



— TOWN OF —  
**ULSTER**  
PUBLIC LIBRARY

**SECTION ONE:**

Patron / Services Related Policies

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## **1. MISSION AND GOALS OF THE LIBRARY**

### **1.1. TOWN OF ULSTER LIBRARY MISSION**

The Town of Ulster Public Library seeks to bring people, ideas, information and technology together to enhance lives and build community.

### **1.2. GOALS AND PURPOSES OF THE LIBRARY:**

- To provide varied and valuable library services for our community.
- To offer programs that can benefit members of the community.
- To provide a meeting space for the community.

The policies of the Town of Ulster Public Library ensure the stable, sustainable delivery of library services on an equitable basis to all residents of the Town of Ulster district. Policies may be edited, added or revoked by the Board of Trustees (BOT) as needed or as required by law. Policies are effective at the time of adoption by the BOT.

## **2. LIBRARY MATERIALS SELECTION**

**2.1.** The BOT reviews the materials budget, but vests the selection of materials to members of the professional staff, under the direction of the Director and/or other qualified staff.

### **2.2. OBJECTIVES OF THE LIBRARY COLLECTION:**

- promote literacy and offer support to patrons of all ages.
- To provide access to a variety of opinions on matters of current interest.
- To support educational, civic and community participation.
- To encourage lifelong learning and to supplement formal study.
- To include readily accessible digital resources which are available twenty-four hours a day.
- To provide materials that entertain and enhance the enjoyment of life.

**2.3.** The Board of Trustees believes that censorship is purely an individual matter. No book will be excluded because of the gender, race, nationality, political views, or the social views of the author.

**2.4.** The Town of Ulster Public Library supports the American Library Association Library Bill of Rights.

### **3. BORROWING, RESPONSIBILITIES AND LIBRARY CARDS**

#### **3.1. ELIGIBILITY**

Any resident of the Town of Ulster is eligible to apply for a Town of Ulster Public Library card. This is also extended, at the discretion of the Library Director, to those whose special circumstances warrant.

#### **3.2. APPLICATION FOR BORROWING PRIVILEGES**

Anyone eligible and wishing to obtain a Town of Ulster Public Library card should complete the required form. Evidence of residency and a photo ID are required. Applications of persons under sixteen (16) years of age require the signature of a parent or guardian attesting to their willingness to assume responsibility for library materials borrowed. The information obtained in the application process is for the sole use of the library as per law.

#### **3.3. UNIVERSAL OR RECIPROCAL BORROWING CARD OF THE MID-HUDSON LIBRARY SYSTEM**

The Town of Ulster Public Library is a member of Mid-Hudson Library System (MHLS) which permits reciprocal borrowing. Any Town of Ulster Public Library card holder with a card in good standing may use their card at any other MHLS member library and materials borrowed may be returned to any member library of the MHLS.

#### **3.4. SYSTEM HOLDS AND INTERLIBRARY LOAN**

Patrons may request materials from other libraries in the MHLS through use of system holds. Patrons who wish to borrow materials from another MHLS library may place their request in person, online or by telephone and will be notified when the item becomes available. Patrons will be notified first by their preferred method of contact. Items must be picked up within seven (7) days.

Materials not found in the MHLS can be requested through the SEAL System for Interlibrary Loan, which provides access to library collections in the Southeastern New York Library region as well as throughout New York State.

### **3.5. BORROWING PERIOD/CHARGES FOR OVERDUE MATERIALS**

- A. The majority of library materials may be borrowed for up to three weeks. Most items may be renewed in person, online or by telephone one time for an additional three weeks as long as there is no one else waiting for the items. Exceptions include magazines, ukuleles and museum passes, fishing poles and certain other items.
- B. DVD and Blu Ray, music CDs and magazines may be loaned for one week and renewed one time for an additional week. DVD sets with three (3) or more disks on DVD are loaned for two weeks and renewed one time for an additional two weeks. *Note: Patrons are limited checking out a maximum of 10 Town of Ulster Library owned DVDs or Blu Rays per day.*
- C. Most museum and park passes are loaned for one week and must be picked up and returned at the Town of Ulster Library. The past due fines on Museum Passes is one dollar per day and there is a replacement cost for lost passes. Some passes have a unique borrowing criteria and specific costs to replace lost passes. Please check with staff and refer to the check out slip for more info
- D. Ukuleles and accompanying instruction books may be checked out for a three-week loan period and cannot be renewed online. The overdue fine on ukuleles is one dollar per day and the replacement charge is fifty dollars.
- E. Fishing Poles also have unique borrowing criteria, please ask staff at checkout.
- F. The borrowing period for materials borrowed from other libraries is determined by the owning library.
- G. Patrons will be billed for items not returned or the repair/replacement of damaged items.

### **3.6. LIBRARY CARDS and REPLACEMENT OF CARDS**

- A. If a library card is lost the cost to replace it is one dollar.
- B. A patron may not use another's library card unless authorized to do so through a standard process of *linking* the accounts.
- C. A patron's ability to borrow will be stopped automatically if one or more of the following is true:

1. Patron owes more than \$10.00 in late fees or fines.
2. Patron has more than 5 *Claims Returned* status noted on their account.
3. The BOT has revoked patron's privileges for violating the Patron Code of Conduct.
4. Required information is missing or not up to date in their record.

#### **4. DISPLAYS, EXHIBITS, BULLETIN BOARDS**

- 4.1. Posters, displays, exhibits, brochures, leaflets, and booklets are welcome on our community board or for distribution (with some exceptions subject to the permission of the library director).
- 4.2. The library does not align itself with any one particular political, for profit and/or religious displays.
- 4.3. Canisters or donation jars for collection of money or items are subject to approval by the BOT.
- 4.4. The library is not responsible for theft or damages to any display or exhibit placed by outside organizations.

#### **5. GIFTS & DONATIONS**

- 5.1. The decision to add, dispose of or sell items donated to the collection, is at the discretion of the library staff, unless accepted with restrictions.
- 5.2. Monetary gifts will be applied to the area of greatest need, unless otherwise designated by the donor.
- 5.3. Members of the library staff cannot accept personal gifts.
- 5.4. Donations are accepted only during the hours that the library is open. For the safety of all, please do not leave donations outside the library, in front of the entryways or on the sidewalk.
- 5.5. Items must be in new or excellent condition (no mold or water damage) and published within the last seven years. The library cannot accept donations of textbooks, encyclopedias or unsupported media formats.

#### **6. LIBRARY HOURS, HOLIDAYS, SNOW DAYS**

- 6.1. The library is open six (6) days a week for a total of forty-two (42) hours.

- 6.2. The BOT determines the hours based on statistical activity and input from the staff and community.
- 6.3. The library is closed for certain board approved holidays, the dates for which are published on the library calendar before January 1st of the new year.
- 6.4. The library will close in the event of severe weather, lack of electricity, running water, heat or any other circumstances that might impact public safety.

## **7. MEETINGS IN THE LIBRARY**

- 7.1. Organizations wishing to meet in the library should make arrangements with the Library Director in advance and may be required to supply the Library with a Certificate of Insurance in advance.
- 7.2. Meetings held during the library's open hours should consult with staff and be aware that there is a lack of available private space.

## **8. COMPUTER & INTERNET POLICY**

- 8.1. The Library provides work-stations and free public access to the Internet as an informational, educational, and recreational resource and expects that all users will be responsible, ethical, and consistent with the purpose for which these resources are provided, including:
  - A. Using resources for educational, informational, and recreational uses only and not for unauthorized, illegal or unethical purposes.
  - B. Respecting the privacy of others by not misrepresenting oneself as another user, by not attempting to modify or gain access to files, passwords, or data belonging to others; by not seeking unauthorized access to any computer system, or damaging or altering software components of any network or database.
  - C. Further respecting the privacy of others using public access workstations.
  - D. Making any unauthorized copies of copyrighted or licensed software or data.
  - E. Not sending, receiving, or displaying text or graphics that may reasonably be construed by Library staff as offensive to the public.

- F. Not making unauthorized changes to the setup or configuration of Library software or hardware.
- G. The Library assumes no responsibility for the use of the Internet by children. Subject to the above restrictions, it is the responsibility of the user (or parent, guardian, or caregiver) to determine what is appropriate. Library staff assumes that children and young adults under the age of 18 who are unattended while at the Library have parental permission to use its resources, including the Internet.
- H. It is not possible for Library staff to control specific information people may locate on the Internet. Just as libraries do not vouch for or endorse the viewpoints of written material in their collections, nor do they for electronic information.

#### **Additional usage Computer usage notes:**

- The Library may request that the patron present their library card or other form of identification to the desk staff.
- The Library computers shut down 15 minutes before closing and no additional sign ups are permitted or time extended in the last 15 minutes before closing time.
- Printing is available for a per page fee. Consult the fee schedule in the Library for current
- Violations of the usage as described may result in suspension or loss of privileges to use computer resources at the library. Any illegal activity involving the use of the Library's computers, including the Internet, will be subject to prosecution by the appropriate authorities.

### **9. PATRON CODE OF CONDUCT**

In order to insure a safe and productive environment, as well as the personal comfort of all Library patrons, the BOT has established the following rules for use.

- 9.1.** Pursuant to New York State Public Health Law Section 1399-0, smoking is prohibited in the Library or its property.
- 9.2.** With the exception of service animals, pets are not permitted in the Library.
- 9.3.** Patrons are required to wear clothing including shirts and footwear.

**9.4.** Children under the age of 12 must be accompanied by an adult, who is responsible for their supervision. The Library assumes no responsibility for children left unattended on Library premises or after closing, and staff permitted neither to remain after hours with, nor to give an unattended child a ride home. When the safety of an unattended child is in doubt, the proper authorities will be called.

**9.5.** Cellular phones may be used in the library as long as the conversation is kept at a minimal volume.

**9.6. Patrons can not:**

- A. use foul or threatening language or gestures
- B. sleep
- C. stare or gaze with intimidation
- D. stalk or follow
- E. solicit
- F. loiter
- G. litter
- H. damage property
- I. display public drunkenness or drug influence
- J. sell or exchange of alcohol or drugs
- K. fight
- L. act aggressively
- M. display offensive behavior
- N. vandalize, steal, or destroy any Library materials, equipment or property.

**9.7.** The Director or staff may ask any person acting in an unsuitable manner to leave the Library.

**9.8.** The Library Director and Library Staff are empowered by the BOT to ban patrons from the Library effective immediately when repeated warnings about unacceptable behavior are fail. The BOT will review such cases at the next scheduled board meeting and render a verdict on imposing a ban. Bans are for 12 months. A letter with details is sent via certified mail. It may be extended or reinstated as seen fit.

## **10. VOLUNTEER POLICY**

Individuals and groups may apply to volunteer at the Library. All volunteers must fill out a volunteer form and minors must have written consent from a



parent or guardian.

**11. ADA STATEMENT/SERVICES TO THE DISABLED**

- 11.1.** The Town of Ulster Public Library offers the same services to patrons with disabilities as to all other segments of the population.
- 11.2.** The Town of Ulster Public Library welcomes service animals in the library.