

SERVICE TO THE PUBLIC

The purpose of the Grant Parish Library is to provide residents of the parish with access to books and other resources and services for educational, informational, and recreational uses.

Library service is available to all individuals and groups regardless of race, creed, occupation and financial position. Service will be given to all citizens of the parish. The library will provide Outreach Service to patrons who cannot come to a branch due to illness, handicap or any other reason which makes them homebound. Each patron will be treated with courtesy and tact. Employees will not make remarks about patrons they have served.

All branches of the parish system have made every effort to comply with regulations as set forth by the Americans with Disabilities Act. The Library Board is working to ensure that all branches are handicapped accessible. (See Policy 5-20)

LOAN PROGRAM

The loan program of the Grant Parish Library includes books, periodicals, VHS, DVD's, CD's and cassettes.

LIBRARY CARD

Library cards are provided to eligible patrons for free. Proper photo ID may be used in lieu of a library card for patrons in good standing. A valid ID proving residency in Grant Parish is required to attain a library card.

LIBRARY CARD EXPIRATION

Library Cards expire every year.

CHECKOUT PERIODS

Books, Books on Tape, Books on CD, cassettes, DVDs and magazines all circulate for two weeks.

PERIODICAL RETAINAGE

Periodicals circulate and are maintained for two years.

VIDEO/DVD POLICY

WHO MAY BORROW VIDEOS/DVDs – Borrowers must have a valid library card with no outstanding charges.

LOAN PERIOD AND LIMIT – There is no limit on videos that may be checked out. However, only 4 DVDs may be checked out at one time. Videos and DVDs are checked out for a period of two weeks.

REQUESTS – Videos and DVDs are available at every branch on a first come first served basis. Requests may be placed on videos or DVDs through the computer just as with books. Videos and DVDs may be returned to any branch in the system.

GENERAL INSTRUCTIONS – The borrower is responsible for any damages to videos or DVDs (including the case @ \$3.50) while checked out on their record. Videos/DVDs may be renewed only one time, which is consistent with the book policy. Renewals are allowed only if the item has not been renewed before or if it is on request for another patron. Renewals may be made by bringing the item into the library or by calling any branch. Items are automatically renewed one time.

PUBLIC PERFORMANCE RIGHTS – Videos and DVDs that are being shown to a group such as daycares, schools, or churches, must be licensed for public performance in order to not be in violation of copyright laws. These are usually clearly marked and notation is provided in the computer record.

LIBRARY HOURS

The five branches of the Grant Parish Library are open to the public on the days of the week and at the times listed below:

Main Branch

Monday – 8:00 a.m. – 6:00p.m.
Tuesday - Friday – 8:00 a.m. – 5:00p.m.
Saturday – 9:00 a.m. – 12:00 p.m.

Montgomery Branch

Monday – Thursday 1:00 p.m. – 5:00 p.m.
Friday – 8:00 a.m. – 12:00 p.m. and 1:00 p.m. – 5:00 p.m.
1st & 3rd Saturday – 9:00 a.m. – 12:00 p.m.
CLOSED ON WEDNESDAYS

Dry Prong Branch

Monday – 1:00 p.m. – 5:00 p.m.
Tuesday 1:00 p.m. – 6:00 p.m.
Wednesday - 8:00 a.m. – 12:00 p.m.
Thursday – 1:00 p.m. – 5:00 p.m.
Friday – 8:00 a.m. – 12:00 p.m.
1st & 3rd Saturday – 9:00 a.m. – 12:00 p.m.

Pollock

Monday – Wednesday 1:00 p.m. – 5:00 p.m.
Thursday – 8:00 a.m. – 12:00 p.m.
Friday – 1:00 p.m. – 5:00 p.m.
1st & 3rd Saturday – 9:00 a.m. – 12:00 p.m.

Georgetown

Tuesday and Thursday – 1:00 p.m. – 5:00 p.m.
Wednesday 8 a.m. – 12:00 p.m. and 1:00 p.m. -5:00 p.m.

Outreach –

In Office Monday – Friday 8:00 a.m. – 5:00 p.m.
Deliveries Tuesday – Friday 9:00 a.m. – 1:00 p.m.

UNSCHEDULED CLOSURE OF THE PARISH LIBRARIES

The Director is authorized to close the library in the event of extreme conditions; i.e., when State Police and/or emergency preparedness/others in this capacity, ask that the public does not travel due to icy conditions or visit the library when there are chemical leaks in the area, bomb threats, etc.

LIBRARY MEETING ROOM-Headquarters

Because of the need for accommodations for groups, the Grant Parish Library offers the use of its meeting room by the public under the provisions and with the charges set by the Grant Parish Library Board of Control.

The meeting room is available to all groups or persons regardless of their beliefs or affiliations; however, permission for use by a group or person does not constitute library endorsement of the group, its activities, decisions or beliefs. It is also understood that Library activities or library-sponsored functions have first priority in meeting room use. The meeting room will be made available for public use only when it does not interfere with library activity. With one month's notice, any group may be moved or re-scheduled should the room be needed by the library.

The meeting room will be available to governmental agencies or non-profit civic and cultural groups at no charge. A nominal fee of \$15 for the first two (2) hours of use and \$5.00 for each hour of use thereafter will be charged to all other groups or persons.

At the Director's discretion, authors may sell their works in connection with signings or programs sponsored by the library or Friends of the library.

Reservations to use the meeting room will be made only after a meeting room reservation slip has been completed. (See 5-7)

Following are the rules and regulations that govern use of the meeting room. A copy of this list will be given to each group or person when they reserve the meeting room. It must be read by a representative of the group before the representative completes the reservation slip. The library reserves the right to deny use of the meeting room as a result of violation of these rules and regulations.

Branches

Branch libraries do not have meeting rooms. However, because of limited access to public buildings in the towns, branch libraries may be used after Library hours for cultural, civic, and non-profit organizations only, subject to the rules and regulations that govern use of the meeting room at the Headquarters Branch with the additional stipulations below:

1. Groups must be limited to 10 or less.
2. No refreshments may be served.
3. Library materials or supplies are not to be used or removed from the library.
4. MEETINGS MUST BE HELD DURING TIMES WHEN THE LIBRARY IS OPEN.

LIBRARY MEETING ROOMS (continued)**Meeting Room Use Policy and Rules and Regulations**

1. Meetings held must not be allowed or disallowed solely on the basis of race, creed or national origin.
2. Reservation of the meeting room is on a first-come, first-served basis. Calls of inquiry in availability do not constitute a reservation of the room for the caller.
3. No admission fees may be charged. However, a fee may be charged to cover the costs of using the meeting room or for materials or handouts.
4. People using the meeting rooms are reminded that the first function of the library is to provide a quiet atmosphere conducive to study and research for its patrons. Meetings of a disorderly or noisy nature will not be allowed.
5. Grant Parish Library is not responsible for the opinions and beliefs of organizations using the meeting rooms. Allowing a group or club to use the room in no way entails sponsorship of the organization or meeting. Groups wishing to use the meeting room must seek prior approval through the Director for any PR materials to be used. Groups that give the impression that the library is sponsoring the meeting will receive a warning form the Board. A second offense is grounds for banning group.
6. If a group or an organization damages the room, equipment, or causes damage to the library building, the organization and applicant shall be responsible for payment of repairs. Groups or clubs that abuse the meeting room will be denied further use of the room.
7. Reservations for use of the meeting room should be made no earlier than three months in advance. Reservations for a single meeting or a short series of meetings may be made. The meeting room may not be reserved long term as a regular meeting place.
8. The meeting room may be reserved by adults only. Teens or children may use the room only when adequate adult supervision is provided the entire time.
9. The meeting room may not be used for commercial purposes where merchandise is sold, but may be used for instruction and education of personnel.
10. Each group shall clean up, bag and dispose of all waste or garbage generated by that group.
11. The kitchen is available for persons using the room. Light refreshments may be served. Groups must provide their own cups, plates, napkins, ice, etc. If refreshments are served a fee of \$25 will be due.
12. No alcoholic drinks or tobacco products may be used in the library.
13. Each group is responsible for set up of tables and chairs and for putting same away.
14. If a meeting room is to be used after hours, the key must be obtained prior to the meeting during normal Library hours. The key is left in the meeting room on the table after the meeting.
15. Lights are to be turned off and air conditioning or heating set to appropriate levels after the meeting.
16. Exterior doors must be locked at the end of meetings.
17. The library is not responsible for accidents, injuries, or loss of personal property that may occur during the use of library facilities by a group or person.

Copies of this policy shall be given to each group or person who applies for use of the room.

GRANT PARISH LIBRARY
MEETING ROOM RESERVATION SLIP

Organization _____

Represented by:

Name _____

Address _____

City _____

Work phone _____ Home phone _____

Cell _____

Meeting date _____

Meeting time _____

Nature of meeting – circle one

Educational Cultural Civic Training Social For-Profit

I have received and read a copy of the Meeting Room Use Policy and Rules and Regulations and agree to follow these rules and regulations. I also understand that I am responsible for any and all damages to or losses of Library property that occurs during the meeting.

Date _____ Signature _____

FEES

Use of meeting room for two hours.....\$15
Each hour thereafter.....\$5
Use of Kitchen.....\$25

All fees must be paid when booking the room.

Parade Policy

The Grant Parish Library is from time to time requested to represent the library in various parades that take place throughout the year within the parish. Because of this, it was thought that a policy should be formulated to reflect the purpose and stipulate the guidelines when this will be allowed.

Parade Participation Policy

The Library Director must make a determination that there is a “public purpose” in involving a library vehicle for each event. The library cannot accept invitations to participate in events that carry fees of any sort. This may be interpreted as paying for advertising for which public funds cannot be used.

Other factors that must be considered before a decision is reached:

- 1) Disruption to the regular van schedule;
- 2) Availability of staff authorized to drive;
- 3) Condition of the road along the parade route;
- 4) Extent to which the van would need to be decorated i.e. cost involved, amount of material to be adhered to vehicle, etc.

The Grant Parish Library is a public agency supported by the taxes of the citizens of the parish. It provides informational materials and services for public use. The following rules of behavior have been established to provide a secure, comfortable and safe atmosphere for our patrons; to protect the rights of our staff members to conduct library business without interference; and to preserve library materials and facilities. These rules apply to everyone in the Library and to all persons entering in or on the premises. "Library" shall mean all parts of Grant Parish Library, including all branches and the grounds of each. We reserve the right to enforce or amend the rules as necessary for each situation. Furthermore, Library staff members have been authorized enforce these regulations.

BEHAVIOR RULES

All persons who use the library are subject to the laws of the city, parish, state and federal government. Any violation of the law shall be considered a violation of the library rules. The Grant Parish Library WILL prosecute persons who violate the law on library premises.

The Grant Parish Library Board of Control has adopted a policy with respect to patron conduct to ensure the comfort and security of patrons and library staff, and to protect and preserve the physical collection, equipment, library building and grounds.

Patrons are expected to act in a manner that is respectful of other patrons and the staff.

Persons who violate any of the following Rules of Conduct are subject to the withholding of library privileges as follows:

First offense, library privileges will be revoked for one month;
Subsequent offenses: library privileges will be revoked for one year.

**Grant Parish Library
Rules of Conduct**

The following guidelines are intended as a way to accomplish this goal and are not intended to cover every circumstance or situation.

ABUSE – physical, verbal and sexual abuse of patrons or staff is prohibited. The use of obscene or abusive language is prohibited. Physical abuse of library furnishings, materials, equipment or library facilities is prohibited. Placing feet on the furniture or sitting on the arms of chairs is prohibited. Moving the furniture is not permitted except at the direction of library staff. Materials may not be taken into restrooms. Communication of threats, physical violence and/or sexual offenses will result in expulsion from the library. See also: harassment/unwelcome behavior and theft/damage of materials.

ALCOHOL - The use of alcohol in the Library building or on the grounds is prohibited. Persons appearing to be intoxicated will be asked to leave the library

ANIMALS – Occasionally, library programmers may provide workshops or programming that includes pets. Except for these rare occasions, any animal other than service animals trained for the disabled, are prohibited in the Library building.

ATHLETIC EQUIPMENT

The use of athletic equipment, including, but not limited to, balls, bicycles, roller-blades, skates, scooters, or skateboards, is prohibited in the building or entryway or on sidewalks or steps.

DRESS - Library patrons must wear shirts and shoes—and other clothing as necessary to avoid indecent exposure.

DRUGS – Illegal drugs are not allowed in the library. Persons appearing to be intoxicated on drugs will be asked to leave the library.

ELECTRONIC EQUIPMENT - Use of electronic equipment in the Library building that is audible to others is prohibited. This may include, but is not limited to: ringing cell phones, audible beepers, tape players, CD players, TVs, radios, electronic games, sound on laptop computers, etc.

FOOD/BEVERAGES

Eating and drinking is prohibited in the Library building except in pre-approved areas.

GAMBLING is not permitted in the library.

GROCERY CARTS/LARGE PLASTIC BAGS SUITCASES/CARDBOARD BOXES/SLEEPING BAGS/BEDROLLS/BED BLANKETS

Grocery carts, containers designed to hold personal possessions or items used to sleep in are prohibited in the Library building.

HARASSMENT/UNWELCOME BEHAVIOR

Harassment is prohibited. Harassment is deliberate and repeated behavior that is not welcome and creates a hostile environment. Harassment and other unwelcome behavior that will not be tolerated includes but is not limited to: Touching, bumping or grabbing anyone else, use of abusive language; fighting; offensive gesturing; spitting; panhandling; pamphleteering; campaigning; surveying; selling merchandise; voyeurism or peeping; indecent exposure; following others around the building. Filming people without their consent or desire. See also: Abuse

LOITERING – loitering is not permitted and includes refusing to leave at closing time. Patrons not engaged in reading, studying or using library materials might be asked to modify their behavior. If modifications are not made, patrons may be requested to leave the premises.

NOISE

Loud talking, shouting, whistling, and singing are prohibited. See also electronic equipment and telephone.

OFFENSIVE ODOR/HYGIENE

Patrons whose personal hygiene is unreasonably offensive so as to constitute a nuisance by substantially interfering with other patrons' use of the Library shall be required to leave the Library building. Library staff will pass the following note to the patron:

[We need to bring an awkward situation to your attention. We try to assure that visiting the library is a productive and pleasant experience for the majority of library users. The library staff has had complaints from patrons, and has determined that your odor is a problem.

Library policy states “library staff will request patrons to stop any conduct that significantly interferes with use of the library by others.” We value your right to use the library, too, but this policy requires that we ask you to leave the library now and find ways to improve this situation before you return.]

PERSONAL PROPERTY

Patrons are responsible for their own personal property. Personal items should not be left unattended. The library is not responsible for personal belongings brought into the library, left in library materials or left on library property.

RESTROOMS – bathing, shaving, shampooing and/or washing clothes is not permitted in library restrooms. Using opposite gender restrooms is prohibited with the exception of infants or toddlers in the company of their parent or guardian.

RUNNING

Running, jumping and exercising are prohibited.

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SLEEPING

Sleeping in the Library building or on the grounds is prohibited, except for infants or toddlers under the supervision of a Library patron.

STAFF AREAS

Patrons are allowed only in public areas of the building unless accompanied by a staff member.

TELEPHONE - Use of cellular telephones is prohibited. Patrons will be asked to use the mute or silent selection functions on their cell phones or, if this function is not available, patrons will be required to turn off their cell phones in the library out of courtesy to other patrons and staff. Only Library staff may use library telephones. Patrons are asked to use pay phones where available.

THEFT/DAMAGE TO PROPERTY - Stealing, damaging, or altering any property of the Library is prohibited by law. Removing library materials from the premises without authorization through established lending procedures is considered stealing. Damage can include, but not be limited to: cutting or removing pages or articles from books or magazines, hacking or altering computer settings, writing in books, magazines, on furniture or walls.

TOBACCO – smoking or chewing of tobacco or snuff is prohibited in the library.

UNATTENDED CHILDREN Library staff is not responsible for the safety or well being of children on library property. All children must be supervised during library visits and must not be left unattended. Children of any age may not be left at the library for "child care or babysitting" purposes. See also the library's separate policy for unattended children.

VIOLATION OF ELECTRONIC RESOURCE POLICY or any other library regulation

WEAPONS – guns, knives and other weapons are not permitted on library premises, except by bona fide officers of government jurisdictions.

PUBLIC SERVICE POLICIES
UNATTENDED CHILDREN

5-13

Children should not be left unattended in the public library. Parents are responsible for their children's behavior while in the library.

The Grant Parish Library welcomes children to use its facilities and services. Many of our services and programs are offered to make the library enticing to children, to encourage them to visit the library and to develop a love of books, reading and libraries.

However, the public library is not a childcare provider, nor does it act *in loco parentis*. The library is a public institution where all patrons have an equal right to quality library services in a safe and relaxed environment.

While many people think of a public library as a safe environment, that is unfortunately not always the case. Library staff members have many duties and cannot supervise children nor act as a substitute for daycare.

The responsibility for the care, safety and behavior of children using the library rests with the parent/guardian or caregiver. Children and young people who are disruptive in the library or on library grounds interfere with library service to all patrons.

UNATTENDED CHILDREN

Children through age 10 must have a parent or caregiver in the immediate vicinity unless they are participating in a library program. Parents or caregivers for those age 10 or under who do not attend the program with the child should remain in the building. A caregiver must be at least 14 years of age. Parents are still responsible for the actions of their children.

Children 11 and older may use the library unattended for an amount of time appropriate to their age and maturity. It is important for staff to take note of disruptions caused by children who apparently are unaccompanied. Children of any age shall not be left at or sent to the library for more than two hours. *See Disruptive Children.*

If a child under 10 is unaccompanied by an adult or appropriate-aged caregiver, or if a young person is left at the library at closing who is under the age of 14, the staff will follow the directions below for children found on library premises without a parent or caregiver. Library staff must NOT take responsibility for the care of any age child.

- 1 Attempt to comfort the child, if necessary,
- 2 Attempt to locate the parent or caregiver in the library and explain the Unattended or Disruptive Children Policy.
- 3 If the parent or caregiver cannot be located in the library, make every effort to contact the parent or caregiver. Upon contacting the caregiver, staff will express the library's concern for the child's safety and explain the Unattended or Disruptive Children Policy. Ask the caregiver to come and retrieve the child.
- 4 If a parent or caregiver cannot be reached within an hour, does not arrive within 30 minutes of being contacted by phone, or cannot be reached by the time the library is to close, library staff will call the Police to pick up the child. Staff will notify the Director that police have been called.
- 5 Remain with the child until the parent or caregiver or police arrive. This is compensated time for the staff member who remains with the child.

If the police pick up the child, leave a note on the library door stating, "Unattended child is in the custody of the police", listing phone number and address of police station. Names will not be stated on the sign.

- 6 Under no circumstances should an employee leave the library with the child in his custody.
- 7 For the safety of the child, the staff will not leave a child under the age of fourteen (or any person regardless of age if deemed necessary) outside to wait on a ride. Police must be called if the parent or caregiver cannot be reached.
- 8 An incident report form must be completed and submitted to the Library Director and a copy provided to the police when appropriate.

UNATTENDED AND DISRUPTIVE CHILDREN (continued) 5.16

DISRUPTIVE CHILDREN

Library patrons of any age who engage in unacceptable behavior shall be subject to action as specified in library policy. Minors who are in chronic violation of policy shall be required to be accompanied by a parent/guardian during library visits for a period to be determined by the Director.

DISRUPTIVE ATTENDED CHILDREN

1. Children of any age who are being disruptive will be asked by staff to behave.
2. If the disruptive behavior continues, a staff member should inform the parent/caregiver that their child is disturbing others.
3. Parents are expected to control their children or take them out of the library if they are disturbing others.

DISRUPTIVE UNATTENDED CHILDREN

If a child of any age is unattended and is behaving in a disruptive manner:

1. The staff member will ask the child to correct his behavior
2. If the child persists in being disruptive, the staff member will attempt to locate the child's parent/caregiver within the building. If located in the building, explain that the child is being disruptive and inform the parent of the library's policy.
3. If the parent/caregiver cannot be located within the building, the staff member will attempt to contact the parent by phone. Once contacted, the parent is to be instructed to pick up the child immediately.
4. If the parent cannot be contacted within one hour, or if the parent fails to arrive within thirty (30) minutes of being contacted, or if the library is closing, staff is instructed to call the police.
5. If the parent cannot be located and the child must leave (to catch a ride, e.g.) the staff member will give all pertinent information to the branch manager or Library Director who will write or call the parents informing them of the incident and provide the parents with a copy of the library policy.
6. If at any time the young person becomes belligerent or threatening, call the police.
7. An incident report form must be completed and submitted to the Library Director and a copy provided to the police when appropriate.

Audio Visual Policy

WHO MAY BORROW VIDEOS- Borrowers must have a valid Grant Parish Library card with no outstanding charges.

LOAN PERIOD AND LIMIT – There is a limit of 4 DVDs per library card. There is no limit on the number of Videos that may be checked out. Videos and DVDs are checked out for a period of two weeks.

REQUESTS – Videos and DVDs are available at every branch on a first come first served basis. Requests may be placed on Videos/DVDs through the computer just as with books. Videos/DVDs may be returned to any branch in the system.

GENERAL INSTRUCTIONS – After one warning, the borrower is responsible for any damages to videos, cassettes or DVDs checked out on their record. Upon warning, the borrower is given instructions on how to clean their video or tape player. Should damages occur after this warning, borrowers are responsible for the cost of replacing the damaged item. Borrowers will NOT be charged for failing to rewind cassettes or videos. Videos/DVDs may be renewed only one time, which is consistent with the book policy. Renewals may be made in person, with or without the material present, or by calling the library.

PUBLIC PERFORMANCE RIGHTS – Videos/DVDs that are being shown to a group, such as daycares, schools, or churches, must be licensed for public performance in order to not be in violation of copyright laws. These are usually clearly marked and notation is provided in the computer record. Patrons may check with the Circulation Department if they desire more information on copyright laws. Staff will not knowingly check out non-public performance videos to be used in a group setting.

ACCESS TO REGISTRATION RECORDS AND OTHER RECORDS OF THE LIBRARY

Right to access registration records and other records of library patrons is limited by La. R.S. 44:13. The law reads as follows:

- A. Notwithstanding any provisions of this chapter or nay other law to the contrary, records of any library which is in whole or part supported by public funds, including records of public, academic, school, and special libraries, and the Louisiana State Library, indicating which of its documents or other material, regardless of format, have been loaned to or used by an identifiable individual or group of individuals may not be disclosed except to a parent or custodian of a minor child seeking access to that child's records, to persons acting within the scope of their duties in the administration of the library, to persons authorized in writing by the individual or group of individuals to inspect such records, or by order of a court of law.
- B. Notwithstanding any provisions of this Chapter or any other law to the contrary, records of any such library which are maintained for purposes of registration or for determining eligibility of the use of library services many not be disclosed except as provided in Subsection A of this Section.
- C. No provision of this Section shall be so construed as to prohibit or hinder any library or any business office operating jointly with a library from collecting overdue books, documents, films, or other items and /or materials owned or otherwise belonging to such library, nor shall any provision of the Section be so construed as to prohibit or hinder any such library or business office from collecting fines on such overdue books, documents, films, or other items and/or materials.

LIMITS OF LIBRARY PRIVILEGES

Indebtedness Policy. The Grant Parish Library will allow patrons to check out materials if their indebtedness is zero.

FINES and MISCELLANEOUS CHARGES

Fines: There are no fines.

Lost Items: Patrons will be charged the price that is listed on the lost items computer record or they may replace the item themselves if they can find it cheaper. Listed below are the items and the cost of the items if they have been lost.

Books- Cost of book
CD- Cost of CD
Video- Cost of Video

Damaged Items:

Book, Video, DVD, CD-Cost of item
Page torn-\$.50
Cover damaged-Slight damage (water ring) \$0.25
Cover torn off-Cost of item
Written in, Colored in, torn-\$1.00 per page or cost of item
DVD/CD cases \$3.50

Miscellaneous Charges

Faxes: Local \$1.00 per page

Deposit Books Fine: no fine
 Lost: cost of book

Copies .50 per page for black and white
\$1.00 per page for color

Anything not covered must be decided by the Director

Equal Accessibility Policy

The Library works continually to be in compliance with the Americans with Disabilities Act, however, all requests for additional accommodations by the disabled or handicapped patrons for greater access to library facilities or services are welcomed and will be given formal consideration by the Library Board of Control.

No request shall be turned down until a recommendation is reviewed by the Grant Parish Library Board.

Whenever a request is received, the supervisor on duty may proceed with the request if it can be met on site without expense. The library director shall be notified at once if he/she is available. A written report shall be sent to the director detailing the request and any action that has been taken by the branch supervisor.

If a request cannot be fulfilled without delay, the branch supervisor shall notify the director at once and a written notice to the director shall follow immediately concerning the request. The requestor's name, address, and phone number shall be recorded by the branch supervisor so that the director may make contact as soon as possible if he/she is unavailable to communicate with the requestor.

In all situations that cannot be immediately fulfilled, the director will meet with the requestor to discuss what the library may do to offer equal accessibility. The requestor shall be given the library director's name and phone number to facilitate contact should the requestor so desire.

The library director is to make prompt contact with the requestor in order to find out precisely how the library can assist the patron in receiving library service. The director is authorized to use discretion within the bounds of the library budget (a state legal requirement is that any expenditure over budget requires Library Board approval) and staffing to meet request. The Library Board is to be notified in writing of the provision of the request.

Should the director determine that meeting the request will require Library Board approval or that the request appears not to be viable, the Library Board and requestor shall be notified at once. A decision of this preliminary determination will be made at the next regular meeting of the Library Board and the requestor shall be urged to be present. The requestor will be given written notice of the date, time and location of the meeting.

A decision regarding the request will be in written form and will be accompanied by an explanation of how this conclusion was reached.

Lost and Found

The Circulation Desk shall act as a clearinghouse for lost and found articles. Employees or patrons should report any articles lost and deliver any items found to that area.

Articles of apparent value should be locked up and secured in the Branch Manager's office and the Library Director notified. After thirty (30) days, the item (s) should be forwarded to the Library Director for safekeeping and procedures to further attempt to locate the owner.

Proctoring Services**Grant Parish Library Exam Proctoring Policy**

Grant Parish Library offers limited exam proctoring services. Students must verify that the following conditions are acceptable to the institution giving the test before having an exam sent to the Library:

- There is no charge for proctoring services at the Library, although printing, faxing & postage costs will apply. Requests from schools charging a proctoring fee will not be accepted.
- Proctoring services are available during regular library hours, and depend upon the availability of personnel and facilities. Tests must be completed 15 minutes before the Library closes.
- Students may take online exams on the library's public access computers. Additional time can be extended if allowed or required by the test rules. The library **cannot** make changes to hardware or software to accommodate testing.
- The Library cannot provide proctoring services for exams that students bring in themselves. Exams should be sent directly from the school/instructor to the library.
- The Library cannot commit to proctoring an entire course of study. Proctoring arrangements/appointments must be set up on a per test basis.
- The Library will not be responsible for tests that do not arrive on time, those that are interrupted or delayed by Library emergencies, power failures, weather issues, computer or network issues, etc. or for completed exams once they leave the Library's possession.
- The Library will meet the proctoring requirements of the testing institution wherever possible. Any perceived violation of the posted rules for the exam will be reported to the educational institution by library staff.
- Library staff members will observe the student while performing other tasks and assisting other patrons; we cannot provide direct in-room supervision or constant monitoring of the student during the test, or provide written or verbal assurances that the student did not use notes, books, or other resources.
- The Library cannot guarantee quiet conditions for test-taking. The student may be seated in a public area or a private study room (if available), but there is no guarantee that the student will be under constant observation by library staff.
- Library staff must receive the following information before a test is sent to the Library for proctoring: student name, name of institution, and address, phone number & email of student. As a courtesy, the Library will attempt to notify the student when a test is received. However, it is the student's responsibility to make sure the test has arrived at the Library before their appointment time.

- Tests can be received via U.S. Mail, email, or fax, and may be returned via U.S. Mail or fax. The exam, plus any instructions or additional paperwork, must be sent to the Library so that it is received at least five (5) days in

Proctoring Policy, continued

- advance of the intended test date. It is the student's responsibility to obtain the mailing address, telephone number and fax number of the library branch where the test will be taken and to have the test delivered to that branch at least five (5) days before the scheduled test date. **Note: There will be a per page fax charge to send/receive tests via library fax.
- The Library can also receive tests from delivery services such as FedEx or UPS. However, tests can only be returned via these services in a pre-paid, pre-addressed
- envelope and only by prior arrangement with library staff. Some branches may be unable to provide this service.
- Individual librarians & library personnel are not assigned to proctor specific exams or students. Exams may be proctored by any staff member, and substitutions may be made at the discretion of the Library. Because of staff schedules, the staff member who begins proctoring the test may not be the same staff person on duty when the test is complete.
- The student must contact the Library at least 48 hours in advance to schedule an appointment to take the test. Cancellations may be rescheduled. No-shows will be rescheduled one (1) time; if the student is a no-show for the second booking of the test, the test will be destroyed or returned to the institution if postage is provided, and no further appointments will be made for that student.
- Printing, faxing or photocopying of tests, answer sheets & other paperwork will be charged at the current rate per page.
- Postage for mailing tests to the student's institution will be paid by the student or the school or institution, not by the library. Envelopes and other mailing supplies will not be provided by the Library.
- Library staff will verify the identity of the student by requiring a current photo ID before administering the exam.
- Students should not bring phones, tablets, laptops, PDAs, cameras, calculators, books, tote bags, or other equipment or materials prohibited by the exam instructions into the Library. The Library cannot provide storage for such items during the test.
- Students are responsible for providing all allowed materials & supplies, including paper, pencils, pens and calculators.
- The Library will not hold tests beyond their expiration dates. Tests not taken by that time will be destroyed, or returned to the institution if postage is provided.
- It is the student's responsibility to follow up with the institution, to ascertain that the test was received there. The Library will not keep copies of completed test materials.

- If it is determined that a proctoring request is unreasonable or its demands are too burdensome to administer, the Library reserves the right to deny this service on a case by case basis.

PUBLIC SERVICE POLICIES

5-24

Proctoring Policy, continued

- Tests mailed or shipped to the Library should be addressed as follows:
Proctoring Services
Grant Parish Library
(Name of Library Branch)
(Mailing Address of Library Branch)
(City, State, Zip Code)

Mailing addresses, phone numbers and fax numbers for individual library branches can be found on the library's website at:
www.grant.lib.la.us

For additional information about Test Proctoring Services, contact the library at (318) 627-9920

In consideration of the fact that the Library provides proctoring services at no charge, students , instructors and testing organizations/institutions agree by accepting such services to release the Library from any claim for damages arising out of the Library's performance of said proctoring services. The Grant Parish Library reserves the right to limit or discontinue test proctoring services at any time, without prior notice.