

SERVICE POLICY

Address: 213 E. Montgomery St., Knoxville, Iowa 50138

Phone: (641) 828-0585

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

A. Purpose Statement

The purpose of the Service Policy is to clarify library card registration and outline use of the library, including access to materials and technology and the processes for fees and account reconciliation. The Knoxville Public Library supports the American Library Association's *Library Bill of Rights* which states that "A person's right to use a library should not be denied or abridged because of origin, age, background, or views (Article V)." (<http://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/intfreedom/librarybill/lbor.pdf>)

B. Library hours

1. The Library will have regular business hours posted.
2. The Library will close for legal, city holidays; occasional library staff training or city events; emergency events, and inclement weather in compliance with City policy.

C. Confidentiality of Patrons

1. The Library Board of Trustees and library staff upholds the confidentiality of patron records, including but not limited to card application information, circulation and Internet records.
2. The State of Iowa has deemed patron records to be confidential as cited in Chapter 22.7 of the Code of Iowa.
3. Library records may be subject to disclosure to officials pursuant to a process, subpoena or court order authorized pursuant to a federal, state, or local law relating to civil, criminal, administrative or legislative investigative power. Library staff will seek legal counsel from the City Attorney's Office in the event of such request for release of library records, and will respond to the request according to advice of counsel.
4. The library cannot guarantee the confidentiality of information sought or received, or materials consulted or borrowed from third-party digital services to which we provide access. When patrons use those resources, they are subject to the individual third-party terms and privacy policies.

D. Registration

1. Citizens of Knoxville, rural Marion County, and communities participating in Iowa's Open Access program may obtain a library card.

2. Library cards are valid for two years and may be renewed upon patron request at expiration.
3. Library cards are issued to individuals over five years old and community outreach facilities. Adult patrons are asked to provide a current, government issued photo ID and proof of residence at time of registration. If proof of residence is not available, proof must be provided on the next visit.
4. Children under twelve years require a parent or legal guardian of good standing (owing no fees) to sign permission for a library card. Legal guardians may have to provide proof of legal status.
5. Homeschooling families are allowed to request extended borrowing terms on items used for educational purposes. Only one member of the family can obtain the extended status.
6. Homebound patrons and community outreach patrons are allowed extended loan periods of four weeks.
7. The staff will collect contact information for library use only and patrons will be contacted by their preferred means (phone, text or e-mail).
8. A patron may be limited in checking out items if he/she has fees over \$20.00 on the cardholder's account or on the account for which the person is held responsible (minors below 18 years old).
9. Lost library cards can be replaced for free within a one-year period. Additional replacement of lost cards will cost \$2.00.

E. Use of Library material

1. Each individual may check out 20 items at a time. Check out loan periods:
 - a. Books, magazines, audiobooks, and music discs have a two (2) week checkout period.
 - b. Movies are checked out for three (3) days. Checkout limit on movies are five (5) for a household.
 - c. Special items such as musical instruments are checked out for a school year. Please see staff for assistance.
2. Loan periods are based on open business days and exclude holidays. A grace period of two days is allowed.
3. All material types may be renewed 3 times if the title(s) is not on reserve for another patron.
4. The most current issue of magazine subscriptions is not available for checkout until a new issue has arrived.
5. Patrons may request materials through Interlibrary Loan that are not owned by KPL. There is a minimum \$1.00 charge/item to be paid at pick-up. Patrons are responsible for replacement cost for lost or damaged materials and any additional fees charged by the lending library.
6. Knoxville and rural Marion County cardholders have access to a variety of electronic resources including subscription databases, e-books, and e-audiobooks with a current library card.

F. Reserve or Hold Material

1. Library material may be reserved in-person, by phone, by email or on the library's website.
2. Patrons will be notified by preferred contact method when a reserved item is available.

3. Items are held for five days for pick up unless other arrangements are made. After five days, items are passed on to the next patron with a reserve or re-shelved.

G. Overdue & Lost Materials

1. Patrons are asked to return items by the due date or to renew those items before or on the due date.
2. The Knoxville Public Library runs overdue reports every week. Courtesy overdue notices are given via telephone, email, or text messaging by staff.
3. The Knoxville Public Library does not collect overdue fines. Items not returned after eight weeks are subject to the replacement cost of the material(s) plus a processing fee of \$5.00.
4. Iowa Code addresses the theft of library materials or equipment in sections 714.5 and 808.12. Patrons may refer to these sections of the Iowa Code for more information.
5. Parents or legal guardians are responsible for all assessed library fees for minor children according to Iowa Code section 613.16(<https://www.legis.iowa.gov/docs/code/613.16.pdf>).

H. Reconciliation & Suspension of Library Accounts

1. Library services, including material check out and use of library equipment and services are suspended for account balances exceeding \$20.00.
2. Lost material/replacement charges are the responsibility of the card-holder whose account bears the overdue items.
3. Fees may be paid with an exchange formerly called Food for Fines (one non-perishable food item/\$1 owed). Limit of fees for the program is \$50.
4. Replacement costs for unreturned or long overdue library materials (past 8 weeks) and damaged equipment require cash payment or a replacement copy of the same title/material type unless other arrangements are made with library administration.
5. Patrons may set up a monthly payment plan with administration through the library's reconciliation program as needed. Past due accounts may be reported to a debt collection agency.

I. Equipment Use

1. Public access computers are available for checkout on a first-come, first-served basis. Patrons must have a library card or a current photo ID to check out computers. Sound on computers is turned off except for headphone use, available for check-out. Earbuds are available for purchase at \$1.00.
2. Patrons must comply with federal or state law regarding copyrighted material and/or inappropriate material. Failure to comply may result in loss of privileges or criminal charges.
3. Mobile devices (Kindle and Nook) are available for loan free of charge and intended for in-library use only. Patrons must be over 8 years old and sign an agreement to check out e-reader devices. Please refer to the Equipment Loan Policy.

4. Copying and printing charges are \$.15 per page for black-and-white and \$.25 for color copies on letter-sized paper, \$.30 and \$.50 for legal-sized paper. There is no fee for scanning a document to email.
5. An overhead projector is available to patrons at no charge to be used in the Meeting Room upon request.
6. Card-holders are responsible for repair or replacement costs due to negligent damage to library equipment.

J. Notices & Displays

1. Display space and notice posting is available to educational, cultural and nonprofit groups as long as they are not using obscenity or profanity, advocating violence, or in violation of the Iowa Hate Crimes Law. All notices and posters in designated public display areas will be reviewed and posted by staff.
2. Objections to notices or displays may be brought before the Knoxville Library Board of Trustees through a written explanation of the objection and/or written request to discuss the objection with the Library Board at their monthly meeting.
3. All notices posted in the library become property of the library and may be removed and discarded at any time.

Reviewed and approved by the Library Board of Trustees
December 16, 2020