

**ENGLEWOOD
PUBLIC LIBRARY

POLICIES**

ENGLEWOOD PUBLIC LIBRARY
POLICIES

TABLE OF CONTENTS

POLICIES	Page
Library Hours of Operation	3
Confidentiality of Library Patron Records	4
Issuance and Use of a Library Borrower’s Card	5
Loan Periods, Fines and Fees	7
Staff Use of Library Materials and Equipment	9
Payment for Mileage	9
Use of Volunteers	10
Policy Regarding Gifts from the General Public	11
Collection Development	12
Code of Conduct	13
Unattended Children in the Library	15
Patron Concerns, Complaints, and Suggestions	17
Unusual Incident Report Policy	17

ENGLEWOOD PUBLIC LIBRARY

POLICIES

LIBRARY HOURS OF OPERATION

Hours of Operation

Regularly scheduled hours of operation will be established to best meet the needs of the library users and will be evaluated on a regular basis. It is the intention of the Library Board of Trustees that the Englewood Public Library will be open sixty plus hours each week. The Library Director, with the approval of the Board of Trustees, will determine days and hours of operation. A summer and closing schedule may be established to optimize staffing during periods of heavy and light library usage.

Scheduled Closings

The Library will close on holidays established annually by the Board of Trustees and at other times deemed necessary by the Library Director with the approval of the Board of Trustees. Except in the case of emergencies, notice of closings will be posted in the library two weeks in advance.

Unscheduled Closings

It may, on rare occasions, be necessary to close the library for an emergency (e.g., excessive ice and snow, inclement weather, lack of heat or electricity in the building). When a potential emergency arises, the Library Director must accurately report the conditions to the President of the Board of Trustees for approval to close. When the board President is not available, one of the other officers of the Board of Trustees will be contacted for approval to close. Emergency closings will be posted as follows where possible:

- Front door of the library
- Library website
- BCCLS “Closing” website
- Library’s answering machine

Approved December 11, 2017

ENGLEWOOD PUBLIC LIBRARY

POLICIES

CONFIDENTIALITY OF LIBRARY PATRON RECORDS

The Englewood Public Library supports every patron's right to have his or her library records remain confidential. Library records include patron registration data, circulation records, overdue and reserve records, participation in library sponsored programs, record of library visits, and/or any data that contain information that links a specific patron to specific materials or services used. Each patron has individual control over his or her borrower's card and presentation of the card permits access to information about the borrower's current circulation record. Except during the actual period of transaction (circulation, maintenance, record on unpaid fines, reservation of materials) the library will not maintain a record of transactions.

In compliance with N.J.S.A. 18A: 73-43.2¹, no information will be released to any person, agency, or organization, except in response to a valid court order or subpoena, properly presented to the library administrator, or when disclosure is requested by the legally registered borrower.

Nothing in this policy shall prevent authorized library personnel from using library records in the administration of their regular duties.

¹N.J.S.A. 18A: 73-43.2. Confidentiality of library users' records

Library records which contain the names or other personally identifying details regarding the users of libraries are confidential and shall not be disclosed except in the following circumstances:

- a. The records are necessary for the proper operation of the library;
- b. Disclosure is requested by the user; or
- c. Disclosure is required pursuant to a subpoena issued by a court or court order.

Approved December 11, 2017

ENGLEWOOD PUBLIC LIBRARY

POLICIES

ISSUANCE AND USE OF A LIBRARY BORROWER'S CARD

In order to assure equal access to library materials and services by the residents of the City of Englewood, the following policy shall be in effect:

Issuance of a Library Borrower's Card

All applications for a library borrower's card must be completed in the library.

1. Residents

Any current resident of the City of Englewood who is at least four years old and can write his or her name may complete an application for a library borrower's card. Borrower cards for residents are provided at no charge.

Proof of residency must be established using one of the following:

- Valid New Jersey driver's license with the current street address
- Lease or property deed
- Utility bill or other significant mailed item delivered via U.S. Mail. Mail addressed to a post office box number will not be accepted without a street address noted.

Applications from children between the ages of four and eighteen must be signed by a parent or legal guardian residing in Englewood and providing proof of residency. The signature of the parent or legal guardian on behalf of a minor child constitutes acknowledgment of responsibility for all items charged to the card.

The borrower's card will be issued for a three-year period and is renewable upon verification of address.

2. Non-Residents

An employee of the City of Englewood, or an employee or owner of a business located within the City of Englewood, is eligible to apply for a library courtesy borrower's card. A letter on company letterhead listing the company name, address and the individual's name will be used as proof of local employment.

Individuals who attend school in Englewood, but do not live in a town with a BCCLS library, are also eligible for a courtesy card upon appropriate documentation.

Courtesy cards are issued for a one-year period and are renewable upon verification of employment or school enrollment. Courtesy borrower cards for non-residents are provided at no charge. The use of courtesy cards is limited to materials owned by the Englewood Public Library; access to reciprocal borrowing from other libraries in BCCLS is not supported.

ENGLEWOOD PUBLIC LIBRARY

POLICIES

3. Temporary Residents

A Courtesy Card may be issued an individual who temporarily resides (one year or less) with a resident of Englewood. The applicant must produce a photo ID and an affidavit from the person with whom they reside stating the duration of stay. See above for a description of Courtesy Card privileges.

4 Library borrower cards that have been lost or damaged will be replaced for \$3.00.

Use of a Library Borrower's Card

No books or materials may be checked out without a valid borrower's card from the Englewood Public Library or from another library with which the Library has an arrangement for borrowing privileges.

A library borrower's card is non-transferable and may be used only by the person whose name appears on the card and in the computer record. Presentation of a library card to borrow library materials, or for any other library function requiring presentation of a card, constitutes representation that the presenter is the legitimate card holder. BCCLS libraries are entitled to request identification from any patron presenting a library card.

Approved December 11, 2017

ENGLEWOOD PUBLIC LIBRARY

POLICIES

LOAN PERIODS, FINES AND FEES

The Englewood Public Library maintains collections of books, audio visual materials and periodicals for use by the public. All circulation is restricted to patrons with a library borrower's card that is valid for use at the Englewood Public Library.

Material	Loan Period	Number Renewals	Daily Fine	Maximum Overdue Fine	Comments
New Books	14 days	1	10¢	\$5.00	
Books	28 days	2	10¢	\$5.00	
New Audio Books	28 days	1	10¢	\$5.00	CDs & Playaways
Audio Books	28 days	2	10¢	\$5.00	CDs & Playaways
Movies – New	3 days	0	\$1.00	\$5.00	Max 5 at a time
Movies	7 days	1	50¢	\$5.00	DVDs & Blu Ray
Playaway Views	14 days	1	10¢	\$5.00	Adult card only
TV Shows on DVD	14 days	1	50¢	\$5.00	
DVDs – Non-Fiction	14 days	1	50¢	\$5.00	
Video Games	14 days	0	\$1.00	\$10.00	Adult card only, max 3 at a time
Music CDs	14 days	1	10¢	\$5.00	Max 10 at a time
Magazines	14 days	2	10¢	\$5.00	Current issues do not circulate
Newspapers	NA	NA	NA	NA	Do not circulate
Reference Materials	NA	NA	NA	NA	Do not circulate

- A maximum of ten (10) regular DVDs/Blu Ray may be borrowed.
- BCCLS establishes a limit of fifty (50) items checked out at any one time.

ENGLEWOOD PUBLIC LIBRARY

POLICIES

Fines and Fees

- Any item exceeding the loan period specified is subject to a fine as defined above.
- Fines are not assessed for days the library is closed.
- The replacement cost of a lost or damaged item is defined by the item's data record or the default price defined by the BCCLS system. Upon evaluation of individual cases, the Director may authorize the patron to replace the material in lieu of payment. An item is considered lost when it is overdue 60 days.
- A patron's borrowing privileges will be blocked when outstanding fines reach \$10.00.

Renewals

Materials may be renewed according to the information in the table above.

Materials on Loan from Other BCCLS Libraries

- The loan period for materials loaned from other libraries in BCCLS is established by the owning library, not the Englewood Public Library.
- Overdue fines for books owned by other libraries may be collected by the Englewood Public Library using the fine schedule of the owning library and vice versa.
- Patrons are responsible for resolving issues for lost or damaged items directly with the owning library, not the Englewood Public Library.

Lending Restrictions

- From time to time it may be necessary for the library to limit loan periods or further limit the number of books or materials for checkout because they are in high demand, such as books for book discussion groups or materials needed for class assignments.
- Some items in high demand may be designated as "local request only" to make them more accessible to Englewood residents. The designation is applied at the discretion of staff and will be consistent with BCCLS policy.

Approved by Board of Trustees June 1, 2016

Updated December 11, 2017

ENGLEWOOD PUBLIC LIBRARY

POLICIES

STAFF USE OF LIBRARY MATERIALS AND EQUIPMENT

The staff of the Englewood Public Library shall adhere to the following:

- Staff must exercise caution in the access and use of materials and equipment placed in their trust.
- All library property must be checked out if removed from the library. Large quantities of material should not be held out of the collection for extended periods for staff use.
- The library fax machine, computers, internet facilities, e-mail and telephones are for business use only; therefore, use of these items for personal use is not permitted except at the discretion of the director.

Violation of any part of this policy may be considered theft of property or services and subject to disciplinary or legal action.

Approved December 11, 2017

REIMBURSEMENT FOR MILEAGE

When an Englewood Public Library employee uses his or her personal vehicle to travel on library business, such as to attend training or meetings, the employee will be reimbursed for each mile at the rate allowable by the IRS at the time of the trip.

Mileage is reimbursed for the difference in excess of the employee's normal commute, not to and from the library itself.

Approved December 11, 2017

ENGLEWOOD PUBLIC LIBRARY

POLICIES

USE OF VOLUNTEERS

The Englewood Public Library welcomes and encourages members of the community to volunteer their time and talents to enrich and expand library services. Volunteers are expected to conform to all policies of the Englewood Public Library and are selected and retained for as long as the library needs their services.

Volunteers may be used for special events, projects, and activities or on a regular basis to assist staff. Services provided by volunteers will supplement, but not replace, regular services, and volunteers will not be used in place of hiring full time or part time staff.

Volunteers may apply for paid positions under the same conditions as other outside applicants.

In accordance with labor laws and the policies of the Englewood Public Library Board of Trustees, paid staff may not volunteer their services to the library except with written permission from the library Director. Staff may volunteer in other departments of city government outside the library.

Approved December 11, 2017

ENGLEWOOD PUBLIC LIBRARY

POLICIES

POLICY REGARDING GIFTS FROM THE GENERAL PUBLIC

The Englewood Public Library welcomes gifts of new and used books, audio books, videos, and similar materials. Items will be added to the collection in accordance with the Collection Development policy of the library. Once donated, items become the property of the Englewood Public Library and may be given to other libraries or non-profit organizations, sold, traded, or discarded if they are not added to the collection. Donated items will not be returned to the donor and the library will not accept any item that is not an outright gift. The library also reserves the right to decide when a gift added to the collection must be withdrawn.

Monetary gifts, bequests, and memorial or honorary contributions are particularly welcome. Funds donated will be used to purchase items in accordance with the Collection Development policy of the library. If address information is provided, notice about books, movies and other materials purchased with bequests, memorial or honorary contributions will be sent to the family of the person being recognized.

Acceptance of donations of equipment, stock, artifacts, works of art, and other items will be determined by the Library Board of Trustees based on suitability to the purposes and needs of the library, laws and regulations that govern the ownership of the gift, and the library's ability to cover insurance and maintenance costs associated with the donation.

Approved December 11, 2017

ENGLEWOOD PUBLIC LIBRARY

POLICIES

COLLECTION DEVELOPMENT

The mission of the Englewood Public Library is to provide educational, informational, recreational and cultural materials and services to all residents of the community. These goals will be considered in the development of the collection and will receive priority in the allocation of resources and funds.

Selection and purchase of library materials rests with the Library Director who may delegate responsibilities to other staff members. Staff will adhere to accepted professional practices when making selection decisions. Materials will be selected based on positive reviews in professional journals, actual examination and evaluation of materials and, at times, popular demand. Suggestions from the community for items to be considered for purchase are strongly encouraged, but materials must meet selection criteria.

The Englewood Public Library does not acquire textbooks that support local curricula, but may acquire textbooks for general use by the public. Multiple copies and paperback books may be purchased to meet demand. The library will have material available in a variety of formats when available and practical. Video and audio recordings will be selected for potential long-term use. Regardless of an item's popularity, the library may choose not to select it, because its format is not durable enough to withstand reasonable library use, or it would require excessive staff time to maintain.

Objections to items in the collection should be made in writing to the Library Director.

Materials that no longer meet the needs of the community and no longer support the library's collection development goals will be withdrawn from the collection. This may include materials that are damaged, include obsolete information or are no longer used. Decisions will be based on accepted professional practice and the professional judgment of the Library Director or designated staff. When necessary, local specialists will be consulted to determine reliability of the information provided by the materials.

Items withdrawn from the collection will be disposed of in accordance with local law, which permits discarding into the trash, recycling of paper, or transfer to the Friends of the Englewood Public Library for sale. Discarded magazines and newspapers may be given to other area libraries or social service agencies at the discretion of the Library Director.

Approved December 11, 2017

ENGLEWOOD PUBLIC LIBRARY

POLICIES

CODE OF CONDUCT

The Englewood Public Library encourages people of all ages to visit the library. Those using the library and its resources have the right to expect a safe, comfortable environment that supports appropriate library services.

Patrons will be ejected from the Library and excluded from all Library premises and services without first being given a warning.

1. Committing any activity that violates federal, state or local statute.
2. Threatening physical harm against an individual or group
3. Engaging in sexual conduct.
4. Being under the influence of any controlled substance or alcohol.
5. Possessing, selling, or distributing any controlled substance
6. Concealing library materials.

The following behavior is prohibited:

- Disrupting or interfering with normal operation of library or library staff.
- Damaging library materials.
- Disobeying direction of library staff.
- Placing objects/belongings in a manner that interferes with library staff or patron use of the facility, or interferes with safe passage.
- Bringing any sports equipment, bicycles, skateboards, scooters, etc. into the building.
- Operating bicycles, roller blades, skateboards, scooters or similar devices on premises.
- Smoking or any use of tobacco on premises.
- Consuming food anywhere in the building unless part of an approved program.
- Possessing alcoholic beverages in closed or open containers,
- Bringing animals into the library, except service animals or animals that are part of an approved program. Leaving an animal tethered or unattended on premises is not permitted.

ENGLEWOOD PUBLIC LIBRARY

POLICIES

CODE OF CONDUCT

Continued

- Taking library materials into the restroom
- Sleeping in or on library premises.
- Improper use of restrooms – not limited to bathing, shaving, washing hair or changing clothes.
- Using personal electronic equipment at a volume that disturbs others.
- Entering library with bare feet or chest.
- Offensive bodily hygiene or attire.
- Conducting unapproved meetings.

Further:

- All cell phones must be set to silent/vibrate alarm when inside the library. If you wish to make or take a call, please step outside the building.
- The library is not responsible for personal property. Personal items left by patrons who are not present on library property are subject to disposal. For security purposes, do not leave bags unattended.
- Patrons are not allowed to solicit, petition, canvass or sell merchandise anywhere on library property without the written consent of the Library Director.
- Photography or video recording without permission of Library Director and those being photographed anywhere on library premises is not allowed.
- Please refer to the policy for Unattended Children where applicable.

Approved December 11, 2017

ENGLEWOOD PUBLIC LIBRARY

POLICIES

UNATTENDED CHILDREN IN THE LIBRARY

The Englewood Public Library is a public facility that offers services to a wide range of citizens. It is responsible for providing an environment that is safe and comfortable for every patron using its services and facilities appropriately. It is our desire to make every visit enjoyable, memorable, and safe for young children.

Children of all ages are encouraged to use the library for homework, recreational reading, and program attendance. The library staff realizes that the library will be noisier at busy times and that children by nature can cause commotion. Children and young people are, however, expected to follow the same standards of patron conduct expected of adults (Library Behavior Policy).

Parents, guardians, caregivers or assigned chaperones are responsible for the behavior of their children while in the library or on library grounds. The library staff is not expected to assume responsibility for the care of unsupervised children in the library.

In order to insure the highest level of safety for our young patrons, the Englewood Public Library Board of Trustees has adopted the following policy:

- Children ten-years-old and under must be accompanied by a parent, guardian, caregiver, assigned chaperone or other designated responsible person while in the library or on library property.
- Children six-years-old and under may never be left unsupervised in any area of the library.
- If the child is attending a library program, we recommend that the parent/caregiver remain in the library throughout the program.
- If a parent or caregiver cannot be located, staff will contact the Englewood Police Department or other appropriate authority to report an abandoned child.

Disruptive Children

Children (whether with parents or not) who are being continually disruptive will:

- Be given a warning that he/she must settle down..
- Be asked to leave the library, if after a second warning he/she continues to be disruptive.
- Be permitted to call a parent, if he/she cannot safely leave the library to return home on his or her own, and will wait with a staff person until the parent arrives.

ENGLEWOOD PUBLIC LIBRARY

POLICIES

- Be allowed to remain at the library under close supervision, if no parent can be contacted, or the library staff may contact the Englewood Police Department or other appropriate authority depending upon the severity of the situation.

Unattended Children at Closing Time

Children who have not been picked up at closing time will be given the opportunity to call a parent. Two staff members must be present while waiting with the child. Children who have not been picked up within fifteen minutes after closing will be left in the care of the Englewood Police Department or other appropriate authority.

Under no circumstances will staff transport children in a vehicle or accompany them home.

Approved December 11, 2017

ENGLEWOOD PUBLIC LIBRARY

POLICIES

PATRON CONCERNS, COMPLAINTS, and SUGGESTIONS

The Board of Trustees of the Englewood Public Library seeks to meet the needs of the residents of the Englewood in regards to the operation of the library.

On occasion a patron may have a concern, complaint or suggestion that he or she feels should be addressed. In order to enable the library to address these concerns, complaints or suggestions, the patron is encouraged to write pertinent comments on the appropriate form and submit it for review by the Library Director and the Board of Trustees.

Every effort will be made to address the patron's concerns in a timely manner.

Approved December 11, 2017

UNUSUAL INCIDENT REPORT POLICY

The Englewood Public Library Board of Trustees seeks to maintain the library as a safe establishment for the community. From time to time incidents occur which are unfortunate. These may include inappropriate behavior, verbal assaults, damage to property, as well as accidents.

The staff member who is in charge at the time of the incident should ensure that an unusual incident report, as well as any other relevant forms be completed and submitted. Unusual incident reports will be submitted to the Library Director. The Library Director will review unusual incident reports with the Policy Committee Chairperson periodically for possible policy implications.

Approved December 11, 2017