

**WILMINGTON E.M. COOPER MEMORIAL PUBLIC LIBRARY**  
**LIBRARY OPERATING POLICIES**

**Hours Open:**

1. The Library shall be open a minimum of 24 hours per week. The schedule will be posted.
2. The Library may also be open additional hours for special events such as fundraising activities, book sales, special exhibits, special classes, public meetings, or parties.
3. The Library Director shall be present whenever the Library is open, for whatever reason. In the event the Director cannot be present, they shall inform the President of the Board of Trustees who shall provide a substitute for the day. Such substitute can be a Trustee of the Library Board, a member of the Friends of the Library, or a person appointed by the Board of Trustees. The substitute shall not be paid unless a stipend is provided by CEF.

**Holidays Observed:**

1. The Library is closed on the following holidays:  
New Year's Day  
Juneteenth  
Independence Day  
Thanksgiving Day  
Christmas Day
2. The Library Director whose religious beliefs require the celebration of religious holidays other than those for which the Library is closed may be permitted to use up to two days per year for this purpose without requiring compensatory time.

**Closing in Emergency and Security Situations:**

1. The closing of the Library may be required by natural, mechanical, or other emergencies.
2. In the event of any emergency closing of a full day, all scheduled work will be considered to have worked and will be paid for the hours scheduled.
3. The extent to which the Library Director shall be paid should any emergency closing extend beyond a day will be determined by action of the Board of Trustees.
4. The responsibility of closing the Library building rests with the Library Director.

**Procedures for Closing the Library:**

1. Close and lock all windows.
2. Adjust temperature controls and turn off air conditioners.
3. Check all areas to make sure users have left the building (including the basement and bathroom).

4. Check and secure the emergency exit door in the basement.
5. Lock the money box.
6. Turn on outside lights.
7. Arm the alarm and exit by the front door, locking the door behind you.

#### **Electrical Failure Emergencies:**

1. Flashlights should be kept at the Circulation Desk.
2. Assist all users in exiting the building.
3. Determine if electrical failure is widespread or localized in the Library building.
4. Call authorities to determine the extent or duration of the electrical failure.
5. Notify the Board President.

#### **Fire Emergencies:**

1. **Call Emergency Services at 911.**
2. Make sure everyone has left the building.
3. In case of small fires, use the fire extinguisher located at the Circulation Desk or near the front door or the one in the basement.
4. Leave the building and go to the designated meeting area located in the basement of the Methodist Church.
5. After leaving the building, notify the Board President.

#### **Health and Accident Emergencies:**

1. For any assistance that requires more than the use of a First Aid Kit, call 911.
2. The First Aid Kit is located at the Circulation Desk.
3. Do not move an injured person who has had a bad fall or is unconscious.
4. Procedure for injury on-premises: injured party and/or Library employee should immediately complete an incident report form no matter how minor the injury. The Library Director should notify the proper authority that retains the liability insurance (Account Clerk/Secretary to the Town Supervisor).

### **Weather Emergencies:**

1. In case of threatening weather conditions, notify the Board President who will determine if severe weather has been declared and if the Library should remain open.
2. If a determination has been made to close the Library, the Library Director should do the following:
  - a. Notify users in the building.
  - b. Post notice on the front door, giving the reason for the closing and when the Library is expected to re-open.
  - c. Follow usual closing procedures.

### **Security Situations:**

1. Thefts
  - a. If theft involved Library property, notify police first, then Board President.
  - b. If the theft involves Patron's property, notify police if Patron desires.
  - c. Detain any witnesses until authorities arrive.
  - d. Notify the Insurance Company and the Account Clerk/Secretary to Town Supervisor.
2. Infringements of Library regulations
  - a. Ask the user to cease the inappropriate behavior.
  - b. If the user does not comply, identify yourself as a Library staff member, repeat the request, and indicate that they will be asked to leave if they continue.
  - c. If the user does not comply, the ask user to leave the premises.
  - d. If the user refuses requests and/or becomes belligerent notify police at the Ray Brook Station.

### **Code of Behavior:**

The Board of Trustees of the E.M. Cooper Memorial Public Library has adopted the following code with the intent to provide our patrons with an atmosphere conducive to the appropriate use of its services and facility.

#### **We expect our patrons to:**

1. Attend to personal belongings. The Library is not responsible for personal belongings left in or on Library property. Items that are unclaimed for longer than a month will be donated to the thrift store.
2. Adhere to the E.M. Cooper Memorial Public Library Unattended Child Policy. A parent/caregiver must accompany any child under age 8. Parents/Guardians, whether present or not, are responsible for the safety and well-being of their children on Library property.
3. Appropriate clothing must be worn. Shirt and shoes are required.
4. Maintain acceptable bodily hygiene. If bodily odor is offensive enough to constitute a nuisance to other people, the patron shall be required to leave the building.

5. Follow established loan procedures or other authorization before taking Library property outside of the building.
6. Use Library furniture, equipment, and materials properly and for their intended purpose.
7. Stay out of non-public areas, such as storage areas, unless authorized by staff.
8. Leave the Library at the designated closing time.

**The following actions are not permitted:**

1. Smoking or other tobacco use on Library property.
2. Violating the Public Access Computer and Internet Acceptable Use Policy.
3. Sleeping.
4. Solicitation of any kind for any purpose.
5. Bringing animals and pets into the Library, with the exception of service animals.
6. Loud talking and other noise-producing activities that disturb other customers. Limit the use of cell phones. Cell phones should be placed on silent or vibrate mode.
7. Blocking or interfering with the movement of individuals or bringing in items that take up an excessive amount of space, present a potential danger, or have no usefulness in the Library.
8. Monopolizing Library equipment, materials, or facilities preventing others from using them.
9. Any unlawful, disruptive, or potentially harmful activity on Library property. (Illegal or disturbing behavior will be subject to immediate, appropriate, and necessary action).
10. Abusive language or harassment of Library staff or patrons, including stalking, staring, or lurking.
11. Destruction of Library buildings, materials, or equipment.
12. Sexual activity of any kind, sexual harassment, or indecent exposure.
13. Consumption or possession of alcohol or illegal drugs or being under the influence.
14. Carrying illegal weapons of any type.
15. Intentionally damaging, destroying, or stealing any customer's or employee's property.
16. Any kind of photography or recording on Library premises requires the prior approval of the Library Board of Trustees and the person or persons being filmed or photographed

**Enforcement:**

**The Library Director or the Director's designee will implement these rules. Unlawful activities will be reported to the police. When people violate rules 10-16, law enforcement will be contacted immediately. People who violate rules 1-9 will be asked to stop such actions. If the behavior continues, the person will be directed to leave the Library for the day. Refusal to leave when properly directed may result in arrest for trespassing. The Library may exclude from the Library a person who has violated rules 10-16 or who has repeatedly violated rules 1-9 for a specified period from one week to one year.**

**Emergency Telephone Numbers:**

Fire & Rescue	911
State Police (Wilmington)	946-7181
State Police (Ray Brook)	897-2000
Account Clerk/Secretary to Town Supervisor	946-7174
Library Director	647-5331

**Telephone Policy:**

1. The telephone is to be used to conduct Library business and for emergency situations.

2. The Library's telephone is not for public use.
3. Emergency phone calls may be made by patrons or the Library Director may make the calls for them.
4. Personal long-distance calls may not be made on the Library telephone.
5. Fax and copy machine services are available for a fee.
6. Internet usage is allowed under the guidance of the Library Director.

**Restrictions:**

1. The use of the Library or its services shall be limited when excessive demands of groups or individuals tend to curtail service to the general public.
2. The use of the Library or its services may be denied for due cause. Such cause may be a failure to return books or to pay penalties, destruction of Library property, disturbance of other patrons, or any other objectionable conduct on Library property.

**Registration of Patrons/Issuance of Library Cards:**

1. All persons wishing to borrow materials from the Library must have a valid Library card.
2. Persons residing in the counties of the System Area (Clinton, Essex, and Franklin) may use the Library. The patron must use the card issued to them from their home Library.
3. To obtain a Library card, persons over 18 must submit proof of name and address.
4. When a person expresses a wish to obtain a Library card, a Library employee must do a borrower search to ensure that the patron does not have a card at another Library. If the person does not have a card in the database, then one may be issued to them.
5. Children may receive Library cards. Their parent/guardian must accompany them when applying for the card and must sign for the child.

**Circulation Policies:**

1. The Library's circulation records and any other records, which identify and relate the name of Library users with specific material, are confidential.

**New York State Law**  
State of New York  
5953-C  
Cal. No. 120  
In Assembly  
March 3, 1981

Introduced by M. of A. Sanders and multi-sponsored.

An act to amend the civil practice law and rules, in relation to Library records.

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

Section 1. The civil practice law and rules are amended by adding a new section forty-five hundred nine to read as follows:

**#4509. Library Circulation Records.** Records related to the circulation of Library materials that contain names or other personally identifying details regarding the users of public, free association, school college, and university libraries and Library systems of this state shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such Library and shall be disclosed upon the request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

This act shall take effect immediately.

Signed into law on March 10

**Policy on Confidentiality of Library Records:**

In accordance with the Council of the American Library Association the Board of Trustees of this Library does hereby:

1. Adopt the policy that specifically recognizes that its circulation records and other records identifying the names of Library patrons be confidential:
2. Advise the Library Director and any Library employees that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power.
3. Resist the issuance or enforcement of any such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

Adopted January 20, 1971; revised July 4, 1975, by the ALA Council

**Procedures for Implementing "Policy on Confidentiality of Library Records:**

1. The Library staff member receiving the request to examine or obtain information relating to circulation or registration records will immediately refer the person making the request to the responsible officer of the institution (Board President) who shall explain the confidentiality policy.
2. The Board President, upon receipt of such process, order, or subpoena, shall consult with the appropriate legal officer assigned to the institution to determine if such process, order, or subpoena is in good form and if there is a showing of good cause for its issuance.
3. If the process, order, or subpoena is not in proper form or if good cause has not been shown, insistence shall be made that such defects be cured before any records are released. The legal process requiring the production of circulation records shall ordinarily be in the form of a

subpoena “duces tecum” (bring your records) requiring the Board President to attend court or the taking of his/her deposition and may require him/her to bring along certain designated circulation records.

4. Any threats or unauthorized demands (i.e., those not supported by a process, order, or subpoena) concerning circulation or registration records shall be reported to the appropriate legal officer of the institution.
5. Any problems relating to the privacy of circulation and registration records that are not provided for above shall be referred to the responsible officer.

Adopted by the ALA Intellectual Freedom Committee, January 9, 1982.

### **Overall Borrowing Policy:**

1. Patrons must be in good standing to check out materials from the Library. They may not check out materials if they have overdue items or unpaid fines.
2. Patrons must have a Library card to check out materials. If a patron does not have his/her card with them when checking out materials, they may be permitted to do so if the Library Director knows that they are registered with the Library. If a patron is registered with another Library and does not have their card, they may check out materials by showing picture identification.
3. Items circulate for 3 weeks.
4. There is a limit of 6 items per card.
5. Only 2 Audio Books may be borrowed per family/card.

### **Renewal Policy:**

1. Items are renewable by phone, website, e-mail, or in person.
2. Items can be renewed one time for 3 weeks.
3. Items that have requests on them may not be renewed.
4. Items do not have to be present to be renewed.
5. At the discretion of the Library Director, renewals may be extended for items for book discussion groups, homeschooled students, or other Library programs.

### **Reserve Policy:**

1. Reserves may be made for any material in the Library system. Patrons will be notified by telephone when the item becomes available.

### **Overdue and Fine Policy:**

1. If materials that are checked out are not returned within one week of the due date, the patron has assessed a charge depending on the item. The schedule of fees is as follows:
  - New Items - .25¢ daily
  - Adult materials - .10¢ daily
  - Children's materials - .05¢ daily
  - Audiobooks and movies - .50¢ daily
2. If a patron owes fines they may not check out any materials until the matter is resolved.
3. If after 8 weeks the overdue item(s) are not returned, the item is deemed lost and the patron is charged for replacement costs and a \$10 processing fee.
4. If an item is deemed lost, borrowing privileges are suspended at all CEF Libraries until the matter is resolved.
5. Overdue notices are sent on the following schedule:
  - First notice is sent out 2 weeks after the item(s) due date.
  - Second notice is sent out 2 weeks after the first notice
  - Third notice is sent out 2 weeks after the second notice and it states that the patron has seven days to return the item before they are billed for replacement costs.
  - Bill for replacement costs is sent out 2 weeks after the final notice.
  - If after 2 weeks the item(s) still aren't returned and the patron has not paid for the replacement costs, the patron will be sent a certified letter stating the following:

**Repeated notices have been issued concerning your overdue library materials. The item(s) listed below have been overdue for some time. If these items are not returned within 10 days of the date of this notice, we will have to take legal action to have these items returned in good condition. If they are not returned in good condition, you will be charged the cost of replacing the item(s). If the item(s) are returned in good condition and providing the fines are paid, we will consider reinstating limited library privileges.**

**Be aware that failure to comply with this policy is considered a misdemeanor under Section 265 of New York State Education Law and is punishable by fines or imprisonment.**

### **Damaged Books or Materials:**

If a book or other material is damaged beyond repair:

1. At the Library Director's discretion the borrower will be asked to pay the cost of the item.
2. The damaged book will be removed from the system.
3. A receipt should be sent to the patron as soon as possible.



4. Damaged items beyond repair may be kept by the borrower after payment.

**Specific Circulation Policies-Interlibrary Loan Circulation:**

1. Patrons can request materials owned by other Libraries through the Library system.
2. Users must have a valid Library card to request interlibrary loan materials.
3. Materials borrowed on interlibrary loan must be returned on time. Failure to do so will result in the termination of interlibrary loan borrowing privileges.
4. Interlibrary loan materials may be renewed one time providing that they do not have a reserve on them.
5. Patrons that have outstanding overdue materials and/or fines from any Library must clear their account before receiving interlibrary loan materials.

**Historical Items located Within the Library:**

1. No objects other than circulating material are to be removed from the Library without express written permission of the Board of Trustees.