

HOURS AND DAYS OF OPERATION

Monday 1 -7
Tuesday 10-5
Wednesday 1-7
Thursday 10-5
Friday 1-7
Saturday 10-1

The library is closed on the following holidays:

New Years Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day and Friday
Christmas for 2 days; determined by staff; approved by board

Policy updated 6-12-2013
Adopted 7-10-2013
Revised 01/01/2016
Hours changed 6/22/2020

CIRCULATION POLICY

BORROWING POLICY

Any resident of Chautauqua and Cattaraugus Counties may be issued a numbered Chautauqua/Cattaraugus Library system card free of charge upon presentation of proof of address and phone number. A library card is issued to any child who can write his/her first and last names. A parent or guardian must sign the library card application form and present proof of address for a child under the age of 18 before the library issues a card to the child.

An out-of-area resident adult and child (at the librarian's discretion) may apply for a card. An out-of-area resident is an individual whose legal (where the individual votes) residence is not in Chautauqua or Cattaraugus County.

The library card is good for life. Patrons are asked to notify the Library of any address or name changes or if their card has been lost. Until the Library has been notified of a lost card, the patron is responsible for all materials checked out with that card.

Patrons agree when signing their library card application forms that they will be responsible for all materials borrowed with their card. Patrons are expected to pay for all lost or damaged materials and overdue fines and fees.

Library materials may be checked out up to 5 minutes before closing.

CCLS blocks all library card accounts having fines of \$10 or more. All library card accounts having \$25 or more in missing materials will be sent to the library's collection agency (Unique Management). Interlibrary loan and reserve service will be denied to any blocked patron.

REFERENCE MATERIALS

Generally speaking, reference materials are not available for loan. In special instances, library staff may authorize the loan of some reference items. Patrons must ask the staff for permission to borrow any reference item. The loan period is set by the staff member depending upon the item the patron wishes to borrow and could vary from a day to a week. The overdue fine on reference materials is the same as other items.

LOAN PERIODS

3 week loan – all books and audio books

1 week loan – magazines and videos

An item in high demand or in short supply may be designated for a one or two week loan period at the discretion of the staff. There is no limit to the number of items that may be borrowed with the following exceptions:

The Library reserves the right to limit the number of materials that any one patron may borrow.

In special cases materials may be borrowed for extended loan periods. To arrange for this, patrons should speak with a staff member.

RETURNS

Materials may be returned to the Library during its open hours, or through the book and video drops in the front entrance when the library is closed. Hazeltine Library materials may be returned to any public library in Chautauqua and Cattaraugus Counties. Patrons may check on the delivery schedule with us or any System member Library. Patrons may also return any materials from member libraries to Hazeltine.

RESERVES AND HOLDS

A reserve or hold may be placed on any item not currently available for loan. This is done at the circulation desk. The patron will be notified by phone or email when the item is available and it will be held for 7 days.

RENEWALS

Items may be renewed for one additional borrowing period, if they are not new or on reserve for another person, by bringing the materials into the library. Renewals may also be made by telephone or online. The name of the patron who checked out the material and the title of the material are required to make the renewal. Items will be renewed for the time period starting on the day the patron requests the renewal.

FINES FOR OVERDUE MATERIALS

Overdue fines are charged on all materials returned to the library after their due dates.

All overdue books, periodicals, and audios will be fined at a rate of 15 cents* per day (not including Sundays, holidays, and other days when the library is closed), per item, effective the immediate day after the due date. The maximum fine is the cost of the item. All overdue videos will be fined at a rate of 50 cents per day, per item, up to a ceiling of \$3.00 per item.

If, at the end of 2 weeks from the first day of the fine, the item(s) are not returned and the item(s) missing are worth \$10.00 or more, all borrowing privileges will be suspended. This suspension will be in effect until the materials are returned. A reminder notice will be sent, followed by a bill for the replacement cost of each item.

Fines and fees must be under \$10 before any new materials can be taken from the library.

Any long overdue materials may be recovered through our collection service if a patron has failed to respond to invoices sent for the cost of the missing items.

INTERLIBRARY LOANS

If CCLS or its member libraries do not own the item, it may be requested on Inter library loan.

Materials borrowed from other libraries for loan to Hazeltine patrons will be subject to the loan periods established by the owning library. There is a @2.00 fee for materials ordered from libraries outside CCLS. This fee is passed onto the patron and will be charged to the patron even if the material is not picked up. A patron's interlibrary loan privileges may be suspended and charges added to their account for failure to return any items borrowed on his behalf from another library.

LOST OR DAMAGED ITEMS

- Replacement cost will be charged for items that must be replaced or repaired.
- Once item is replaced, patron may keep original. All forms of Library identification will be removed.
- If item is found and returned in good condition, charge for the item will be refunded. Fines will not be returned.

VIDEO POLICY

The Hazeltine Library has NR, G, PG, PG-13 and R rated videos. Additional videos are received from the CCLS every Wednesday that circulate for 7 days.

- Borrower must have a current Library card. Only patrons aged 18 and older may take out videos.
- Three videos at a time may be borrowed. Videos may be borrowed for 7 days only. A fine of \$0.50 per day will be charged after that time unless the item is renewed.
- The patron is responsible for returning the videos in good condition. In the case of loss, the patron will be charged the full replacement cost of video.
- The Library assumes NO responsibility for damage caused to a borrower's equipment by a library video.
- Copyright laws limit these videos to home viewing only and prohibit their duplication.
- Borrowers are asked to keep videos in a cool, dry place and avoid storage in direct sunlight or near sources of heat.
- The Library must be notified of any change of address and phone number immediately.
- Failure to return videos within 7 days without an authorized renewal will result in a fine.

Updated 10-16-201;

Board approved 10-23-2018

MISCELLANEOUS ITEMS

BULLETIN BOARD

Bulletin board materials may be submitted for posting by nonprofit organizations for civic, educational, or cultural purposes. Such organizations may submit literature publicizing a specific event. Limited space allows only short term notices. The director must approve all postings and may prohibit postings which do not meet library standards. Library staff will place and remove postings promptly. Two months will be the maximum time allowed for a posting.

No posting of signs will be allowed on the exterior of the building or on the grounds.

COPY MACHINE USE

A copy machine is available for patrons use. All copies are 10 cents each. The library adheres to the dictates of copyright law.

ENVIRONMENT

There is no eating or drinking in the library except by staff and for sanctioned events. Discretion will be used. No smoking, vaping or use of other tobacco products is permitted in the library or on the grounds of the Hazeltine Public Library. Per NYS Health Law #1339. Adopted 5/28/2019 by trustees

EQUIPMENT

A borrower is responsible for the safe transportation of equipment to and from the Library and for the loss or repair of damaged equipment.

VISITING AUTHORS

An author presenting a program at the library regarding his book(s) may offer his book for sale at that time. He will assume all financial responsibility.

Policy updated 6-12-2013

Adopted 7-10-2013

Revised and approved 7-8-2015

PATRON RESPONSIBILITIES AND CONDUCT

Adults

It is a patron's responsibility to maintain necessary and proper standards of behavior in order to protect his/her individual rights and the rights and privileges of other patrons. It is expected that patrons will be quiet in the library. If a patron creates a public nuisance, that patron may be restricted from the library and from the use of library facilities. Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to do so by the staff, will be subject to the law.

Young Children

The Hazeltine Public Library encourages visits by young children, and it is our desire to make this important visit both memorable and enjoyable for the child. On the other hand, library staff is not expected to assume responsibility for the care of unsupervised children in the library.

It is library policy that all children under age 10 must be accompanied by a parent or designated responsible person while in the library.

Disruptive Older Children

The library staff realizes that the library will be noisier at busy times and that children by nature can cause more commotion. However, older children who are being continually disruptive will be given a warning that he/she must settle down or will be asked to leave the library. If after a second warning, the child continues to be disruptive, he/she will be asked to leave the library. If the child needs to contact a parent, they may do so and then wait with a staff person until the parent arrives.

EXTERNAL POLICIES

Hours and Days of Operation

Circulation Policy: borrowing, reference materials, loan periods, returns, reserves and holds, renewals, fines, interlibrary loans, lost or damaged items, and video policy

Patron Responsibilities and Conduct

Miscellaneous Items: bulletin board, copy machine use, environment, and equipment

Meeting Room Policy

Computer, Internet, and Social Media Policy

Letter of permission for children for internet use

Internet Safety Policy

Materials Selection Policy including Weeding and Confidentiality of Records

Materials Challenge Form

Open Meeting Policy

INTERNAL POLICIES

Public Relations Policy

Confidentiality

Disaster Plan

Personnel Policies

Library Manager Position

Library Page Position

Director (Library Manager) Evaluation Form

Program evaluation

Sexual Harassment Policy

Volunteer Policy

Whistleblower Policy

Financial Policy

Financial Procedure

Records Retention

Library Procedure for shelving, reserves and bindery