

Sunderland Public Library Public Service Policy

Registration

New borrowers to C/W MARS must fill out a registration slip before borrowing Sunderland Public Library materials. Children under age 14 must have the signature of a parent/guardian before they are permitted to borrow library materials. Any person who lives and/or works in the state of Massachusetts may register as a borrower, subject to the state's reciprocal borrowing policy.

Circulation

General: Borrowers are asked to carry their cards on every visit to the library to help reduce the number of errors that stem from the use of incorrect patron records.

Children: Because responsibility for a child's reading and use of library materials rests with the parent/guardian and not with the library, children may borrow any circulating materials and are not restricted to the Juvenile collection. The only additional condition the library places on borrowing by children is that the child's parent/guardian must sign his/her registration slip.

Confidentiality of Records

The library maintains no formal circulation records except for materials currently in circulation and only for the purpose of keeping track of library materials and materials borrowed from other libraries. Under no conditions will this information be divulged to anyone other than the borrower, the parent/guardian of a juvenile borrower, or the library that owns the material in question (except by court order as is mandated by the USA Patriot Act).

Types of Service

General: The library offers circulation of our own collection and of the deposit collection from the Western Massachusetts Regional Library System. We also obtain materials from other libraries on request and provide basic reference and reader's advisory service. The library maintains a photocopier and fax machine for public use. We develop and offer programs for all ages. The library offers the use of our Community Room for studying and meetings, subject to the *Community Room Policy*. Library staff also provide library tours by appointment.

Reference Service: The library provides basic reference service, using our own resources and the Regional Reference Service provided by the Springfield City Library. In the case of a school-assigned research project, we will attempt to instruct students in how to use library resources and how to conduct basic research.

Audiovisual Services: The library maintains one cable television, one VCR and one DVD player. These may be used for programs in the library. The library also maintains a collection of audiocassettes, DVD's and videocassettes for circulation.

Interlibrary Loan/System-Wide Holds: The library will obtain materials from other libraries on request. This service is free, although in rare cases the patron may be asked to pay borrowing/photocopying charges if required by the owning library. The patron is responsible for the safe return of these materials and will be liable for any damage to the materials.

Outreach Services: The library seeks to serve patrons who have not used our resources. We offer deposit collections to school libraries and nursing homes and we develop programming to interest people in our resources.

Photocopying and Copyright

The library maintains a photocopier for public use. Photocopying is governed by Title 17 of the United States Code, and the person using the photocopier is liable for any infringements of the Copyright Law.

Complaints

The library places a high priority on public service and will attempt to rectify and legitimate problems. Complaints or suggestions about library services or policies may be made to the Library Director or any of the elected members of the Board of Library Trustees. The Library Director will try to resolve the problem, but if the patron is not satisfied, final responsibility for a solution will rest with the Board of Library Trustees.