

# Payson Public Library



328 N. McLane Rd. Payson, Arizona 85541

Phone: 928-474—9260; Fax: 928-474-2679

<http://www.gclnaz.org/gila/paysonabout.asp>

<http://catalog.gila.lib.az.us/POLARIS> (card catalog)

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## Library Hours

**Monday-Tuesday-Thursday-Friday 10:00 AM to 6:00 PM**

**Wednesday 10:00AM to 8:00 PM**

**Saturday 10:00 AM to 5:00 PM**

**Sundays & Major Holidays CLOSED**

## 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.

## Policy & Service Manual

### Library Basics

The Payson Public Library is a community meeting space where people come to learn and interact. Library programs may occur within the public area. Please be aware that we are not a quiet library. If you would like to use a quiet study space, private study rooms are available.

### Membership Requirements:

All residents of Gila County may apply for a library card. Children under the age of 18 are encouraged to apply for a library card, but there must be 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.

Requirements for Library Cards:

- You must be a resident of Gila County
- Minors must have a parent or legal guardian with them at the time of application.
- 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.) .
- You must be able to provide the name and phone number of 1 personal reference
- 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. A yellow card will be issued free of charge. 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 6 items by a single author or within a specific nonfiction subject range. Videos, DVDs, audio books, and music are limited to 6 items per type per patron.

Patrons wishing to check out items or use public internet computers must have their Gila County library cards with them or present valid photo ID.

### **Reserve Books:**

Books in our collection 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 7 business days then the next person on the list will be called.

### **After Hours Book Drop:**

Items returned through the afterhours book drop prior to the library's opening will be checked in as if they had been returned on the previous day. Do not put books in the drop during open hours or if the book drop door appears jammed. Please un-bag all materials before putting them in the drop as they clog the opening inside the wall.

### **Loan and Renewal Procedure**

All books and other materials, with the exception of best sellers/new books and cinema, are checked out for a 3 week period. Best sellers/new books and cinema (DVDs and Videos) are checked out for 1 week only. All circulating items may be renewed up to 3 times by phone or in the library, provided they are not more than a 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. If items are more than one week overdue, renewals will not be permitted over the phone and the item must be brought into 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. All magazines "REFERENCE ONLY" do not circulate. Patrons are welcome to photo-copy needed information from non-circulating materials. Copies are 15 cents per page.

**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; however, items checked-out from the Payson Public Library must be returned to this library. Any items checked-out from another library by the patron must be returned to that library by the patron.**

## 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 7 days at the front desk. A processing fee of \$3.00 will be charged for all items that are not picked up in 7 days. 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.gclnaz.org/gila/resources.asp>



## eBooks, eAudiobooks, & eMagazines

Visit [www.gclnaz.org](http://www.gclnaz.org) for more information on accessing eContent on your home computer, tablet, smart phone, MP3 player or eReader.

## Rules of Conduct

- 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.
- The youth and teen rooms are intended for minors of appropriate age, 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 minors or those accompanying minors.
- You may bring both food and drink with you when you visit the library. 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.
- Shirts and shoes are required within the library.
- Service Animals are welcome within the library, all other pets must remain outside of the building.
- Restrooms may not be used for bathing, shaving, or for the washing of clothes or hair.
- 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.
- 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.

### **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.

### **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. Lengthy reference questions over the phone or in person are not always feasible at the time of query. 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.

### **Library Services**

- Copy Machine – 20 cents per page for copies in black and white, \$1 per side for copies in color
- Fax - \$1.00 per page sent or received
- Wi-Fi Available – Free, sign in at the reference desk
- 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.
- Free notary service may be available by appointment
- Programs for children, teens, and adults – Free
- Study Rooms – Free, sign in at the reference desk
- Spanish Language Collection
- Homebound Program
- Internet Computers – 1 hour of free internet access is available to all library patrons with accounts in good standing, log in at any open Internet computer with your library card number and PIN. Guests wishing to use patron Internet access computers will be asked to present a valid picture ID before receiving a 1 hour guest pass. A 15 minute express guest pass is available to those who do not have a library card in good standing or picture ID. Parents of minors with library cards can ask to have their child's card blocked from computer access by making a request at the public service desk. Use of library computers will be on a first come, first served basis. We currently have 12 Internet computers, which are equipped with the Microsoft Office Suite and are connected to printers.

Printing: B&W prints are .20 per page, Color prints are \$1.00 per page.

### **Resource Access and Attainment Policy:**

- The Payson Public Library is committed to working with public, academic, school and special libraries to help all county residents find the information they need and want and to attain that material.
- The Payson Public Library will be an active member of AZNET to facilitate the sharing of resources among libraries.

- The Payson Public Library will support the statewide database project that provides a broad range of topics available to all residents and to all public and K-12 public and charter school libraries.
- The Payson Public Library will support and participate in pilot projects allowing libraries to test new technologies to meet patron needs.
- The Payson Public Library will work with patrons, at no charge, to locate materials.
- The Payson Public Library will provide specific information on attaining material. The Payson Public Library will offer several options to attain material including: customer purchase of low-cost materials, library purchase of materials, database and web sources, print-on-demand, and inter-library loan.
- When materials can only be attained for a reasonable cost through inter-library loan the Payson Public Library will offer to secure the materials with the patron covering postage costs and any fees charged by the lending library.
- The Payson Public Library will loan and borrow materials from other AZNET members at no charge.
- Patrons are limited to 2 interlibrary loan requests each month.

### **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 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 (We do not accept encyclopedias at this time)
- Magazine Subscriptions (please check with librarian first)
- Media including Audiobooks, Videos, and Music
- VHS Videos and Music on Cassette or Record will be accepted but not added to the library collection.
- Puzzles (please, no missing pieces).
- Unopened Craft Supplies

**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 FRIENDS OF THE PAYSON PUBLIC LIBRARY FOR SALE IN THE LIBRARY BOOKSTORE.**

**THE LIBRARY NO LONGER ACCEPTS DONATIONS OF ART, TOYS, OR DECORATIONS... PLEASE CONSIDER DONATING TO ONE OF THE MANY WORTHY CHARITABLE INSTITUTIONS IN TOWN.**

### **Overdue Policy:**

Overdue notices are generated when an item is seven days overdue.

Patrons are notified of overdue items by phone, email, or mail:

- When items are 1 week overdue – patrons are issued a first notice, charged \$1.00 in addition
- 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 notice, they are charged \$2.50 in addition to previously accrued fees.

- When items are 6 weeks overdue and the patron account has accumulated charges in excess of \$50.00 - paperwork may be turned over to the Payson Magistrate Court and legal action will be taken. The Payson Library charges a \$25.00 legal processing fee if an account must be turned over to the courts for collection. Court fees will also be charged by the Payson Magistrate Court in the event that legal action must be taken.

### **Overdue Fines:**

20 cents per day per item on all materials (except DVDs, Videos and Interlibrary Loans), with a maximum overdue fine of \$2.80 per item plus notice fees.

Video/DVD and ILL fines are \$1.00 per item per day with a 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 processing fee of \$2.50 for print materials or \$5.00 for media.

### **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.
- If an overdue account has been turned over to the Payson Magistrate Court the fees must be paid at the court. Overdue items should be returned to the library.
- 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 exceeding \$5.00 at any of the other libraries in our county.

### **Six Week Hold Policy**

An item is placed on six week hold when:

- A patron believes an item checked out on their account was returned to the library ( library staff will check the shelf at the time of notification).
- The patron has misplaced an item and would like extra time to find the item.
- A Patron is temporarily unable to return an item due to medical reasons or because of physical limitations (snow, lack of transportation, etc.).
- A media case was returned with missing parts and the part cannot be found.

Patrons may continue to use their account until the 6 week letter is sent informing them it is time to pay for items. Before the letter is sent, shelves are checked again for the missing item.

Items can be placed on hold until official legal notice has been sent, after legal notice has been sent patrons are responsible to clear up their account immediately. By this time items are 4 weeks overdue and 2 notices have been sent warning you of the problem.

A Patron is responsible for the fines accrued and notice fees up to the date that the hold is placed. When placing a hold, the fines will be calculated and a block placed on the patron's account stating the amount due, so there is no confusion later. It is the patron's responsibility once an item is placed on hold to continue looking for the items and to notify us of the status.

A letter is sent 6 weeks after the hold is placed. The patron must then pay for or replace the item if it has not been found and will be blocked from check out until this issue is resolved. Fines are waived if the patron pays for the items and the associated processing fee. If an item is lost a patron has the option of either paying for the item or replacing it with a brand new copy of the identical item (matching ISBN number), replacement media (DVD's, CD's, Audiobooks, etc.) must be

unopened and wrapped in its original packaging. In addition to paying for or replacing an item, a processing fee will be charged.

**There is a limit regarding the abuse of the six week hold policy. A patron cannot place holds more than 3 times per year.**

### **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.

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

Access to the Payson Public Library's online card catalog is available at <http://catalog.gila.lib.az.us>. 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. When placing requests for items online, please be aware that not all materials available within the county are shared. Typically media & newly released items cannot be transferred between libraries. Your library card will be required to check out any items reserved. Items with waiting lists cannot be renewed. If a patron's account has overdue items of unresolved fines, online renewal will be blocked, but may be possible in person or over the phone. Please call the library for assistance.

### **Payson Public 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.

#### **Wi-Fi Access & Use:**

If you have a laptop computer and prefer using a wireless internet connection, you can do that now at the Payson Public Library. The same guidelines that are in place for using the regular computers will apply to patrons using the wireless service.

Patrons who wish to use wireless access must agree to and sign the computer use policy at the podium near the reference desk. Wireless access is also available for organizations using the Library Meeting Room. Wireless access is available 24 hours outside of the building.

**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 WILL NOT BE RESPONSIBLE FOR THE LOSS OF PRIVACY, DAMAGES, OR LOSS OF INFORMATION CAUSED BY USE OF 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. Due to limited bandwidth, access to streaming

video and multi-player RPG games may also be prohibited.

**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.

**Payson Public Library Internet Use Policy Relating to Preventing Minors from Gaining Access to Visual Depictions that are Child Pornography, Harmful to Minors, or Obscene:**

The Payson Public Library ("Library") is fully aware of and concerned for a safe educational Internet experience for children despite the unregulated nature of the Internet. A.R.S. 34-501 and 502 (Computer Access Harmful to Minors) requires public libraries to adopt policies to prevent minors from gaining access to Internet sites containing content harmful to minors. The Library provides filtered access to the Internet for its patrons in order to adhere to the requirements set forth in the Arizona Revised Statutes and the Federal Children's Internet Protection Act (CIPA). Because filtering software is inherently imperfect, although the Library strives to appropriately filter Internet content, the Library cannot guarantee that all Internet content will be appropriately filtered at all times. Pursuant to A.R.S. 34-502(C) adult library patrons may request unfiltered Internet access for research or other lawful purposes. Such requests should be directed to the reference desk and may require up to 24 hours advance notice. Disabling the Internet filter in no way exempts the requesting patron from A.R.S. 13-3507 which criminalizes the "public display of explicit sexual material." A.R.S. 13-3501, 13-3502, 13-3506, 13-3507, 34-501, and 34-502 are available at the reference desk. This Policy was adopted at a public meeting by the Town Council on November 21, 2013 pursuant to the requirements of A.R.S. 34-502(E).

**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 COMPUTERS WILL BE SHUT DOWN 15 MINUTES BEFORE CLOSING.** All work not saved prior to the automatic shutdown of computers will be lost.

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

- Use the network to make unauthorized entry into other computational, informational, 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
- Invade 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 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.

