped, YCL will always choose the letter-box version, retaining the theater image (wide-screen). Director's cut versions will be evaluated against the original theatrical release, but YCL will not usually by both versions. Re-purchase of any video due to loss/damage/theft is not automatic and each title must be viewed against the whole collection for title inclusion based on popularity/circulation/availability at that time.

Nonfiction Videos: Subject videos are acquired based on the visual medium's appropriateness for the subject matter, as well as patron demand and need, the ability for that material to fill a void in the collection, and favorable reviews in the above mentioned review sources. Award-winners in international/national/regional film festivals may be considered but are not purchased automatically. Whenever possible, titles with public performance rights are purchased permitting group use by patrons and in-house use. Also, whenever possible an entire series is purchased instead of single titles for marketing purposes. Weeding of titles is done on a regular basis using the same criteria for print. Just as we repair/mend print materials, we also try to repair videos. Repurchase of damaged/lost material is subject to the same initial selection criteria and is not automatic, but generally video titles are not repurchased. Subject strengths currently include: American history (PBS Video Database titles); National Geographic titles; travel videos; world history; and soccer "how-to/coaching" titles.

DATABASES: Databases are chosen to accomplish several tasks: 1) to make wider/more in-depth content available to patrons in-house and off-site; 2) to enlarge/enhance the scope of print resources. Only databases with off-site access and full-text resources are considered for inclusion. Many of these databases are an on-line product accesses via barcode, user ID and/or password while others may be CD-ROM products stored on an in-house server or accessible through the SDLN/YCL/SDSL websites.

AREAS OF SPECIAL ACQUISITION:

South Dakota and Yankton Area Collections

The purpose of the South Dakota and Yankton Area collections is to collect an eclectic representation of works by South Dakota and regional/local authors that have made significant contributions to the regional literature and/or historical information of South Dakota. While works from all over the state will be considered, the focus is primarily upon the contiguous counties to Yankton County. Occasionally, a Nebraska author may be also be considered. Works meeting the following criteria will be included in the collection:

- 1) A state/regional author writing a fictional/nonfictional book that contributes significantly to the literature/subject but is not necessarily about South Dakota. Is the author/subject from a contiguous county to Yankton OR has the author resided in the Yankton area OR is the subject matter specifically about Yankton. Works should meet 2a, b, or c also.
- 2) A state/regional author writing a fictional/nonfictional book dealing with a South Dakota setting, topic, area, theme or history if that author's work: a) contributes significantly to the literature; b) becomes regarded as a "classic" and/or; c) is irreplaceable (published by a small, local or vanity press or out-of-print).

Other acquired works written by South Dakota authors that do not meet the above criteria will be placed in the regular collection with the spine label SD, denoting South Dakota author. Subject headings "South Dakota Author" will also be added for easy subject access. These works may be considered for future inclusion in the Collection based on their historical value (1 and 2 above). Selected titles in this collection will circulate for one (1) week, but most of the collection will be noncirculating. In most cases, duplicate copies (i.e., one in circulating, one in noncirculating) will not be acquired. All titles will be fully cataloged. Weeding of these materials will be based on the above criteria as well as all applicable criteria in the Collection Evaluation and Weeding Policy.

The Library tries to acquire all materials pertaining to nonfiction (history) works of local Yankton city and county history. Two copies of each work are normally acquired; one for the Yankton collection and one for the regular circulating collection (adult or children's). The South Dakota nonfiction (history) collection is more eclectic. Since space is a concern in the local/state history area as well as long-term storage regardless of circulation/use, the Library will collect only histories of contiguous counties and well-known histories of the state of South Dakota. Individual biographies will not be collected in this area but rather evaluated for inclusion into the regular collection.

H) Withdrawal of Materials

The Library has neither the space nor the staff to become an archive. To ensure a vital collection of continued value to the community, materials that have out lived their usefulness are withdrawn. Materials will be disposed of according to all current city, county, and state laws governing such disposal and surplus property. (see also, Collection Evaluation and Weeding Policy). Collection statistics and turnover rates for various parts of the collection and genres are tracked and guide the weeding process.

VI. COLLECTION EVALUATION AND WEEDING POLICY

Weeding (a.k.a. deselection or deaccession) is the systematic withdrawal of materials no longer useful to the Library. It is the primary method librarians use to replenish and revitalize library collections with new, relevant material while simultaneously attempting to control the collections' volume/title size. The weeding process involves the evaluation of materials against a set of criteria for inclusion in the collection and discarding those materials which do not meet that criteria. Nonfiction and fiction are used differently by patrons and collected differently by various libraries; therefore they should be evaluated by a different set of criteria for collection inclusion.

NONFICTION

Criteria for Weeding - (Subjective and Objective)

- 1) Age/copyright date (not used by itself, but in conjunction with other criteria) (5 years back common)
- 2) Physical condition
- 3) Content accuracy/datedness
- 4) Use/circulation - popularity (no circs. in 1 year common)
- 5) Format obsolescence - hardware, software, social acceptance
- 6) Changes in/adherence to Library collection development philosophy.
- 7) Recognized "standard" library sources, bibliographies, indexes.

FICTION

Criteria for Weeding - (Subjective and Objective)

- 1) Physical condition
- 2) Format/genre (i.e. pbk., mystery, romance, etc.) obsolescence
- 3) Use/circulation - popularity
- 4) Representation in collection (# titles, # copies) compared to copy circulation of other author's books.
- 5) Significance of author in genre (historically)
- 6) Recognized "standard" library works

VII. CENSORSHIP AND CHALLENGED MATERIALS POLICY

A) Censorship

The selection of library books and materials is predicated on the library patron's right to read and, similarly, his/her freedom from censorship by others. Many books are controversial and any given item may offend some persons. Selections for the Yankton Community Library will not, however, be made on the basis of anticipated approval or disapproval, but solely on the merits of the material in relation to the building of the collection and to serving the interests of the readers. The Library holds censorship to be a purely individual matter and declares that - while anyone is free to not approve - s/he cannot exercise the right of censorship to restrict the freedom of others.

With respect to the use of library materials by children, the decision as to what a minor may read is the responsibility of his parent or guardian. Selection will not be inhibited by the possibility that books may inadvertently come into the possession of minors.

It is the right of any patron to recommend library materials for selection consideration by the YCL, and it is the obligation of the Library Director and staff to consider such recommendations with the same evaluative criteria established above. Some recommendations shall be made in writing on forms developed by the Librarian. It is also the right of any patron to question any library material selected by the Library since opinions may differ in our democracy. Such questions shall be presented in writing on the Request for Reconsideration form developed and made available by the Library Director, and shall be specific as to the title and nature of the material being questioned.

2) Challenged Materials

The responsibility of YCL is to serve the entire community, not to promote or censor any particular political, moral, philosophical, or religious conviction or opinion. It is not the purpose of the Library to stimulate or to cater to trivial, antisocial, prurient, or immoral interests nor to judge what an individual may read, hear, or view. With respect to the use of library materials by minors; the decision as to what a minor may read, hear, or view is the responsibility of the parent or legal guardian. Selection will not be inhibited

by the possibility that materials may inadvertently come into the possession of minors. Librarians make every attempt to read adequate reviews and select materials appropriate for the needs of the community. While this is one of the basic duties of the professional library staff and the Library Director, it is not always possible to read, listen to, or view every item added to the library's collection. It is recognized that an individual may find an item personally objectionable. Concerns regarding a specific title or item in the collection should be brought to the attention of the Library Director, in either an informal discussion or through a formal complaint process. Individuals wishing to use the formal complaint process should refer to pages 15-17 in this manual for the following forms and procedures:

- 1) Request for Reconsideration of Library Material
- 2) Procedure for Filing a Request for Reconsideration

**YANKTON COMMUNITY LIBRARY
REQUEST FOR RECONSIDERATION OF LIBRARY MATERIAL (9-6-95)**

Today's Date _____

Title in question is a(n): Book ____ Video ____ Audio Book ____ Cassette ____ Other (specify)

Author _____

Title _____

Publisher _____

Request initiated by _____

Address _____ Telephone _____

Complainant represents:

_____ Self

_____ Group or Organization _____

(Please answer the following questions, referencing specific page numbers and excerpts.)

1) Did you read, view, or listen to this entire item? If not, what parts?

2) What do you believe is the theme of this material?

3) To what, specifically, do you object in this material?

4) What do you feel might be the result of others reading, hearing, or seeing this material?

5) Have you been able to find any positive/negative reviews of the material? (please list citations or provide reviews)

6) List any materials of similar subject matter which you would recommend as alternatives to this item.

7) Would you recommend this item for any age group and, if so, what group?

8) What would you like the Library to do about this material?

- a) Withdraw it from the collection.
- b) Place it in a different section of the collection.
(specify which collection) _____
- c) Place it on reserve at the circulation desk.
- d) Other (describe) _____

Signature _____

**PROCEDURE FOR FILING A FORMAL REQUEST FOR RECONSIDERATION OF MATERIAL AT THE
YANKTON COMMUNITY LIBRARY**

1. The individual must file a request for Reconsideration of Material on the form provided by the Library. The form is available by request at the circulation desk, and should be given/sent to the Library Director.
2. The Library Director will respond in writing to the individual no more than ten days (10) after receiving the written request for reconsideration.
3. The individual may appeal the decision of the Library Director to the Board of Trustees by making a written request for a hearing to the President of the Board of Trustees. This request must be made not more than sixty (60) calendar days after the date of the reply from the Director.
4. A hearing will be scheduled by the Board of Trustees at its' next regularly scheduled board meeting.
5. The Board of Trustees will arrive at a decision regarding the request for reconsideration at the regularly scheduled board meeting following the meeting at which the hearing was held.
The Board President will notify the individual of the Board's decision by formal letter that will also be entered the public record.
6. A single title may be challenged by the same person one time per year.

Interlibrary Cooperation Policy

This policy describes the various relationships and cooperative ventures and activities that the Yankton Community Library is engaged in with other libraries on a regional, state, and national level.

Interlibrary loan -

The Library is a full member of the South Dakota Library Network (SDLN) and, as such, will make available its entire collection to other libraries in the state for interlibrary loan. Restrictions may be placed on some items because of local popularity (best-selling books), determined nonloaning reference material, or because the item is determined to be rare or extremely valuable and not easily replaceable. If items on interlibrary loan are lost/damaged, the requesting library is billed for the replacement value of the material plus a \$3.00 processing fee. No overdue charges accrue that are reimbursed to the Library. The Yankton Community Library observes the South Dakota ILL Code as well as ALA's National ILL Code, and U.S. Copyright Laws pertaining to photocopying/ILL.

Reciprocal borrowing -

The Library also cooperates with Mount Marty College Library in offering free student cards to currently enrolled students (on a per semester basis) and is a method of reciprocal borrowing. Reciprocal borrowing agreements with other libraries may be arranged on a case-by-case basis.

- 1) The Library, through cooperative efforts with other types of libraries in Yankton, is in a favorable position to provide a wide range of materials to citizens of this community, by means of:
 - a. Reciprocal, free charging of books.
 - b. A union list of periodicals.
 - c. A joint shelf list of reference materials.
 - d. Some joint book selection and cooperative collection development.
 - e. A shared computer database (SDLN – ALEPH500)

- 2) It is YCL's general policy to share and supplement both reference and recreational materials with all school libraries in the community.

- 3) Personnel - The Library Board of Trustees may enter into a joint agreement with any other library to share personnel either through a percentage salary or time allowance.

- 4) Legislation - It is strongly urged that all board and staff members be aware, informed and willing to promote any library legislation pending in local, state, and national bodies, and to initiate such legislation when the need is felt.

- 5) SDLN - YCL participates in the South Dakota Library Network (SDLN) as a full member along with over 86+ member libraries of all types throughout the state. SDLN provides a bibliographic database for inputting and sharing cataloging records. ILL is accomplished through this database as well. YCL participates in all the SDLN executive board decisions and complies with all cataloging and ILL conventions required for membership by SDLN. Additionally, SDLN also provides access to several full-text databases such as ProQuest and InfoTrac. These are valuable resources to our patrons.

Physical Facilities/Equipment Policies --

The Library Board of Trustees accepts the responsibility of providing building facilities that will enable the Library to meet its basic service objectives and comply with the Americans with Disabilities Act (ADA). The Board entrusts the maintenance and interpretation of these policies to the Library Director. Not all collections, facilities or equipment will be available to the public at all times. These objectives include, but are not restricted to, the following: housing an organized collection of print/nonprint resources, access to patron quiet areas, tables and study carrels, computer access, public meeting rooms for nonprofit organizations, and study rooms, and equipment use/rental. The policy also covers use and abuse of the facilities. The Long Range Plan primarily directs the focus and use of the facilities.

Telephone Use Policy – Patron Usage (2/9/2005)

The telephone system at the Yankton Community Library (YCL) is in place primarily as a daily business conduct tool – e.g. customers calling in and staff calling to conduct a wide variety of business matters. Patron use of the in-house telephones, reduce staff ability to conduct daily business efficiently. The YCL recognizes that patrons must have limited access to free telephone services but these instances must be regulated by policy and procedures to prevent abuse.

1. Staff will accept all valid (no collect calls) having to do with library business.
2. Staff will accept calls (no collect calls) from individuals inquiring about whereabouts of individuals. Regarding minor children, staff may ask caller as to their relationship (parent, guardian, etc.) and nature of call (emergency, etc.). If in doubt, the staff member will take a message for the patron and deliver it to them, rather than calling them to the telephone or, at their discretion, inform the caller of the YCL's policy regarding telephone use/abuse.
4. Patrons are allowed one call per day (local calling only, no collect/pay calls) on library phone, other than emergencies. Calls should be for pickup only, FAX delivery (library-based business inquiries). In most cases, library staff will obtain the information and make the call for the patron. Calls should be limited to 2-min. or less.
5. Staff has the authority to judiciously gauge conduct in enforcement of this policy and the related Patron/Child Safety and Behavior Policy, and to prescribe restrictions of the policies based on each incident. Abuse of these rules may result in one of three restrictions: **a) termination of library phone privileges; b) termination of in-house library use/asked to leave library for a prescribed amount of time (in writing) and; c) termination of all library privileges (in-house) and circulating for a prescribed amount of time (in writing).**
6. Each incident will be recorded and filed on a City of Yankton, Incident Report/Disciplinary Action form.

The YCL maintains a telephone for individual use at no charge for local calls. Long distance calls require a credit card or phone card. Abuse of that telephone regarding physical damages to the phone or surrounding furniture, structure or equipment, criminal activity or abuse of the Patron/child Safety and Behavior Policy will result in restrictions of library use as defined in 5.

Use of Cell Phone Policy by Library Patrons and Staff (approved by YCL Board, 4/11/2007)

Cell phones/pagers can be used in the Yankton Community Library but users are required to follow use guidelines and etiquette. If these rules are not followed staff will request that the patron cease using the equipment or use it in unrestricted areas such as the east/south library foyer, parking lot or on the outside grounds of the library.

The YCL Board recognizes that cell phones are an integral part of modern society and therefore, should not be restricted within the library environment. However, the library is a public place for recreational reading and quiet study so all users should follow some proper etiquette and safety/privacy rules when using electronic devices.

You may use your cell phone in the library if you are quiet, discreet and turn your ringer off and make all calls brief (less than 2 minutes). Longer calls should be made in east/south library foyers, parking lot or library grounds. Thank you for your cooperation.

These suggestions are for your privacy protection as well as the polite consideration of others in a public place. Be aware that your personal calls can be overheard heard while on your cell phone.

Facilities Use - Tutoring Policy (June 5, 2002)

The Yankton Community Library (YCL) Board of Trustees and the City Commission delegates the responsibility of physical facilities management and use to the Library Director who, in turn, forms policies and procedures for the staff to follow in dictating situational types and times of use. The YCL is a public building containing seating to accommodate both leisure reading and study. This area must serve the entire community as well as providing space for the staff to conduct various programs such as story hours, children's crafts, classroom/school visits and free library-sponsored tutoring. In order to provide equitable use of library facilities, it is important that staff police and regulate the area so that no one person or person(s) are monopolizing the area or collections without the expressed consent/knowledge of library staff. It is recognized that many professional people use the library for study and/or work and that their use is encouraged and recognized as an important component of public library use. However, when the predominant nature of the library use for any individual is "in place/in lieu of an office" (e.g. tutoring, business interviews, receiving/making telephone calls, message center requests, monopolizing tables/chairs/ PCs and library collections/resources) and **that individual(s) is making a profit from the use of the facilities, the staff will give them a card outlining the meeting room policy and fee structure as well as donation suggestions.**

The YCL has a policy in place (see **meeting room policy**) that provides for not-for-profit organizations and profit business to use the two meeting rooms on an advanced schedule basis. Nonprofit use is free while businesses are charged a fee. In the same manner, the study room can be booked for a fee of \$5.00 per hour - for businesses - free to individuals not operating for fee/business and nonprofit use.

In no way does the YCL endorse any tutoring activities or meetings by providing a venue for these activities to individuals, not-for-profit organizations or businesses unless the activity/program is actively sponsored by the library.

Business/Tutor Use of Yankton Community Library Facilities Notice

The Board and the staff of the Yankton Community Library are pleased that you have chosen the Library as a place to conduct business. However, we are a public funded entity who must respond to the informational needs of the entire community and do not always have the space, seating capacity or collection resources available to fulfill that obligation plus meet our own programming needs. Therefore,

we would ask that you consider one of the following alternatives in library use: **1) consider a donation to the Library trust fund; 2) consider scheduling (booking) either the Library meeting room or the study room for your use.** Nonprofit organizations may use the rooms free-of-charge while businesses (including individuals conducting business) are charged a fee. The meeting room use policy/fee schedule and a meeting room use form can be obtained by asking staff at the circulation desk.

Meeting Room Policy (2/3/1999)

It is the intent of the Library Board of Trustees of the Yankton Community Library (YCL) to encourage community groups to use the Library meeting rooms for educational, cultural and civic purposes (not-for-profit organizations). However, the Board also recognizes that Yankton has very few meeting rooms available for not-for-profit and for-profit (commercial/business) alike. The primary purpose of this public meeting room space is to serve non-profit entities. Commercial entities have more of an "ability to pay" for meeting room space. All for-profit groups will be charged an hourly users fee while not-for profit organizations may use the facilities free-of-charge. All use is on a first-come, first-served basis and the meeting rooms may be booked one year in advance (based on a calendar year, Jan.-Dec.). The meeting rooms shall not be available for individual social (such as wedding receptions, anniversaries, etc), political, partisan or religious purposes; for the benefit of private individuals or for the presentation of one side only of controversial matters. Meetings that promote pyramid marketing schemes or the selling of specific products (Avon, Pampered Chef, Mary Kay, Nest Family, etc.) are prohibited from using the meeting room for the purposes of "selling" their products; however, general product information/sales representative meetings are permitted as a regular business meeting (charge incurred). Some business meetings may be exempt from the "profit charge status" if the meeting meets three conditions: 1) open to the general public; 2) no fee for attendance is required/no prerequisites (no money can change hands in the meeting room) and; 3) the meeting is determined to be in the community interest/public good. The Library Director shall make the final fee determination on a case-by-case basis.

Established non-partisan organizations that do not endorse individual candidates or parties, may be allowed use of the rooms for meetings at which current election issues are discussed by all candidates for public office, provided all candidates for the same office shall have been invited and a majority of these shall appear on the program. The fact that a group is permitted to meet at the Library does not in any way constitute an endorsement of the group's policies or beliefs.

Reservations for the rooms will be made on a first-come, first-served basis with library-sponsored programs and activities given priority. Reservations may be made in person, in writing or by phone. **A Meeting Room Use Agreement must be completed and signed by the reserving party prior to the first reserved date. Reservations are made through library staff with Library Director approval. Upon adequate notice and for adequate reasons, the Library reserves the right to revoke permission to use any meeting rooms.**

The Library will not charge fees for use of the meeting rooms during hours of regular library operation for not-for-profit organizations; however, a fee will be assessed for use of the meeting rooms beyond the hours of regular Library operation.

Use of the meeting rooms is subject to the following rules:

1. Rooms must be vacated five (5) minutes before the hour at which the library regularly closes. A fee, established by the Board of Trustees and reviewed annually, will be imposed at the hour of the Library closing. That fee will be charged for all or part of any hour the room is occupied after the hour of Library closing. Current fees will appear on the Meeting Room Use Agreement but are also listed below (2).
2. **Use Fees:**
 - Not-for-profit organizations - no fee.**
 - For-profit organizations - \$25 per hour.**
 - After hours use fee - \$25 per hour.**
 - Minimum Damage fee - \$25.**
3. Light refreshments may be served but no cooking is allowed. Coffee pots are available.
4. Sponsoring groups are responsible for returning all equipment and furniture to its proper place and for the deposit of all refuse in the containers provided.
5. The use of the Library's audio-visual equipment is permitted, but must be scheduled in advance on the Meeting Room agreement form. All availability is first-come, first-served. A qualified operator of library projectors must be found by the group wishing to use the projectors. Library staff will assist but cannot act as projectionists. The Library Director will make decisions regarding on-site, patron/group use of the video projector on a case-by-case basis.
6. Youth groups must be supervised by an adult. The Library will not provide a baby-sitting service.
7. Smoking is not permitted in the Library building or in any of the meeting rooms.
8. It is understood that the public will be welcomed at all meetings for not-for-profit organizations.
9. Groups who are using the meeting rooms may not charge an admission fee, solicit donations, sell products, or materials or seek membership fees or payment of dues. The only exceptions are in the case of paid registrations necessary to cover expenses for 1 or 2 day institutes held in cooperation with the Library; or payment of fees for non-credit adult education courses regularly conducted by established educational institutions. In either case, special permission must be obtained from the Library Director.
10. Groups wishing to hold more than a single meeting must obtain permission in advance from the Library Board of Trustees or the Library Director.
11. The reserving group is responsible for any/all damages and clean-up in the meeting room. **Minimum charges for damage coverage and clean-up will be \$25.** All charges will be based upon the cost of the repair and the reserving party will be billed.
12. Groups may set up no earlier than 9 a.m. unless special permission is granted.

**YANKTON COMMUNITY LIBRARY
MEETING ROOM USE AGREEMENT (rev.8/1/2006)**

Name of Organization _____
 President's Name _____
 Billing Address of Organization _____

Meeting Purpose/Function _____

Applicant's Name _____ Ph. _____
 Address _____

I have read and signed the application and agree to comply with all the rules of use for the meeting room. This form needs to be completed BEFORE the first meeting date. Send in via mail/FAX: 515 Walnut St., Yankton, SD 57078; (605) 668-5277.

Signature _____

SINGLE MEETING

Date Desired _____ Topic _____
 Times _____ Approx. Group Size _____

AV Equipment Desired	TV/VCR _____
	16mm film projector _____
	Overhead projector _____
	Slide projector _____
	Opaque projector _____
	Video projector _____
	PA System/Other _____

SERIES OF MEETINGS

Date(s) Desired _____
 Topic _____ Approx. Group Size _____
 Times _____

AV Equipment Desired	Dates Needed
TV/VCR	_____
16mm film projector	_____
Overhead projector	_____
Slide projector	_____
Opaque projector	_____
Video Projector	_____
PA System/Other	_____

After-Hour use fee: \$25 per hour/part of an hour. Minimum Damage Fee \$25. Clean-up/Damage is Group's responsibility.

Room Available: Yes ___ No ___ Scheduled By: _____
 Fee paid: Yes ___ No ___ Date Scheduled: _____

Patron/Child Safety and Behavior Policy (2/9/2005)

The YCL strives to maintain a safe, encouraging, non-threatening environment for all patrons - especially minor children. While a code of conduct is difficult to enforce in South Dakota, all public nuisance laws, nonsmoking facility and public intoxication, and criminal activities (as per SDCL) will be strictly enforced by local law enforcement officers. This policy is enforced on all YCL property, inclusive of the interior facilities, grounds and parking lot. All patrons are expected to behave in a civil, respectful manner to staff, peers and other library patrons.

Staff has the authority and responsibility to enforce this policy through the following restrictions, judged by each occurring incident. Local law enforcement may be called if patrons are abusive or unresponsive to the restrictions prescribed by staff on a per incident basis. Staff is also required to complete a City of Yankton, Incident Report/Disciplinary Action form at the conclusion of each incident.

Staff should never use physical force or abusive words in patron confrontations. Reasons for asking patrons to leave the premises are listed as follows (list not limited to the following):

- 1) Abusive behavior/obscene language directed at other patrons.
- 2) Physical abuse of other patrons, staff, physical grounds/furniture or physical items.
- 3) Physical abuse of equipment including computers.
- 4) Not following rules of PC use, other rules for equipment or general rules of library use.
- 5) Illegal activities - public intoxication, accessing pornography on Internet, engaging in indecent/illicit acts in public, illicit drug sales/transactions, possession of weapons.
- 6) No proper attire (meaning shoes, shirt).
- 7) Offensive body odor, excessive loudness, extreme outbursts or behavior shifts
- 8) Leaving minor children (under the age of 6 yrs.) unattended for an excessive time (2 hrs+).
- 9) Abuse of library rules/policies or general loitering when it impedes the structured flow of daily business or threatens other patrons/staff.
- 10) Skateboarding.

Many of these behaviors are not specifically substantiated by state/federal law, but a SD Attorney General's opinion upholds the rights of a public agency to enforce standard rules of conduct and staff have the authority to judiciously gauge such conduct. ***Restrictions per incident: a) be asked to go to another area of the Library; b) restricted from using a part of the facility/equipment/service for a prescribed period of time (in writing); c) asked to leave the library for a pre-determined period of time (in writing or; d) be escorted out by local law enforcement.***

Study and Quiet Room Policy

The YCL maintains study and quiet rooms for the benefit of serious readers and students. These rooms are open to all patrons and are normally not scheduled in advance but are used on a first-come, first-served basis. Abuse of the quiet rooms by bothering others in the room/outside of the room, not following Library rules, and general loud conduct will result in expulsion from the Library. (see also the ***Patron/Child Safety and Behavior Policy***). Currently, study/quiet room use is dictated by the ***Patron/Child Safety and Behavior Policy***, the ***Meeting Room Policy*** and the ***Tutoring Policy*** that allows the scheduled booking of the Study Room on a fee basis.

Temporary Exhibits, Storage of Materials and Display of Awards Policy

A. Temporary Exhibits -

The Library maintains several exhibit cases and areas and, on a regular basis, solicits artwork, collector's items, and other artifacts of cultural and artistic merit for temporary display at the Library so that patrons can enjoy them. Items solicited may be obtained locally from organizations, businesses and individuals or nationally, from galleries and traveling collections. Unless special provisions are made with the Board of Trustees in advance, any item displayed is **not** covered by the Library fire/hazard/ liability insurance and should be covered by the owner's personal insurance. People displaying items in the Library must complete the form, an Agreement for Display Items. The Library will only be responsible for damage/loss/theft of these items in-so-much as the law of negligible damages applies to that specific situation.

AGREEMENT FOR DISPLAY ITEMS

The Yankton Community Library appreciates your generosity to the community by allowing the following items to be displayed in the Library from (date) _____ to (date) _____.

DESCRIPTION/TITLES

\$ VALUE

The Library will exercise as much care as possible to insure the safety of your art/collection; however, we also expect that you have the items covered by your personal insurance. The Library is not liable for any damages due to on-site mutilation, theft, or loss except in circumstances of gross negligence or misconduct by staff.

Signature of Owner/Responsible Party Date

Signature of Library Staff Member Date

(Copies in Duplicate: 1. Owner 2. Library 3. Finance Office)

B. Storage of Materials and Display of Awards -

Except for temporary exhibit purposes, the Library should not accept storage responsibility for materials or objects owned or controlled by groups or individuals. No organization or individual may conduct a public sale or solicitation of any kind in the Library, (without Board of Trustee authorization) nor will any library personnel accept the responsibility of selling anything owned by an organization or individual.

Yankton Community Library - PC Use Policy

The YCL maintains a number of computers (PCs) for patron Internet access and on-site software use. The PC Use policy is designed to give all patrons equal and equitable access to library PCs without extensive policing and excessive restrictions by staff. Except for the two PCs in the "Exploration Station" area, all of the other computers are available on a "first-come, first-served basis." There is no age restriction for use of the PCs; however, staff prerogative permits restriction of PCs to persons based on previous use/misuse of equipment, perceptions of inability to use a PC or follow PC use/library rules. No sign-in or pre-scheduling is needed but PC use by a single individual is limited to 30 minutes per session with a 1 hour break between sessions. Patrons must stop at the Circulation Desk to receive a 30 minute "permit card." Depending upon validity of use, patrons can request more concurrent time on the PC and staff have the authority to grant that time. (See "Priority Use List" below). Patrons will be allowed 15 minutes to complete a previously started task and vacate the PC.

The primary purpose of the YCL PCs is to provide patron access to the SDLN/PALS system, a statewide bibliographic/circulation database as well as peripheral databases made available through SDLN (such as IAC). Other use (software, Internet searching, etc.) is strictly a secondary function. To that end, priority use is as follows: **1) SDLN Searching; 2) database research; 3) word processing; 4) Internet (world-wide-web) searching.** Users of the "Exploration Station" PCs must be 18+ years of age (an adult), or be accompanied by an adult. The goal of the Use Rules for these PCs is to provide access to the greatest number of patrons; therefore, the 2 PCs can be booked for 1-hour time blocks. Consecutive time blocks by the same patron are permitted only if other patrons/users are not waiting. "No-shows" forfeit their PC time after 15 minutes (timed from scheduled starting time) if they do not call to hold/re-schedule.

Use of Unscheduled PCs -

The primary purpose of all nonscheduled YCL PCs is to provide patrons access to the SDLN/PALS. Priority use is as follows:

- 1) SDLN/card catalog searching;**
- 2) Database research;**
- 3) Word processing;**
- 4) Internet (world-wide-web) searching.**
- 5) Other PC software/functions.**

Patron use is by the honor system and should be limited to **30-minute blocks of time per patron - no age limit**. Library staff have the authority to "bump" patrons based on priority use, inappropriate use and perceived time on each PC. Only one person to a PC at one time. **Stand-up PCs are only to be used for SDLN/card catalog searching.**

Use of Scheduled/Internet PCs -

Two PCs are available on a scheduled basis for 1 hour blocks of time. **Users must be 18+ age (adult) or directly supervised by an adult.** These PCs have peripheral hardware and additional software (such as scanners/OCR/video camera, color printers, card readers, etc.) Time may be scheduled 1 day in advance or as a "walk-in" time-slot available. Consecutive time blocks by the same patron are permitted only if other patrons/users are not waiting. Patrons arriving 15 minutes late from a scheduled time will forfeit their time slot. Walk-aways for longer than 10-minutes will also forfeit their time slot. All other PCs can be used by any age group; however, use is in-part governed by the SDCL "Restrict Access to Obscene Materials" (22-45-55/56) where pornography is specifically defined in SDCL "Definition of Terms" (22-24-27). Furthermore, YCL PCs have filtering software installed to help curb "access to obscene sites" by minors. Anyone who is restricted from doing valid research through filtered access may request that staff "disable" the filtering software. Patrons accessing obscene material will be subject to any of the following actions by staff: (applies to all YCL PCs)

- 1) asked to immediately cease/desist that activity-access.**
- 2) forfeit PC time for 1-hour, 1-day, 1-week, 1-month (dependent upon severity of access) or;**
- 3) referred to Library Director for further action.**

The YCL endorses the **Freedom to Read** and the **Library Bill of Rights** that also extends to Internet access. The Library will not be placed in a position to act "in loco parentis" (in place of the parent). However, the YCL also assumes a social morale responsibility of the community it represents (what the prudent person in the local community would do) and therefore, takes upon itself some social regulatory/selection responsibilities, especially when mandated by state/federal laws. Access to "obscene materials" as defined by SDCL, "Definitions of terms" (22-24-27) by minors or adults will not be permitted and "recreational chat (via MSN Messenger, Yahoo Chat, ICQ, etc.) is regulated by policy or restricted.

Age and Sensitive Material Access/Filtering Software

The YCL endorses ALA's Access to Electronic Information Service and Networks statement and tries to provide free and equitable access for all patrons, regardless of age, race, or creed. The Library will not be placed in a position acting "in loco parentis" (in place of the parent). However, the Library also has a responsibility to conform to the social morals of the community it represents (what the prudent person in the local community would do) and therefore, takes upon itself some social regulatory/selection responsibilities, especially when mandated by state/federal laws. Access to pornography as defined by SDCL, "Definitions of terms (22-24-27) by minors or adults will not be permitted. Any patron wishing to do valid research who, in doing so, is blocked by Internet filtering software, should request that staff "disable" the filter for the duration of their use. Patrons accessing this type of material will be subject to the following actions by staff (staff have the authority to decide the severity of the action based on the event)

(applies to all Library PCs)

- 1) asked to immediately cease/desist access to that website, chat group, e-mail activity or other PC activity;
- 2) forfeit PC time for 1-hour;
- 3) forfeit PC time for 1-day;
- 4) forfeit PC time for 1-week;
- 5) forfeit PC time for 1-month;
- 6) action against patron taken by Director - referred by staff

All patrons have the right to a grievance hearing/appearance in front of the YCL Board of Trustees at a regularly scheduled Board meeting. The Library PCs are public viewable terminals. As such, the terminals are readily viewed by patrons and staff. If a patron encounters objectionable material viewed at any PC (whether they are the PC operator or not), they should notify staff immediately. Staff will continually and regularly monitor PC use/activity and take action against patrons who do not comply with state law or Library PC use rules.

Filtering Software -

Internet filtering software has been installed/enabled on 8 of 10 patron accessible PCs in accordance to YCL Board action (3/8/00) and in an effort to satisfy local concerns over "access to pornography/objectionable materials accessible through the Internet" as well as SDCL 22-24-56. Internet filters have been installed to help curb "Internet accidents;" it is recognized that filters alone will not curtail objectionable site access.

Internet "Chat" Usage Policy (2/9/2005)

The Yankton Community Library (YCL) Board of Trustees affirms the American Library Association (ALA) Library Bill of Rights, the Freedom to Read Statement and all of the intellectual freedom and First Amendment rights that form the basis of public library material and facility use in the United States. Furthermore, the Board recognizes the philosophy and mandates set forth by the Children's Internet Protection Act (CIPA) in terms of providing appropriate Internet content filters within YCL, but, simultaneously, providing full access for research/school work and subject exploration. Concurrently, the Board realizes its' moral obligation to the community in providing safe and secure access to technology for all residents, especially youth. Advanced communications technology has greatly broadened the public library's role in providing information through the Internet. However, this broadened role has also brought with it problems of inappropriate/criminal activity and an entire range of new problems and scenarios for libraries.

Public accessible computers (PCs) in the YCL are subject to public inspection and staff “policing” based on library assigned priority usage by patrons. The current priority list is as follows: (1) ***SDLN catalog/index searching***; (2) ***school research, word processing – program use***; (3) ***leisure activities (Internet searching, (4) e-mail, chat, etc.)***. South Dakota has laws regulating “pornography” that also cover library computer use by patrons and staff but the library must also be sensitive to community demands/needs based on moral values of “appropriate use.” All PC use in the library should have some basis in library utilization, research and literacy as well as being tightly tied to the software and equipment that is provided. For the most part, real-time “chat” through Windows-based programs such as MSN Messenger, Yahoo Messenger, AOL and ICQ, do not meet this test of library utilization and, in fact, contribute to myriad computer problems such as downloaded viruses/Trojans and increased youth social activity around the PC area.

The YCL chooses to restrict the use of “chat” software and Internet connectivity on all patron accessible PCs as described above through the use of client-based software for all activities except for valid classroom participation (university/college/secondary). Internet accessibility and web-based e-mail will still be available and Internet content filters will still remain in place on the PCs in the Children’s Dept. Signs denoting the policy will be placed at every PC station. The “chat” policy may be overridden by library staff. Overrides will be dependent upon individual patron needs during each individual use, but the policy will be enforced equally, across-the-board by all staff.

Staff Assistance, Use by Children and Miscellaneous Information

Library staff is available to provide limited assistance for getting on the Internet, web browsing, learning software, helping with the scanner and other peripheral devices but cannot provide extended aid (limited to 15 min. per patron). Because of the diversity of programs and time limitations of staff, they cannot provide intensive help, but will help when possible. Program instructions, on-line instructions and various self-help books are available in our regular collection. No software/programs brought in by patrons may be used due to copyright restrictions. This restriction also aids in limiting software incompatibility and troubleshooting/maintenance problems. However, data diskettes and CD-Rs for downloading files can be used and YCL has both for sale (\$1.00 ea). Any misuse of the computer equipment or software will result in immediate termination of computer time and possibly all Library computer privileges for a specified length of time. Children may use the scheduled PCs but a parent/guardian/adult must be with them at all times. Please note that the Internet contains pornographic databases and web pages. While YCL endorses the Freedom to Read and Freedom to View Policies of the ALA; it also recognizes the public atmosphere and educational mission of the library. With this in mind, overt pornographic database/web access is prohibited. Filters and firewall software have been installed on most of the patron accessible PCs to help curb accidental access to pornography/objectable sites. Be advised, however, that pornographic material may be accessed in a variety of subtle and innocent ways. For this reason, the Library staff recommend close supervision of children using the Internet by a parent or other adult. If you cannot access a specific site, please contact one of the Library staff to assist you.

Wireless Internet Access Policy and Procedures (2/9/2005)

The Yankton Community Library (YCL) maintains both a wired (Cat. 5, UTP) network and a wireless network (cable modem, 802.11g, 125mbps) for the purposes of Internet connectivity of all library PCs. Patron accessible PCs are termed “public accessible” and, are therefore, subject to South Dakota Codified Law (SDCL) and all applicable usage policies passed by the Yankton Community Library Board of Trustees, as well as various procedures and rules designed to regulate those activities. Laptop PCs owned by patrons and brought into the YCL for individual use become “public accessible” to degrees defined by this policy and other YCL computer use policies. If a patron does not have wireless access on their laptop but has an open PCMCIA slot, the Library offers a rental (\$10 deposit) on a card/connection software. Staff can provide only limited connection assistance.

SDCL defines pornography and, if a patron complains about anything objectionable (obscene or otherwise) on a public accessible PC, that complaint will be dealt with immediately by staff, after a thorough assessment of the problem, through the following means: **1) patron asked to discontinue that specific activity/website/program; 2) patron asked to discontinue use of laptop; 3) patron asked to leave library for specific period of time (to be determined by staff member)**. Laptop PCs are not subject to YCL computer usage priorities, or usage restrictions (such as chat). However, if the specific laptop usage becomes a nuisance/problem/safety issue, staff will deal with the problem using one of the three means listed above.

Patrons are free to use electrical outlets near tables but cannot move tables/chairs to accommodate that use unless authorized by library staff. Extension cords over 10 ft. in length are not permitted. Battery power is preferred. Laptop PCs cannot be connected to YCL's wired network but are free to access our wireless network. Staff assistance or equipment is not provided for connection tasks; however, a **"Wireless Connection Fact Sheet – YCL"** is available for any patron to provide connection assistance. Patrons needing dial-access capability should inquire at the circulation desk. Dial-access will only be provided through our available FAX line when not in use by staff. The patron must have a local access or 800 number (no charge to library) and be able to change dialing properties on their own laptop. The YCL is not responsible for any PC problems you may encounter while on the network or viruses/Trojans downloaded while connected. The Library also provides access to a color wireless printer (25¢ per page). Driver download information is available at the Circulation Desk.

Yankton Community Library (YCL) Wireless Connection Fact Sheet (8/2007)

The YCL provides a wireless network within the building so that you can connect to the Internet via your laptop PC PCMCIA wireless modem. You can choose between 2 different wireless nodes, which ever one provides you with better signal strength: **YCLwireless1** or a **YCLwireless2**. Upon starting your laptop, your wireless network card should automatically detect a new, unsecure network (named above) and ask you if you want to connect. You should respond "Yes." At this point, you'll be prompted to either restart your laptop or connect to the Internet. Internet access speed will be largely dependent on your laptop specifications and programs you have running. The YCL is not responsible for any PC problems you may encounter while on the network or viruses/Trojans downloaded while connected.

Finding the Wireless Network

Configuring Windows OS – **(1)** In System Tray (bottom right in task bar), right click on your wireless connection icon (does this icon have a red X on it?), or select "Control panel," left click on Internet connections, right click and select Properties. See if the networks **YCLwireless1** or **YCLwireless2** are listed with your available networks and click on "Configure." You may have to restart your system after configuring, but you should have a connection. Hover your mouse cursor over System Tray Wireless connection icon (glowing green) and it should indicate signal strength from Excellent to poor. Go to Start Menu, select Control panel (Classic) or Network Properties (XP), find wireless networking icon, open and view properties. Click on "Configure" or radio buttons for Select DNS automatically, restart system. If your profile/system configuration requires you to select a default connection or to setup an Internet connection, you may have to configure differently through "Internet Settings" in the Control panel.

Using Wireless Printer

The YCL also provides access to a wireless color printer – printing is 25¢ per page. Printer drivers for the Ricoh CL3500n are on a CD and must be obtained/installed at the Circulation Desk. Follow the on-screen instructions once the driver software has loaded. **Choose English, then choose PCL/RPCS Printer Drivers, make sure that only RPCS Driver is checked (✓), then Install, Finish and Restart (if necessary). Then go to Start, Printers (or Control Panel), right click on the Ricoh icon and choose "Properties."** Fill in the following information: **IP 192.168.168.30, (✓) LPR, Ip, (✓) SNMP Status Enabled, Community name= public, SNMP Device Index=1.** You should now be able to print to the Ricoh CL3500n.

Library Wireless Connection Policy/In-House Computer Use Policy

Library staff has only a limited amount of technical expertise and are not obligated to assist in troubleshooting if you are having problems in connecting to our network. Equipment specifications also vary dramatically. Please be advised that your laptop becomes a "publicly accessible PC" regarding "objectionable materials." Dependant upon other patron complaints, staff may ask you to **1) discontinue that specific activity/website/program; 2) discontinue use of laptop or; 3) leave library for specific period of time (to be determined by staff member).**

Connection Problems: Do you have a wireless internal or PCMCIA card? Does your card have the correct drivers for your OS? Have you been able to connect with other wireless networks? Does your system tray indicate a wireless/broadband network connection? Can you click on your web browser and bring up a website not in your cache? (You will NOT be able to connect to your e-mail server using a POP client like Outlook, Outlook Express, Eudora, etc. – you must use a web-based e-mail server. Move the laptop closer to the wireless router, located in the center of the building. If you have an open PCMCIA slot, you can rent a wireless card/software from the Library for \$10 deposit - see Circulation Desk for details. Can't connect to our wireless printer? See Circulation Desk for hardware drivers.

Printing/Abuse of Printing Equipment

PC printing charges are 10¢ per sheet (25¢ board approved 4/11/07 if necessary due to color ink charges). If any patron abuses his/her time, imposes upon another patron, intentionally (or unintentionally) mishandles the equipment, their use will be suspended.

PC Printing Policies, Procedures and Charges -

The YCL maintains several ink jet printers available to the public for use. The two Internet (scheduled) PCs have color ink cartridges, however, the [default] printer is the HP LaserJet 4100 with printing also available to our Canon digital copier and a Ricoh CL3500n color printer. Patrons should request paper at the Circulation desk; patrons can use their own paper but the charge remains the same. Patrons can purchase single sheets at 10¢ per sheet. All paper transactions must be rung up on the cash register under the key for "PC Printing Charges."

It is important for staff to remember that, while these charges offset the cost of both paper and ink, customer service/satisfaction is our ultimate goal. So, if it is clear that the printer is malfunctioning or the patron simply didn't know how many pages were going to print out, give them the benefit of the doubt and give them extra paper at no charge. Treat this service like the copy machine.

Use of Color Copier/Flatbed Scanner at Circulation Desk -

YCL maintains a high-quality color copier/scanner at the circulation desk. Multiple copies can be printed for patrons at 50¢ per copy.

Use of Copier -

The YCL maintains a copy machine for use by patrons in the Library. Copies are 10¢ per sheet for 8 1/2" x 11" and 8 1/2" x 14;" 20¢ per sheet for 11" x 17;" transparencies 70¢. The copier may be used by all patrons; however, any patron caught abusing or intentionally misusing the equipment will not be allowed to use it for the remainder of the day.

Use of FAX Machine -

Public Fax Use Policy (2-15-97)

The Yankton Community Library maintains a FAX machine for staff and public in-house use. It is recognized that a few local businesses offer public FAX service and it is not the intent of the Library to enter into competition with those businesses. Rather, the Library FAX will provide a needed, complementary service to patrons, especially on weekends/holidays and evening hours when those businesses may be closed. This policy will direct the usage of the Library FAX.

- 1) Users of the service need not possess a valid YCL library card and there is no age restriction on usage. There is also no page sending/receiving limit.
- 2) The FAX machine will only be operated by Library staff and is available on a walk-in basis only - no scheduled bookings.

Sending: Patrons will provide all needed pages to be FAXed to along with the FAX number. A "Post-It" cover note will be given to the patron to complete which will be appended to the first FAXed page (space and patron permitting). Patrons desiring a separate cover page (other than the Post-It cover note), must prepare it themselves. There will be no charge for the sending of the cover page - the first charged page will be the first substantial FAXed page. Charges refer to North America/Mexico calls only (including Alaska/Hawaii). **Calls to foreign countries: \$2.00 first page, \$2.00 other pages.**

CHARGES - \$2.00 first page (not including separate cover page)
\$1.00 every page there after

Receiving: The Library will not maintain a post-office for FAXes and will accept prearranged patron FAXes only. The patron must prearrange FAX receipt by phone/in-person and must pick up the FAX within two (2) business days from transmission date. Non-pick-ups on prearranged incoming FAXes will be charged to patron cards in the same manner as fines.

CHARGES - \$.50 every page

3) Library staff have the right to refuse service to any patron based on machine malfunctions or improperly prepared FAXed material (i.e. notebook paper, light printing, etc) as well as outstanding FAX charges. No service will be refused based on the content of the FAXed material.

4) All charges are based on a successful transaction (both sending and receiving) - meaning that YCL has successfully transmitted a FAX to a valid phone number without error based on the transmission report. Staff errors in transmission will not be paid by patrons; however, incorrect FAX numbers provided by patrons and successfully transmitted will be treated as a "successful transaction."

Use of Microfilm Reader/Printer -

The YCL maintains various microform reading and printing equipment for in-house patron use. Use of the equipment is on a first-come, first-served basis and cannot be scheduled in advance. Use of the reader is free; paper copies are 25¢ per copy. These machines are very expensive and delicate, therefore, the room will be kept locked. Patrons must come to the circulation desk to request use of the room and a staff member will unlock it for the duration of use. Use should be limited to Adult patrons. Children using the equipment should be accompanied by an adult; however, staff may make exceptions based on each request and the serious nature of study involved. Any patron caught abusing or intentionally misusing the equipment will not be allowed to use it for the remainder of the day.

Microfilm/Fiche Reader Policy and Rules (11-30-95)

1. Any adult may use the machines.
2. Children using the machines who are under the age of 14 must be supervised by an adult.
3. Adults with babies, toddlers and young children must supervise their children while using the machines. These children should not be allowed to roam the Library unsupervised. Adults not supervising their children will be asked leave, especially if those children are unruly and/or bothering other patrons or staff. Please remember that young children have very short attention spans; therefore your use time may be limited.
4. Minimum use time on the Minolta machine is 1 hour. After that time, the patron must yield the machine to another waiting patron. If no patron is waiting then they can continue to use it until closing or until another patrons asks to use it, whichever comes first. A current user must yield the machine to another patron after their 1 hour is up within 15 minutes of a another patron's request.
5. The Minolta machine prints both positive and negative copies.
All copies 8 1/2 x 11 in. **25¢ each copy.**
Please pay at Circulation Desk. You may be required to show copy count when paying.
6. Patrons abusing machines or not adhering to these use rules will be asked to leave.
7. Please ask the Library staff to assist you if you have any problems or questions.

PLEASE OBSERVE THESE RULES AS A COURTESY TO BOTH PATRONS AND STAFF. THEIR PURPOSE IS TO MAKE LIBRARY EQUIPMENT AVAILABLE TO THE MAXIMUM AMOUNT OF USERS POSSIBLE.

Yankton Community Library

Test Proctoring Service/Policy and Procedures (adopted April 11, 2007)

The Yankton Community Library realizes has as one of its goals a commitment to lifelong learning. In partial fulfillment of that goal, the Library offers a test proctoring service with certain requirements and restrictions. These policies and procedures are constantly evolving as the nature of course enrollment, test delivery and methods of taking the tests evolve. Currently, the Library recognizes the following methods of taking courses/tests:

- 1) U.S. Mail delivery - written tests or quizzes;
- 2) Computer accessible courses taken on-line including teleconferences;
- 3) E-mail delivered passwords, tests taken on line or delivered as printed attachments
- 4) Faxed tests.

Test proctoring services are provided by the Yankton Community Library upon request. Persons interested in using this service must make arrangements with the Head of Circulation at least one week in advance of the test date. The student is responsible for making all arrangements with the educational institution giving the test, including but not limited to scheduling computer time, verifying e-mail/FAX numbers and delivery of such information. The Head of Circulation will designate a staff member as test proctor. The library reserves the right to limit or deny this service. The Test Proctoring Service is available to all patrons.

Students must verify that the following conditions are acceptable to the institution giving the test before having an exam sent to the Yankton Community Library. If this policy does not meet the student's needs, the student should contact the educational institution that is administering the test for other proctor recommendations.

- The Library will proctor written, e-mailed, on-line or faxed exams/quizzes. Any costs incurred by the Library for printing, mailing or faxing (receiving or sending) will be charged to the student at the current rate per page.
- The student must prearrange with library staff computer and staff availability for their test as well as sending/verification of arrival of test/password information. If the exam is written, it will be the student's responsibility to obtain needed signatures and arrange for the exam to be delivered to the Library. It is the responsibility of the student to contact the Library to see if the test has arrived. Staff at the circulation desk will assist the student in scheduling the date and time for the student to take the exam only after the test arrives at the Library.
- The student will allow sufficient time to take the examination before the deadline that has been established by the institution or association. Tests must be completed 15 minutes before the Library closes.
- Before taking the exam, the student will be required to present a picture I.D. and provide a copy of that I.D. if required by the institution or association. Students are expected to come prepared with the necessary or required supplies to take the examination.

- Proctors will not monitor a student continuously during an exam, but may check on the student periodically. The Library cannot provide a locked or secure place for the test, nor a quiet study room. Proctors will enforce any time limits that are placed on the exam, as well as other rules set forth in the examination materials. The use of cell phones or visiting with others is prohibited.
- At the conclusion of a written exam, the exam will be returned directly to the testing institution via the U.S. Postal Service at the next regularly scheduled postal pickup from the Library. The student is responsible for postage costs.
- The Library will hold tests for 30 days or the test's stated deadline. If the student does not pick up the test by that time, the test will be destroyed. Library staff will not copy finished exams or hold exams past the date they are taken.
- Librarians will not sign a proctoring verification that attests to more than the Librarian has been able to do.
- The Library will not be responsible for any delayed tests, nor for any completed tests once they leave the Library's possession and have been mailed back to the educational institution or association.
- The taking of certain tests may be limited by the Library's Internet access, available technology (hardware/software) or Librarian's technological expertise. Efforts will be made to access the test but special/proprietary software will not be downloaded for specific tests. In some instances, anti-spy ware, anti-virus software and pop-up blockers inhibit test accessibility. Students should have e-mail and telephone contact information for the instructor at the time of test-taking so that they can be called in the event of problems.

Yankton Community Library
Test Proctoring Policies (adopted 4/11/2007)

Student Informational Handout

The Yankton Community Library (YCL) provides test proctoring as a service to any library patron but certain criteria must be met (see entire policy for details). Tests/quizzes/coursework may be received by the Library via U.S. Mail, PC assessable, e-mail passwords, or Faxed. Sending to the student's college or university is the student's personal and financial responsibility – meaning that any charges resulting in printing off tests/instructions, mailing, copying or FAXing must be paid by the student at the time services are rendered. Please use the contact information below for sending information.

Address: Yankton Community Library, 515 Walnut St., Yankton, SD 57078; ph. 605-668-5275

FAX: 668-5277; email: yclibrary@sdln.net . James Scholtz, Library Director.

All correspondence from the testing institutions must include course name, number, return and test-taking instructions and name of student. It is the student's responsibility to make sure the information is delivered correctly/timely to the YCL. Library staff will not notify the student when information arrives. You should also make sure that the YCL PCs have the correct software/hardware needed for our test/coursework.

At the time of your test, make prior arrangements for reserving the PC by calling ahead. Make sure that all test information has been received by YCL and bring a cell-phone, telephone contact numbers, university/instructor address and course information with you.

HAVE A GREAT TEST!! HAVE A GREAT TEST!! HAVE A GREAT TEST!!

Personnel Policies --

Personnel policies will follow the guidelines of the City of Yankton personnel policies with changes as deemed necessary to suit the unique needs of the Library. All personnel policies will adhere to any county, regional, state and federal laws. (see City Personnel Manual)

Relationship of Board of Trustees and Director Statement

While the funding body of the Library is the Yankton City Commission, the Library Board of Trustees holds exclusive legal responsibility for the operation of the YCL, budgetary process, and policies. The Board shall appoint a Library Director as the administrator with full responsibility for services, book selection, personnel management, and physical facilities upkeep/management. The Library Director shall have the responsibility for recommending policies and for bringing to the attention of the governing board the desirability of formulating policies. It is the responsibility of the Library Director to follow the policies established by the Library Board of Trustees or to resign if s/he cannot do so. It is also the responsibility of the Library Director to interpret Board policies and enact daily procedures and direct staff tasks that accurately reflect those policies.

Public Services Policies --

Access Policy (Cataloging and Public Services)

The Access Policy directs and regulates standardized and equitable access to all library materials, databases and facilities. It provides a link between the unseen activities of the technical services dept. to the overt public services/circulation dept. The entire purpose of cataloging is twofold: 1) to properly identify the material as being owned by YCL and to make it last as long as possible (processing); 2) to make it easily accessible to patrons/staff visually and bibliographically through proper visual identification/DDC numbers and database access points. The YCL maintains a bibliographic database of all library holdings that are accessible via a computer (SDLN/PALS). Various cataloging rules and best standard practices such as LC and OCLC standards, LC subject headings, the most current edition of DDC, and AACR II are utilized in entering data. Additionally, local subject headings, genres, series and other entry points are added to make location easier. Alternatively, full-text databases and websites may be linked to individual bibliographic records. Basically cataloging consists of three distinct activities: 1) describing the physical item; 2) giving the item access points - author, titles, series, subject, genre (using a term thesaurus for consistency and continuity over time) and; 3) giving the item a DDC number - physically placing it among like subject/genre items for serendipitous search. The cataloging/processing and circulation policies of the YCL will attempt to interlink to provide ease-of-access to all library materials and not promote artificial barriers to materials' use. Home web-based access to the SDLN bibliographic database (card catalog) has improved materials access greatly at YCL.

Publicity and Public Relations Policy

A. Publicity -

All publicity concerning the Library shall be under the direction of the Library Director, who shall inform the public of the services that the Library offers and the rules and regulations governing those services. The Library Director also acts in a public relations capacity, preparing press releases, writing newspaper columns, flyers and other informational writings, effectively making use of all available news media.

B. Public Relations -

The Library Board of Trustees recognizes that public relations involve every person who has connection with the Library. The Board urges its own members and every staff member to realize that s/he represents the Library in every public contact. Good service supports good public relations.

YANKTON COMMUNITY LIBRARY DEPARTMENTAL POLICIES

Circulation of Materials, Loan Periods, Fines and Fees -

Definition of Valid Cardholders -

The YCL is a free library, meaning that it is open to any and all patrons for in-house use regardless of race, creed, social/economic condition, geographic area, age or disability. It is, however, funded by property taxes and therefore, circulation of materials is limited to owners of real estate (residential and business) within the city and Yankton county (stemming from a contractual arrangement with the county) as well as annual "fee paying" cardholders outside of those areas. All city and county residents must be able to provide address verification I.D. indicating a street, apartment number, rural route, or road address as a full-time resident (or business owner); a P.O. box number is not sufficient. Owners of business property must be able to provide an address. Additionally, they may be asked to provide a current year property tax bill, lease/rental agreement or other papers showing business ownership/property tax payment. Nonresidents who do not own real estate in the city/county will be charged a yearly fee for service (currently \$30). The Board will determine and periodically review the amount of this fee. A nonresident who feels entitled to free library service may appeal to the Library Board for an individual ruling. (5-1979)

B. Limitation or Denial of Service.

1. The use of the library materials, services, or facilities may be limited when excessive demands of groups or individuals tend to curtail service to the public.
2. The use of the library may be denied for due cause such as failure to return books or pay fines, destruction of library property, or objectionable or disruptive conduct in the library.

Types of Valid Cards -

Any patron possessing a valid YCL card can check out materials from the Library. A "valid" card refers to any patron YCL card not having any fines/fees equaling or exceeding a \$5 limit and/or a card not expired or beyond a renewal date. YCL has five forms of cards:

1) Adult in-city/Child in-city (Child card - age 3 and up, with parent/guardian signature; at 7th grade child can get an Adult library card with parents' permission/signature; otherwise must be 14 years old to get an Adult card). All adult patrons must provide proof of residency - piece of mail, photo I.D. with address, etc. Adult cards have a yearly renewal date - no expiration date. Child cards have no expiration date and are kept on-file at YCL.

Children cannot check out Adult Fiction, Videocassettes or AV Equipment. A patron must be 18 or over to check out videocassettes. Children may check out adult fiction if a parent/guardian signs the registration cards indicating they may be allowed to do so.

2) Family out-of-town/county resident (nonresident) - The Yankton County Commission has contracted with the city for library services. The county pays \$30 to the city for every family that gets a card. A family is a "related family or other persons living in the same household." A parent/guardian must fill out a county registration, which includes all members of the family wishing to get library cards (see County Registration form, next page). All nonresident cards expire one year from the application date and must be renewed annually in order to be valid. A single card is issued to a nonresident family with head-of-household name on it.

3) Family out-of-town cards/out-of-county or state (nonresident) - The same definition in #2 applies here. Individual cards are issued to each family member. This type of card is given to people living

outside of the county and is not limited to in-state or any geographical area. The card costs \$30 per family, payable to YCL at the time of application and expires one year from the application date. AV equipment cannot be checked out to an out-of-state patron possessing a YCL out-of-town card because of the difficulty in retrieving the equipment/contacting the patron if it is damaged/not returned.

4) College cards - available to students at Mount Marty College. All cards are kept at the Library and every student must show their student I.D. upon check out. Cards expire at the end of every semester and must be renewed every semester in order to be valid. AV equipment cannot be checked out to an out-of-state patron possessing a YCL college card because of the difficulty in retrieving the equipment/contacting the patron if it is damaged/not returned.

5a) Summer cards - (June 1 to September 1/Memorial Day - Labor Day) available to any family not already possessing a valid Yankton Public Library card. Cost: \$12. At the end of the 3 month period, the patron may elect to purchase a Family out-of-town card for \$18.

5b) Transient cards - (3 month duration, renewable 2 times).

The purpose of this card is to provide people residing in the Yankton Community Library's service area (City and contracted County) with some level of library service but still provide equitable service to regular card holders without placing a burden on our existing resources. Yankton is a summer time resort community with many people camping and on extended vacations. As a center of commerce, Yankton also has many people here on extended study programs, internships and other business endeavors. For the purposes of acquiring a Library card, a transient person is a person currently living in the City of Yankton or Yankton County, but not having a permanent residence here. Cards will be issued on a family basis - 1 card per family. This person must be over the age of 18, may have a permanent address in some other location and may be living in a local motel room, in a hospital, monastery or Human Services Center on a temporary basis. The person must be able to prove temporary residency through received mail, payment receipt, or other means. Staff will decide what documents "acceptable" form of address verification on an individual basis. Each person will be issued a 3-month card for \$12, which can be renewed 2 times. **As an alternative, the person can also purchase a regular, non-resident card for \$30 per year.** All transient cards will be kept at the Library, circulation desk. When/if a transient patron establishes permanent residency with the Library's service area, that patron will be eligible for a regular card (City of County). However, the card will be issued after the transient card has expired. There are no refunds on transient cards.

6) Teacher cards - Any teacher in the Yankton School District may get a teacher card free of charge regardless of whether they live in Yankton. However, the card should only be used for school/curriculum materials checkout. Fines do not accrue on this card (loss/damage, non-returned items are billed at cost). This card is to be used exclusively to supply materials for the classroom. ***Nonresident teacher cards for instructors in other school districts are available for no charge as long as the instructor possesses a valid resident/nonresident Yankton Community Library card (see #7).***

7) Nonresident Teacher cards - Outside of the Yankton School District. Any teacher residing outside of the library service area can purchase a nonresident card for \$30.00 annually. The teacher will receive a personal card that accumulates fines and also a TEACHER card that does not accumulate overdue fines. However, that teacher is responsible for all items checked out under those cards.

Lost Cards and Card Renewals -

Patrons having lost/stolen/misplaced/forgotten cards will be not be able to check out materials unless they purchase a new card for \$1.00. If they find their old card, they should bring it into the Library or destroy it themselves. Reimbursement will not be given for found library cards once a new card has been issued.

Upon renewal of a card from the expiration date, all fines and fees should be paid for members of the entire family.

Privacy of Patron Records -

Under the U.S. Privacy Act (U.S. Code , 19), and the Library Bill of Rights, endorsed by the Yankton Library Board of Trustees, U.S. citizens, regardless of age are protected from violations of privacy including all library records, registration information, current and past circulation histories and overdue history. This Act applies to all adult (14 years and older) card holders. Patron information will not be divulged to any other person, organization, or government agency including the courts, without a subpoena. This includes husbands, wives, other family relatives and friends. However, fine totals can be given to family members, if the Library staff feel that the intent is to pay those fines for that individual. To a degree, child card holders are exempt from this Act because of the contractual nature of the Library card and the fact that a parent/legal guardian must sign for a minor's card, agreeing to pay any fines, fees, loss and damages to library materials. Overdues, fines and lost/damaged information for child cardholders will be given to the parent/legal guardian by Library staff on only 2 occasions:

- 1) if that information relates to the payment of specific fines, etc.;
- 2) the Library does not act "in loco parentis;" therefore, if a parent/legal guardian wants to see what that child has currently checked out for purposes of satisfying their parental responsibility, they may do so.

Use of Library Cards -

The issuance of a Library card is of an individual contractual nature that is normally not transferable to other parties by the issuing agency (Library). This means that the Library card holder (i.e. person named on the card) is the only person who can use that card. Many times, however, special circumstances warrant the use of that card by another individual - husband, wife, other family member, etc. (e.g., a wife gives her husband her card to pick up a book held on reserve for her). In these special cases, Library staff may make a judgment call and permit another person to use another's Library card. Staff have the right, at any time, to not permit an individual from checking out on another person's card and to confiscate that card, if misuse of Library materials is suspected, theft of card is suspected, or a knowing violation of the Privacy Act is occurring.

Collections -

(see page 5-19, or YCL brochure for a current list of YCL collections)

Circulation of Materials -

Library circulation procedures and policies are outlined and published in Borrower's brochures and bookmarks which are distributed and made available at all times at the circulation desk. The collections mentioned above are available for in-house use by any patron, regardless of whether they possess a valid Yankton Community Library card. In-house use of any AV equipment requires a deposit plus the relinquishing of a valid photo I.D. or library card during the use period. The I.D. will be returned to the patron at the conclusion of use. Out-of-Library circulation requires that the patron possess a valid YCL

card (see Valid Library Cards).

Circulation/Loan Period Chart -

South Dakota collection	- no circulation
Adult and Children's books	- 3 weeks
7-day books (noted on spine)	- 1 week
McNaughton Plan books (noted on spine)	- 1 week
Adult magazines (except current issue)	- 1 week
Children's magazines (except current issue)	- 1 week
Newspapers	- no circulation
Audio books	- 3 weeks
CD Music (limit 5)	- 1 week
Videocassettes (limit, 7 titles)	- 1 week
Kits	- 3 weeks
Framed Art	2 months
AV Equipment	- 3 days (72 hours)

Four (4) renewals are allowed per item per patron for all types of materials. The renewal period is equal to another loan period for that type of material. Material may not be renewed if the patron has outstanding fines/fees over the limit (see fines/fees) or if another patron has a hold/reserve on that title (see holds/reserves). Renewals may be done in-person or by telephone and the renewed material need not be brought in the Library.

Fines/Fees Chart -

<u>Media Type</u>	<u>Per Day Fine</u>
Adult books, audiocassettes	
Adult Magazines	10¢
Child. books, audiocassettes	
Child. Magazines	5¢
(2 day grace period on above items)	
Videocassettes and DVDs (No grace period)	\$1.00

Books, music audiocassettes, CDMusic, CDaudiobooks have a 1 week (grace) - no fine period. 2nd wk - \$3.00 per item; 3rd wk - \$5.00 per item; 4th week - \$10.00 per item + cost of material + \$5.00 charge. Fines paid at point-of-circulation will be cut in half.

All book, audiocassette and magazine material fines accrue up to a maximum of \$10.00 or the cost of the material, whichever is lower. **Videocassette fines are \$1.00 per day up to a maximum of \$10.00.** Videos can now be dropped off in the bookdrop. The fine is computed from the date due (videocassettes are exempt from the grace period). Fines do not accrue on Sundays or holidays that the Library is **not open**. Payment of overdue fines can only be made on materials that have already been returned - not on "expected to be returned materials." Upon renewal of a card, all fines and fees should be paid for members of the entire family.

Damaged Items Policy

All YCL patrons are responsible for the return of any items in the same, fair condition as originally loaned to them. It is recognized that library materials age rapidly with repeated use and that some deterioration/damage in use is unavoidable. Library staff will attempt to record this deterioration on the title page/case of each item along with dates. However, when damage exceeds normal "wear and tear," the patron must be held responsible. Damage inclusively described (but not limited to) the following: torn/mutilated pages or cover; broken spine, pages missing/folded, pages colored/marked/underlined/highlighted; coffee or other liquid spills/stains, pages sticking together, mold/smell; video/audio recorded over, case broken, physical item broken/scratched, rendered unplayable.

Damage/Replacement costs are limited to the price of replacing the material plus a processing fee (covering S/H charges - currently \$5.00 books/AV - \$5.00 magazines). The cost of back issue individual magazine copies is ascertained by consulting a cost spreadsheet prepared annually by the Library Business Officer. The patron may choose to buy a replacement title rather than to pay a fee to the library; however, the title must be the exact replacement (same ISBN#). In either case, the additional processing fee is applicable (pays for new labels, case, security tag, etc.). The library staff attempts to be fair in assessing damage/repair or replacement charges. In some cases, certain repairs/replacement of parts can be accomplished and the patron will be charged for only those parts.

If the item is not repairable and must be replaced, the patron will also be notified of the replacement charges plus a \$5.00 processing charge. Overdue charges incurred on materials assessed with fee charges will be deleted. The patron can inspect/pick-up damaged material at the Library for 30 days from the date of the billing letter. After that time, regardless of whether the fines/fees have been paid, the material will be discarded. Patrons paying the fines/fees for damaged materials within the 30-day material retention period may have the damaged material. (see Damaged Materials Procedures)

Video/CD/Audiobook case: \$2.00 per case.

Repair of Audiocassette/videocassette: \$2.00 (determined by library staff to be patron's fault)

In all other instances, **no repair charge** will be assessed. The patron may choose to keep the damaged item(s) after payment is made only if the items are currently in-print and available for consumer purchase.

**Materials Damage Letter
Yankton Community Library**

Date: _____

Dear _____,

The following library materials, checked out under your name, were returned to us with the described damage. As a library cardholder, you are responsible for returning all items in the "same, fair condition as originally loaned to you."

Title	Damage	\$
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Please regard this letter as a bill for replacement and/or damage-repair for the above title(s). The materials will be held at the Library for 30 days from the date of this letter in case you wish to inspect them. After that date, they will be repaired/discarded. If you have any questions, please feel free to contact us at 668-5275 (jimscholtz@sdln.net).

Circulation Dept. Head – Joyce Brunken.

Sincerely,

James C. Scholtz
Library Director

Form #91702-Cir

AV Equipment Loan, Fines/Fees -

Narrative Description -

The Library maintains various types of AV equipment for in-house and circulating use by patrons. This equipment may be booked/scheduled up to one calendar year in advance. Patrons must provide name, address, telephone number and produce a valid photo I.D. (for in-house loans only). **Patrons wishing to check out AV equipment must possess a valid, current, adult library card.** All advance scheduling/booking must be made by a Library employee in the correct equipment calendar. The schedule and loan periods below delineate circulating loan periods/fees. In-house loans for any equipment should also be scheduled in advance on the same calendar. There are no limits on uses or renewals per patron; however, only one telephone renewal per circulation will be accepted. Renewals are permitted only as long as that equipment is not scheduled by other patrons. The patron must sign a borrower's agreement delineating financial responsibility for damage/loss/theft and leave a deposit for each circulation.

	<u>In-House</u>	<u>Circulating</u>
Typewriter	No Charge	\$5 dep./\$1 charge
Overhead Projector		\$5 dep./\$1 charge
*16mm Projector		""
Filmstrip Projector		""
Opaque Projector		""
Public Address System		\$100 dep./\$25 fee
Screen (flexible, tripod)		\$5 dep./\$1 charge
*Video Projection Unit	No Charge	\$100 dep./\$25 fee

* 15/20 min. training session required before loan is authorized.

If a piece of equipment is overdue, without being renewed in-person/telephone by the patron, the first day's overdue fine will match the remainder of their deposit, after which they will be charged an additional \$2.00 per day fine up to 3 days. On the 5th day overdue, a bill will be sent to the patron for the purchase price of the equipment. A borrower of any audio-visual equipment who returns the equipment late by one hour or more three times within a twelve-month period shall be refused the privilege of rental/use of all AV equipment for a period of twelve months from the date of the last late return. The fee for the video projector must be paid in advance (preferably in two checks - one \$100 deposit/ one \$25 fee rung up at time of check-out). This is due to the fact of the high cost of the equipment and replacement bulbs.

Summary of Use Requirements -

1. Equipment will be loaned on circulating loan to persons with valid adult library cards.
2. A \$5.00 deposit is charged for each piece of equipment borrowed (excluding the video projector). \$4.00 will be refunded when the equipment is brought back on time and is not damaged because of carelessness of the user. No refund will be made if the equipment is returned late.
3. Equipment should be operated only by persons knowledgeable about the operation of the equipment. If you need instruction in the operation of a machine, please ask us. Training sessions required for some AV equipment.
4. Equipment needed for a specific time should be reserved ahead of time. Reservations may be made by phone.
5. The equipment will be loaned for short periods up to a maximum of four days. The loan period will be arranged when the equipment is reserved.
6. A borrower of any audio-visual equipment who returns the equipment late by one hour or more three times within a twelve-month period shall be refused the privilege of rental/use of all audio-visual equipment for a period of twelve months from the date of the last late return.
7. Use of audio-visual equipment is restricted to those carrying adult borrower's cards.

Hold/Reserves Policy and Procedures -

Patrons may place a hold/reserve on any material in the Library by completing a reserve card. Normally, a hold is placed on an item currently in circulation. When that item is returned to the Library, the next person on the hold list will be notified in the fashion indicated on their completed reserve form (phone or mail). After patron notification, a hold is left on the reserve shelf for 7 days, after which it is placed back on the shelf (if no reserves) or moved on to the next hold. No item currently in circulation will be recalled before the normal due date by staff because of the number of holds or at another patron's request. Also, patron names will not be given out who currently have holds on specific requests. The hold cue date (SDLN computer system reserve), determining who is next on the list, will be the date and time indicated on the patron's completed reserve form.

New Books and Holds -

All new adult books remain in the New Fiction/New Nonfiction display tubs for 1 year (from the date of accession stamp). A decision to make a book a 7-day circulating item is made based on the number of reserves and number of copies a book possesses upon its' arrival at the Library. If a book has more than 2 reserves per copy, it shall be designated a 7-day book for a time period equaling that rule. If a book has more than 400 pages, it shall not be made a 7-day book and shall remain a 3-week circulation.

McNaughton Leased Book Collection -

The YCL maintains an annually-leased collection of books, called "McNaughton Bestsellers to Go," designed to fulfill patron needs for multiple/duplicate copies of bestselling fiction and nonfiction from the New York Times Bestseller List. The philosophy behind this collection is to provide patrons with a broad base of bestselling fiction/nonfiction or "something new to read" when they come into the Library. For those reasons, a portion of the collection may cycle every month and holds/reserves are not permitted on these titles. This collection is shelved together; collection titles are identified by MCN spine markings. McNaughton books circulate for a 1 week loan period. No holds/reserves may be placed on these titles and there are no renewals. Fines and fees are the same as other adult fiction/nonfiction.

Interlibrary Loan Policy -

(See also Interlibrary Cooperation Policy).

The YCL observes all South Dakota ILL codes as well as portions of the National ILL code (endorsed by ALA) and the U.S. Copyright Law as applicable to ILL (see Appendices for ILL codes). Through the South Dakota State Library, the South Dakota Library Network (SDLN) and MINITEX, YCL patrons have statewide and nationwide access to materials, including books, magazine articles (photocopies), 16mm films and videocassettes. Patrons wishing to order materials on ILL must first complete an in-house ILL form. Most of the time the Library will only ILL those materials which it does not own or were in the collection and now lost/not replaced. Any material that is owned by the Library and currently in circulation may be placed on hold/reserve by completing the appropriate form. ILLs placed through the State Library, delivered through MINITEX, are free to the patron. Any ILL placed directly with a lending library, delivered via U.S. Mail or other carrier will have a charge associated with it that the patron must be willing to pay before that item can be loaned. The standard ALA-ILL form is utilized.

Appendices --

YCL Long Range Plan

YCL Technology Plan

ALA Endorsed Intellectual Freedom Documents (examples, but not limited to the following)

Library Bill of Rights and Freedom to Read

Freedom to View

Statement on Labeling

Access to Minors

South Dakota State Library ILL Code

National ILL Code

YCL Website (Purpose, Practice and Procedures) –

(see also Technology Plan for additional website information). The library director is the current webmaster, updating the website as often as deemed necessary – keeping up on library happenings and displays. The YCL website is considered to be an extension of the library for people doing research (ready reference, paid databases, website links) away from the library as well as a marketing device advertising the library. As such, information concerning library services, collections, open hours, policies, programs and board information must be clearly written and up-to-date. Pictures of various displays, etc. will be lower quality facilitating fast loading on all browsers. All of the bibliographic and information databases available within the library should be available through the website and "ready reference" hotlinks should be available to provide the following information: local and regional, community, homework sites and general, consumer information, and state/federal government links. The staff also uses this website in answering daily in-house reference questions. The principles of simple website development apply: simple construction, quick loading, minimal graphics, lots of informative hotlinks rather than updating information yourself. (<http://ycllib.sdln.net>). All hyperlinks included in the site must pass the "purpose" test as well as be reflective of current collection development policies (up-to-date, objective, try to represent all sides of an issue, authoritative/credentialed, etc.) Links will be checked and updated at least once per year and the entire website evaluated every two years. Another purpose of the website is to further the concept of the library as "the front porch of the community." In this respect, important community information will be showcased/linked for agencies that do not presently have a web presence. Examples of such would be community blood drives, community theatre, etc. – all happenings with a short, pre-determined shelf life in need of community information/support. In all instances, these listings must pass the neutral, unbiased test and not present a specific political or religious slant. Additionally, current library board reports (minutes, financial statements and bill schedules) will be posted for the community and board members to view as well as all pertinent library policies.

Practice and Procedures –

All files for the website are housed in the library director's PC (C:/Yankton/YCLwebpage) with backups on CDRW made monthly. The website is currently housed on SDLN's server, update using Microsoft Frontpage and FTPing the files to SDLN in real time. Files for the monthly board report are compiled from the library director (Agenda, minutes, librarian's report, attachments in Word), Linda Weberg (fiscal report, in Excel), Financial statement (in Excel) and schedule of bills (Laurie Lockwood/Finance, .txt). The director receives these files via e-mail and places them on the website under the correct hyperlinks monthly and also e-mails them to the City Managers secretary. The files are arranged under the folder (C:/Yankton/YCLcurrentboardpacket).

