

### **Payson Public Library Mission Statement**

Our mission is to provide excellent patron service and information in a variety of formats in a technologically changing world. Our collection affords the opportunity to educate, inform, enrich, entertain, and inspire. Libraries are an investment in a more literate, productive, and globally competitive nation.

### **Contact Information:**

Phone: 928-474-9260

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[www.gclldaz.org/paysonabout.asp](http://www.gclldaz.org/paysonabout.asp)

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## **POLICY & SERVICE MANUAL**

# **Payson**

# **Public**

# **Library**



**328 N. McLane Rd**  
**Payson, AZ 85541**

## **Library Hours**

Mondays 9 AM - 6 PM

Tuesdays 9 AM - 7 PM

Wednesdays 9 AM - 7 PM

Thursdays 9 AM - 6 PM

Fridays 9 AM - 3 PM

Saturdays 9 AM - 3 PM

Sundays Closed / Holidays



## CIRCULATION BASICS

### Membership Requirements:

Requirements for full Library Membership:

- You must be a resident of Gila County or own property within Gila County
- Minors must have a parent or legal guardian with them at the time of application. Parents/Guardians are responsible for anything checked out by their children and for any fines their children may incur.

### **ADVISORY TO PARENTS/GUARDIANS :**

**A LIBRARY CARD AT THE PAYSON PUBLIC LIBRARY GRANTS THE BEARER THE ABILITY TO CHECK OUT ANY ITEM IN OUR CIRCULATING COLLECTION. THE SYSTEM DOES NOT BLOCK A MINOR FROM ACCESS TO MATERIALS FOR ADULTS.**

- All applicants must have a valid government issued photo ID, if the photo ID provided does not list current physical residence, proof of current Gila County residence must also be provided (proof of residence may be a utility bill, rent receipt, check/deposit slip, etc.).
- If a P.O. Box is used as a mailing address, a location of physical residence is also necessary.

There is no fee for a library card. If however, the card is lost, a replacement fee of \$1.00 will be charged. Cardholding patrons may check out up to 30 items, but they are limited to 5 items by a single author or within a specific nonfiction subject range. Videos, DVDs, audio books, and music are limited to 5 items per type per patron. Only 2 "New" DVDs may be checked out at the same time.

### **Requirements for restricted membership:**

If you are a junior high or high school student or a part time resident and unable to qualify for a full use library card, consider applying for a limited use card. These cards are temporary, expiring after 3 months and can be used for electronic resources or upon request for checkout of up to 5 print items from our circulating collection. Media cannot be checked out with a limited use card.

**FOR LIABILITY REASONS, YOU MUST HAVE EITHER YOUR GILA COUNTY LIBRARY CARD OR A PICTURE ID WITH YOU IN ORDER TO CHECK OUT ITEMS.**

### Reserve Books:

Books throughout the Gila County Library District may be reserved online, over the phone, or by request at the front desk. You will be notified as soon as the book is available. In the event that more than one patron wants the same book (i.e. best sellers), patrons will be called in the order that they requested the book. The book will be held for one week then the next person on the list will be called. Media and newly purchased books may only be held within their home library and cannot be sent to other libraries in the system.

### After Hours Book Drop:

Items returned through the after hours book drop prior to the library's opening will be checked in as if they had been returned on the previous day.

### Loan and Renewal Procedure

All books and other materials, with the exception of DVDs, are checked out for a 3 week period. DVDs are checked out for 1 week only. New DVDs can NOT be renewed. Other items may be renewed up to 2 times, by phone or in the library, provided they are not more than one week overdue and do not have waiting lists. All items checked out on your card are your responsibility until they are put back on our shelves and your record is cleared. Items more than one week overdue must be returned to the library for renewal. Reference books do not circulate. Magazines on the magazine rack may be checked out, except for the most current issue indicated by a NEW sticker on the front.

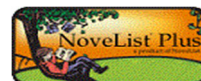
**Because we are part of the Gila County Library District, patrons may use their Gila County Library card to check out items from any other library in our District.**

### Interlibrary Loan Procedure and Information

If you want a book that is not in our collection, you may request it from another library through interlibrary loan. Lending period is determined by the Library loaning the item. Request forms and assistance are available at the front desk. The overdue process is the same as in-house books, except that fines are \$1.00 per day for each day that the book is overdue. We will contact you by phone when the item arrives and will hold it for one week at the front desk. A processing fee of \$3.00 will be charged for all items that are not picked up in one week. Patrons are responsible for any damage to ILL materials they borrow and fees will be assessed by the lending library.

### Digital Resources:

Research databases are available through the Arizona State Library and the Gila County Library District. For more information on these valuable research tools please ask at the reference desk or go online to:  
<http://www.gclldaz.org/gila/resources.asp>



eBooks, eMagazines, and eAudiobooks through Overdrive are provided free of charge to all Gila County Library District card holders, courtesy of the Gila County Library District. To access our eBook collection please visit <http://gclldaz.lib.overdrive.com/> or stop by the library reference desk for assistance.

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### **Rules of Conduct**

- Please be mindful of those around you when conducting conversations within the library. Cursing and other inappropriate language will not be tolerated. Mobile phones may be used within the library if they are used courteously, please turn your phone to vibrate or silent mode prior to entering the building. If you must speak loudly, please take your conversation to the lobby.
- The children's room is intended for minors ages 0 - 12, parents, educators, and for those seeking items from the collections housed within. When school is out of session, or minors are present, seating in these areas is reserved for children or those accompanying children.
- The teen gaming and technology room is intended for middle school and high school students. When school is out of session or minors of appropriate age are present, seating within the teen room is reserved for their use.
- You may bring both food and drink with you when you visit the library. All beverages are required to have lids. If you are using a computer, open food or drink containers must be kept on the floor and away from library equipment.
- Children under the age of nine must not be left unaccompanied at the library, when children are in a library program parents or guardians must remain within the building.
- Service Animals are welcome within the library, all other pets must remain outside of the building.
- Shirts and shoes are required within the Payson Public Library.
- Restrooms may not be used for bathing, shaving, or for the washing of clothes or hair.
- You may not sleep in the library.
- Use of drugs, alcohol, or tobacco is not permitted
- Gambling, panhandling, and soliciting is not permitted
- Voyeurism or peeping, exhibitionism or flashing, and lewd or lascivious acts are prohibited and will be reported to the police.
- Bicycles, skateboards, scooters, and roller skates may not be used on library property.
- Running, shouting, climbing, throwing objects, and fighting (even in play) is strictly forbidden.
- Only staff and volunteers are allowed in employee offices, workrooms, lounges, and kitchen.
- Abuse or vandalism of library facilities or equipment, including the computer system is prohibited and will be reported to the police.
- Please be courteous to staff, volunteers, and patrons. Any abusive, aggressive, or violent behavior will not be tolerated.
- If asked by a staff member to cease a behavior, do so immediately.

If you fail to follow these guidelines you may be asked to leave the building for the day. Refusal to do so or repeated breaches to our policy may result in more serious consequences including being trespassed from the library for up to a year and police intervention. Any criminal act will be reported to the police immediately.

### **Library Services**

- Copy Machine – black and white copies are 20 cents per page, color copies are not available at this time.
- Scans to a USB drive in color or black and white can be done on the library copier, please ask at the reference desk for assistance. Scans are 10 cents per page.
- Fax - \$1.00 per page sent or received
- Printing from Public Internet Computers - black and white pages are 20 cents per page, color pages are \$1.00 per page.
- Wi-Fi Available 24/7 - password: **readabook**
- Kids Computers - These computers have preloaded games targeted for children ages 3 to 7. Kids computers do not connect to the Internet or printers. Parents must supervise their children at all times.
- Programs for children, teens, and adults – Free
- Study Rooms – Free, sign in at the reference desk
- Spanish Language Collection
- Homebound Program
- Internet Computers – Input your library card number and pin at any available station. If you are visiting the library or unable to open a library account, please ask at the information desk for a guest pass.

### **Reference Questions:**

The Payson Public library has reference professionals who are happy to help you with your research needs. Please be advised that while we can provide you with informational sources, we cannot offer legal, medical, or financial advice. All phone reference questions will be addressed as time allows. Staff is limited in the amount of time devoted to reference questions. If your request will take some time to research, your contact information will be taken and you will be contacted by a reference professional within one business day.

### **Material Selection and De-Selection:**

The Payson Public Library takes great care in the maintenance of our circulating and reference collections. We select materials for the use and enjoyment of its patrons and de-select them as they become dated or unpopular. If you would like to suggest a book for purchase, please visit the front desk. The Library Director is responsible for the selection and purchase of new materials for the collection. Due to monetary and space constraints we are not able to purchase every title and will consider criteria such as popularity, whether the work is accurate and current (in the case of nonfiction), the importance of the work, aspects of diversity, and fit for the collection and our community. Donated items will be considered using the same criteria.

### **Donations to the Payson Public Library**

The Payson Public Library welcomes monetary donations and the donation of the materials listed below, donation receipts for tax purposes are available upon request, valuation of the items is the responsibility of the donor. We accept:

- Books
- Magazine Subscriptions (please check with librarian first)
- Media including Audiobooks on CD and DVDs
- Puzzles (please, no missing pieces).
- Unopened Craft Supplies
- Gift certificates from local businesses to be used as reading incentive prizes for children

**Most items donated to the library are NOT added to the circulating collection, items not selected for addition to the collection will be given to the Library Friends of Payson for sale in the library bookstore. The LFOP library bookstore generates funds for various library endeavors, including funding for the purchase of new items for our collection.**

### **Intellectual Freedom:**

The Payson Public Library supports intellectual freedom. For copies of the American Library Association's "Library Bill of Rights" and "Freedom to Read" statements, please visit the reference desk.

### **Requests for Review**

It is the goal of the Payson Public Library to have a variety of materials available to meet the interest and educational needs of a diverse population. Patrons who feel any item in the collection is objectionable and unsuitable for the library's collection must complete a "Request for Review" form available at any public service desk. The request will be reviewed by the Library Director, who will make the final decision on the matter and notify the requesting patron of the decision made. A "Request for Review" form may only be submitted if the patron has read or viewed the item in its entirety.

### **Overdue Policy:**

- Overdue notices are sent when an item is seven days overdue.
- When items are 1 week overdue a free first notice is issued by email or text.
- When items are 2 weeks overdue – patrons are issued a second notice, charged \$1.00 in addition to previously accrued fees, and the account is blocked until such time the issue has been resolved.
- When items are 4 weeks overdue – patrons are issued a final and official legal notice by mail, they are charged \$2.50 in addition to previously accrued fees.
- Patrons more than 1 week overdue are barred from checking out additional titles from any library within the Gila County Library District

### **Overdue Fines:**

DVD and Interlibrary Loans fines are \$1.00 per item per day overdue with maximum overdue fine of \$10.00, plus notice fees.

### **Lost or Damaged Items**

Lost and damaged items are charged at the current replacement cost plus a \$2.50 processing fee for print materials or \$5.00 for all media types.

### **Patron Restrictions while in the overdue process:**

- The accounts of minors are linked to those of the responsible adult who signed their application, a block on one account will cause all accounts associated (all accounts for which the same adult is responsible) to be blocked.
- A patron will be blocked from Public Internet Use Computers and no materials may be checked out if there are items more than 2 weeks overdue on their account, if fines exceed \$5.00, or if fines on an account are more than 3 months old.
- No materials will be checked out to patrons who owe fines at any of the other libraries in our county.

### **Claims Returned or Claims Never Checked Out**

An item is placed on Claims when the following conditions have all been met:

- A patron believes an item checked out on their account was returned to the library or they do not recall ever having checked the item out.
- The missing item can not be located within the building at the time of the notification (staff will check shelves and carts).
- After, a patron has been granted a renewal of said item in which time both patron and library will continue to look for it.

At the time a Claims Returned or Claims Never Checked Out is filed, a patron is exempt from all accrued late fees associated with the missing item. The Payson Public Library only allows 2 claims items to be present on an individual's account, or on the combined accounts of associated family members. Patrons may continue to use their library card while they have claims items on their account.

### **Internet Access to Payson Public Library From Anywhere:**

Access to the Payson Public Library's online card catalog is available at <https://gilaaz.booksys.net/opac/gila/#menuHome>. Anyone may view this site from any computer with Internet access. Patrons wishing to view their account, renew items, or reserve items must set up their password in person in the library by providing their library card and photo ID. Children's accounts must be set up by a parent or legal guardian if the minor does not have ID.

### **Payson Library Internet & Public Use Services Policy:**

In accordance with the mission of the Payson Public Library, internet access is provided to library patrons for education, research, and entertainment. The Library has no control over the information accessed through the Internet, some of which may be inaccurate, incomplete, dated, or offensive. Users are responsible for critically evaluating the information they access.

**The Payson Public Library has filters in place on all internet computers, however these filters are NOT fail proof. The Payson Public Library is not responsible for information or images accessed through our computers.**

If you have mistakenly navigated to a questionable site please turn off your monitor and ask a staff member for immediate assistance. Library users access the Internet at their own risk.

**Library Staff may monitor or log the activity of any public computer that they suspect is being used in violation of the law or library policy.**

The Library provides an open, filtered, unsecured network to the public. Library staff will not be responsible for the loss of privacy, damages, or loss of information caused by the use of the public internet services.

The staff of the Payson Public Library is happy to provide basic computer use advice to patrons using the Public Access Internet Computers as time allows. Library Staff cannot handle computers or other devices that are not owned by the library.

Accessing WEB PROXY sites is not permitted.

### **ACCESS TO OBSCENE, PORNOGRAPHIC, OR SEXUALLY EXPLICIT MATERIALS TO POST, VIEW, READ, OR PRINT IS STRICTLY FORBIDDEN.**

All users who access these types of materials will be banned from the library for a period of 30 days. Upon a second occurrence the offending user will be trespassed for one year and permanently barred from internet access at the library. Access to child pornography or to an obscene, pornographic, or sexually explicit site when there is a minor present will result in immediate police intervention and criminal charges. The Payson Public Library is fully aware of and concerned for, a safe educational Internet experience of children despite the unregulated nature of the Internet. ARS Title 34, Chapter 5 (Computer Access Harmful to Minors: ARS 34-501 & ARS 34-502) regulates public libraries. ARS 13-3507 – Public display of explicit sexual materials; classification and other pertinent ARS statutes: 13-3501, 13-3502, and 13-3506 are available at the reference desk.

### **THE INTERNET & PUBLIC USE COMPUTER EQUIPMENT AND SOFTWARE MUST BE USED AS INSTALLED. YOU MAY NOT ADD, DELETE, OR CHANGE ANYTHING ON LIBRARY COMPUTERS.**

PATRONS MAY NOT, UNDER ANY CIRCUMSTANCES, USE THEIR OWN PERSONAL SOFTWARE ON LIBRARY COMPUTERS. You cannot save anything to our computers, the CD drive is not available for saving materials. You may bring a USB/Jump drive for the purpose of saving documents. The Payson Public Library is not responsible for damage to any user's disk, USB/Jump drive or computer, or the loss of data, damage, or liability that may occur from patron downloads of the Internet on the library computers.

**All public computers will automatically shut down 20 minutes before closing. Work that has not been saved to an external drive or email will be lost. Please, watch your time!**

Use of library computers will be on a first come, first served basis. No reservations. Users are provided one hour of Public Access Computer use each day. We currently have 150 Internet computers, which are equipped with the Microsoft Office Suite and are connected to printers. If all 15 Public Access Internet Computers are busy, you may sign the waiting list, and we will call the next person on the list as a computer becomes available. If you are not in the building when it is your turn we will go on to the next person on the list. Once you have signed in, you are responsible for any sites accessed and any infractions that take place during your sign in period. Do not share your time with someone else or fail to sign out, as you will be held responsible.

### **Internet & Public Use Computer users may not:**

- Use the network to make unauthorized entry into other computation, information, or communication services or resources
- Distribute unsolicited advertising
- Represent himself or herself as another person, real or imagined
- Transmit or Display threatening, obscene, harassing, libelous, or slanderous materials
- Infringe the privacy of others
- Use the Internet or Public Use Computers for any illegal activity, including violation of copyright or other rights of third parties, or in a manner inconsistent with the Library's tax-exempt status or its proper operation. Library users are responsible for any consequences of copyright infringement.
- Use the Internet for activity that violates Arizona law. This includes: engaging in activities that are harmful to minors when children are present, as defined in ARS 13-3501, 13-3506, and 13-3507 and committing telecommunications fraud as defined in ARS 13-3707.

Welcome to the Payson Public Library!



We invite you to join the Library Friends of Payson and show your support of the Payson Public Library!