

Service Policy

Address: 206 Cedar Street, Tipton, IA 52772

Phone: (563) 886-6266

Fax: (563) 886-6257

Web page: www.tipton.lib.ia.us

Library hours

The Library will have regular business hours posted. The Library will close for legal, city holidays; occasion library staff training or city events; and inclement weather (at the discretion of the library director or assistant library director).

Confidentiality of Library Records

It is the policy of the Tipton Public Library not to release information that would reveal the identity of a library patron who checked out or used certain materials or services or requested an item of information from the library. Information concerning the account of a patron will be released to that person only.

However, the library will release information to the parent or guardian of a minor child as necessary for the purpose of recovering overdue material and settling accounts for lost, late, or damaged material, and for other matters related to the recovery of material or charges incurred by minor children for which a parent or guardian may be liable. Information will not be provided to parents or guardians who are merely attempting to determine what library materials their minor children are using. The Tipton Public Library will encourage parents/legal guardians to monitor their children's choices by accompanying them to the library or reviewing their children's materials at home.

It is the intent of the board of trustees of the Tipton Public Library to empower the library director or their designee, as the lawful custodian of library records, to release circulation records that are otherwise confidential, if the purpose of that release is in accordance with the provisions of this policy and/or consistent with the provisions of chapter 22 of the code of Iowa.

Eligibility for a Library Card

Any resident living in the state of Iowa may obtain a library card.

Library cards are issued to individuals and are not transferable.

Children are eligible for their own library cards when they reach the age of five years. Cardholders and parents/guardians of minors are responsible for all items checked out on their cards. All applicants must provide photo identification AND proof of current address. Minors under the age of 14 must have a parent/guardian signature in order to receive a library card. The parent/guardian understands that the child will abide by the library rules and regulations, that

overdues will be returned promptly and will be responsible for any library materials lost or damaged. The parent/guardian understands that the library staff is not responsible, nor will they censor, the materials or number of materials that the child chooses to borrow with the library card. The parent/guardian must understand that anything that the child checks out on the signed card will become the parent/guardian's responsibility as a legal adult. All individuals applying for a library card must complete a registration card with current name, address and phone number. Library card applications for children up to the age of 14 must be signed by a parent or legal guardian. The parent/guardian must come to the library to sign the application. If applicant does not have proper photo identification and proof of current address, a "quick" card will be issued. This allows applicant to check out any 2 items on the quick card until proper identification is shown to library staff. Once proper identification and proof of current address is provided, a standard library card status will be given and applicant may have standard library privileges.

Use of Library Materials

All materials (including audio, magazines and cake pans) are checked out for two weeks and may be renewed twice. Movies are checked out for a week and may be renewed once. Interlibrary Loans are checked out based on the return date from the lending library. Books not available at the Tipton Public Library may be requested through ILL. There is no cost for the material unless borrowed from a university or public school (a \$1.00 will be charged as material comes via mail instead of courier.) Patrons must have an account with Tipton Public Library to receive ILL materials. ILL requests should be written down with as much information as possible and turned into the person who oversees ILL. Patrons may request up to 3 ILL materials at a time. At pick up patrons should pay fee (if applicable). There is an accompanying slip to indicate when the title is due.

Reserve Material

Library material may be reserved in-person, by phone, or by email. Patrons will be notified by preferred contact method when a reserved item is available. Items are held for a week for pick up unless other arrangements are made. After a week, items are passed on to the next patron with a reserve or re-shelved.

Equipment Use

The following equipment is provided for patron use: computers and printer, copier, FAX machine and scanner. Copying and printing charges are \$.10 per page for single or double-sided black and white copies and \$.25 for colored copies. There is no fee for scanning a document. Faxes are \$1.00 per page to send or receive. The cover sheet is "no charge".

Use of Public Posting and Display Spaces

The mission of the Tipton Public Library is to provide a complete spectrum of information to the community through a variety of materials, appropriate technology and a well-trained staff. In keeping with this mission and as a public service, the library provides limited spaces for the distribution of leaflets and other printed material not generated by the library itself, the posting of announcements of meetings and community/school cultural or sporting events and the display of materials or collections. The spaces described in this policy are limited to individuals or non-profit organizations located within Cedar or neighboring counties.

Materials which constitute advertising for a business will not be accepted for any of the spaces.

Permission to post or display items in the library does not imply the Tipton Public Library's endorsement.

Leaflet Distribution

The library accepts informational leaflets for distribution to the public. Leaflets must be left at the Circulation Desk and will be placed in distribution by library staff. The library shall remove and discard out of date materials.

Community Announcements/Events

The lobbies of the library each contain a bulletin board for posting of community meeting announcements and community/school cultural or sporting events. No garage, personal property or other sale signs, services- such as baby sitting for which fees are charged, signs soliciting donations, or signs larger than 12" by 18" will be posted. Persons wanting a sign posted should bring it to the Checkout Desk and leave it for the library staff to post. All signs will be stamped, dated and initialed by staff. The Library shall remove all outdated signs, any sign found to be posted in violation of the procedure outlined herein, and any sign not in compliance with the above.

Book Displays

Community organizations may request that a book display be created by the library in conjunction with posters, fliers, or brochures supplied by the organization. The library may agree to cooperate in such a project as time, staff availability, and materials permit.

Overdues:

Library privileges will be revoked for any patron having any overdue materials. Materials (except DVDs) may be renewed twice. DVDs may be renewed once. Once materials have reached the maximum amount of renewal time, all materials must be returned to the library or the materials will be considered overdue. Under age 14, card signer will be held responsible. If card was signed by juvenile age 14-17, parent will be held responsible for overdue materials. The Tipton Public Library staff and Board of Trustees reserve the right to deny checkout privileges to any patron who has abused the privileges by not returning overdue materials or by consistently having overdue materials that require repeated notifications. This also includes interlibrary loan services.

Library privileges will be revoked for any patron having any overdue materials. These privileges will be restored when materials are returned.

- When materials are overdue, patron is called via phone by library staff within a week period following the due date. Staff will document the time and date call was made and the type of contact made (left message, spoke to person, no contact made-postcard sent, etc.). If patron is unreachable a postcard is sent. This process continues for two overdue cycles in which phone calls were attempted.

- After four weeks (or 28 days) of being materials being overdue, patron is requested by mailed letter to return overdue materials.
- Six weeks (or 42 days) after original due date, patron will receive a bill (via email or mail if no email is given) for unreturned materials. Charges will stay on account until either the materials are returned or if the items were lost or damaged are paid for. The account will be suspended. Once the materials are returned or the lost and damaged items are paid for, account will return to active status.

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Reconciliation & Suspension of Library Accounts

Library privileges will be revoked for any patron having any overdue, lost or damaged items.

Interlibrary Loan

- Books not available at the Tipton Public Library may be requested through ILL.
- There is no charge except for materials coming from a university or public-school library. There is a \$1.00 charge per title to offset the cost of postage for the material as it is not handled by the courier.
- Patrons must have an account with Tipton Public Library to receive ILL materials.
- ILL requests should be written down with as much information as possible and turned into the person who oversees ILL.
- Patrons may request up to 3 ILL materials at a time.
- At pick up patrons should pay fee if applicable. There is an accompanying slip to indicate when the title is due.
- Interlibrary loans can usually be renewed. All questions should be directed to the one in charge of interlibrary loans. Overdue interlibrary loan materials will be handled in the same manner as Tipton Public Library materials.
- All interlibrary loan titles that are ready to be picked up are on the shelf behind the circulation desk. The person in charge will call patrons when their material is ready to be picked up.
- Not all new titles may be available for ILL.
- Materials that the Tipton Public Library does not lend out are DVDs, CDs, magazine and newspapers.

Reference Guidelines

- Try to meet the needs of every citizen of the community. All patrons regardless of status are assisted in their search for information and treated with courtesy, respect, strict confidentiality and no censorship.
- Homework: Because homework assignments are usually made for teaching students the process of finding information, the library's primary role is the instruction in the use of library tools rather than the provision of the "answers."
- Medical Questions: Information can be provided from medical dictionaries and books, but questions that involve interpretation and opinion cannot be answered.

- Legal Questions: Citations from codes can be given and other legal resources suggested, but legal advice and/or explanations cannot be offered.
- Tax Questions: Tax advice or explanations cannot be offered.
- Genealogy: The library will provide the Cedar County Historical Society Museum information to the patron and direct them to someone who can assist them in their search.