

Debra S. Fish Early Childhood Library

Policies & Procedures

Mission

We contribute to the optimal development and well-being of all young children by providing the best resources for adults who support them.

Vision

The Debra S. Fish Early Childhood Library is the foremost source for resources on early childhood development. We are inclusive, representing and welcoming the unique experiences of all children and the adults who support them.

Public service promise

The Debra S. Fish Library contributes to the optimal development and well-being of all children in their crucial early years by inspiring and equipping the adults who support them. The Library provides materials and other resources for information, intellectual development, and enrichment of all members of our community. Our patrons' experience of the service they receive determines the success of our interaction.

We promise our patrons in the Library and in the community:

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- *Welcoming, respectful, and equitable service*
- *A patron-centered environment*
- *Attentive, skilled staff*
- *Personalized service*

Welcoming, Respectful, and Equitable Service

- We will make eye contact, smile, and greet each patron as he or she enters the building.
- We will learn and use patrons' names appropriately.
- We will create a welcoming environment.
- We will offer materials and displays reflecting different cultures, races, experiences, and backgrounds.
- We will provide inviting, clean, uncluttered, accessible, and safe space.

A patron-centered environment

- We will deliver excellent service to each patron.
- We will be mobile, pro-active and attentive.
- We will have a highly visible service point.
- We will be identifiable.
- We will be discreet in answering telephones.
- We will complete off-desk work in a manner that is unobtrusive to our patrons.

Attentive, Skilled Staff

- patrons can expect their librarian to have a thorough knowledge of the collection and to be empowered to answer questions brought by our patrons.
- We will offer solutions or access to materials beyond our collections resources when necessary to meet the needs of our patrons.
- We will have many opportunities for training and will be expected to take advantage of them.

Personalized Service

- We will know how best to clarify the patrons' needs.
- We will strive to meet each patron's unique need.
- We will rely on the collective knowledge and expertise of our co-workers to help with challenging requests or situations.
- We will enlist the assistance of an interpreter or translator as needed.
- We will offer options, make connections, and find creative solutions.
- We will offer a collection that is continually monitored to meet the needs of the community.

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Hours of operation

The Debra S. Fish Early Childhood Library is open Monday through Friday, 8:30 a.m. to 5:00 p.m. Evening and Saturday hours are determined by Think Small's hours of operation. Providing service during hours which best meet the needs of our community is a priority.

Policies

I. Borrowing library materials

You need a library card to check out materials. Instructions for how to obtain a library card can be found in Section IV of the library's policies.

II. Circulation policies

a. Checking Out Items

All materials in the Debra S. Fish Library are considered part of the circulating collection and can be checked out to patrons.

Loan Periods

Most library materials can be checked out for 3 weeks.

DVDs can be checked out for 1 week.

Fees are charged for items never returned.

Email Reminders

You can get courtesy notices emailed to you, reminding you of items coming due 3 days before the due date. To add your email address and manage your notification preferences online, log in to your account and click "Modify Personal Information".

Courtesy notices are not a replacement for keeping track of your borrowing. You can check your items' due dates and account status by logging in to your account.

b. Renewing Items

Most items can be renewed for 3 additional loan periods, unless another person has requested the item.

To renew your items:

Log in to My Account at <https://alpha.stpaul.lib.mn.us/patroninfo~S16>.

Call the 24-hour renewal line at 651-292-6002 or contact the Debra S. Fish Library directly at 651-641-3544.

Email librarian@thinksmall.org.

c. Requesting / Placing Holds

Most items can be requested and sent to any Saint Paul Public Library location. Request items online or contact the librarian for assistance.

Use interlibrary loan to request items that are not owned by the Saint Paul Public Library.

d. Limits

There are no limits to the number of materials that can be checked out from the Debra S. Fish Early Childhood Library.

You will be notified by e-mail or telephone when your requested items arrive. You can manage your notification preference online by logging in to your account and clicking "Modify Personal Information".

Items are held at the library for 7 days.

e. Returning Items

Items can be returned to any Saint Paul Public Library location.

When the Debra S. Fish Library is closed, please return items to the white after-hours book return bin found outside Think Small.

Returning to Libraries Outside of Saint Paul

You can return most items to any Twin Cities metropolitan area public library. The library will note the return date and send the items back to the Saint Paul Public Library. When they are received in Saint Paul, we will back-date the check-in to date noted by the other library. The items will still appear on your card until they are checked in at the Saint Paul Public Library.

III. Fines and fees

There are no fines for overdue materials from the Debra S. Fish Library. An overdue notice is sent when the material is past the due date.

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a. *Lost Items*

Bills are sent from Saint Paul Public Library for the replacement cost of items that are long overdue.

Books, magazines, CDs: 42 days

DVDs: 18 days

The replacement fee is non-refundable. The Library does not accept patron-purchased replacements.

IV. *How to get a library card*

a. *Saint Paul residents*

Apply for a library card in person at any Saint Paul Public Library location. You will need a current photo ID or a photo ID and postmarked piece of mail with your current address. See Identification Requirements below.

b. *Twin Cities Metro Area residents*

Residents served by the Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, or Washington County library systems can register their library cards at any Saint Paul Public Library location. Bring your library card and identification to the library. See Identification Requirements, below.

If you do not have a card, we can take your application for a library card and send it on to your home library system. We will issue a temporary card, good for checking out 2 items and accessing other library services. Your home library system will send you a permanent card.

c. *Other Minnesota residents*

Most other residents of Minnesota may register and use their library cards in the Saint Paul Public Library. Bring your library card in to any Saint Paul Public Library location. See Identification Requirements, below.

d. *Non-Minnesota residents*

Residents of other states and those served by libraries not participating in the Minnesota Reciprocal Borrowing Compact may purchase a Saint Paul Public Library card. The fee is \$60 per year. Apply in person at any Saint Paul Public Library location. See Identification Requirements, below.

Identification Requirements

Current picture ID with name and current address

OR

Current picture ID and a piece of recently received mail with your name and current address.

Identification Requirements for Children

There is no minimum age for a library card.

Children must be present when being issued a card.

Children may apply for a library card by meeting the adult identification requirements or by one of the following:

- a. They are accompanied by a parent or guardian who meets the above identification requirements.
- b. They present a postcard mailed to them by the Saint Paul Public Library. (Children can have a postcard mailed from their library and then return it to the library when it has been received.)
- c. The library card application is part of a school class visit.
- d. They present valid State ID.

Expiration Dates

Most library card registrations are good for 2 years.

Registrations for non-Minnesota residents are good for 1 year.

Teacher status cards are good through the school year and need to be re-registered each August.

You can re-register your card at the library. If your address information has not changed, you can contact the library to re-register by e-mail or telephone.

Computers

Two computers are available for public use at both Debra S. Fish Library locations.

I. Internet use guidelines

Children: Parents are responsible for their children's access on Internet workstations and should offer guidance just as they guide their children's reading choices. Library staff will not

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oversee children's use of the Internet, except when the staff is aware that the children's use violates this policy.

a. Sound

You can use your own headphones. The library does not provide headphones.

Do not connect speakers to the library's computers.

Do not play audio so loudly that others can hear it.

b. Downloading

To download files, bring your own storage media.

Virus-checking software on the library's computers will not protect your computer if you use program files downloaded to your own storage media. It is recommended that you install and use virus protection software on your own computer.

c. Installation of software or other modification of library computers

Do not install your own software on the library's computers.

Do not attempt to restart the computer or otherwise intervene with the normal operation of the computer equipment or software, including printers.

Modifying or tampering with library computer equipment or software is considered vandalism and may result in legal action.

If there is a problem with the computer, please notify library staff.

d. Security

The Internet is not a secure environment. patrons handling financial transactions or other activities that require confidentiality do so at their own risk.

II. Computer and Internet use policy

a. Content Filtering

Public access to the internet is available at all Library locations via Library computers and wireless (Wi-Fi) access. Filtering software is used to block pornographic sites and sites that pose a security risk to the Library's network.

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b. Patron Responsibility

Internet resources are not governed by any entity and are not subject to the Library's traditional procedures for selection of materials. Patrons may encounter content online that is outdated, inaccurate or that they find offensive. The Library does not accept responsibility for any information found online.

The Library and its employees assume no responsibility for damages of any type arising from patron use of the internet through the Library's network. The Library cannot guarantee the privacy of data that is transmitted through the internet.

Patrons may not use the Library's computer and internet access for any illegal purpose (e.g., copyright infringement, software piracy, transmission of threatening or harassing materials) or to display graphics that are harmful to minors or are obscene. Laws governing obscenity, child pornography, and materials harmful to minors include, but are not limited to, Minnesota Statutes sections 617.241, 617.245, 617.246, 617.247, and 617.291 through 617.296, as well as the provisions of Public Law 106-554 that relate to the Children's Internet Protection Act (CIPA).

c. Parent and Guardian Responsibility

Parents and guardians are responsible for monitoring internet access for their children. Any restriction placed on a child's access to the internet on the Library's network is the responsibility of the parent or legal guardian.

d. Limitations of Use

The Library may place limitations on time and manner of computer use in order to allocate computer and internet access as equitably as possible.

Volunteers and Friends

The Library encourages individuals and groups to volunteer their time and efforts in the service of the Debra S. Fish Early Childhood Library. In appreciation of volunteer services, the Library acknowledges the need to organize volunteer activities and provide for appropriate recognition befitting the benefit to the Library and the communities it serves.

Friends of the Debra S. Fish Early Childhood Library

The Friends of the Debra S. Fish Early Childhood Library, established in June 2000, is a not-for-profit, volunteer organization that supports the Library through special story kit projects, donating funds for unique purchases for the collection, and hosting events to raise awareness of the Library's resources. Members meet quarterly for updates and to plan for future projects.

The Friends are currently accepting new members.

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