

San Juan County Library Policies

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Public Services Policy

Eligible Patrons

Free access to the resources of the library will be granted to patrons with an active library card. Access to the library facility and in-house use of the resources will not be restricted to cardholders. Non-card holders, however, must comply with the library rules and regulations if they wish to use the available resources and facilities.

All potential library patrons must complete a library application form and must comply with all of the requirements in at least one of the following categories before receiving a library card.

1. A patron eighteen years of age or older must present identification that has their current address on it.
2. A patron under eighteen years of age, whose parent or guardian agrees to be responsible and co-signs the application, must present acceptable identification.

Residents of San Juan County are eligible for library cards, as are non-residents. There will be no charge for the initial card, \$1.00 charge for a replacement card.

Library patrons will be responsible for updating all personal information related to their library card (i.e. name changes, address, telephone, etc.)

Delinquencies, Fines And Other Charges

The patron, who is the library cardholder, is responsible for the care and return of materials checked out from the library. Parents or legal guardians are responsible for materials checked out by minors in their care.

The library charges overdue fines for materials, which are returned past their due date. Overdue fines are:

- Books & Magazines - .10/day
- Audio books - .25/day
- Videos/DVDs - \$1.00/day
- CDs - .25/day

Maximum fine per item - \$5.00

There will be a seven-day grace period on all items.

Patrons are responsible to maintain the library materials they check out of the library in reasonable condition during the time that they have the library materials in their possession. Reasonable condition is defined as normal wear and usage of library materials. Patrons who intentionally write upon, injure, deface, tear, cut, mutilate, destroy, or otherwise damage library materials will be billed for the replacement cost of the item plus a \$4.00 processing fee. All patrons with overdue books and/or fines will lose library privileges until taken care of.

Patrons will be charged for all lost materials. They will be billed the replacement cost of the item plus a \$4.00 processing fee. Refunds will not be given for lost items that may be found later by the patron. The processing fee is also non-refundable.

A patron with a significant amount of overdue items, will be subject to legal action from the library in order to recover the overdue item or the replacement cost of the item.

Other charges:

- Photocopier - .10 per side copied
- Fax - .25 per page sent and received
- Printer - black and white - .25 per page
- color - .50 per page
- Scanner - no charge, unless printing
- Pay phone - .50 per local call, office phone for library use only

Circulation

All materials will be circulated for 21 days with 2 renewals, except the following:

- Videos/DVDs – 7 days, no renewals. Limit of 7 videos/DVDs at a time.
- Magazines – 7 days, no renewals
- New Books – 14 days, 2 renewals
- Native American Collection – 14 days, 2 renewals
- Holiday Books – 14 days, 2 renewals
- Reference Materials – in house use only

Renewals may be made in person or by telephone.

Patron check out limits on library card at one time:

- Local patrons – 25 items
- All other San Juan County patrons – 10 items
- Non-resident patrons – 2 items

A patron wishing to reserve any material that is currently in circulation or otherwise unavailable, may do so by consulting a member of the library staff.

Overdue Notices

The library is under no obligation to notify patrons of overdue library materials. As a courtesy, however, the library will send written notices of overdue items to patrons as the time and resources of the library permit. The first notice will simply be a reminder, the second will notify the patron of the above plus the cost to replace the item(s), the third and final notice will notify the patron of the above and suspend all library privileges until taken care of.

Also, as a courtesy, daily telephone calls will be made to patrons reminding them of library materials due that day, time permitting.

Hours Of Operation

The hours of the library are: Monday through Thursday 12:00 PM to 7:00 PM, Friday 2:00 PM to 6:00 PM, Saturday 10:00 AM to 2:00 PM, closed Sunday.

The library will be closed on the following days throughout the year:

- New Year's Day

- Human Rights Day
- Presidents' Day
- Memorial Day
- Independence Day
- Pioneer Day
- Labor Day
- Veteran's Day
- Thanksgiving Day and the day after Thanksgiving
- Christmas Day

When any of the above holidays fall on a Sunday, the following Monday shall be observed as the holiday. When any of the above holidays fall on a Saturday, the preceding Friday shall be observed as the holiday.

The library may also close throughout the year for inventory, bad weather, or special circumstances determined by the director.

Privacy Of Records

All records, formal and informal, in the library relating to patron registration and the subsequent circulation by patron of materials provided by the library are to be confidential in nature.

In order to prevent an unreasonable invasion of privacy, the contents of registration and circulation records shall not be made available to anyone except the subject of the record, or the parent or guardian of a minor who is the subject of the record or, except under the written order of the library director, such order having been issued pursuant to a proper legal process order, or subpoena under the law.

Any problems or conditions relating to the privacy of a patron through the records which are not provided in the policy shall be referred to the library director, who, after study and consultation with the library board and/or legal counsel, shall issue a written decision as to whether to heed the request for information.

Note: Policy based on "Policy Confidentiality of Library Records", adopted by the Council of the American Library Association, January 20, 1971; revised July 4, 1975, July 2, 1986.

Exceptions to this policy may be made by the library staff when necessary.

Collection Development Policy

Mission Statement

The San Juan County Library is committed to providing information, materials and service which anticipate and respond to the interests and concerns of individuals within its community for their enjoyment and learning.

Authority And Responsibility For Selection

The responsibility for material selection rests with the director who operates within the framework of policies adopted by the San Juan County Library Board and the limitations imposed by budget constraints. Other staff members assist in the process of collection development as assigned by the director.

Criteria For Selection

Books and other materials selected will be chosen to meet the information requests and information needs of the residents of San Juan County. In no case will library materials be excluded because of the race, nationality, social, political or religious views of the authors; no library materials will be removed from the library because of partisan political views or doctrinal content.

To build a diversified collection which supports the library's mission, the following criteria are used. These criteria apply to purchased and donated materials.

1. Availability and suitability of format.
2. Suitability of subject, style and level for the intended audience.
3. Critics' and staff's reviews.
4. Reputation of the publisher or producer; authority and significance of the author, composer, filmmaker, etc.
5. Timeliness or permanence of the material.
6. Quality of writing, design, illustrations, or production.
7. Relevance to community needs.
8. Potential and/or known demand for the material.
9. Relative importance in comparison with existing materials in the collection on the same subject.
10. Availability and accessibility of the same material in the local area.
11. Cost of the material.

Professional and highly specialized materials and infrequently used materials will not be purchased, but will be borrowed from other libraries for the patron through the Interlibrary Loan (ILL) program.

Special Collections

From time to time, the library may establish a special collection on a temporary basis or as a permanent addition to the library. A special collection may be developed to meet a particular need in the community or may be established to provide a comprehensive collection of works deemed necessary to address a topic in greater detail. The rules governing the purchasing of books and materials for special

collections will be applied the same as the general collection.

Replacements

Materials withdrawn for reasons of loss, damage, or wear are not automatically replaced. Considerations for replacement include availability, use, and value to the collection.

Maintenance Of The Collection

The library maintains an on-going schedule of evaluating materials and withdrawing them when they meet one or more of the following criteria:

1. They are out-of-date, that is, no longer timely or accurate.
2. They are badly worn or damaged.
3. They are no longer high demand items.
4. They have been declared missing from the collection.

Materials withdrawn from the collection are disposed of at the discretion of the Library Director.

Gifts And Donations

The library welcomes and accepts gifts of materials or funds from individuals and groups. The library, however, reserves the right to make the final selection for any materials which will be added to the collection. All gifts become the property of the library and may be used, sold, or discarded according to the criteria established by this policy. Bookplates indicating that the item is a gift will be placed on the item if the donor desires. **Library staff will not give appraisals of gifts and donations for tax purposes.**

Materials complaints

The library will consider patron objections and complaints to materials in its collection. Objections must be submitted in writing for consideration. A form is provided that can assist the patron in identifying his/her objection to the item. Objections or complaints will be handled in an attentive and timely manner under the direction of the Library Director.

Reconsideration

Patrons have the right to appeal the director's decision regarding reconsideration of library materials to the Library Board, during their regularly scheduled meetings.

Patron Complaints on Materials

NAME: _____

DATE: _____

TITLE: _____

COMPLAINT: _____

NAME: _____

DATE: _____

TITLE: _____

COMPLAINT: _____

NAME: _____

DATE: _____

TITLE: _____

COMPLAINT: _____

NAME: _____

DATE: _____

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COMPLAINT: _____

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COMPLAINT: _____

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TITLE: _____

COMPLAINT: _____

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DATE: _____

TITLE: _____

COMPLAINT: _____

NAME: _____

DATE: _____

TITLE: _____

COMPLAINT: _____

Reference Policy

Objectives

To provide accurate, prompt and courteous assistance to the public in the use of the library's reference and regular collections. To provide a reference collection and services adequate to meet the general information, basic research, recreational and instructional needs of the public.

General Information

The main reference functions provided to the patrons are guidance, direction, and instruction. The reference collection will encompass a variety of reference materials including encyclopedias, dictionaries, almanacs, atlases, and directories, among others.

The reference collection is a non-circulating collection.

All requests for information are considered confidential. The patron's name will not be revealed to outside sources unless due legal process has been completed.

Requests may be made in person, or by fax, phone and email. Library staff will respond in as timely a manner as possible, time permitting. If the information requested will take longer than 30 minutes to locate, the patron will be notified of the findings the following day.

Types of requests requiring special policies

- Critical analyses, etc.: Library staff provides information from published analyses and if brief, will read that information by telephone. Staff does not provide personal critical analyses, interpretations or judgments of the merit of literary or other works.
- Genealogical questions: Library staff handles requests on family names on an "as time allows" basis only.
- Contest questions: Contest questions are answered for a person over the phone only if the library staff can find the answer immediately.
- Mathematical calculations: Library staff will not do mathematical equations for patrons. Library staff may read information from tables and formulas, but the patron should do his/her own calculations.
- Medical, legal and statistical questions: Library staff do not interpret material of any type related to these fields, including tables, charts, equations, conversion formulas, laws, taxation and regulatory information, or legal and medical definitions. When providing information related to the above material by telephone, staff will read the information and indicate the source, but the patron must interpret the information. Staff should feel free to indicate to the patron that he/she does not have the specialized knowledge to give positive or absolute answers. Patrons are advised to read the material themselves.
- School assignments: Library staff will not provide extensive help on homework assignments while other library users are waiting for service. Because homework assignments are usually made for the very purpose of teaching students the process of finding information, the library sees as its primary role the instruction in the use of library tools and methodology, rather than the provision of the "answers".

- Telephone requests: Incoming and outgoing calls are always secondary to helping people who are already at the library.
- Values of art works, antiques, rare books, coins, stamps, currency: Library staff will not provide appraisals of the value of art works, antiques, rare books, coins, stamps, currency and other collectibles. Staff will make sources available that will help the patron interpret the value.

Interlibrary Loan

Library staff will search in-house collections thoroughly for answers to information requests. If no answer can be found, staff will refer the patron's question to the Utah State Library, using the proper ILL forms and supplying all necessary information. When the library receives the response to the patron's information request, library staff will notify the patron promptly.

Interlibrary Loan Policy

The Interlibrary Loan (ILL) service provides patrons with the opportunity to borrow materials from other libraries, if the San Juan County Library cannot provide the desired item(s). The San Juan County Library will comply with the Interlibrary Loan Code For Utah.

To request materials, the patron needs to fill out the appropriate ILL form with the most accurate information, giving it to a member of the library staff. ILL requests will be made daily, time permitting.

It is the responsibility of the patron to pay \$1.00 for each item requested. The patron is also responsible for returning the ILL to the San Juan County Library by the due date. If the patron is unsure of the due date, they may call and request that information from a member of the library staff. If the material is not returned 30 days past the due date, the patron will be required to pay for a replacement.

ILL service will be suspended for any patron who abuses the privilege.

Exceptions to this policy may be made by the library staff when necessary.

Behavior And Conduct Policy

These rules have been adopted for the comfort and protection of all those using library materials and services, be it in the library or on library property. The library staff will courteously, but firmly, enforce them.

3. Disruptive behavior will not be permitted. This includes disorderly conduct, noise or activity, or anything that library staff deems inappropriate, whether intentional or inadvertent, that interferes with the rights of others. Also, physical abuse, abusive or threatening language and misuse of library furnishings. Expulsion from the library and/or loss of library privileges may result from continued violations.
4. There will be only one person allowed at a computer at any given time, unless deemed appropriate by library staff.
5. Skateboards are to be held at all times in and around the library. Confiscation of skateboard will occur if there are continued violations.
6. Soliciting is prohibited.
7. Persons committing theft, vandalism or other illegal acts are subject to prosecution.
8. Guide dogs are the only animals permitted in the building.
9. Smoking is prohibited.
10. Food and drink are not permitted in the library except in designated areas.
11. Food and drink are permitted at meetings or special library programs when so designated by the sponsor, and approved by the library director.

Behavior And Conduct Incident Report

NAME: _____

DATE: _____

TIME: _____

OFFENSE: _____

NAME: _____

DATE: _____

TIME: _____

OFFENSE: _____

NAME: _____

DATE: _____

TIME: _____

OFFENSE: _____

NAME: _____

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OFFENSE: _____

NAME: _____

DATE: _____

TIME: _____

OFFENSE: _____

NAME: _____

DATE: _____

TIME: _____

OFFENSE: _____

Unattended/Disruptive Children Policy

Preface

The San Juan County Library encourages children to use its facilities and services. However, children in the library are the responsibility of their parents. The library has neither the staff nor the legal authority to supervise children in the library. Therefore, parents and guardians should be aware of their responsibility to discipline and supervise their children while they are in the library. A child left unattended in the library may become disruptive or frightened, ill or injured. They may also become bored and restless and could disrupt the enjoyment and work of others.

Policy Statement

If a child is found to be unattended in the library (that is, if the responsible adult is not on the library premises) at closing time, or if an unattended child becomes disruptive at any time, the library may take action necessary to resolve the situation. If necessary, the library may ask the police to take the child into custody for the child's protection.

Disruptive behavior is any behavior within the library that infringes on the rights of others using the library.

This policy applies to any child twelve years of age or younger. Older minors who become disruptive will be asked to leave the library premises and failure to comply may result in the police being called.

Guidelines For Staff Members

- Dealing with disruptive children: If a young child is being disruptive (prolonged noise making; running up and down aisles; damaging library property; or bothering other library patrons), library staff may remind the child that they should be quiet (should not run around, etc.) in the library. If the behavior continues, library staff will attempt to locate the child's parent or caregiver. If the parent/caregiver is located in the library, staff will explain that the child's behavior is disturbing other library patrons, and will ask the parent/caregiver to deal with the problem. If the child is unattended (parent or caregiver cannot be located within the library), law enforcement personnel may be contacted to pick up the child for the child's protection and safety.

If an older child is disruptive, the child should be informed that he/she is behaving inappropriately and asked to behave in a more appropriate manner. If the disruptive behavior continues, library staff will:

1. Attempt to locate a parent/caregiver to deal with the problem. If a parent/caregiver cannot be located within the library and the disruption is sufficiently severe, the police may be called to deal with the situation.
 2. Ask the child to leave the library. Library staff members are to use their discretion in such situations. (Is the child old enough to leave on his/her own; does he/she live within walking distance; is it light or dark; etc.)
- Dealing with disruptive attended children: If a child is disruptive with a parent/caregiver nearby, library staff may speak directly to the child or may

inform the parent/caregiver that the child is behaving inappropriately and ask the parent/caregiver to correct the behavior. Staff members are to use their discretion in such situations. If the parent/caregiver refuses or is unable to control the child, they may be asked to remove the child from the library until the problem is resolved.

- Dealing with unattended children at closing: Library staff will not remain after hours with an unattended child and are not permitted, under any circumstances, to give him/her a ride home. If a child's transportation is not available within 15 minutes after closing, the police may be called to escort the child home or keep the child until the parents can be reached.

The library is not responsible for children outside the building who await transportation or who are socializing.

Remember that parents and caregivers, not library staff, are responsible for the safety and behavior of children within the library.

Emergencies/Unusual Situations Policy

General Information

Emergencies are unforeseen circumstances that generally call for immediate action. When an emergency of any kind occurs anywhere in the library, the number one concern is to protect and preserve human life. The secondary concern is to protect and preserve the collections and equipment used to provide library services. When emergency circumstances require that service to the public be interrupted, restoration of public library service should occur as soon as the building can be safely occupied.

Health Emergencies

Staff members should exercise caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. Without specialized training it is not advisable for staff to undertake more than keeping the sick or injured patron comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable.

The police/ambulance (911) should be called immediately in the event of any serious problem.

No medication, including aspirin, should ever be dispensed to the public.

Volunteers & Friends Policy

Volunteers

Individuals and groups are encouraged to volunteer their time and efforts in the behalf of the library. Library staff will coordinate activities with the volunteers, and keep an accurate record of time donated.

Friends of the Library

A library friends group is a formal association of people who unite to plan and execute, in conjunction with library goals and the needs of the library director, programs and events to benefit the library. In particular, a friends group is often heavily involved in fund-raising for the library. Friends groups always serve at the pleasure of the library board which is the only body with legal authority to set policy for the development of the library.

Bulletin Boards/Exhibits & Displays Policy

Bulletin Boards

A public bulletin board is available at the library for organizations wanting to publicize meetings, programs, and special events. Only non-profit advertisements are permitted. The library director must approve all postings and may prohibit postings that do not meet library standards.

Limited space generally allows only short-term notices. Postings will be removed on a regular basis and discarded; the library is not responsible for returning items.

Exhibits & Displays

The library welcomes exhibits and displays of interest, information and enlightenment to the community. Displays of handiwork, historical material, nature study, or any other material deemed of general interest may exhibited. The director shall accept or reject material offered for display based on its suitability and availability.

The library assumes no responsibility for the preservation or protection, and no liability for possible damage or theft of any item displayed or exhibited. All items placed in the library are there at the owner's risk.

Internet Policy

Effective Date: May 17, 2001. Amended June 1, 2004

1. BACKGROUND INFORMATION

The Library mission statement includes this sentence: “The San Juan County Libraries are a dynamic civic resource committed to providing information, materials, and services which anticipate and respond to the interests and concerns of individuals within its communities.”

Because of the strong community interest in having access to the Internet at the libraries, the San Juan County Library Board supports the availability of this information resource to the residents and many visitors who come to our area. Our Library contains many books, magazines, and newspapers that may have the information you are seeking. We want you to feel free to access the Internet as an extended source as needed, but need your support in upholding our rules and policy.

The Internet allows access to information from around the world. However, since this is an unregulated resource, it also enables us to access some material that may be inaccurate, offensive, disturbing and/or illegal.

The Library makes no warranty, expressed or implied, for the timeliness, accuracy or usefulness for a particular purpose, of information accessed from the Internet, or that the Internet service will be available on an uninterrupted basis. “Down time” for circumstances beyond our control, as well as service, repair and/or upgrading of computer hardware or software can occur at any time.

The Library upholds and affirms the right of each individual to have access to constitutionally protected material.

The Library also affirms the right and responsibility of parents to determine and monitor their children’s use of Library materials and resources, including the Internet.

2. CONDITIONS AND TERMS OF INTERNET USE IN THE LIBRARY:

To ensure that the use of the Internet in the Library is consistent with the mission of the San Juan County Library and with H.B. 157, Online Access at Public Libraries; and amended UCA 9-7-215 and 9-7-216; the following conditions shall apply:

- a. Designated Internet stations will be located where they can be monitored by staff for user assistance, equipment security, and enforcement of these conditions.
- b. Patrons under 18 years of age must have signed permission from their parent or legal guardian to access the Internet. Parents and legal guardians must come to the library and sign the form in PERSON.
- c. In compliance with existing legal requirements, there is a technology protection measure (also commonly known as a filter) on the library computers. The law requires libraries to use the technology protection measure to block access by minors to materials that might be harmful to them, as defined by statute. The law also requires libraries to use the technology protection measure to block access by any patron or staff member, regardless of age, to materials defined by statute as harmful or obscene.

- d. The Library uses a filtering system recommended by the Utah State Library. This will block many web sites containing graphic, extreme or obscene materials, including materials on Sex, Drugs, Violence, Gambling, Terrorism, and Hate language. However this should not give you a false sense of security. You may still come across information that is illegal or that you believe is inappropriate, offensive or objectionable. In this event, it is your responsibility to leave the offending website immediately.
- e. The filtering system may experience problems. Upgrades, equipment failure, software issues, human and other errors can contribute to some websites not being blocked correctly. If you experience any failure of the filtering system, please report it immediately to the library staff.
- f. This technology protection measure is mandatory on all computers connected to the Internet. In some cases, however, patrons will need to be able to bypass the filtering system. The filter blocks access to materials such as those needed by nursing and law students. Responsible patrons of 18 years of age or older who need to perform such research may request that library staff temporarily suspend the filter. Librarians will do their best to accommodate such requests, but may comply at their own discretion, based on their assessment of the situation.
- g. Internet stations will be available on a first come, first served basis, or by appointment.
- h. Computer use will be limited to sixty (60) minutes when others are waiting. No one may schedule two consecutive sixty minute blocks. If at the end of the first sixty minutes no one is waiting for a computer, a patron may use it for additional time.
- i. When a Library staff member informs you that your time is up, please leave the computer promptly so the next patron can use the computer. Failure to respond to a librarian's request can result in the suspension of your computer privileges.
- j. The librarian shall have the right, at his or her discretion, and based on assessment of patrons' needs, to request that a patron vacate a computer station early.
- k. One person per computer is allowed in the computer area, unless arranged with the librarian or educational or instructional purposes.
- l. Small children and toddlers are not allowed around the computers, unless in a restraining device such as a carrier or stroller. This requirement is for the child's safety, and the safety of the equipment. Parents often fail to watch and supervise their children because they are concentrating on the computer. Children who are fussing and/or are not being controlled should be taken out to avoid disturbing other patrons.
- m. The following uses of the Internet ARE NOT PERMITTED. Any of these activities will result in permanent revocation of Internet privileges and may be subject to criminal prosecution:
1. Transmitting, uploading, downloading or otherwise accessing any pornographic, obscene, or sexually explicit materials, or other materials deemed harmful to minors as defined by statute.
 2. Transmitting, uploading, downloading or otherwise accessing files or information dangerous to the integrity of the library's network. Any malicious or intentional misuse including but not limited to harassment, distribution of computer viruses or worms, or transmitting data that is prohibited by Federal, State or local laws.
 3. Vandalizing or altering the computer hardware and/or software of this library or any other computer system accessed through the Internet.

4. Unauthorized access to any of the San Juan County Library computer systems, equipment, files, software, data, or information resources; including deleting files, modifying or reconfiguring system software facilities or subverting any restrictions already in place on the library's network and computer systems.
5. Installation of personal software or attachment of personal computer equipment or programs to existing library equipment.
6. Detachment of any hardware owned or provided by the Library
7. Participation in any "chatting," including "On-line Chat," "Internet Relay Chat," "Chat Rooms," game rooms with chat windows, Yahoo Personal, Private Messaging, all Instant Messaging services, etc.
8. All games are prohibited. The Library is not an arcade.

n. In addition to the above restrictions, the following general restrictions shall also apply:

1. Patrons may not use Library computers to establish or maintain any business ventures.
2. Patrons may not use Library computers for any illegal or criminal purpose.
3. Patrons may not violate copyright laws or software licensing agreements (such as making unauthorized copies of software) in their use of Library computers.
4. Patrons may not install or download any software.
5. Patrons may not engage in any activity which is deliberately and maliciously disruptive, libelous, or slanderous.
6. Patrons may not consume large amounts of system resources.
7. Patrons may not damage library computers, any computer equipment or software.
8. No patron may use his or her own floppy disk or other storage medium in a Library computer. Floppy disks may be purchased for 50 cents from the librarian, and you may take the disk with you. To avoid purchasing multiple disks, if you need to use the disk on more than one visit, you may put your name on it and leave it with the librarian.
9. Patrons may not save any files to a Library computer. Any saved files will be erased within 24 hours. Patrons may save to a floppy disk purchased at the library, or send files as attachments to their own e-mail account, if the account permits receiving attachments.

o. Any patron who has outstanding fines or overdue materials will lose computer privileges until the fines are paid and/or materials are returned.

p. There will be a charge for printer use. This charge will be based on the number and type of pages printed by the patron. This charge shall be 50 cents per page for color graphics and 25 cents per page for regular black ink printing. A page is one side of an 8.5" X 11" sheet of paper.

q. Patrons who fail to comply with any of the above conditions will lose their computer privileges.

3. ENFORCEMENT GUIDELINES AND COMPLAINTS:

Any patron who wishes to read the statutes on which this policy is based may request to see copies of them at the librarian's desk.

This policy will be posted in all branches of the library, where it is effective immediately. Rules for enforcing the policy have been established and can be viewed upon request at the librarian's desk.

Any patrons who have complaints about this policy or its enforcement may submit those complaints in writing, outlined in detail, to the librarian or to the chairman of the library board.

Patrons may also submit a written complaint in person to the library board at the next regular board meeting. Please inform the librarian or the board chairman and ask to be included on the agenda.

If applicable, the patron will be asked to provide the web site address and materials being viewed when privileges were suspended. The decision of the board will be final.

This Internet policy was amended and re-adopted June 1, 2004 in an open meeting of the San Juan Library Board.

Internet Offense Report

NAME: _____

NAME: _____

DATE: _____

DATE: _____

TIME: _____

TIME: _____

OFFENSE: _____

OFFENSE: _____

NAME: _____

NAME: _____

DATE: _____

DATE: _____

TIME: _____

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