



CUSTOMER SERVICE POLICY

POLICY STATEMENT:

The Rock Island Public Library puts the highest value on excellent customer service and expects staff to exemplify this standard. To this end, we recognize the American Library Association's (ALA) Code of Ethics and the Library Bill of Rights, both of which are included in this policy.

REGULATIONS:

All staff will:

1. Put service to the public above personal activities or interests.
2. Exhibit respect for all patrons.
3. Create a welcoming atmosphere in the library.
4. Make each patron's contact with the library a high quality experience.
5. Correctly meet the needs of patrons.
6. Verify with patrons that their needs have been met.
7. Avoid communicating personal value judgments when interacting with patrons.
8. Uphold the confidentiality of patron records per 75 ILCS 70/ Library Records Confidentiality Act and the Rock Island Public Library Confidentiality and Privacy Policy.
9. Know, understand, and correctly implement library policies.

GUIDELINES:

CODE OF ETHICS OF THE AMERICAN LIBRARY ASSOCIATION*

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees, and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.

LIBRARY BILL OF RIGHTS**

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries that make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

*Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

**Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

Board Approved:

5/21/2013

4/19/2016



LOST OR ABANDONED PROPERTY POLICY

POLICY STATEMENT:

The Rock Island Public Library makes reasonable efforts to find and return lost or abandoned property to rightful owners.

PROCEDURES:

Items left at the library are secured in the lost and found area at the public service desk of the library location where it was found.

Items will be marked with the date/time found, and the initials of the employee who put the item in the lost and found.

If an owner is known, library staff will contact the owner for retrieval. A note will be placed with the item with the owner's contact information, when they were contacted, an estimated pickup date, and the staff person's initials.

If the item has value, such as jewelry, wallet, or credit/debit cards, the item will be stored in the Business Office safe. A note will be left at the lost and found that the item can be retrieved during regular business office hours to ensure that staff know best how to direct the patron.

REGULATIONS:

Lost or abandoned property not retrieved within thirty (30) days shall be disposed of by the Director of Circulation or Branch Coordinator, using the following guidelines:

- Clothing can be donated to local area shelters.
- Eyeglasses can be donated to the appropriate local charities.
- Keys will be disposed of in a trash receptacle.
- Flash drives or other personal storage devices can be destroyed and thrown away.
- Materials that are owned by other agencies, such as school libraries, can be routed to the appropriate agency.
- Materials that are not owned by another agency, such as books, CDs, etc., can be considered library donations and will follow the library's "Donations Policy."

Other items of concern:

- Staff that notices vehicles or bikes remaining in the parking lot or on the property without being moved for 3 days will report it to the Business Office/Facilities Director by submitting an incident report. The police will be notified to handle the situation.

- Items of value, stored in the Business Office safe, not retrieved within one week will be turned over to the police.

GUIDELINES:

Staff members who do not know what to do with unique items can contact a supervisor for help.

Lost or abandoned property may not be taken by staff for personal use or by the library for business use instead of given to a nearby charity or disposed of, unless the unclaimed property would fit within the library's "Donations Policy."

BOARD APPROVED: 4/19/2016

REAPPROVED: 10/17/2017



CONFIDENTIALITY AND PRIVACY POLICY

POLICY STATEMENT:

Pursuant to Illinois Code 75 ILCS 70, the “Library Records Confidentiality Act,” patron and circulation records of the Rock Island Public Library are strictly confidential and not subject to disclosure to the public or to any law enforcement officers except by court warrant. Library employees and any agents of the library are bound to observe this confidentiality.

PROCEDURES:

A properly issued court warrant must be presented by sworn law enforcement to the Library Director of the Rock Island Public Library for consideration.

- In an emergency situation, where the sworn law enforcement officer has probable cause to believe that there is imminent danger of physical harm, information may be requested without court order but is subject to approval by the Library Director or library department head. The information requested without court order must be limited to identifying a suspect, witness, or victim of a crime and may not include disclosure of circulation records that would indicate materials borrowed, resources viewed, or services used at the library.

REGULATIONS:

Confidentiality of library records is both library policy and state law that ensure freedom of inquiry. Library employees and volunteers will adhere to the policy and the law, with no exceptions.

- For patrons under the age of 18, the parent or guardian that signed the child’s library card application will be given, upon request, a total amount owed and/or the number of items checked out but no title information, unless the child is present and has given consent.
- Patron requests for account information via the telephone or email will not be honored.

GUIDELINES:

- Properly identified patrons may be shown information in their own account relating to fines, fees, and materials currently checked out. Patrons must request this information in person.

- Library staff is encouraged to provide instruction to patrons with Internet service on how to access their own account from the Rock Island Public Library website and the library catalog.
- Patrons may pay fines for other patrons as long as title information is not revealed. Receipt for payment will be mailed to the address in the account of the patron whose bills are being paid.

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