

Operational Procedures Policy

Services Policy:

§ 39-3-21. Free use of libraries; reimbursements for services Every public library or public library system established or maintained under this article shall be free for the use of the residents of the territory included within the library service area, subject to such reasonable rules and regulations as the administrative board of trustees finds necessary. Reasonable reimbursements may be collected for special library services, provided these are determined in advance and in writing by the administrative board of trustees.

Sources: Codes, 1942, § 6208; Laws, 1938, ch. 289; Laws, 1988, ch. 589, § 20, eff from and after July 1, 1988.

Borrowing

The Elizabeth Jones Library provides materials, accepts requests for reserves, and offers interlibrary loan services.

Registration – All persons borrowing materials from the library system shall register at the circulation desk and be presented with a library card. See Registration underneath ‘Patrons and Community Policy’ for additional information.

Renewing – Books may be renewed twice for 14 more days by contacting the library via phone or by logging into your account by using our online renewal system... Unless another patron has placed the item on hold.

Reading History Records – By default the library catalog does not keep a reading history of any patron. Although, if the item is returned late that item is documented under the fines category. Any patron may request a reading history to be kept by requesting the change through a library employee or by logging into your account online and under your registration choosing ‘keep reading history’. This history is built upon until the option is unchecked under patron registration.

Loan Periods – Books (Hardback & paperback) are checked out for 14 days. Videos (VHS and DVD) are checked out for 1 day. Books on Tape (CD, Playaways, and Cassettes) are checked out for 14 days. Special Loan periods are available for teachers. These special loan periods may be for an additional day or 14 additional days depending on the reason for the special loan. Items obtained in additional new formats will have similar loan periods determined upon their purchase.

Fees and Fines – Daily Charges may occur on: Hardback Books, Paperback Books, Videos, Books on additional formats. If a patron forgets to rewind a video, a rewind fee may be charged. If a patron asked that a book be borrowed through the library’s Inter-Library Loan Service, the patron is responsible for reimbursing the library for the postage cost needed to mail the item back to its original library. Items obtained in additional new formats will have similar fees and fines determined upon their purchase. Fees and Fines are set up accordingly by the Library Board of Trustees.

Returning Items – Items may be returned to the library by bringing the item into the building to the circulation desk or placing the item in the book drop which is located on the side of the building between the grey doors.

Proper Care of Items – Proper care and handling of borrowed materials is expected of all borrowers. See Destruction or Mutilation of Library Materials or Property underneath ‘Library Access Policy’ for additional information.

Requests

ILL Requests– Occasionally a patron may ask for an item that is not located in the library’s collection. A patron may request for the library’s Inter-Library Loan personnel to attempt to borrow the title from another library. Furthermore, any patron may recommend any title be purchased to enhance the collection...but that choice will be left up to the Director who will evaluate the work according to the ‘Collection and Management Policy’.

Holds – Patrons who wish to view an item that is checked-out of the library may request that item be placed on hold for them upon its return or log onto their account via Internet with their library card number and place that item on hold themselves.

Copying, Printing, Faxing, and Scanning

Self-Service Copying and Printing and their Fees may occur on – the black & white photocopier, a microfiche reader, a laser jet black and white printer and a laser jet color printer.

Faxing – A patron may request for any library personnel to fax an 8 ½ X 11 or 8 X 14 inch document(s).

Faxing fees – All local and toll free numbers are free of charge. All long distance numbers may have a charge set accordingly by the Administrative Board of Trustees.

Scanning color and black and white documents – Items may be scanned by the staff for a patron into a black and white or color document pdf or jpeg. These scans will be saved temporarily to an in-house library flash drive that the patron may use on the public access computers or to a flash drive supplied by the patron. No photo’s which prohibit reproduction will be scanned.

Scanning fees – charges may be set accordingly by the Administrative Board of Trustees.

Reference and Reader Advisory

Reference Services – Library employees answer reference and research questions and provide assistance with research methods to help users identify, select, and utilize appropriate sources. Furthermore, they provide assistance with the use of the library catalog, services and collections. Each library employee may not possess the same expertise as another library employee and may seek additional assistance to fulfill a patron’s request.

Readers Advisory – This service provides readers with suggestions of fiction or non-fiction titles to read through a direct or indirect method. A direct readers advisory consists of the library employee giving a reference interview to the patron, which may consist of asking questions as complex as likes and dislikes in reference to subject, reading level, genre, writing style, the level of characterization, plot elements, storyline, pace, tone, frame, and setting or as straightforward as names of authors he/she enjoys reading. An indirect reader advisory consists of creating displays, bookmarks, or book lists that patrons may casually view or pick-up. The Elizabeth Jones Library makes an effort to employ both direct and indirect reader advisory methods.

Public Access Internet Computers

The Elizabeth Jones Library has 12 Internet public access computers available for use during library hours. The library has acquired time and print management software called Envisionware to help staff with the operation of these computers. Computer patrons are allowed 1 hour per day, and 30 minutes if others are waiting. A clock counting down each patrons remaining time is viewable only on their computer.

Computer patrons use their library card number or photo identification number to independently access the computers after a one-time enrollment as a user at the front desk. The print management software notifies the user of the amount owed before they choose to print. The print product is held in query, until a staff member receives payment and releases it for print.

Additionally, the library provides access to wireless internet inside and outside. Wireless users merely request the Network Key Password from the front desk and they may use their wireless computer with unrestricted time. The library does not assume any responsibility for the safety of equipment or for configurations. Virus and security protection is the responsibility of the patron. Library staff may provide general library information, and may suggest ideas, but they are not allowed to configure patrons' wireless devices, nor can they provide assistance in getting connected to the wireless network. For additional computer regulations view the 'Internet Acceptable Use Policy'.

Library Programming

The Elizabeth Jones Library presents programs for all ages during the year. Many of these programs are sponsored by The Friends of the Library and supported by additional community organizations. Furthermore, library programs are offered outside the libraries walls for schools, daycares, etc. who wishes to benefit from what the library has to offer.

Programs annually offered by the library include: Summer Reading Program for Pre-K thru 6th graders, Mississippi Author Book Talk by Nancy Ashley, and Dr. Seuss's Birthday.

Additional monthly programs include: Kidsconnect Storytime for the Grenada Lower Elementary (Out-Sourcing Program) and Headstart Storytime (In-House Program).

Furthermore, the library works in conjunction with the Grenada Literacy Program to encourage high school drop-outs of all ages to obtain their GED and for individuals who are computer illiterate to acquire basic computer skills free at the literacy center.

Library Access Policy:

Mississippi Code 1972 § 39-3-303 Unlawful acts concerning library materials from Laws 1978, Ch. 418, 2, eff. July 1, 1978 (1) It shall be unlawful for any person to remove library materials, without authorization, from the premises wherein such materials are maintained or to retain possession of library materials without authorization. (2) It shall be unlawful for any person to willfully mutilate library materials.

Mississippi Code 1972 § 39-3-305 Definitions from Laws 1978, Ch. 418, 3, eff. July 1, 1978 As used in this article the term: (a) "Without authorization" means contrary to rules which set forth policies governing access to library materials and include eligibility for library patronage and lending procedures. (b) "Library materials" means books, manuscripts, letters, newspapers, court records, films, microfilms, tape recordings, phonograph records, lithographs, prints, photographs or any other written or printed document, graphic material of any nature and other personal property which is the property or in the custody of or entrusted to a public or private library, museum, archives, or other depository. (c) "Mutilate" means, in addition to its commonly accepted definition, the willful removal or separation of constituent parts of an item of the library materials causing library materials to be exposed to damage; or duplication without authorization.

Mississippi Code 1972 § 39-3-369 Collecting overdue material and fines from Laws 1992, Ch. 521, 3, eff. July 1, 1992 No provision of this act shall be construed to prohibit any library, from disclosing information for the purpose of collecting overdue books, documents, films, or other items or materials owned or otherwise belonging to such library. No provision of this act shall be construed to prohibit or hinder any such library or business office from collecting fines such as overdue books, documents, films or other items or materials.

Our Mission

...Remember Patrons are why we are here! The most important thing any of us can do here is help another person – That person may be part of the staff or a library patron! And always remember you choose your attitude!

The Elizabeth Jones Library’s mission is to provide a local site that holds the power of information and the discovery of ideas inside its walls; hence challenging each new reader, as well as nurturing any established readers, with our services and resources so that each may achieve their intellectual, spiritual, emotional, social, and physical potential through the joy of reading.

Any individual may have access to the Elizabeth Jones Library facilities to use general stack collections, space and resources permitting. Due to the specialized nature or fragility of some materials, use of some special collections may be governed by more restrictive policies. Please consult with staff in relevant areas. Reference services to assist in accessing the collections are also available to any individual.

Library Service Hours revised March 9, 2009

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
10 – 6	9 – 6	9 – 6	9 – 6	9 – 5	CLOSED	CLOSED

The Library will be open a total of 45 hours per weekly.

Communication

The library has 2 phone lines for assisting patrons. Also, one of the library’s phone lines is connected to a fax machine. These numbers are publicized in the local phone directory, on our website, and on the Grenada Chamber of Commerce Website.

Returning Materials

A book drop / return is provided for returning materials when the library is closed or if the patron does not need to enter the building for another inquiry. Materials returned into the building should be brought directly to the front circulation desk to be checked-in / returned.

Renewing / Rechecking Materials

Books may be renewed twice for 14 more days by contacting the library via phone or by logging into your account by using our online renewal system...Unless another patron has placed the item on hold.

Library Catalog

The library has an electronic database catalog containing a list of the library system's holdings. This electronic database is provided by the company Polaris and is called an Online Public Access Catalog (OPAC). Our catalog may be accessed by any individual having access to the Internet. The OPAC web address is <http://elizabeth.polarislibrary.com>

Destruction or Mutilation of Library Materials

Any person who shall willfully, maliciously, or wantonly mutilate, deface, tear, write upon, mar, or injure any library material or facility may be subjected to loss of library privileges, to appropriate administrative action within the library, and to prosecution under State law.

Lost / Damaged Materials – Any person having to pay for lost / damaged material(s) will be charged for the cost of the item and a \$5.00 processing fee to cover expenses accumulated for cataloguing the new item.

Obsolete / Broken Equipment

Equipment that is outdated or obsolete will be donated to the friends of Elizabeth Jones Library to place in their biannual book sale and this donation will be documented in the library Board Minutes with a motion to donate. Equipment that is broken will be destroyed.

Regulations

During interactions with library staff, customers can expect to:

- Be acknowledged appropriately
- Be treated courteously and respectfully
- Be valued for their input
- Receive the same high standard of service regardless of age, race, ethnicity, religion, gender, physical limitations, or any other criteria
- Receive prompt and timely service
- Receive knowledgeable service and professionalism from all staff
- Have open access to traditional and innovative resources and instruction in their use
- Have their privacy and confidentiality respected, and

- Have responsive, community-oriented service

Demeanor

Demeanor is defined as: the way a person looks, speaks, and acts; one's manner of behavior towards others; a personal mode of expressing attitude. Non-verbal demeanor conveys attitude via the facial expression and posture just as the tone of voice and choice of words affect a message.

In public service institutions such as at the Library, it is imperative that every staff/patron interaction is a positive one for the patron. A friendly helpful demeanor can often ensure a positive experience even when the message conveyed is not a pleasant one.

Staff members are expected to act in a friendly, helpful manner which will ensure that the patron will walk away feeling that their experience with the Library has been a positive one.

Ethics

The needs and requests of library patrons must always be taken seriously and treated with respect. Equal consideration and treatment will be given to all users within established guidelines and in a non-judgmental environment.

All interactions and transactions between a library patron or group of patrons and the Library will be considered confidential and will be discussed only in a professional context. (Such matters include, but are not limited to, registration information, materials' selection, loan transaction records, reference questions, patron card status, etc). Staff should remember that, although the temptation to discuss or share difficult transactions at the public desk is great, such discussions should be limited to the Staff Lounge or Workroom and out of range of the public eye and ear. These details are confidential as well.

Staff members will not disclose patron information to a third party. All borrowers, including children, may request this information from their own borrowing records if proper identification is presented.

Staff members will respond to inquiries with the best factual information available but will refrain from offering personal opinions or advice in response to queries. In particular, library staff may direct patrons to resources of consumer information, but they should not recommend specific products of services.

Positive Operating Procedures For All Staff

1. Staff will be punctual and be at your assigned post and ready to work at your starting time, which is 15 minutes prior to opening (**Remember: Staff are paid for these 15 minutes**) . Phone will be answered, workstations manned and doors open punctually at 10 a.m. on Mondays and 9 a.m. Tuesday thru Friday.
2. All patrons will be treated courteously and respectfully.
Greet the patron. Acknowledge a patron's entrance or presence by looking up and making eye contact when possible greeting them verbally.
3. Look up and around periodically. Being helpful to patrons takes precedence over desk work. Patrons should not be led to think otherwise. For example, do not keep a patron waiting while you finish checking in a pile of books nor should you leave the desk unattended to do something in the workroom unless absolutely

necessary.

4. If there is a line forming and there is no one to back you up, let patrons in line know you will be with them as soon as possible.
5. Conduct transactions in a helpful pleasant tone of voice. Keep any impatience, annoyance, or implication of ignorance from your voice. Pretend it is their first visit to the library. It is always better to presume that the patron is unfamiliar with the Elizabeth Jones Library and its policies and procedures.
6. Unless there is a specific discipline problem, do not reprimand or scold a patron for any reason.
7. Give the patron your first name if follow-up is required. The personal touch is always nicer and more efficient.
8. Be jargon free when talking to library patrons.
 - Avoid library and computer jargon or abbreviations which would be meaningless or intimidating to the patron (ie. Delinquency, ILL, MLC, etc.)
 - Explain to the patron what procedure you will be following if it is not readily apparent. (ie. "I have requested the materials you want from another library. It will take a few days. When it arrives, we will contact you.")
9. If a patron has a question or complaint and the appropriate person to address the question or complaint is unavailable, staff should offer to take the patrons name and phone number for follow-up by the appropriate staff member as soon as possible.
10. In no instance is it acceptable for a patron to treat staff rudely, to verbally or physically threaten staff or to yell or use abusive language with staff. If such a situation arises it is appropriate to call a supervisor and refuse to serve that patron. If the problem persists to the point that staff or other patrons feel threatened, it is appropriate to call the local police to intervene.

Creating a helpful positive work environment

1. Work actively to blend differing work styles of staff for fair and courteous treatment, cooperative problem solving and conflict resolution.
2. Be flexible in adapting to scheduling, workloads, and work flow.
3. Offer assistance or instruction to improve a co-worker's skills, and tactfully offer the correct information to that person.
4. Make a positive contribution to working out solutions. Seek and provide assistance to others by offering suggestions or alterations, as the situation warrants.
5. Complete assignments on time, offering assistance to those who might need help in meeting their commitments.
6. Communicate an impending missed deadline to those who may be affected.
7. Ask for further clarification if instructions are unclear to you.

Patrons and Community Policy:

Mississippi Code 1972 § 39-3-365 Library user records confidential from Laws 1992, Ch. 521, 1, eff. July 1, 1992 Records maintained by any library funded in whole or in part by public funds, which contain information relating to the identity of a library user, relative to the user's use of books or other materials at the library, shall be confidential. Such records may only be released with the express written permission of the respective library user or as the result of a court order.

Registration

All Elizabeth Jones Library patrons must complete a registration form available at the circulation/checkout desk. Patrons under the age of 18 must obtain a parent/guardian signature inside the building. This parent/guardian signature obligates responsibility of items checked-out on that card to that parent/guardian until the child reaches the age of 18. Library cards are issued to individual patrons, therefore that patron is responsible for any items checked out on the card or charges accumulated on the card.

A valid photo ID and a recently mailed (within the last 6 weeks) piece of mail to the patrons physical address is required when applying for a library card or updating one that has been expired. If the patron does not receive mail at their physical address, a utility bill with the 'service at address' will be sufficient.

The Library maintains a print and electronic registration file of patrons. This file is checked for accuracy every three years upon which the individual card has expired. The print file is discarded 30 days after the card has expired. Also, the electronic registration is removed unless a fine is connected to the account.

The electronic registration files are used to gather: An accurate count of active library patrons and statistics relating to age, gender, sex, and race.

Every library patron is entitled to one free library card.

Every Grenada County resident contributes to our library's revenue through the paying of city and county taxes. Any patron who is not a resident of Grenada County and does not fall into one of the exempt categories (listed on the registration form) is required to contribute \$30.00 annually to the Library, which is considered their tax contribution to the City/County Grenada Public Library known as Elizabeth Jones Library.

A current Elizabeth Jones Library card must be presented at the circulation desk to check out any materials from the Library. The library is not responsible for items/fines placed on lost or stolen cards; patrons are responsible for notifying the library of lost or stolen cards to prevent unwanted activity on the individual's card.

Service Area Population

The Elizabeth Jones Library considers all persons entering the library as part of its usage count. Therefore, study groups, meeting/conference room users, computer users, library patrons, etc. are included in the usage count.

The Elizabeth Jones Library counts are based on a daily count taken 3 times a year, during regular library periods when there is not a 'special project' occurring to cause an unnatural amount of users to be counted.

Community Support Groups and Established Partnerships

The Elizabeth Jones Library partners with local organizations to promote library events and promote the importance of the library to the community. The library is currently partnering with the Grenada Pilot Club, Grenada Junior Auxiliary and other local business's that assist with children activities held at the library. The Friends of Elizabeth Jones Library sponsor a book sale biannually to obtain additional funding for programs and equipment, while the Grenada Kiwana's Club makes a quarterly financial donation to the children's department. Furthermore, the Library is a member of the Chamber of Commerce whose goal is to promote Grenada and help it prosper.