

Circulation Policy

Glidden Public Library

Hours of Operation

The Glidden Public Library is open year-round from 12 pm to 5 pm on Mondays, Tuesdays, Wednesdays, and Fridays; 10 am to 6 pm on Thursdays; and 9 am to 1 pm on Saturdays. The library is closed for the following holidays: New Year's Eve Day, New Year's Day, President's Day, Good Friday, Memorial Day, July 4th, Labor Day, Thanksgiving and the day after, Christmas Eve Day and Christmas Day.

In the event that weather conditions threaten the safety of the patrons and staff, the decision to temporarily close the Glidden Public Library shall be made by the library director. Upon closing the library, the Glidden city Clerk's office and radio station, KCIM, shall be notified and it will be posted on Facebook.

Library Card

Residents of Glidden, Ralston and the surrounding Carroll County rural areas not serviced by other public libraries are eligible for a free library card at the Glidden Public Library. In addition, through the library's Open Access Program, individuals that live in Iowa in areas serviced by other libraries may be eligible to borrow from the Glidden Public Library if their own library is a participating member of the Open Access Program.

Prior to borrowing items, new members will be required to complete a new member application form, providing personal information so that the library can provide ongoing service to the patron. If a patron moves, changes email address or gets a new phone number, it is the responsibility of that patron to inform the library. The library operates on a system of individual library cards. Persons listed on the account will be able to check out.

Additionally, the library will collect information needed to determine eligibility such as a photo identification and proof of current residence.

There is no minimum age for a child to have a library card. The only requirement is that each individual fill out his or her own card application.

All information provided will be kept confidential

Patron Responsibilities

Free and Equal Access to the Library Materials

As part of this policy the Glidden Public Board of Trustees adopts the American Library Association's Library Bill of Rights, its Freedom to Read Statement, and its related intellectual freedom documents.

These endorse free and equal access to library materials for all people, regardless of race, creed, national origin, age, place of residence, or other personal criteria. It is the policy of the Glidden Public Library that no patron in good standing whether a Glidden resident or a non-resident Iowa borrower, will be forbidden or hindered from borrowing any item in the library collection.

Access to Library Materials by Minors

The library staff and trustees are charged with the responsibility of providing free and equal access to library materials and services to all eligible patrons. Moreover, it is impossible for them to know or predict the opinions of parents and guardians regarding the specific borrowing selections made by minor children.

It is the policy of Glidden Public Library that parents or guardians, *not* the library staff or trustees, are responsible for monitoring and approving the selection of materials made by minor children. It is the parents or guardians- and *only these*- who may restrict their children – and only *their* children- from borrowing specific library materials. Parents or guardians who wish their children not to have access to certain materials should accompany or otherwise advise their children. The library staff and trustees cannot and will not act *in loco parentis*.

Eligibility to Borrow Library Materials

Glidden residents who are in good standing are eligible to borrow materials from the library collection. In addition, under the Iowa reciprocal borrowing system of the public libraries of this state, residents of other Iowa municipalities are eligible to borrow materials from the collection of this library, provided they present valid borrower cards in good standing from their own hometown public libraries. Patrons are asked to report changes in names, addresses, emails and telephone numbers to the library as soon as possible, so that the library's borrower records can be kept up to date.

Inactive Patrons:

Library cards for residents of qualified City, County and Towns under contract for Library service shall not have an expiration date on them. However, inactive patrons (those who have not borrowed a material for 3 years) will be removed from the automated system.

Patron accounts that have been inactive for 3 years and problems \$5.00 or less will be purged from the system. 5 years of inactivity on an account regardless of problems or fines, the account will be purged.

Visitors

An out-of-state resident who visits relatives or friend in Glidden for a significant amount of time (at least one month at a time) or who visits Glidden frequently (annually or more often) may be issued a free of charge library card for use in the Glidden Public Library. The head of household, or the consenting adult member of the family with whom the visitor is staying, as well as the person requesting the card, must complete and sign the borrower registration form. The local head of household or adult co-signer is responsible and liable for fines, damages, losses, or other assessments against the resulting visitor's card. A borrower in this category has the same privileges and responsibilities as do Glidden residents

Loan Limitations

Media and Material Objects: May be loaned for a one-week period.

All books, including reference book: May be borrowed for three (3) weeks.

Magazines: May be borrowed for one (1) week.

Videos and DVDs: Only 5 videos or DVDs may be borrowed per individual at one time. No individual may have more than 5 videos at any given time. Videos may be borrowed for one (1) week.

Games: In House use only.

Newspapers: In House use only

Exceptions may be made to the above loan periods with the approval of the library director, for reasonable purposes.

Renewals

Most library materials may be renewed twice. Renewals can be made in person or by telephone. Items on reserve for another patron books less than 4 months old and during periods of heavy demand, (as determined by the library staff) cannot be renewed.

Overdue Policies

Overdue Material

Library patrons are responsible for returning borrowed materials on or before the due date. Returns may be made either in person or by using the outside book drop provided by the library.

Fines:

Fines for the late return of all library materials are not charged by the library.

Overdue notices are sent on the first of the month. The initial letter or phone call is for those items 21-60 days overdue. The second notice is for those items 61-100 days overdue will be mailed. After 100 days, library privileges are suspended for an individual. Patrons are encouraged to add their email addresses to receive automatic notice of overdue items. Having overdue materials automatically prevents a patron from borrowing additional materials. The block remains until the material is returned or paid for. Items which have not been returned after 100 days or of whom the mailing address is found to be invalid with no further contact information may be turned over to a third-party to attempt return of the items or monetary equivalence.

Damaged Material

If materials are damaged so as to be judged by the library as being unsuitable for the collection, the patron must pay the replacement cost. A notice of these charges will be sent to the borrower.

Discretion in Financial Transactions

The library makes every effort to be careful and thorough in loaning and checking in books. When a patron believes a mistake has been made, we check our records for any errors. In the case of a lost book, we search the shelves a number of times. We also ask the patron to look at home for the item as well. When no error can be identified or a lost item cannot be found we must rely on our record of the

transaction. A refund is always made if a mistake can be identified. If the patron has paid for a lost book and find it at home within a year, we will refund the cost.

The trustees and staff of the Glidden Public Library wish to provide excellent customer service. Second, they acknowledge that the library can make mistakes. Third, they recognize that, when dealing with large numbers of library materials and patrons, mistakes can occur. Therefore, staff members are authorized to reduce or even cancel replacement cost, and other charges owed to the library by patrons, if circumstances seem to warrant.

It is the policy of the Glidden Public Library that staff members will never be reprimanded or disciplined for erring in favor of a patron or for giving a patron "the benefit of doubt".

When we don't have a book you need:

We do our best to have the books you want to read; we may not have the specific book you need or our copy may be on loan. Here is what we can do:

Reserves

Reserves may be placed by patrons either in person or over the phone. Patrons will be notified by telephone when the materials are available. There is currently no charge to the patron for interlibrary loan services.

Request for Purchase:

If you know of a book you think we ought to own you may make a recommendation. We buy most requests and we'll hold the book for you when it arrives. We will notify you by telephone when the book has arrived.

Interlibrary Loans:

Our library belongs to a national library computer network that allows us to borrow items from other libraries. Four items may be requested or borrowed at one time. Additional items may be requested at the Library Director's discretion. The circulation period is set by the lending library. Renewals are up to the discretion of the lending library. Items will be returned if not picked up after one week. Replacement costs for lost/damaged materials are assigned by the lending library and will be the patron's responsibility to pay in full. Patrons who fail to return inter-library loan materials in a timely manner or lose them may be barred from future use of its service. The Library will not borrow on inter-library loan for Library patrons who come to the Glidden Library through the Open Access program. They must request that service from their home libraries. There are no charges for this service.

Loaning to Other Libraries

It is permissible for other libraries to request, via the interlibrary loan program, material that is available in the collection of the Glidden Public Library. Each request is decided on an individual basis whether the material can be loaned. Glidden will not loan the following materials:

DVDs

Periodicals

Material in High Demand at the lending library

Genealogical Research:

The Carroll County Genealogical Library is located in the Glidden Public Library. This collection is available to all patrons for use in the library only. Copies of any material may be made on the library's photo copier subject to the normal copy charge.

Glidden Ralston School Yearbooks

Our collection of yearbooks includes years between 1942-2012. Circulation is restricted to library use only.

Reference Service

The Glidden Public Library will provide information in the form of short answers to specific questions and guidance in locating material for patrons who appear in person, call on the telephone or request information through correspondence.

Local History Collection

The library has a large circulating collection of books relating to Iowa.

Photo Copier

A Photo copier is available to all patrons at a cost of \$0.20 per copy.

Annual Book Sale

The Glidden Public Library will host at least one book sale per year.

Board Approval:
10-04-2022