

## **SERVICES POLICY**

The Library Board of the Wells County Public Library may add or delete services as recommended by the library director based on patron request, patron use, and budgetary cost. Services are reviewed each year as part of the policy review. As these services are not line items in the budget, they need to be considered in light of personnel costs, equipment costs, and collection costs.

### **Equipment**

#### **In-House Use Equipment**

Equipment is available according to procedures determined by the library director. The equipment for library use in designated areas includes, but is not limited to the following: computers, copiers/scanners/printers, a typewriter, cassette/CD players, magnifying glasses, video players, video projectors, and digital piano.

Equipment loan criteria:

- Fees may apply.
- The library will not be held responsible for damages to a patron's personal equipment as a result of use of library equipment.

#### **Public Use Equipment**

The library loans several pieces of equipment, including but not limited to the following: multi-media projector, overhead projector, slide projector, screen.

Equipment loan criteria:

- Patrons with a valid adult library card may check out the equipment for a period up to 72 hours. Equipment must be picked up and returned to the main library or branch.
- Equipment may be reserved up to 3 months in advance during Media Services Department service hours.
- Equipment may not be used where any exchange of funds or goods take place.

### **Exam Proctoring**

The proctoring of examinations is a service offered by the Wells County Public Library. The library will offer proctoring services based on the availability of personnel, facilities and technology to do so.

Anyone is eligible to utilize this service.

There is no charge for each exam proctored. There is a fee charged if faxing or mailing is required. All fees are payable just prior to taking the exam.

All qualified staff, full and part-time, are able to proctor exams, as allowed by their

work schedule. The Application for Proctoring Service form should be turned in to the proctor when scheduling the test at least 7 days in advance. Tests will be scheduled during the proctor's regular work hours. Tests must be completed 30 minutes before the library closes.

Exam proctoring criteria:

- The student will allow sufficient time to take the examination before the deadline that has been established by the institution.
- The student will be required to present a valid picture I.D. at the time of the exam.
- Proctors will not monitor a student continuously during an exam, but may check on the student periodically. The Library does not guarantee that a quiet study room will be provided.
- Proctors will enforce any time limits that are placed on the exam, as well as other rules set forth in the examination materials. The use of cell phones or visiting with others is prohibited. Any perceived violation of the posted rules for the exam will be reported to the educational institution.
- Tests offered in a computer format must be compatible with the hardware and software available on the Library workstations
- Prior contact between the testing institution and the proctor is required so that credibility and testing requirements can be verified.
- Librarians cannot proctor exams that students bring in themselves.
- Librarians will not sign a proctoring verification that attests to more than the staff member has been able to do.
- The Library will not be responsible for any delayed tests, nor for any completed tests once they leave the library's possession and have been mailed or emailed back to the educational institution.
- The Library will not be responsible for tests that are interrupted by Library emergencies, power failures, or computer hardware or software failures.
- The Library reserves the right to substitute a proctor in the event of the original proctor's absence.
- Application for Proctoring Service forms will be retained by the library for a period of two years from the date of the application.

Responsibilities of the test taker include:

- Read the Exam Proctoring Policy.
- Fill out the Application for Proctoring Service form and return it to the Adult Services Desk at least seven (7) days prior to test date.
- The patron's school may have specific requirements for proctoring. Check with the proctor to make sure the Library can meet all of the requirements.
- Call a day or two prior to the test date to make sure the test or login information has arrived. The proctor does not contact the patron when the test arrives.

- Arrive promptly at the agreed-upon time, prepared with the items required for taking the test. These may include a picture I. D., money, pens or pencils and calculator. Only items listed in the instructions will be allowed in the test area. The patron is responsible for securing personal items before the test begins.
- Exams not taken by the date on which they were to be completed are either discarded or returned.

## **Fax Service**

Fax service is available for a fee.

## **Food & Drink in the Library**

Specified food and non-alcoholic drink items are allowed in some public areas of the library as long as these items are consumed responsibly.

Food & Drink Standards:

- The Indiana Room and the vicinity of any library electronic device are “No Food or Drink” zones.
- All drinks must be in securely lidded cups or in capped bottles.
- Food must be confined to individually consumed snacks and must not be distracting to other patrons or damaging to library materials.
- Library users must immediately report spills to staff.
- Food and drink containers should be disposed of properly.
- Food and drink are permitted at the sole discretion of the library staff. They have the authority to deny the consumption of certain types of beverages and food. Library staff may also revoke privileges of patrons who continually abuse the policy.

## **Interlibrary Loan (ILL)**

Specified materials may be borrowed from other libraries by Wells County Public Library patrons through ILL, subject to limitations outlined by the lending library and the Indiana Resource Sharing Manual. Certain materials lent to the library for a patron may be restricted to in-library use only.

ILL Criteria:

- The use of ILL is not a substitute for adequate collections of the Wells County Public Library or as a replacement for purchasing a personal PLAC card.
- ILL is a free service. A postage fee will be charged for material received from an out-of-state library.
- The library will comply with copyright law.
- Patron's account must be in good standing to use ILL services.

Wells County Public Library will search ILL through OCLC (Online Computer Library Center) and SRCS (Statewide Remote Circulation System).

The library loans materials to other libraries' patrons subject to the lending policies set by Wells County Public Library and the limitations outlined in the Indiana Library Resource Sharing Manual.

ILL Material Loan Criteria:

- The number of items loaned may be limited due to such factors as seasonal demand, popularity, etc.
- ILL requests are filled in the order they are requested through OCLC and SRCS.

## **Notary Public**

Notary public service is provided for a \$2.00 charge for each use of a notary stamp. As this service is subject to the availability of the notary public on staff and may not be available during all library hours patrons should call prior to coming to the library. All persons signing the document must be present and bring a valid id. Documents must not be signed ahead of time. If your document requires a personal witness, please have your personal witness present at the time of signing.

According to law:

- The Notary Public is an official witness who verifies the identity of the person signing the document
- Notaries may not choose the particular document a customer may need for a transaction.
- Notaries may not choose the type of notarization or certificate wording for a given document. The customer must decide.
- Notaries may not prepare a document or give advice on how to fill out, draft or complete a document.
- Notaries may not provide legal advice or answer questions about a legal matter.

No Notary may represent someone in court or a legal proceeding, or charge and collect a fee for such representation.

## **Publicity**

The public is kept informed of library activities through the library web page, library social websites, the library newsletter, library promotional materials, the library electronic signage, and the area media.

## **Outreach Services**

### **Schools**

Schools in the county are served in the way most beneficial to each school's needs. The school administrator and the library director will determine this service.

### **Institutions, Corporations & Organizations**

Institutions, corporations, and organized groups may borrow collections on the same basis as individuals at the discretion of the library director.

### **Homebound services**

Homebound services are provided to Wells County citizens unable to use a library facility. The Homebound Service Application is available online as well as at the library.

Homebound patrons of the Wells County Public Library have access to the following services:

- Materials are selected by staff. Materials are picked up and returned by a third party.
- Materials selected, delivered, and returned by staff or approved volunteer for patrons who reside in local residential facilities.
- Materials delivered to patron's home by staff or approved volunteer. Such service is available on an individual basis. The library determines eligibility.

Criteria for delivery of materials to private homes:

- Proof of incapacity may be required.
- Two staff members will make first delivery.
- This service is a privilege based upon appropriate response of patron or other individuals present in the home. Such service will be stopped immediately if any problem or questionable behavior from the patron or other people in the home is noted.

Materials Loaned:

- Homebound patrons may borrow books, audio books and movies for up to six weeks without fines, unless the material's home location is New.
- Requests may be made by telephone or during a staff member's visit.
- Requests are honored as quickly as possible. Several days may be needed for locating requested materials.

### **Reference Service**

Quality reference service is provided.

The library buys quality reference sources within the allotted budget and scope of its collection using critical review sources but is not responsible for the accuracy of the collection.

Library personnel will not interpret information, especially in medical, tax, and legal

reference research.

Interlibrary loan and database searching may supplement the reference collection.

## **Services to the Disabled**

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the Wells County Public Library will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

### **Employment**

The Wells County Public Library does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

### **Effective Communication**

The Wells County Public Library will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the Wells County Public Library's programs, services, and activities.

### **Modifications to Policies & Procedures**

The Wells County Public Library will make all reasonable modifications to policies and library sponsored programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the Wells County Public Library's buildings, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity sponsored by the Wells County Public Library should contact the library director at 260- 824-1612 as soon as possible but no later than five (5) business days before the scheduled event.

The ADA does not require the Wells County Public Library to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of Wells County Public Library is not accessible to persons with disabilities should be directed to the library director.

The Wells County Public Library will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids or services or reasonable modifications of policy, such as

retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

## **Special Room Use**

The Main library and the Ossian branch library have several rooms available for patron use.

### **Meeting Rooms**

Meeting rooms are available at the Main and Ossian libraries for groups to reserve and use for a fee.

### **Children's Story Hour Room**

Due to several safety and equipment concerns, the Main library's story hour room will be reserved for library programming. All other activities may be approved at the discretion of the director or children's services manager.

The Ossian Branch library's story hour room is used for library programming. All other activities may be approved at the discretion of the director or branch librarian. Library programming always has priority.

### **Study Rooms**

Rooms are available at the discretion of the librarian to adults and young adults. Room capacities vary and are based on fire code regulations. Reservations may be made in two (2) hour increments. Reservations may be made up to two (2) weeks in advance.

### **Indiana Room**

Meetings and gatherings in the Main library's Indiana Room are at the discretion of the library director or adult services librarian and will follow their procedural direction.

### **Board Room**

Meetings and gatherings in the Main library's board room are at the discretion of the library director.

## **Patron Use of Library Phones**

The library telephone may be used for local calls in emergency or hardship cases or at the discretion of the library staff.