

NORTHWEST KANSAS LIBRARY SYSTEM

SERVICE POLICY

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SECTION I--Introduction

Northwest Kansas Library System (NWKLS) serves as a "library for libraries" to its participating members and as a source of library services to those residents of participating counties who do not have library services from a local library. This document is intended to establish the policies under which NWKLS operates in serving its constituency.

SECTION II--Borrowing

A. ELIGIBILITY Any person living in a participating county may borrow materials from the NWKLS collection. Services are delivered to eligible borrowers through the participating local libraries and through the Mail-A-Book operations. Services, with the exception of those of Western Kansas Talking Books services, Mail-a-Book and audio-visual equipment loan, are not offered directly to any resident of a participating county through the System center in Norton.

NWKLS staff members may borrow directly from the System collection.

B. RESERVES The System will place on reserve any book or other library material requested by a library if the book or other library material is not available at the time of the request. If five reserves are placed on a book or other library material, NWKLS will consider acquiring the material in accordance with the collection development policy.

C. WHAT CAN BE BORROWED All materials in the NWKLS collection, including bifolkal kits for programming, are eligible for loan to member libraries or other libraries.

D. LOAN PERIOD

1. Books and Audio-visual materials--The loan period for NWKLS materials in normal use is three weeks. The loan period for high demand materials is two weeks. A shorter specified loan period may be required for certain high-use reference materials.

2. Periodicals--The normal loan period for periodicals is three weeks.

3. Bulk loans--The loan period for bulk loans will be determined according to need.

4. Audio-visual equipment--The loan period for registered borrowers will be determined on an individual basis.

NWKLS staff members may check out materials directly from the collection without a due date. However, they must return the materials immediately if there are requests for the item. NWKLS staff are encouraged not to keep materials more than one month.

E. OVERDUES AND FINES Overdue notices are sent as reminders of overdue materials. No fines are charged by the System.

F. RENEWALS Renewals may be requested on any NWKLS materials checked out. Such requests are granted if there is no one else waiting for the material.

G. LOST AND DAMAGED MATERIALS NWKLS will charge replacement costs on all materials lost or damaged beyond use. If the item is not replaceable, the cost will be that of some comparable item or the list price of the item when the item was in print, if that price can be found. Libraries are encouraged to recover these costs from patrons who lose or damage materials, but will not be held responsible if the patron will not compensate for the loss. If damage to audio-visual materials can be determined to be the fault of the user, replacement charges will be required to be paid if the item cannot be repaired. Damage to cases will also be charged to the users if not the result of normal wear and tear.

SECTION III--Library hours and holidays

NWKLS maintains working hours of 8:00 AM to 5:00 PM Monday through Friday. The library is normally open through the noon hour. The System will close for the following holidays:

New Year's Day	Labor Day
Good Friday	Thanksgiving & day after
Memorial Day	Christmas Eve day
July 4	Christmas Day

SECTION IV--Services Offered

A. INTERLIBRARY LOAN AND REFERENCE NWKLS has adopted the national, state and regional interlibrary loan codes (see Kansas Interlibrary Loan Manual and Directory). Library materials will be made available to any requesting library, with priority going to System members.

Title, subject, periodicals and reference requests from member and contracting libraries will be filled if possible. The local library is expected to exhaust its resources first. It is further expected to provide the System with as much information as is possible.

Local libraries are encouraged to limit the number of requests they process for any one patron at any one time.

Renewals on materials not owned by NWKLS should be requested directly by the borrowing library from the lending library. If the material was borrowed out-of-state by way of OCLC, the borrowing library should contact NWKLS who will request the renewal unless the lending library has specified "no renewals".

Short reference and rush requests may be called to NWKLS on the toll free line. Indepth questions should be handled as subject requests.

Postage costs on rotation collection items required to be sent to another library on interlibrary loan will be reimbursed to the sending library when the cost is submitted in writing to NWKLS.

B. ROTATION Each member public library will be visited by the book van six times per year. All libraries receiving rotation service from NWKLS will exchange their entire rotation collection on each visit.

C. CONTINUING EDUCATION NWKLS will provide workshops for the benefit of System member libraries, interested lay people and trustees each year. Mileage costs at the prevailing rate for one vehicle from each library will be reimbursed for travel expenses. System members attending a workshop location outside NWKLS when there is a location within NWKLS may submit a request for mileage reimbursement up to the maximum mileage from their location to the NWKLS location. The Executive Committee will set a basic fee for workshop attendance for people from non-participating counties, with an extra charge possible for high-expense workshops.

D. SUPPLIES All supplies in stock at NWKLS are available for member libraries to purchase at cost. NWKLS will consider ordering supplies not in stock for member libraries if doing so affords the library a price break. Libraries are encouraged to request supplies before their rotation run so that the supplies will be on the van and mailing costs can be saved.

E. SYSTEM GRANTS The Northwest Kansas Library System will award System service grants to all legally established public libraries in participating counties that meet the basic requirements. The maximum amount of these grants will be determined by the System board on an annual basis. The actual award to a given library will be determined by the procedure listed in the System Plan of Services. Dependent upon the availability of funds, opportunities will be given to member libraries to apply for continuing education, equipment, program, Kansas Library Express or other grants, based on specified criteria.

F. AUDIO/VISUAL MATERIALS -Visual materials purchased with "public performance rights" will be marked as such. Visual materials without public performance rights can be shown only in a family (home) setting or in individual viewing carrels. Unauthorized showings are illegal and against System policy. NWKLS purchases an umbrella public performance license for member public libraries which covers specific movie companies, titles and formats. A list of covered motion picture producers is available at the System Center. Audio/ visual materials cannot be utilized where any admission fee, donation or collection is made.

The copyright law forbids the unauthorized duplication or other reproduction of copyrighted audio/visual materials.

The Northwest Kansas Library System is not responsible for determining audience suitability.

G. CONSULTING SERVICES Library consulting services are available free of charge from System personnel to all member libraries. NWKLS staff is available to provide consulting on library topics.

A computer consultant is available to assist member librarians with purchase, setup and configuration of computer hardware and software. This person will provide educational programs and assistance in all areas of technology and will provide aid in the selection of appropriate technology based on needs and available budget.

H. CATALOGING AND ACQUISITIONS Acquisition and cataloging of library materials in all formats is available free of charge to all member libraries in participating counties.

It is understood all library materials cataloged through NWKLS will be available for interlibrary loan programs. All member libraries have the option of requesting that materials purchased through NWKLS not be cataloged.

NWKLS staff members may purchase library materials through the System's acquisition service.

I. NEWSLETTER NWKLS will publish a newsletter distributed via mail, email, and web page to all libraries within the System, board members and other interested parties. Libraries are encouraged to submit articles to be included in the newsletter.

J. TALKING BOOKS: NWKLS will maintain and circulate the Library of Congress Talking Book collection for the eligibly blind, visually impaired, physically impaired and reading disabled residing in the 33 counties of Western Kansas. Recorded books in cassette or digitally formatted cartridges and related materials are furnished through the department and sent out on a turnaround basis. Magazines on cassette are available for patrons and are distributed through the State Library system in Emporia. Braille formatted text requests are referred to the Utah State Library. Downloadable audio books are also available on the BARD system for participating patrons.

Western Kansas Talking Books issues a bi-yearly newsletter notifying patrons and member libraries of any new developments in equipment for visually handicapped patrons and or new services provided by The Talking Book program.

The BPH librarian works as both a consultant to patrons using the Talking Books service and as an outreach source of information to health centers, nursing homes, schools and any other agencies serving the blind or physically handicapped.

K. PRINTING AND PHOTOCOPYING All System member libraries are furnished with computer-printed labels for mailing purposes. Member libraries are encouraged to use the free photocopying privilege for library-related materials. AT LEAST ONE WEEK must be allowed any time libraries request 100 or more copies.

Fees have been set for photocopying and laminating for the public in order to help cover the costs of machine purchase and maintenance, supplies and staff time. Priority will be given to System business and to jobs for System member libraries.

L. AUDIO-VISUAL EQUIPMENT NWKLS will loan available audio-visual equipment to libraries and will loan specified equipment directly to registered borrowers upon request.

Reservations are taken for the use of the equipment. Libraries may request that the equipment be transported on the rotation van or picked up from NWKLS.

Patrons using NWKLS equipment, including the Enhanced Meeting Room (ELMeR) video conferencing equipment, will be asked to sign a statement of responsibility for care and use of equipment. Patrons and libraries will be charged for any loss or damage incurred. ELMeR equipment must be used in the NWKLS System Center facility.

The laptop computer lab is available to member libraries.

M. MAIL-A-BOOK The Northwest Kansas Library System will provide Mail-A-Book services to all residents of participating counties who reside in or who own property in an area of a participating county on which a public library tax is not levied and to persons determined to be homebound who do not receive service from their local library. Books purchased for the Mail-A-Book service are selected in accordance with the NWKLS collection development policy and within the limitations of the annual budget. A catalog and supplements are mailed to each patron eligible for Mail-A-Book requesting such a catalog or who appears on the mailing list. Return postage is the responsibility of the patron. Book packages may be returned to local Kansas Library Express libraries for free return to NWKLS. Homebound patrons are provided with return postage.

N. DISPOSITION OF PROPERTY All property purchased with state or federal grant funds that is no longer needed will be disposed of in the manner stipulated in the grant requirements.

First consideration in the disposition of any System-owned property no longer needed will be given to member libraries.

The System Board or Executive Committee will approve the sale of all System-owned property no longer needed and having a value of \$200 or more. Sale may be through sealed bids, public auction, or as deemed appropriate according to the situation.

The System Director has the authority to sell or dispose of all System-owned property which is no longer needed having a value of \$200 or less which is not requested by a member library.

O. PUBLIC SPEAKERS NWKLS staff will provide book reviews and the presentation of NWKLS services to libraries or community organizations upon request. Requests should be made directly to NWKLS personnel to schedule presentations.

INTERNET GUIDELINES

NWKLS maintains Internet accounts for use in communications, reference and training. In special circumstances when requested, the NWKLS computers and Internet may be used by persons other than staff members. These persons are required to follow the same guidelines as staff and should be supervised by staff. NWKLS computers may not be used in a way that is disruptive to the operation of the System or offensive to others or for any illegal use

Internet Training: Workshops and other training possibilities will be made available to NWKLS member library staffs and boards, as possible. Individualized training sessions can be scheduled.

School and academic libraries are integral parts of their parent institutions, and school librarians will be working closely with administrators, technology specialists, and others in implementing Internet use. Therefore, if Internet access is available in the library, these individuals may participate in Internet training provided by NWKLS. As there may be restrictions on the number of participants at any given training session, the librarian should call NWKLS to confirm that there is space available for any school personnel beyond the librarian.

Internet Reference: The Internet will be used as any other reference tool in providing information to users. As with all other reference requests, local users should first check with their local libraries and not come directly to NWKLS. Local libraries can then forward requests they cannot answer to NWKLS.

Q. INTERNET SAFETY POLICY

Effective date: May 12, 2004

Summary: This document contains the policies of the Northwest Kansas Library System for public use of the library's Internet access computers.

Policy: The library is a forum for all points of view and adheres to the Intellectual Freedom Statements as passed by the American Library Association and adopted by the Library Board. Users must comply with the United States copyright law, United States and Kansas obscenity statutes, and all other applicable laws.

The Internet is a global electronic network that provides access to ideas, information and commentary. The Northwest Kansas Library System provides public access to the Internet in keeping with its mission as a forum for access to public information.

NWKLS is concerned for the safety and security of users who access online information. NWKLS has no control over the information on the Internet and cannot be held responsible for its content. The restriction of a minor's access to the Internet beyond that required by this policy is the responsibility of the parent or legal guardian. The safety and security of users accessing the Internet require those persons to be cautious, thoughtful, protective of personal information, and respectful of library policy and state and federal laws.

Using NWKLS computer workstations in an inappropriate manner, as defined herein, is prohibited. Members of NWKLS staff are under no obligation to monitor computer workstation usage and accept no responsibility for investigating the manner in which those workstations are used. When, however, a member of the NWKLS staff observes a patron using a workstation in violation of the following subsections, the patron will be deemed to be using the workstation in an unacceptable manner, resulting in any or all of the following consequences:

1. Immediate termination of the Internet session.
2. Additional suspension of computer use or other library use privileges.
3. Notification of appropriate law enforcement officials.

Materials on the Internet may be subject to copyright laws. Copyrighted materials may not be copied without permission of the copyright holder unless the proposed use falls within the definition of "fair use." (United States Code, title 17, Section 107)*

Patrons shall not access or exhibit inappropriate matter on library Internet workstations. Inappropriate matter shall include obscene matter, matter harmful to minors, or materials containing sexual exploitation of children, as defined by Kansas Statutes and the Children's Internet Protection Act. Specifically:

A. Patrons shall not access or exhibit obscene material on NWKLS computer workstations. Disseminating or exhibiting obscene material is a crime in the state of Kansas. See K.S.A. 21-4301 as amended.*

B. Patrons shall not access material or computer-generated images deemed harmful to minors. See K.S.A. 21-4301a and K.S.A. 21-4301c, as amended.*

C. Patrons shall not use the library computer workstations in a manner that allows them to possess a computer generated image that contains or incorporates sexual exploitation of a child. See K.S.A. 21-3516, as amended.*

All patrons are prohibited from sending electronic mail, instant messages, or chat room messages that violate any local, state or federal laws. Violators of this prohibition are subject to the consequences described above. Because of limited staff and technical resources, chat, e-mail, and commercial transactions are not a service priority. NWKLS staff will not provide assistance with those activities.

Patrons are responsible for any careless and/or abusive treatment of computer hardware and software. Misuse of computer equipment and Internet access may result in the consequences described above. Misuse includes, but is not limited to:

- Activities causing damage to library computer equipment, software programs, and data.
- Activities deemed unlawful according to local, state and federal law.
- Unauthorized access to secure data, including so-called “hacking.” Violations will be immediately reported to appropriate law enforcement officials.
- Violation of individual privacy rights, including unauthorized disclosure, use and dissemination of personal information regarding minors is prohibited. Persons violating this prohibition are subject to the consequences described above. Library staff will not disclose library customers’ use of the library with respect to information sought or received, including Internet use, except pursuant to a valid court order or subpoena authorized under federal, state or local law.

NWKLS will comply with federal legal requirements for technology protection measures (filtering software). The internet filtering software will be disabled upon the request of an adult. This technology is not reliable and the library cannot be held responsible for prohibited information that may be displayed or for useful information that may be blocked.

* All documents cited are located in Appendix

SECTION V--Review

This policy will be reviewed annually by the Executive Committee.

Approved 11-12-08