Volume 5:
Operations

Policies and Procedures Manual

BRADFORD AREA PUBLIC LIBRARY

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All residents of Pennsylvania are eligible for a Library Card.

The Bradford Area Public Library is the Home Library for all residents of the Bradford Area School District.

All residents of the Bradford Area School District are encouraged to obtain a Library Card from the Bradford Area Public Library.

Library cards are FREE.

To receive a Library Card, visit the Library Circulation Desk, or apply on line at www.bradfordlibrary.org.

You must present a photo identification including address or have a Sponsor to receive your Library Card.

There is no age restriction for getting a Library Card. However, persons under the age of six (6) must have a Sponsor or Parent sign the application.

All Sponsors must be at least 18 years of age, have a photo ID, and have a valid Bradford Area Public Library Card.

Your Bradford Area Public Library Card entitles you to privileges at all Pennsylvania Public Libraries.

Non-Pennsylvania residents and non-BASD residents without a home-based library card may receive a Bradford Area Public Library Card for an annual fee of $10.00.
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LIBRARY CARD APPLICATION

Bradford Area Public Library Card Application

Print Name: ________________________________________________________________
Address: ___________________________________________________________________
City: ___________________ State: _______ Zip: _____________________________
Phone (H): ___________________ Cell: ________________________________
Email: __________________________________________
Birth date (M/D/Y): ________________________________
I agree to be responsible for all materials/fines associated with this library card:
Signature: ________________________________________________________________

I agree to sponsor the child under 18 years of age whose name/barcode is registered with
Bradford Area Public Library. I assume full responsibility for all materials/fines associated
with this card.
Sponsors Signature: _________________________________________________________
(sponsor must have a library card also)

Staff Use Only
Date: ________________ BARCODE
Staff IT: ______________
TWP: ______________
The Bradford Area Public Library provides computer terminals for public and staff use. Anyone visiting the Library may use the public access computers subject to the posted computer use guidelines. Staff who regularly use computers to perform their job duties are expected to conform to these same guidelines.

As with other Library materials, the parents and guardians of minor children are responsible for their children’s use of the Internet. The user or the user’s parent or guardian makes the choices as to what to find and see on the Internet. The individual user is the judge of the appropriateness, usefulness, or value of all information accessed through the Internet.

As mandated by the Pennsylvania Children's Internet Protection Act, the Library uses content filtering on all computers in order to block access by Library patrons and employees to visual depictions of obscenity, child pornography or material that is harmful to minors as defined in Title 18 Pa C.S. Sections 5903 and 6312.

Adults may ask to have the filter disabled for bona fide research or other lawful purposes. A minor under 18 years of age must provide written consent from a parent or guardian to have a filter disabled for bona fide research.

The Library assumes no liability for damages related to the operation of, or failure of, the content filter or for its circumvention by computer users.

The Library retains the right to limit or deny computer use to individuals who violate the computer use guidelines or the Library's policy on acceptable behavior.

The Library will enforce the provisions of all rules, laws, and regulations applicable to the use of its computers.

You may use the Bradford Area Public Library’s Public Access Computers if you agree to the following guidelines:

- For statistical purposes, you must sign up at the circulation desk before logging on to the terminal.
- Terminal time is allocated in one hour blocks. When the Library is busy, you may be placed on a waiting list. You will be notified when the next terminal is available.
- A group of two persons may work together at a computer station, providing they do not cause a disturbance to other Library users.
- A group is considered to be an individual and is subject to the same time limit as one person using one terminal. A group’s members may NOT piggyback computer time to reserve a station for consecutive 60 minute periods.
To ensure an equitable distribution of resources, the Library reserves the right to limit the number of times each day individuals or groups may use a public access terminal.

Terminals are equipped with timing software that will alert you 15, 5 and 1 minute before your time has expired.

All terminals are networked to a central laser printer. Multiple print jobs are entered into the queue and will be printed in the order in which they are received. Cost per page is 25 cents payable at the central desk when you leave.

Food or drink is not allowed in the computer terminal work area.

A variety of educational and recreational CD-Roms is available at the central desk. The staff will change all CD-Roms. There will be a maximum of three changes of CD-Roms per computer use period.

Personal programs, outside disks, or flash drives may not be used with the Library’s computers. You may purchase a new disk for $1.00 at the central desk. Higher capacity zip disks are also available for an additional cost. We will file your disks at the desk for your future use. Once a disk is taken outside the Library, it cannot be used again on a Library computer.

Personal laptop computers may not be plugged into the Library’s Internet connection.

The Library retains the right to end an Internet session at any time or to limit or deny computer use to individuals who violate the Computer Use Guidelines or the provisions of the Library’s policy on computer use.

These guidelines are subject to regular review and may be changed as situations warrant.

**Excerpt from the Computer Use Policy**

As mandated by the Pennsylvania’s Children’s Internet Protection Act, the Library uses content filtering on all its computers in order to block access by Library patrons and employees to visual depictions of obscenity, child pornography, or material that is harmful to minors as defined in Title 18 Pa CS Sections 5903 and 6312.

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Acceptable Behavior Policy
Policy Approval Date November 18, 2002

Behavior in the Library must conform to all applicable laws and standards which respect Library property and staff and do not disrupt patron use of the facility and its resources.

Patrons abusing their library use privileges by engaging in unacceptable behavior will, at a minimum, be warned by library staff. Repeated or especially severe abuse will result in ejection or expulsion from the Library.

Bradford City Police may be called for assistance in enforcing this policy, particularly if the unacceptable behavior is criminal in nature, threatening or endangering to patrons or staff, or destructive to Library property.
Guiding Principles
The selection of Library materials is the responsibility of the Library Director who shall operate within the framework of policies determined by the Board of Trustees.

Other Library staff may be delegated responsibility by the Library Director for selecting materials for specific areas of the collection.

The Library Bill of Rights has been endorsed by the Board of Trustees and is considered an integral part of this policy.

APPENDIX: Library Bill of Rights

General Considerations
All acquisitions, whether purchased or donated, are evaluated by the standards listed below. An item need not meet ALL these criteria in order to be included in the Library’s collection.

Primary criteria for selection are the quality of presentation, the needs of the community, and the needs of the collection.

Other factors that may be considered are the suitability of the format for inclusion in a circulating collection and budget considerations.

Materials selection will be made with the help of current review sources, standard bibliographies, and booklists by recognized authorities.

Specialized professional materials of limited community interest will not ordinarily be purchased. Referral to other library collections and interlibrary loan will be used to supply such materials if library patrons request them.

The Library welcomes recommendations for additions to the collection from the public, but cannot guarantee the purchase of suggested materials.

Varying formats of individual titles may be purchased.

Materials will not automatically be replaced because of loss, or damage.

Non-Print Materials
The Library recognizes the place of non-print formats in the collection as legitimate educational and recreational resources for the community it serves. The Library monitors the development of new formats and, within budgetary and technical limitations, adds these to the collection.
Weeding
The Library keeps its collection vital and useful by retaining or replacing essential material and removing on a systematic and continuing basis those works which are worn, outdated, of little historical significance, or no longer in demand. Damaged materials and duplicates will be withdrawn as the need arises.

Donations
The Library accepts donations of books and other materials with the understanding that they will be evaluated using the criteria listed above.

Once the Library accepts a donation, it becomes the property of the Library and its disposition is at the Library’s discretion.

The Library cannot appraise the value of donated materials. It will provide an acknowledgement of receipt of donated items at the donor’s request.

APPENDIX: Donation acknowledgement form letter.

Memorial / Honor Books

The Library encourages monetary donations made to memorialize or honor individuals, groups, or events.

All donations will be accepted and acknowledged according to the procedure outlined below

Reconsiderations

Although its materials are carefully selected, the Library recognizes that opinions may differ as to the suitability of any given item in its collection. Selection of materials will not be made on the basis of anticipated approval or disapproval, however, but solely on the criteria outlined in this policy.

Library materials will not be marked or identified to show approval or disapproval of their contents.

No Library materials will be sequestered except to protect them from damage or theft.

Responsibility for the reading and viewing of children and young adults rests with their parents or legal guardians. Selection of library materials will not be inhibited by the possibility that they may come into the possession of children or young adults.

A formal complaint or request that materials be withdrawn from or restricted within the collection should be submitted on the Concern About Library Materials/Request for Reconsideration form available at the center desk.

All complaints or requests will be handled according to the procedure outlined below.
Because of its role as a community center, the Bradford Area Public Library makes space available for the display of a variety of materials related to citizens’ concerns, interests, and events.

The Library does not advocate or endorse the viewpoints expressed in display materials supplied by non-library groups or individuals. Sponsorship identification must be part of all displays.

Library produced or sponsored displays receive priority in the allocation of display space. The Library reserves the right to limit the size, number of items, schedule and/or frequency of displays. The Library assumes no liability for damage, destruction, or theft of display materials.

NB: Display materials include artifacts as well as printed and/or audio-visual materials.
Electronic Display Sign Procedure
Policy Approval Date August 2011

- Only one message will be displayed at a time.
- Generally, messages will be displayed no longer than 7 consecutive calendar days.
- Message length is variable; but will be as short as practical to convey the desired message.
- The Library President/CEO will resolve all conflicts regarding message content or length of display time.
- Commercial advertising, political, and religious messages will not be displayed.
- Messages will be displayed in the following priority order:
  1. BAPL Programs and information
  2. Messages of community wide interest
  3. Messages from groups that regularly use library facilities
  4. Messages from other non-profit organizations (if space is available; limited to one per month; no charge)

- A calendar of messages and their display dates will be kept at the main desk. Staff should be aware of the current message and be able to answer any questions about it.
- After being entered on the sign, displayed messages will be checked for accuracy and readability.
Interlibrary Loan Policy

Policy Approval Date July 18, 2011

Borrowing Policy:

As established by the 1994 Pennsylvania Interlibrary Loan Code, “An interlibrary loan is the process by which a library requests materials from, or supplies material to, another library.” (2.2). Additionally, “The purpose of interlibrary loan is to obtain, upon the need of a library user, library materials not available in the user’s local library.” (3.1)

All patrons holding a current Bradford Area Public Library (BAPL) card and free of obligations to the library are eligible to use the ILL service. Both print and non-print materials may be requested. Any materials that are received via ILL are the property of the lending library; therefore, BAPL must respect the policies of that library. Reference materials may be requested, but best sellers may not be requested until six months after their publication date.

To verify information about requests, it is recommended that patrons wishing to borrow materials through ILL present their requests at the main desk during regular library hours. However, requests may be made via email to bapublib@atlanticbb.net or by fax to 814-362-4168. Requests should include specific information about the material being requested and the patron’s contact information.

To locate the requested materials, BAPL staff uses a variety of sources. The first search is done through the Destiny system that includes the public libraries in McKean County. If that search is not successful, the next level is ACCESS PA, which has catalog listings of academic, public, and school libraries throughout the state of Pennsylvania. If the materials are not located in this search, the request is forwarded to the Warren Library Association (WLA), the district center for the BAPL. WLA will then perform a search throughout the entire country, and internationally, via the Online Computer Library Center (OCLC).

Requests will be handled in the order in which they are made. ILL request forms are provided at the front desk and the ILL office to record requests. When materials are located, the lending library will ship them to BAPL using USPS, UPS, or the IU9 van delivery service. The time needed to process and ship requests can be up to eight weeks.

A member of the BAPL staff will notify the library patron by phone when requested materials are ready to be checked out. A second notification will be made if the patron does not pick up the materials. Failure to claim requested materials may result in overdue fines or materials being sent back to the lending library.

The length of time available for use of the ILL materials is determined by the lending library. Requests for renewal of ILL materials may be made, subject to the policies of the lending library, before the due date. However, the lending library is under no obligation to honor these requests.
ILL materials should be returned to the BAPL main desk. A band displaying the date due will be placed on all ILL materials. The patron is requested to leave the band on the materials so that it is easily identifiable.

ILL service is free to patrons, but fees may be incurred for copies, to replace lost or damaged materials, or as otherwise directed by the policies of the lending library. BAPL will assess a fine for overdue ILL materials and may also assess a fee for materials that are not picked up. Patrons using ILL are encouraged to contribute financially to the library to help defray postage costs.

NOTICE: ILL material is protected by Copyright Law (Title 17 U.S. Code).

Lending Policy:

1. **Contact:** Interlibrary Loan / Bradford Area Public Library / 67 West Washington Street / Bradford, PA 16701 / Phone: 814-362-6527 / Fax: 814-362-4168 / Direct E-mail: bapl_ill@atlanticbb.net

2. **Codes and Symbols:** ACCESS PA: pbbrap

3. **Methods by which ILL requests are accepted:** In person / E-mail / Fax / USPS Mail

4. **Methods by which materials are delivered:** USPS and/or IU9 Van (during school year only)

5. **Charges:** No charge for lending materials / photocopies .25 per page / Lost or damaged materials:
   Cost based on price of material(s)

6. **Billing Methods:** Invoice provided for lost or damaged materials.

7. **Circulating Materials:** Fiction, Nonfiction, Audio Books, Videos, DVDs,

8. **Non-circulating Materials:** Materials within six months of publication date. Reference material requests are evaluated individually and may be honored. If loaned, Reference materials will be restricted to In-library use only.

9. **Duration of Loan:** Six weeks, but may be adjusted for special requests.

10. **Renewals:** Books and Audio Books may be renewed once for another three weeks if the request is received before the due date. Visual Materials may not be renewed.

11. **Types of Reproduction Provided:** Photocopies and Microfilm-to-paper copies.
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Overdue Material Policy
Policy Approval Date August 19, 2002
Amended: August 18, 2008

It is the responsibility of the Library card holder or sponsor to return borrowed Library materials on time. Fines for materials kept out of the Library beyond the due date will be assessed according to a schedule which is available at the Library.

Fines continue to accumulate until their total equals the replacement cost of the overdue material(s).

Patrons with accumulated fines exceeding $5 will have their Library privileges suspended until such fines have been paid in full or reduced to $5.

Patrons will be informed when they have overdue Library materials according to the procedures outlined below. To preserve the confidentiality of patron records (see Library Operating Policy 7), titles of materials due will be provided only to the person (or his sponsor) on whose record the item(s) appear.

Patrons must comply with all rules, laws, and regulations which are applicable to this policy.

NOTE: Materials borrowed from other Libraries for Bradford Area Public Library patrons (inter-library loans) are governed by the rules and procedures of the lending library which may not necessarily be the same as those of the Bradford Area Public Library.

A "failure to pick up" fine may be assessed users of the library's Interlibrary Loan service who do not use materials obtained for them from other Libraries after being notified that the materials have arrived at the Bradford Area Public Library.
Library policies will be reviewed on a continual basis. Recommendations for changes, additions, and/or deletions shall first be presented to the Policy and Personnel Committee of the Library Board of Trustees. Changes, additions, and/or deletions will become effective after approval by a two-thirds vote of the Board of Trustees at any meeting, provided that notice of such proposed alterations or amendments has been given at a previous meeting.
Challenged Material Policy
Policy Approval Date NONE NOTED

Our efforts to offer a collection representing a variety of viewpoints make it highly likely that nearly everyone may find something in our resources that they consider objectionable or offensive.

Although one purpose of the Collection Development and Selection policy is to help answer the public’s questions about the presence or absence of certain materials in the collection, their existence does not eliminate challenges or expressions of concern by library patrons.

If a patron has a complaint about an item or items in the library, please listen calmly and courteously to the complaint. Try to diffuse the situation if possible. Remember that the patron has a right to complain.

Explain that books and materials are selected in accordance with the Library’s Collection Development and Selection policy. Offer the patron the opportunity to read that policy.

If the situation cannot be resolved verbally, ask the patron to complete a Concern about Library Resources/Request for Reconsideration form and return it to the Library.

Formal complaints will be reviewed by the Library Director who will respond in writing.

The Director will apprise members of the Board of Trustees when a formal complaint has been received, and the response that was given.

APPENDIX : Concern about Library Resources/Request for Reconsideration form
If a potential donor calls:

Inform him/her that donations of materials will only be accepted with the understanding that once a donation is accepted it becomes the property of the Library and its disposal is at the Library’s discretion.

Discourage donations of encyclopedias, textbooks, medical and law books, National Geographic magazines, and Readers Digest condensed books.

Ask that large donations be boxed.

Set up a mutually agreeable time for large donations to be brought in.

Remind the donor that we cannot do appraisals, but will provide an acknowledgement of donation form if requested.

APPENDIX : Acknowledgement of Donation form
NOTE: There is no minimum amount requested. Any donation is welcome.

Persons wishing to memorialize or honor individuals, groups, or events by making a donation for the purchase of library materials should:

- Personally complete the Memorial/Honor form, or supply the necessary information to Library staff.

Information requested includes the donor’s name and contact address, the names and addresses of any other people who should be notified that the donation has been made, any preferences for subject matter, age level, or format of the materials purchased with the donations, and the wording desired for the commemorative bookplate.

- Attach, enclose, or give the donation directly to a staff member. Checks may be made payable to the Bradford Area Public Library.

The Library will:

- Review the completed Memorial/Honor form, correct any unclear information, record the amount of the donation, and initial and date the form.
- Attempt to purchase materials in accordance with the donor’s wishes.
- Place a suitable commemorative bookplate in each item acquired with memorial or honor funds.
- Notify the donor (and whomever else the donor specifies) of the materials added to the collection

APPENDIX: Memorial/Honor Book form
Anyone is welcome to use the facilities and resources of the Bradford Area Public Library. A library card is necessary to borrow materials.

Temporary cards with full borrowing privileges will be issued to anyone who presents valid current identification (including an address) and completes a registration form at the circulation desk. Permanent cards will be available within two weeks of the original registration.

There is no age restriction for getting a library card. However, children under 18 must have an adult sponsor who is responsible for the materials a child borrows as well as for any fines incurred by the child. An adult sponsor must have a valid library card. To have a personal card, a child must be able to print his/her name legibly on the card application form. The child’s signature is not required.

At the time of registration, patrons over 18 who expect to borrow videos or DVDs must sign a video agreement card. Only one signed video agreement card per family is necessary, but it must be in the parent’s or sponsor’s name. The names of other family members who are allowed to borrow videos or DVDs may be listed on the back of the video agreement card.

It is the patron’s responsibility to safeguard his/her library card from loss or damage. A patron may request that his/her card be kept on file at the circulation desk. There is a charge for a replacement card.
Because of its role as a community center, the Bradford Area Public Library has several meeting rooms available to the general public for non-Library sponsored events.

Any groups may ask to reserve a Library meeting room provided the purpose of the proposed meeting/program is a legal one and that the group using the facility will be responsible for any damage caused to the room during the time they use it. The Library reserves the right to require insurance it deems appropriate for such use.

The Library does not advocate or endorse viewpoints presented at meetings/programs that it does not sponsor.

Library-sponsored events receive priority in scheduling. Room availability at other times is on a first-come, first-served basis.

Current booking procedures are outlined in LIBRARY ROOM USE GUIDELINES which is available from staff at the central desk.

APPENDIXES: LIBRARY ROOM USE GUIDELINES
Booking Sheet
Confidentiality of Patron Records

Policy Approval Date August 19, 2002
Policy Review with no changes August 18, 2008

Records related to the use or circulation of Library materials which contain the names or other personally identifying details regarding patrons of the Bradford Area Public Library are considered confidential. These records include, but are not limited to, circulation, fine, renewal, computer sign up, and reserve logs and patron registration forms. They will not be made available to anyone except by a court order. Library staff will refer all formal requests for patron information or Library records to the Director.

This prohibition also applies to the release of information to the parents or guardians of minors who have their own cards. However, the Library recognizes that instances may arise when it may be necessary for a parent or legal guardian to be provided with information about his or her child’s Library record (For example, when a child’s Library materials have incurred fines or the materials have been misplaced). In these situations, the information may be released to the parents or legal guardians of the minor child.