

## PUBLIC SERVICES

In order to meet the educational, recreational and informational needs of the patrons of Nashua Public Library, the Library will provide, in addition to its basic collection, certain additional services, as outlined below.

### Reference/Reader's Guidance

The Library staff will be familiar enough with the collection; on-the-spot reference sources, databases, and search techniques to provide basic reference service to patrons. Every effort will be made to meet each patron's need with promptness and accuracy.

All staff members will constantly try to increase their familiarity with titles, styles and authors in the various classification groups and genres, in order to knowledgeable assist patrons in choosing titles from the collection most appropriate to their needs and interests.

### Interlibrary Loans

Nashua Public Library participates in the State Library's "Enrich Iowa" programs, which provide for Open Access and Interlibrary Loan. Library staff will use all technologies available to meet the requests of local patrons and patrons of libraries throughout the state. There is no cost to the patron requesting material.

Outgoing interlibrary loan will be made available for four-week checkouts with the possibility of one renewal. Material newer than six months may not be available for loan to other libraries it is to the discretion of the library director.

In order to protect this valuable service, the Nashua Public Library reserves the right, as necessary, to refuse interlibrary loan service to patrons with habitual late returns or borrowed items, or who ordered and failed to pick up borrowed items.

### Programming

Educational programs, recreational activities or exhibits of an informational nature will be provided for children, young adult, and adult age levels as Library resources permit. Community resource people and volunteers will be used as much as possible in providing these programs and exhibits. All programs will be free and open to the public at large.

### Library Skills Instruction

Trained Library staff will provide, formally or informally, on an individual or group basis as needed, instruction in basic library skills such as use of the catalog, care of library materials, and use of reference sources and databases.

### Outreach Service

On a regular basis, Library staff will publicize community needs for outreach services to bring Library resources to those elements of the population that cannot readily get to the Library. Such services, including home delivery to interested homebound patrons, will be provided to the greatest extent personnel and budget allow, and in the form(s) deemed most suitable.

### Public Service Provided by Fee

The Nashua Public Library has as its mission the provision of free and open access to information in varied formats. However, there are limits to what can be provided with budgeted funds. Therefore, the Board of Trustees has determined that some services will be provided on a cost-recovery basis, passing the cost of these expanded services on to the user. Fees are established when the service clearly benefits an individual user or requires exceptional staff time to provide (e.g. faxing or personal photocopying). Fees for services may not be charged to a customer's library account. The Board of Trustees will review fees on an ongoing basis.

**The following services are provided for a small fee:**

Faxing - \$1.00 per page

Color Copies - .50 cents per page

Black and White Copies - .25 cents per page (Non-Profit = .15 cents per page)

Laminated Page - \$1.00 per page

### Fax Machine

The Library offers use of the fax machine to the public. Patrons may send and receive messages on the Library fax during all Library open hours. Staff will operate the machine for the patron. A fee, set by the Board of Trustees, will be charged. This fee will be charged whether sending or receiving a fax for patrons.

### Copier/Printer

The library provides access to a public copier/printer that will allow patrons to make copies of personal materials and/or print materials from the library's public access computers. Copies/prints will incur a minimal fee. Fees for printing will be determined by the Board of Trustees. Basic guidelines on copyright laws will be made available to guide patrons and staff in compliance with current copyright laws

### Public Relations

In order to promote use and support of Library services, the Library staff will engage in an ongoing public relations effort to:

- Inform all residents and patrons of available services, programs and needs;
- Recognize roles and achievements of staff, volunteers and Trustees;
- Involve staff and Trustees in community activities;
- Obtain citizen support for growth and development.

To these ends, positive relations with the various media covering Nashua community news will be developed. A Library news release will be published in the Nashua Reporter publication (as available), and articles will be submitted to local daily and weekly newspapers on a regular basis. The Library will utilize the city and library websites to promote the library and its activities. During the school year, the Library staff will provide flyers to the Nashua Plainfield Schools publicizing age-appropriate programs. Flyers will be posted in as many public places as possible to promote all programming and library events. Social media and/or other online or technological resources may also be used to provide and promote Library information.

The Library Director, staff and Trustees will attempt to visit civic organizations and offer presentations on library services and needs as appropriate. Courteous, cooperative and helpful service will be offered to all Library patrons. Programming and outreach efforts will be designed to strengthen the effectiveness of the Library in serving the community. Positive and cooperative relations with the Nashua Plainfield School will be cultivated, and an attitude of cooperation and open information with all city and elected officials fostered.

### **GENERAL MEETING ROOM POLICY**

*This policy does not apply to events hosted or co-sponsored by The Nashua Public Library, the Nashua Board of Library Trustees, the City of Nashua.*

#### ***Purpose of Policy***

Meeting room space at the Nashua Public Library is intended for informational, cultural and educational purposes of the community.

The Nashua Public Library welcomes the public use of its meeting facilities in keeping with the Library's mission "The Nashua Public Library is a vital part of the city. It serves as a gathering place for the community and is dedicated to promoting the free exchange of ideas. It will inspire and inform the community by providing library customer service that exceeds expectations."

It is the policy of The Nashua Public Library board of trustees, and in accordance with the director's goals, to allow non-profit organizations and groups to use Library meeting rooms when those facilities are not needed for administrative use, activities or programs sponsored in whole or in part by the Library, and when such use does not disrupt the public's use and enjoyment of the library. Such permission is revocable and does not constitute a lease.

The Nashua Public Library does not discriminate in making its premises available for use on the basis of age, race, color, religion, sex, national origin, marital status, parental status, sexual orientation, gender identity, political ideology, creed, ancestry, or the presence of any sensory, mental or physical disability.

#### ***Restrictions of Use***

Because the Library is intended for the use of all members of the public, all meetings must be open to the public. All meetings held at the library must be free of charge. Donations may be taken if offered by user.

The Library reserves the right to deny applications for use based on the availability of space, availability of staff, frequency of use, or potential disruption of service. Permission to use a Library meeting room does not imply Library endorsement of the aims, policies, or activities of any group or organization. Meeting rooms are not available for the sale of merchandise, for solicitation of later sales, or for order placement. The Library reserves the right to allow sales conducted by the Nashua Public Library for the book sale room, author visits who sell their books, etc.

The Library Conduct Policy applies to the use of the meeting rooms. Noise and conduct are expected to be maintained at a level that does not disrupt meeting room use or other people in the Library. Failure to abide by the policies of the Library will be cause for dismissal and/or denial of further use of the meeting

rooms. Individuals attending meetings are responsible for the supervision of their children. The Library is not responsible for any accident, injury, loss or damage to the private property of individuals or organizations using the facility. Forums or informational meetings for potential elected officials are allowed, but no attendee names, addresses, email addresses, or other personal information may be required for attendance of the meeting. State law specifically prohibits the use of signs and the distribution of political literature on the library premises. Fundraising of any kind is expressly prohibited.

The Library has priority for use of all its facilities and meeting rooms, and reserves the right to preempt any scheduled meetings with 24 hours notice.

No special privileges are extended to organizations to which staff members belong.

Food may be served, but organizations must clean up the room at their own expense. Alcohol is prohibited in the Nashua Public Library.

All advertising and public notices of events held in the meeting rooms must clearly designate the organizational sponsorship. An organization or group may not use the Nashua Public Library for its official address. To facilitate room set-up, the Library may hold one half hour between any two meetings in the same room. Under adequate notice and for sufficient reason, the Library reserves the right to revoke permission to use the meeting room.

### ***Reservation Process***

*Please note: The City of Nashua provides community meeting space for various functions. The community center and welcome center provide space primarily for social, recreational, and youth functions. City Hall uses its space to conduct city business. The Library provides meeting room space for cultural and educational functions.*

Meeting rooms may be scheduled up to six months in advance. Each reservation must include the name, address, and phone number of the contact person. An organization must notify the library of any change in the contact person. Anyone under the age of 18 must have an adult complete the meeting room application, and adult supervision must be provided during meeting room use.

### ***Exceptions***

This policy reserves to the library board the authority to review and modify permission to use Library facilities. The Library Board delegates to the library director, or his/her designee, the authority to develop and implement procedures and practices which carry out the provisions of this policy. The Library Board will periodically review this policy to be sure the needs of the Library and the community are balanced.

**Nashua Public Library Meeting Room Reservation Form**

220 Brasher Street, Nashua Iowa 50658  
Phone (641) 435-4635 Fax (641) 435-4635

Rooms are available during library hours only and must be vacated and cleaned by our closing time.

**Disclaimer:**

I have read and understand the Policy on Meeting Room use. I agree to the guidelines and policies and agree to be bound by the same. I agree to be responsible for all costs and damages that occur to the room, its contents, and furniture/equipment including but not limited to attorney's fees incurred by the City &/or Library in enforcing this agreement.

Questions: Please contact the library at 641-435-4635

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Number of people attending event (Estimate): \_\_\_\_\_

Event Date(s): \_\_\_\_\_

Time needed (include start and end times): \_\_\_\_\_

Recurring?: \_\_\_\_\_ How Often? \_\_\_\_\_

Equipment needed: \_\_\_ tables \_\_\_ chairs \_\_\_ easel

Other \_\_\_\_\_

Note: Not all equipment may be available at the time of your reservation. Please call or email for confirmation. The Library does not set up or tear down rooms; users are responsible for all set-up and tear-down.

Please Print

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Organization Name: \_\_\_\_\_

EventDescription: \_\_\_\_\_

\_\_\_\_\_

### **STUDY ROOM / TUTOR USE POLICY**

The Nashua Public Library provides study rooms for public use. Reservations may be made up to 30 days in advance for a one-time use or on a continuing basis. Patrons may make a reservation at the circulation desk or by telephone.

If not reserved, users of the study rooms will be allowed on a first-come, first-served basis providing they sign in. Individuals or groups will be allowed in two-hour increments. If at the end of their first time frame, no one else is waiting, the group may book an additional two hours.

All study room users must abide by library behavior policy and all other library policy. All users of library study rooms must take reasonable precautions to avoid damage to equipment, furnishings, floor coverings and other library property.

Study room use must be held during regular library open hours and must not disrupt patrons using the library. The library reserves the right to revoke permission of individuals or study groups to use these spaces due to behavioral infractions.



NASHUA PUBLIC LIBRARY  
SECTION 6.6  
PUBLIC SERVICES

BOARD APPROVED: 11-12-14  
REVIEWED: \_\_\_\_\_  
REVISED: \_\_\_\_\_

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### FOOD AND DRINK

No food or drink is allowed in the library. However, food may be allowed in meeting rooms, per the meeting room use agreement and policy, the office, and on special occasions with in the library examples include (open houses, events, etc).

## BULLETIN BOARD AND BROCHURE RACK USE

The Nashua Public Library will provide, at its discretion, limited space for the distribution of community information materials, free handouts or the posting of flyers, notices, and small posters, which present current and relevant news about nonprofit educational, cultural, public interest and recreational services.

Materials promoting business or commercial ventures, political campaigns or viewpoints, or doctrinal beliefs will not be accepted for distribution. Petitions, personal sales, advertisements, or job postings, except for city of Nashua or government job openings, will not be accepted for distribution.

The bulletin board at the Nashua Public Library may be used to publicize, through the posting of posters, flyers, etc, meetings and other activities sponsored by community groups. Limited space generally allows only short-term posting. All materials will meet acceptable community standards.

Distribution or posting of community information materials does not necessarily indicate the library's endorsement.

The Library Director, or assists will review items to be posted in the library to determine compliance with this policy. Decisions may be appealed in writing to the Library Board of Trustees.

Materials to be displayed should be delivered to the Circulation Desk for posting after review. Staff will post approved materials on the bulletin board and information rack. The library will remove items that have not been posted by designated staff. Staff will remove materials as they become outdated or have been posted an excessive amount of time. The library can not be responsible for their return.

## TEST PROCTORING GUIDELINES

As a service to the public, the Nashua Public Library provides a test proctoring service. Only those tests which meet the guidelines under procedures will be proctored. These guidelines insure the integrity of the testing process, and equitable treatment for all students.

The Nashua Public Library staff may proctor exams by appointment only for residents of Iowa with valid identification. The library reserves the right to limit or deny this service if the proctoring request does not meet the test proctoring guidelines.

### PROCEDURES

- Proctoring of exams is available during library open hours but must be scheduled so that the exam time limit is concluded at least fifteen minutes before the library closes.
- Appointments to take an exam may be scheduled up to one month in advance in person or by telephone.
- Adult library staff will proctor written, e-mail or on-line exams.
- Students will provide the necessary information and/or forms to register the proctors.
- Other than completing forms provided by the testing institution or providing information on-line to become a proctor for the student, the library will not submit special letters, make telephone requests or submit staff credentials for review.
- The day of the test the student must present a picture I.D. before the test begins.
- The student is expected to come prepared with the necessary or required supplies to take the exam.
- Students will sit at a table in the library to take the test; use of cell phones or visiting with others is prohibited.
- Proctors will not monitor the student continuously during the exam but may check on the student periodically.
- Names of adult staff members qualified to proctor exams will be provided to the education institution if possible. The library cannot guarantee that the individual proctor who signed the original agreement will be present. Because of staff schedules the proctor who begins the test may not be the same staff person on duty when the test is completed.
- Due to legal and ethical concerns, staff will not sign a proctoring verification that attests to more than they are able to do.
- The library will hold all tests for sixty days or the test's stated deadline. If the

test has not been taken, it will be returned to the testing institution.

- At the conclusion of a written exam, the exam will be returned directly to the testing institution via the U.S. Postal service at the next regularly scheduled post office visit or through fax.
- The library cannot assume responsibility for completed exams not received by the testing institution.