

Jay County Public Library

Service Policy

Reviewed May 18, 2015

Approved June 8, 2015

Goals

The library strives to provide information and resource access to each resident of and visitor to its service area. Freedom of expression is an inalienable human right and the foundation for self-government. Freedom of expression encompasses the right to freedom of speech and the corollary right to receive information. Such rights extend to minors as well as adults. Libraries facilitate the exercise of these rights by providing access to information regardless of format or technology to facilitate research and education.

Services Offered

1. Borrowing materials.
2. Using items (equipment, materials) within the library building.
3. Faxing. Library staff may fax documents for the public at a fee. [See Fee Schedule in Appendix]
4. Programs on site and off site.
5. Library rooms for community use.
6. Bookmobile at schools within the service area.
7. Outreach: delivery of materials to homebound individuals and stations.

Hours of Service

1. The library is open 8 a.m. to 8 p.m. Monday through Friday, and 8 a.m. to 5 p.m. on Saturday.
2. The library is closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas, New Year's Eve (noon), and such other days or partial days as the board may deem appropriate.
3. The library will close due to weather or mechanical emergency as determined by the director.

Area of Service

The library's service area is the taxing district, which is comprised of the entirety of Jay County except the City of Dunkirk, Town of Pennville and Penn Township.

Staff-Provided Services

1. In House: The library staff offers a variety of services to:
 - a. assist the library user in locating the necessary or desired information or media to meet his/her needs. (e.g. reference questions, specific Internet searches, reader's advisory, reserved items, requests, genealogy inquiries, Interlibrary Loan, etc.)
 - b. assist the library user in understanding the organization and tools of the library to make him/her a more effective and efficient library user (e.g. instructional classes and brochures).
 - c. promote the use of the library and its collection of media (e.g. reading programs, displays, tours, newsletter, etc.).
 - d. promote education and knowledge in general (e.g. programming such as Local Expert series, etc.).

2. Outreach: The library staff offers:
 - a. programming to non-profit daycare and pre-school organizations to introduce the library, books, and reading to their students.
 - b. bookmobile service to the elementary schools situated in the library's tax district to introduce the library to its younger citizens, to foster a life-long relationship with the library, and to promote the enjoyment of reading.
 - c. delivery service to those citizens for whom travel to the library is an impediment (deposit collections at nursing homes, elderly housing units, etc., as well as homebound delivery) or reading is difficult (storyteller at nursing homes).
 - d. programming to promote the library in the community (e.g. displays, presentations, the Chamber of Commerce EXPO, etc.).

3. Services not provided:
 - a. homework assistance beyond aid in finding appropriate resources
 - b. one-on-one reading or literacy training
 - c. research beyond ready reference or specific genealogical inquiry

- d. locating and reserving large quantities of non-specific materials, whether specific to a theme or not, for use in a classroom or classroom-like setting (e.g. church, preschool, Girl Scout group) other than what is delivered by bookmobile.
- e. legal, medical, or taxation-related reference questions beyond aid in finding appropriate resources.