

5.06 Douglas Public Library – Customer Service

Americans with Disabilities Act

The Douglas Public Library provides equal access and opportunities to library facilities and programs to disabled persons in accordance with the Americans with Disabilities Act of 1990.

The Douglas Public Library does not discriminate on the basis of disability in the admission of or access to, library program or services. Individuals with service animals are welcome in areas where pets or animals are not normally permitted.

This library makes available materials in various formats to assist in using library resources.

Questions, complaints or suggestions should be addressed to the Library Director.

Food and Drink in the Library

The Douglas Public Library makes an effort to provide a clean and comfortable environment where people can enjoy the materials and services provided by the library. Food and beverages are permitted in the conference rooms and in the lobby only. Please immediately report spills to a staff member to avoid damage to library property.

Lost and Found

All lost and found, or unclaimed items, will be dated and stored at the Circulation Desk. Every attempt should be made to contact patrons to retrieve property. If property is left for longer than one month, unclaimed items become library property. Unclaimed currency will be added to the general library fund. Items of value, such as wallets, credit cards, cell phones, etc., will be sent to the Police Department. After thirty days, unclaimed items will be discarded. The library is not responsible for any items left by patrons on library property.

Patron Use of Library Supplies

The Douglas Public Library purchases office supplies with library budget funds that are for use by the library staff in the completion of their work. Because they are purchased with public tax funds, these items cannot be sold or given away. Small quantities of office supplies are purchased by Friends of the Douglas Public Library such as: computer diskettes, envelopes, plain paper, pens, floppy discs and thumb drives, etc., and are available for purchase at the circulation desk and priced on a cost-recovery basis.

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Theft of Materials

To protect the investment in library materials made by taxpayers, any unchecked items will be returned to the circulation desk to be checked out. If staff believes that, due to the large volume of materials and/or value of materials, theft was intended, the police will be immediately notified.

Security System

Security systems are used to prevent material from being removed from the library without being properly checked out, the strip is demagnetized as part of the process. If the strip has not been demagnetized, an alarm rings when the item passes between detection gates that are near the exit.

Signs indicating about alarm are posted at the entrance of the library.

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Unattended Children

Staff members are committed to the well-being and safety of children; however, the Library is not able to provide short or long-term child care, or be responsible for unattended children. Parents are responsible for the behavior of their children in the library, whether or not the parent is present. Children are expected to respect the rules outlined in the "Library Behavior Guidelines."

Children under the age of eight should never be left unsupervised in any area of the library. If a parent cannot be located, the unattended child will be taken by one of the library staff and she/he will call the proper authorities to report an abandoned child.

Older children who are disruptive or misbehaving will be warned they are causing a disturbance. If the disruptive behavior continues, the child will be asked to leave the building. If the child does not cooperate, the police will be called.

Under no circumstances will staff transport children in a vehicle or accompany them home.

Library Behavior Guidelines

The staff of Douglas Public Library has a responsibility to provide for library users a clean, reasonably quiet, and safe facility. Libraries are to be used as places to read or use computers, choose books or other library materials, and request information. The guidelines below should be observed to maintain an environment appropriate for a satisfying library experience.

Parents are responsible for the direct supervision of young children. Children under eight years of age must not be left unattended in the library. Anyone supervising young children must be at least 12 years old.

There will be no food or drinks in the public areas of the library.

There will be no smoking other use of tobacco products in the library.

Soliciting is not allowed in the library.

Library users must behave in a manner that shows consideration for others. Abusive or threatening language will not be tolerated.

As a courtesy to other library users, cell phones must be turned to silent mode and calls must only be made in the lobby area.

Library users must handle all library property and materials, including computers and software, in a lawful manner.

Use of another person's library card to use public computers is prohibited (applies to minors).

Anyone not observing the above guidelines may be asked to leave the building.

All library users must leave the building at the scheduled closing time. Police will be contacted to assist with any minors under age 14 who are still in the library at closing time.

Approved:

City Manager

Date