Chapter 6

Public Services

Section 1: Reference and Reader's Advisory Services
Approved August 19, 2010; revised August 15, 2013; reviewed June 16, 2016

The library staff endeavors to provide accurate information and materials in response to requests from library users in an efficient, courteous, and timely manner. Questions are generally answered in the order received, with priority given to questions asked by people who are in the library.

If an individual's question cannot be completely met through the library's resources, staff will refer the person to a more appropriate resource to obtain the desired information whenever possible. Staff will attempt to provide accurate contact information for other agencies when referring a patron, and as the situation warrants, can call the agency to verify services; staff cannot make the actual phone call on behalf of the patron.

Library staff will provide definitions, quote material verbatim, and direct patrons to information sources but will not offer advice or opinions, condense or abstract information, or suggest a course of action or diagnosis. Staff will provide the source and copyright date for legal and medical information.

All requests for reference information are confidential. Library staff may consult with one another when necessary to serve the person or consult with staff at other libraries, agencies, and organizations. In all cases, patron confidentiality and privacy will be maintained.

Section 2: Proctoring Exams
Approved August 19, 2010; reviewed August 15, 2013; revised June 16, 2016

As part of its mission to support lifelong learning, the library provides proctoring services for students at no charge. Students are responsible for any incidental costs, such as postage, fax, or printing fees.

The library will provide monitoring but cannot provide one-on-one proctoring or continuous, uninterrupted monitoring of exams. The library director and designated staff will conduct the proctoring. Several staff members may be involved in proctoring, and the library cannot guarantee that the same staff member will be available during the entire test period. Students are responsible for determining whether the library's level of supervision matches the requirements of his or her institution.

Exams may be on paper or online. The Library will accept examination reservations based on the availability of proctoring staff. Proctoring is available during regular library hours. All proctoring must be completed no later than 30 minutes prior to library closing. The library will make every attempt to meet the needs of the student, but

proctoring may be cancelled if the library is closed due to inclement weather or other emergencies, including computer malfunctions or severe staffing shortages.

The institutions requiring proctored testing are responsible for making sure the Library staff receives the examinations and/or electronic links prior to the scheduled exam time. Exams that have been left for more than 45 days will be discarded. It is the student's responsibility to ensure that the exam has arrived in time. The student is responsible for providing supplies which are not provided by the educational institution. The library cannot provide supplies. Photo identification, such as a driver's license or school ID card, must be presented at the time that the exam is taken and must match the name on the exam materials.

The school or the student is responsible for providing a properly addressed envelope with sufficient postage for returning the exam to the school. The library is unable to provide overnight delivery service. Testing materials will be handled in the same manner as all other library mail. The library cannot assume responsibility for completed exams that are not received by the educational institution either by mail or by electronic transmission.

The Library reserves the right to deny a proctoring request that is beyond the Library's ability to administer.

Section 3: Copy and Fax, and Laminating.

Approved June 21, 2007
Revised March 20, 2008; August 19, 2010; March 23,2023
Reviewed: August 15, 2013; June 16, 2016

The library provides a photocopier and fax machine for public use. The photocopier and fax machine are primarily self-service, and library staff will assist users upon request. When assisting with the copier, the staff will not knowingly violate copyright law. People using the copier must adhere to the U.S. Copyright Law when copying materials subject to copyright.

Photocopies will be $.10 per copy.
Outgoing fax charge will be $1.00 for the first page; $.50 for each additional page. The incoming fax charge will be $.50 per page.

The library makes its laminator available to the public.

Laminating is $.50 per linear foot.

Section 4:   Interlibrary Loan
        Approved May 17, 2007
        Reviewed August 10, 2010
        Revised August 15, 2013; reviewed June 16, 2016

The Library strives to keep resources current and relevant to all users and recognizes that it cannot meet all of the demands from its users due to limited budget and space. Therefore, the Library provides interlibrary loan (ILL) service to its cardholders.

To that end, the Library will enter into mutually beneficial resource sharing agreements with other libraries and will honor applicable confidentiality and copyright policies and laws. The Library will lend its materials and keep its holdings accessible to other libraries through the same ILL networks.

Service and recovery fees will be addressed with the borrower before the request is made, and materials will be obtained in an economical and efficient manner.

Section 5:   Internet Policy
        Approved May 17, 2007
        Reviewed August 19, 2010; August 15, 2013
        Revised June 16, 2016; March 23, 2023

At the Baright Public Library, one of the key strategic priorities is to use technology to enhance library services. Traditionally libraries are a forum for the open exchange of information. As the Internet has become the medium for the transmission of information throughout the world, the Internet is used to access the catalog and other databases.

The Library, in accordance with its mission statement, provides its users with on-site access to the Internet on library-owned devices and with free, unsecured wireless access. This Internet Use Policy cannot identify rules to cover every possible situation. Instead, it is designed to set forth general guidelines for computer and Internet use on library-owned devices and on privately-owned devices within the library.

All Internet resources accessible through the library are provided equally to all library customers. Access to the Internet is compatible with the library's collection development policy, mission statement, and its endorsement of the Library Bill of Rights, the Freedom to Read, and the Freedom to View documents. The Library does not monitor and has no control over the information provided through the Internet. Information on the Internet is not necessarily current, accurate, or complete. Customers are encouraged to take advantage of the Internet and to exercise good judgment and discretion in their use of it.

While valuable information is available on the Internet, some sites may be considered by our local community standards to be obscene, potentially offensive, or harmful, especially to minor children, as defined by applicable state and/or federal laws. The Library must balance the desire for free unrestricted access to varying informational sources against the need to avoid material that may potentially be harmful to minors or that violates community standards as defined by applicable state law and/or is obscene.

For purposes of this policy, minors are defined to include all individuals under the age of eighteen (18) years. Parents and guardians, not the Library or its staff, are responsible for the Internet information selected and/or accessed by their children; therefore, parents are advised to supervise their children's Internet sessions.

The Library has deemed it necessary and appropriate to use filtering software on its computers to limit a minor's exposure to some Internet content. The software may block Internet sites that could be offensive or harmful to minors. Filtering software, however, cannot block all information that could be harmful or offensive to minors. The Library encourages parents to discuss Internet use with their children in relation to their family values and boundaries.

The Library expects customers, in order to keep their privileges intact, to use the resources in a responsible manner. Responsible use of the Internet at the library includes, but it not limited to, the following:

- Complying with the Library's posted rules of conduct;
- Refraining from unauthorized, illegal, or unethical use of the Internet;
- Respecting the copyright laws by making only authorized copies of copyrighted materials;
- Refraining from sending, receiving, or displaying inappropriate materials, whether text or graphics, which may reasonably be construed as obscene as determined by local community standards;
- Refraining from unauthorized tampering with computer hardware or software;
- Refraining from misrepresentation of oneself by access code, password, or signature;
- Respecting the privacy of others using public access computers at the Library by not interfering with others' use of the computers and by not attempting to modify or gain access to files, passwords, or data belonging to others;
- Obeying federal, state, local, and library laws and/or regulations;
- Refraining from the use of sounds or visuals that might be disruptive to others.
- Accepting that privacy while using the Internet in the library cannot be guaranteed

Violations of this policy or other library policies may result in loss of library privileges. Unlawful activities will be referred to the appropriate legal authority and will be dealt with in an appropriate manner.

Library staff may request that individuals cease to view or to listen to works that threaten the safe and comfortable environment of the library or that interfere with the conduct of library business, in accordance with the Library's Conduct Policy.

Customers handling financial transactions or other activities requiring confidentiality do so at their own risk. The Internet is not private, and security of electronic communication cannot be guaranteed.

Security for wireless devices rests solely with the owner. Library staff may provide guidance for accessing library materials and services with privately-owned devices and may provide guidance to technical support.

The Baright Public Library disclaims any liability or responsibility arising, directly or indirectly, from access to or use of information obtained through the Internet and/or its electronic resources, or any consequences thereof.

   Entire chapter review June 20, 2019