

# Canajoharie Library

## Customer Service Policies

### Table of Contents

CUS-1	Patron Code of Conduct
CUS-2	Library Use Policy
CUS-3	Canajoharie Library Display Policy
CUS-4	Programming Policy
CUS-5	Meeting Room Policy
CUS-6	Patron Complaints Policy

## **Canajoharie Library**

### **Patron Code of Conduct**

Our goal is for the Canajoharie Library to be a welcoming, pleasant place for all. In order for everyone to be able to enjoy their time in the Library, we ask all users to follow the standards of conduct listed below:

1. Tobacco, drug, or alcohol use of any kind is prohibited on Library property.
2. Stealing, damaging, or altering library property is prohibited.
3. Disruptive or inappropriate behaviors including but not limited to abusive or threatening actions, unreasonable noise, boisterous physical behavior, and sleeping are not allowed.
4. Parking in violation of posted rules is prohibited
5. Skateboarding, rollerblading, reckless bicycle riding, and similar actions are not allowed.
6. Animals are not allowed in the building. Exceptions are service/emotional support animals and animals that are a part of an organized library program.
7. Shirts and footwear are required in the building. Clothing with offensive messages is prohibited.
8. Parents or caregivers are responsible for the behavior and supervision of their children.
9. Public access to non-public areas is allowed only for acceptable business and with staff escort.
10. Food and drink are not allowed near public computer workstations. Covered drinks and packaged snacks are allowed in designated areas. Supervisory staff may prohibit food or drink that interferes with normal Library operations.
11. Cell phone use is prohibited near public computer workstations. Discrete cell phone use is allowed in other areas. Supervisory staff may ask patrons to silence disruptive or overly loud cell phone alerts. Supervisory staff may prohibit any cell phone use that interferes with normal Library operations.
12. Patrons are expected to leave the building promptly at closing time unless staying for a Library program after hours. Staying in the building after closing time is considered trespassing.
13. Supervisory staff may deny privileges to any member of the public for repeated violations of rules or for refusal to follow staff directives.

Adopted 7/8/2009  
Amended 6/12/2019

# **Canajoharie Library**

## **Library Use Policy**

### **Policy Statement**

The Canajoharie Library & Art Gallery, by its Mission Statement and the Library Plan of Service, is expressly designed to be used by the public. The official Library service area is the Canajoharie Central School District. The Library provides service to all, and these policies speak to all use regardless of residency. Rules and policies concerning the use of the Library are designed to provide for the most effective use by the greatest number of users. For the purposes of this policy Library use is divided into three sections: Use of the Library and its resources on site; Use of Library resources through borrowing or Library circulation; and Use of Library resources off site.

### **Use of the Library and Library Resources on Site**

#### **Use of the Facility**

The Library will provide a welcoming atmosphere for all who seek to use the Library facility on site for the purposes defined in the Mission Statement regardless of residency or Library card registration status.

The Board of Trustees will set general rules that will govern the behavior of all users. These rules will be attached to this policy. Use of the Library facility is a privilege that will be withdrawn from those who fail to abide by the rules, or who, in the opinion of the staff member in charge, interfere with effective use by the overall body of users.

Hours and days of operation will be determined by the Board of Trustees in consult with the Library Director and Executive Director.

Distinction is made and recognized between equipment and areas intended for public use and those intended for use solely by organization staff. Such distinctions will be made by the Library Director.

The Library may limit the use of specific spaces and equipment by imposing time, frequency, or purpose limits and priorities if necessary to provide better service to more users. In addition, charges may be imposed for copying, printing or provision of office supplies. Such decisions will be governed by fixed rules set by the director. These rules will be enforced consistently so that there is no perception of personal preference.

The Library will set rules for the posting or distribution of flyers and brochures, and for the display of personal collections in approved spaces.

Use of the facility by organized groups is covered under a separate policy.

### **Use of Outside Materials on Site**

Library users are welcome to use the facility for study, reading or perusal of materials that are not provided by the Library. This includes materials supplied by the user and internet sites that are not direct links from the Library web site.

The Library will not ordinarily monitor the use of such resources. However, since the Library is a public space, the display of material that the staff member in charge deems inappropriate for public view will be prohibited. The director will set norms to guide staff members in making this determination.

Use of the facilities and equipment is a privilege that will be withdrawn from those who fail to abide by the rules, or who, in the opinion of the staff member in charge, interfere with effective use by the overall body of users.

### **Use of Library Materials on Site**

Everyone is welcome to use the Library and Library resources onsite regardless of residency or Library card registration status. The Library, however, may place time and frequency limits on the use of resources if necessary to provide better service to more users. Such limits will be governed by fixed rules set by the director. Special rules may also govern the use that may be made of specific restricted materials.

Use of Library materials is a confidential matter under New York State Law. The Library will not release any information that links users with the resources that they have used.

Reference assistance will be provided to those who request help in using Library resources and to those who request help in locating specific information. The Library does not research general subject inquiries for users.

### **Use of Library Resources Through Borrowing**

Borrowing privileges can be granted to all regardless of residency. The Library, however, maintains a cooperative database with the other public libraries in our Library System, and honors the restrictions placed on individuals by other member libraries. An individual may have only one borrower record or borrower's card in the combined Library System database.

### **Withdrawal of Privileges**

Borrowing items from the Library is a privilege. Users who abuse the privilege will have their borrowing privileges withdrawn.

## Confidentiality

Use of Library materials is a confidential matter under New York State Law. The Library will not release any information that links users with the resources that they have used. Circulation, registration information, and information retrieval records may not be disclosed except to:

- a. The cardholder (with card or other proper id).  
**NOTE:** This is regardless of age or relationship.
- b. Library staff acting within the scope of their duties in the administration of the library system and in facilitating interlibrary loans.
- c. Persons authorized by the cardholder to access the individual's records identified by a signed note of permission given by the cardholder.

The Library collects only that personally identifiable information about patrons that is necessary to ensure the proper operation of the Library and otherwise required for access to Library resources or participation in Library functions, including, but not limited to, the use of the website including but not limited to searching the catalog, placing holds on materials, and registering for events. Patrons should not have the expectation of complete privacy and confidentiality. Library employees working within the scope of their duties will have access to personal information.

When anyone visits the Library's website, non-personal information (such as cookies, IP address) may be required for the running of online applications; however, this data has no element by which specific individuals may be identified to or by third parties.

The Library will not sell, lease, or otherwise distribute or disclose a patron's e-mail address, postal address, phone number, borrower records, or other personal information to outside parties regardless of relationship unless required by law. Some Library website pages contain links to external sites not maintained by the Library. The Library cannot be responsible for a patron's privacy when the patron discloses information to outside websites. Visitors to those websites are advised to check the privacy statements of each site to learn how the website will use such information.

**Remote Use of Library Resources**

Users may access selected Library resources via the internet. This includes the Library catalog, Overdrive, materials on the Library website, and reference databases that provide for remote access. Users are free to use these resources from remote locations, but that use may be influenced by database licensing agreements and Library card status.

Approved February 14, 2001  
Amended November 13, 2002  
Amended June 12, 2019

## **Canajoharie Library Display Policy**

### **Policy Statement**

The Canajoharie Library has limited display spaces which are offered for use by community members. Display areas are not intended to be public forums for public speech and expression, but rather are intended to complement the Library's educational mission and enhance the public's experience of the Library.

### **Display Spaces**

- 1.) Community Case in Reading Room
- 2.) Public bulletin board
- 3.) Circulation desk book display wall

### **Rules for Displays and Exhibits**

- 1.) The Library Director or Library Director's Representative may grant the privilege of placing exhibits and displays in the Library to a community member or group subject to review by Library Staff.
- 2.) No poster, display, exhibit, pamphlet, brochure leaflet, or booklet shall be exhibited, displayed, or placed in the Library for distribution without permission from the Library Director or Library Director's Representative.
- 3.) The tastefulness and appropriateness of any display, exhibit, pamphlet, brochure, leaflet, or booklet may be considered by the Library Director or Library Director's Representative in deciding whether to grant the privilege of exhibit, display, or placement of material in the Library.
- 4.) No outside organization or individual shall be permitted to place in the Library any box, receptacle, or canister which solicits donations without permission of Library Director or Library Director's Representative.
- 5.) Library displays are typically scheduled for one month at a time.
- 6.) Items to be displayed must be inspected by Library Director or Library Director's Representative and must be free of mold, pests, and other harmful materials or agents.

### **Selection Criteria**

Applications are reviewed by the Library Director or Library Director's Representative and selected according to the following criteria:

- 1.) Availability of space
- 2.) Community interests and needs
- 3.) Historical significance or representation of emerging trend
- 4.) Quality of implementation
- 5.) Relation to past/future library exhibits or programs
- 6.) Suitability of physical form
- 7.) Vitality and originality

**Application Process**

An individual or group is required to fill out the form “Canajoharie Library Display Application.” The application will be reviewed by the Library Director or Library Director’s Representative and applicant will be informed if their display was accepted.

If the display is rejected, applicant may submit form “Canajoharie Library Display Application Reconsideration” form.

**Publicity**

The individual or organization mounting the display is responsible for publicizing the display. The library, however, reserves the right to review any publicity material before release.

**Installation and Removal**

It is the responsibility of the individual or organization to set up and remove the display on agreed-upon dates and to provide all necessary equipment. Equipment and supplies, however, must first be approved. Library staff and custodians are not available to provide assistance in setting up or taking down displays. Lighting in the display areas cannot be adjusted.

The individual or organization will provide at the time of installation a list of pieces in the display and descriptive signs/labels for each of the pieces. Each display shall also include information indicating who prepared it and whom to contact for further information.

**Insurance and Liability**

The individual or organization agrees to indemnify and hold harmless the Library, its employees, and the Board of Trustees from liability in case of theft, vandalism, fire or any other loss or damage to the exhibited materials. If exhibitors desire insurance, they must arrange for it at their own expense.

The Library cannot provide storage for the property of organizations or individuals displaying in the Library.

The individual or organization may be held liable for repairs to the Library that are a direct result of damages caused by a display or by its installation or removal.

Approved 3/24/2001  
Amended 6/12/2019

## **Canajoharie Library Programming Policy**

### **Policy Statement**

The purpose of library programming is to support the Library's mission of providing educational, recreational, and informational resources to community members. Programming is offered as a library resource that provides information, education, and recreation to library users. This policy reflects the Library's philosophy regarding free and open access to information and ideas. A person's right to attend a program will not be denied because of national origin, race, color, age, sex, religion, background, views, sexual orientation, disability, or ability to pay.

This policy is to provide library staff, other groups, and agencies working with the Library with the necessary guidelines to assist them in the development of library programs. It is also intended to inform the public about the principles and criteria by which programs are selected.

### **Responsibility and Criteria for Scheduling Programs**

Selection of topics for programming is made by the Library Director on the basis of interest and needs of library users and the community. Staff members implement these programs as the Director instructs. The public may recommend topics or speakers for consideration. Programs that could place patrons at risk or threaten building integrity are not considered. These decisions are made at the discretion of the Library Director and Executive Director.

### **Guidelines for the Selection and Presentation of Programs**

All programs are intended to further the mission of the Library. They should address one or more of the following educational, recreational, and/or community needs:

- 1.) To promote reading and lifelong learning
- 2.) To increase awareness of Library and/or community resources
- 3.) To provide opportunity to widen horizons, stimulate imagination and reflection, and enlarge experiences
- 4.) To provide programs for various age groups, cultures, and interests
- 5.) To meet popular demand, both existing and anticipated
- 6.) To increase library use by under-served populations
- 7.) To promote topics and educational opportunities in Museum exhibits and collections

The Library seeks to present a broad variety of programs to meet the needs of a diverse community. If a program is controversial in nature, the Library will seek to present as many sides of the issue as possible. Beliefs and opinions expressed in the programs do not necessarily represent the viewpoint of the Library.

All programs are open to the public; most are targeted toward a particular audience (adult, teen, children, and general, for example). Patrons may on occasion be prevented from attending a program or Library event if attendance exceeds the rated capacity of the particular meeting room space. Every attempt will be made to accommodate all who wish to attend a program. When safety or the success of a program requires it, attendance may have to be limited. When limits must be established, attendance will be determined on a first come, first served basis. Advance registration or distributing free tickets before the event may be used if attendance is anticipated to exceed program limits.

Charges for programs or events are permissible for the purpose of fund-raising to benefit the Library or other community organization.

The sale of books/CDs/artwork by artists as part of a Library program is acceptable when sales are in promotion of literature, literacy, or culture and are consistent with the library's mission.

A library card is not required to attend a program but patrons attending programs are encouraged to apply for a library card in order to take full advantage of all the library resources.

The Library may partner with another agency or community organization when these programs are central to the library's mission. The Library's role in such cases may include, but may not be limited to, furnishing space, aiding with promotion, and offering related book lists or on-site displays.

## **Canajoharie Library Meeting Space Policy**

### **Policy Statement**

The Canajoharie Library recognizes the 21<sup>st</sup> library service trend of providing spaces for co-working and community gathering spaces. Thus, the Library provides rooms, public meeting areas, and more to help meet this trend.

### **Meeting Space**

#### Reading Room

The Reading Room has comfy chairs for reading and a large table and chairs for work. It is a designated quiet zone and a great place to work if you prefer a quiet atmosphere. Spots are available on a first-come-first served basis. No cell phone use.

#### Teen Area

The teen area has two tables and reading chairs. It is not a designated quiet zone but patrons should be respectful of others in nearby spaces. Spots are available on a first-come-first served basis.

#### Tutor Room

The tutor room is reserved for meetings of two to four people due to the size of the room. To request a reservation, please visit the Library or call the front desk. Spots are available on a first-come-first served basis.

#### Café Area

The café area is located across from the Great Hall and overlooks the Memorial Garden. It can be used as meeting space or study space. Spots are available on a first-come-first served basis.

#### Classroom

The classroom is located on the lower level and is typically designated a rental space. For more information, please call the Library at 518-673-2314 or email [rentals@arkellmuseum.org](mailto:rentals@arkellmuseum.org)

#### Great Hall

The Great Hall is typically designated a rental space. For more information, please call the Library at 518-673-2314 or email [rentals@arkellmuseum.org](mailto:rentals@arkellmuseum.org)

**Requesting Use of Great Hall or Classroom Space**

The Use of the Great Hall or Classroom will be assigned by the Library Director, Executive Director, or their Representative in priority order to render use of the facility for the benefit of the greatest number of community members. Priority for the use of the meeting room will be given in the following order:

- 1.) Library-sponsored or Museum-sponsored meetings or programs
- 2.) Non-profit organization sponsored meetings or programs
- 3.) Organizations engaged in educational, cultural, intellectual, civic, or charitable activities
- 4.) Other meetings or programs

**Request of Great Hall or Classroom for Commercial Groups or Social/Private Functions**

A meeting is defined as commercial if the group sponsoring or conducting the meeting has as the purpose of the meeting to advertise, promote, or sell a product or service; or to train and motivate its employees; or for any and all other business-related functions such as market research, interviewing applicants, etc.

A meeting is defined as social or private if it is not open to the public.

To request a meeting for a Commercial Group or Social/Private Function, please call the Library at 518-673-2314 or email [rentals@arkellmuseum.org](mailto:rentals@arkellmuseum.org).

Approved 6/12/2019

## **Canajoharie Library Patron Complaint Policy**

### **Policy Statement**

While the Canajoharie Library endeavors to provide the highest levels of satisfaction and library services to its patrons, we recognize that occasionally, patrons may wish to raise a complaint pertaining to an issue which interferes with their use and enjoyment of the Library.

### **Regulations**

Each patron who expresses a complaint shall be treated with respect and shall be assured by the Library staff member who takes the complaint that the patron's concerns will be given every consideration.

A Library patron initially may choose to raise his or her complaint on an informal, verbal basis with the Library's staff. In the event that the patron elects not to do so, or that the complaint proves not susceptible to informal resolution, the patron should request and complete a Patron Complaint Form.

The Library Director will promptly review all completed Complaint Forms, and where appropriate, attempt to resolve the complaint directly. If the patron is not satisfied with the response provided, and/or if the Director identifies the situation as one in which Board input is warranted, either or both parties may bring the written complaint to the attention of the Executive Director and Board of Trustees. Patrons desiring to do so may also request an opportunity to address the Board at one of its monthly meetings.

The Board will refer the complaint to the Reporting Committee, which will review the Patron Complaint form in a timely fashion, and will determine what action, if any, should be taken. The Reporting Committee Chair will respond to the patron in writing, informing them of any action which will be taken as a result of their complaint. The Board President, Executive Director, and Library Director shall receive copies of any correspondence related to the complaint, and the Reporting Committee Chair shall report back to the full Board regarding the resolution of the complaint.

Approved 6/12/2019