

WAUKEE PUBLIC LIBRARY	BOARD
SECTION 6.1	APPROVED 1/87
PUBLIC SERVICES	UPDATED 6/94 REVISED 7/02, 1/06 REVIEWED 4/08; Revised 06/10; Reviewed and Revised 06/11

PUBLIC SERVICES

In order to meet the educational, recreational and informational needs of the patrons of Waukee 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. More in-depth reference questions will be referred to the designated back-up reference service.

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 knowledgeably assist patrons in choosing titles from the collection most appropriate to their needs and interests.

Interlibrary Loans

Waukee 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. Fee for this service will be at a rate set by the Library Board of Trustees.

Outgoing interlibrary loan will be made available for four-week checkouts with the possibility of one renewal. Material newer than six months will not be available for loan to other libraries. Other restrictions include items on the best sellers list or on reserve for Waukee Library patrons.

Items borrowed from other libraries for our patrons will be charged overdue fines assessed as specified under "fines policy". In order to protect this valuable service, the Waukee 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.

Daycares, school groups, and/or groups with five (5) or more unrelated children should contact the library's youth services staff at least two weeks prior to a program in order to make arrangements to attend the program. Staff cannot guarantee that large groups will be able to attend programs, and attendance priority is given to the general public first. Appropriate child-to-adult ratio, per Iowa childcare laws, should be followed by visiting groups in order to ensure that all children are properly supervised.

If Waukee District schools are closed for weather-related issues, all planned programs at the library are canceled. (See Policy 8.4.)

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 public online 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.

Hours of Service

The Waukee Public Library will be open not less than 48 hours per week, including Saturday and at least three evenings per week. A trained staff member will be present to answer questions and provide services for patrons during all open hours.