

Borrowing Policy

The Board of Trustees of the Ticonderoga Black Watch Memorial Public Library is dedicated to establishing policies that make the library's resources available to all cardholders for borrowing with as few restrictions as practical. This policy encourages the use and borrowing of the library's print and non-print materials. The library seeks to have as few restrictions on the flow of information as possible while protecting its resources. In order to provide an adequate selection and equal access to materials, the library sets limits on the length of loan periods, renewals, and reserves.

The library does not maintain records of what individuals have borrowed and returned in the past. The library will not disclose a borrower's personal information to others unless required to do so by law.

Borrowing Privileges

Adults and children who live in the Town of Ticonderoga, Hague or Putnam are eligible for a free library card. The card will be honored at all Clinton, Essex and Franklin County public libraries. Personal identification is required with proof of name and street address when applying in person.

Persons who reside outside of our service area may obtain a library card upon presentation of identification showing current local and home address and completion of an application. Temporary cards expire in one year. An Easy Access Library card is available to residents who have a photo ID and who cannot currently provide address verification. Patrons with this type of card may use library Internet computers, e-books and have full access to all online databases and services. Limited items may be checked out with an easy access card at the discretion of the library staff.

Users are responsible for notifying the library of subsequent address, phone number, e-mail or name change. The borrowing privileges of a library cardholder in good standing are limited only by the restrictions upon specific kinds of circulating materials. Restrictions may include, but are not limited to, type of material, number of books on a particular subject and total number of items that may be borrowed at any time. Library users are responsible for the library materials checked out on their cards and for charges incurred for lost or damaged materials. If a library card is lost

or stolen, the user must notify the library. Patrons are provided with one (1) library card and account.

Loan Periods

Adult Department

| Item | Loan Period |
|-------------------|---------------|
| Books | 14 days |
| New Fiction Books | 7 days |
| Audio Books | 14 days |
| DVDs & Blu-rays | 3 days/7 days |
| Paperbacks | unlimited |
| Museum Passes | 7 days |
| Magazines | 14 days |

Children's Department

| Item | Loan Period |
|-------------------|-------------|
| Books | 14 days |
| Non-fiction books | 14 days |
| Holiday books | 14 days |
| Audiobooks | 14 days |
| Music CDs | 7 days |
| DVDs & Blu-rays | 3 days |
| Magazines | 14 days |

Patrons may borrow up to twenty-five (25) items at one time. There will be no limit on the number of unaccessioned paperbacks that can be borrowed at one time. The library reserves the right to impose temporary limits periodically.

Renewals

Material may be renewed in person, online and by telephone. Material may be renewed for one additional circulation period. Additional renewals are at the discretion of the librarian. An item may not be renewed when it is on reserve for another library user.

Reserves

Requests for material owned by the Ticonderoga Black Watch Memorial Public Library and other libraries within the Clinton-Essex-Franklin Library System may be placed in person at the Reference Desk, online and by phone. Regular circulating material may be reserved. Library users are notified by telephone, email and/or text when reserved material becomes available. Items are held for 14 days after notice is sent.

Reference

In support of its missions and goals, the Black Watch Memorial Library serves the community by providing excellent service with a responsive and knowledgeable staff and high quality information for library users of all ages.

A request for information assistance is one that involves the knowledge, use, recommendations, interpretation or instruction in the use of one or more information sources by a member of the library staff. Information sources include print and non-print material; electronic databases, the library's catalog, other libraries and institutions. Information service takes a variety of forms including:

- Direct personal assistance in using the library, its catalog, collections, resources and services;
- Maintenance of high-quality information resources and collections;
- Location of information from a variety of sources in response to patron queries in person, in writing, by phone and via e-mail;
- Reader's advisory services;
- Guidance in locating resources;
- Access to community and government information;
- Access to electronic information resources.

1. Service to the public has priority over all other library tasks. Providing excellent customer service is the primary purpose of the library.
2. Library staff provides instruction and assistance in the effective use of the library, including individual and group instruction on the use of library resources for information seekers. This includes the catalog, print materials, online resources, and use of technology. Library staff assists patrons in locating

materials and/or resources with which they can conduct their own research. Staff limitations and time constraints will not allow library staff to do in-depth research.

3. The library maintains and organizes a collection of information resources that will satisfy diverse user needs through content, currency, format and accessibility.
4. Information resources and services will be provided in the available formats and manner that is most useful to its patrons. These resources and services will take into account the information-seeking behaviors, the information needs and the service expectations of the community, as well as the best use of public funds.
5. Information service includes providing community information and referral services to local and regional services, resources and organizations.
6. All transactions will be handled with confidentiality. Patrons and their questions and requests will not be discussed beyond a professional context. The library will not disclose personally identifiable information about individual patrons to any requestor unless required to do so by law and only under very specific circumstances.
7. Library staff will avoid giving personal opinions, philosophy or evaluations of information, ideas or issues; rather they should rely upon information obtained from reputable sources. Library staff will be ready to cite the source of the answer.
8. Statistics are collected annually to evaluate information service.
9. Patron comments, suggestions or dissatisfaction about information service should be directed to the Library Manager.
10. Regulations for handling specific types of questions:
 - a. Genealogy Searches – Library staff do not perform genealogy research, but can provide general assistance in locating items in the collection and can direct patrons to other resources and agencies for genealogical information and assistance.
 - b. Newspaper Searches – Time constraints and the press of other duties do not permit library staff to do in-depth, comprehensive newspaper searches. Searches will be limited to location of news items, articles or obituary searches for which patrons can specify a time frame of one to two months in a given year.
 - c. Homework Help – Homework assignments are intended to be a learning experience for the student. Library staff will not locate answers to specific homework questions, but will help students find resource material or potential sources of information so that the students will be

able to complete homework assignments or class projects on their own. Staff will not perform mathematical calculations for patrons, but may read from tables and other information resources.

- d. Medical and Legal Questions – Library staff will never provide advice or interpretation in the areas of medicine or law, including tax law. Staff will limit their assistance to reading factual definitions or descriptions verbatim from authoritative sources or directing patrons to information resources. Staff should not provide advice in the interpretation of tax law or assistance in the selection of appropriate forms.
- e. Contest Questions – Library staff will answer short, factual questions for patrons for puzzles or contests. Staff will not conduct lengthy searches in these cases nor can they interpret contest rules or trick questions.
- f. Antiques, Art and Book Appraisals – Library staff are not qualified to make appraisals of the value of books, works of art, antiques, coins, stamps, currency or other collectibles. Staff will refer patron to appropriate resources when available.
- g. Consumer Evaluations – Library staff should help patrons locate objective product information by showing them how to use consumer magazines, databases, buying guides and/or general indexes that may lead to product evaluations in other sources. Staff cannot fill requests for stock quotations but can direct patrons to the necessary resources.
- h. Compilations and Literature Searches – Library staff cannot prepare extensive research compilations (bibliographies, lists, statistics, etc.), for patrons, nor can they undertake exhaustive literature searches. Staff instead will offer to assist patrons in doing their own research.

Test Proctoring Policy

In an age of online testing, educational institutions and employers now expect public libraries to serve as test proctors. Students taking online courses from local colleges, students enrolled in distance learning programs and adults taking exams for employment testing or job recertification make use of the test proctoring services offered at the library.

The Black Watch Memorial Library offers limited proctoring services subject to the availability of staff, facilities and technology.

The following conditions apply to all proctoring services rendered:

Responsibilities of the test taker:

- Arrange date and time for test proctoring services with library manager, no “drop-in” test proctoring is provided
- Make arrangements with the library allowing adequate time for the library to receive the exam from the testing institution
- Schedule an exam appointment at least three (3) days in advance with the designated staff member; exams must be scheduled during the proctor’s regular work hours and during regular library hours
- Provide any required paperwork to be completed by the proctor when the test proctor request is submitted
- Verify that the testing institution accepts the library’s Test Proctoring Policy
- Call to verify that the library has received the exam and any passwords
- Call the library during inclement weather to confirm library is open
- Present photo ID to the proctor on exam day
- Bring any supplies necessary to take the exam
- All examinations must be completed no later than 15 minutes prior to the library closing
- Allow sufficient time to complete and return the exam before the deadline
- Provide postage and mailing supplies if needed

Responsibilities of the library:

- Library staff will read and follow all instructions for administering the exam
- Proctor exams in a written format or online via web based applications
- Check student identification and sign the required school supplied documentation.
- Serve as delivery and return point for examinations sent via mail, e-mail and fax
- Note the starting and ending times of the examination, as required by the institution
- Report any perceived violation of the posted rules for the exam to the institution as a measure of good faith
- Certify that the student has taken the exam according to the instructions
- Return the completed exam with supplied mailing materials

The library is not able to:

- Accommodate requests for unscheduled proctoring

- Provide a staff member to continuously monitor the exam, but may check on the test taker periodically
- Monitor timed testing
- Guarantee a completely quiet room in which to take the exam
- Guarantee a specific test proctor for the entire test length
- The library reserves the right to substitute a different proctor
- Assume responsibility for the examinations that are interrupted by library emergencies, power failures or computer hardware or software failures
- Proctor exams that test takers hand carry, even if the exam is a sealed document; exams or online login must be sent directly from the testing institution to the proctor
- Assume responsibility for undelivered exams or inquire about overdue exams
- Guarantee that completed exams will be received by a specific deadline
- Assume responsibility for completed exams not received by the testing institution
- Proctor online exams that require the installation of special software or the modification of computer settings

If test materials are not received in time; if test materials require clarification; if test materials incur any expenses other than postage; or if test materials otherwise exceed the library's ability to comply with the testing institution's requirements, the library reserves the right to cancel or postpone a proctoring session.

Note: If it is determined that a proctoring request is unreasonable or its demands are too burdensome to administer, the Black Watch Memorial Library reserves the right to deny this service.

Interlibrary Loan

Interlibrary Loan (ILL) represents a mutual agreement among libraries in Clinton, Essex and Franklin Counties and throughout the United States to share their library resources. Through ILL we are able to borrow from other libraries materials that are not available within our library system. While we try hard to serve the diverse needs and interests of our community, our resources are limited and it is impossible to purchase everything that may be of interest to everyone. Interlibrary loan enhances our ability to provide patrons with materials needed and wanted.

The library affirms that Interlibrary Loan is an adjunct to, not substitute for, the library's collection. In meeting patron needs, the library will exhaust its own collection before requesting items on interlibrary loan. Under certain circumstances, staff will request items that are owned by the library. This includes the item being in-repair, missing, long overdue and book club requests. Items in frequent or recurring demand will be considered for purchase.

Requests for interlibrary loan of print materials owned by libraries outside the Ticonderoga Black Watch Memorial Library System are accepted in person at the Reference Desk or by phone. Library users are notified by telephone, e-mail or text. Items are held for 14 days after notice is sent.

Overdue interlibrary loan items are subject to fines from the library that the materials were borrowed from.

Eligibility on Interlibrary Loan Borrowing

Interlibrary loan service is available to current Black Watch Memorial Library cardholders who have a library card in good standing. Patrons requesting an interlibrary loan assume responsibility for the loan, even if the loan is picked up by someone acting as the requesting patron's agent. Parents are responsible for all interlibrary loans requested by their minor children.

A patron is allowed up to ten (10) active ILL requests within the library's system, and five (5) active requests outside of the library system. Active requests include those on loan as well as those in process. Exceptions may be made at the discretion of the Library Manager.

Materials Requested

Any materials not currently owned by the Black Watch Memorial Library may be requested through ILL. Every effort will be made to supply the requested material, however new items, archival materials, audiovisual, and other materials may not be available. Photocopies of articles from magazines or periodicals can also be requested. Accurate citation of the material is extremely helpful.

Historical Materials

Some historical materials may be loaned to Black Watch Memorial Library on the condition that they are only used by patrons within the library.

Requesting an Item through Interlibrary Loan

Interlibrary loan requests can be made from our online catalog, at the Reference Desk, or by calling (518) 585-7380. Please give as much information as possible about the requested material.

Fees

Requests for materials that are available within our interlibrary loan databases will be processed free of charge. The Black Watch Memorial Library is not able to borrow or obtain copies of materials from lending institutions that charge a fee.

Waiting Time for Materials

Waiting periods vary for an ILL request. Requests processed within our system can take up to two (2) weeks. In some cases, the request must be processed outside our library system and can take longer than three weeks, though in most cases turnaround time is much sooner.

Notification of Patrons

Patrons will be notified by phone or e-mail when material arrives. Unfilled requests, overdues, recalls, and other matters will also be communicated as needed.

Loan Periods

Loan periods vary for ILL items as they are set by the lending institution. In some cases, an institution will recall an item that has been loaned out.

Renewals

Request for renewals must be made on or before the item's due date. Renewals are granted at the discretion of the lending library and cannot be guaranteed.

Replacement Costs

Replacement costs for lost or damaged material are set by the lending institution.

Contact Information

Please contact the Reference Desk at (518) 585-7380 or e-mail us at blackwatch@townofticonderoga.org for more information or to place a request.

Local History Collection

The Local History collection is available for on-site use only. Unique items may be borrowed with the permission of the Manager.

Overdues

The Black Watch Memorial Library does not charge fines on books, periodicals, audio books, music CDs, DVDs, language and educational sets or replacement library cards.

Fines for interlibrary loans: determined by lending library

Lost or Damaged Material

The library charges full replacement cost for materials which are lost or damaged so badly that they can no longer be used. Condition is determined by the Library Manager. Patrons may purchase an unused replacement copy of the same binding (hardcover or paperback) upon library manager approval. When an item remains unreturned for 90 days after the end of the borrowing period, it is considered to be lost. The library user will be sent a bill charging the current replacement cost of each lost item.

Replacement Fees

The library will notify the patron of the replacement cost for a damaged or lost item based upon the publication date.

- Full replacement cost of the item for materials published in the last five years.
- Half the replacement cost for materials published more than five years ago.
- Full replacement costs for DVDs, video games and CDs released within the last year and one half the cost for items released more than a year ago.

When a damaged or lost item has been paid for, that item will be removed from the customer's record.

Suspension of Borrowing Privileges

The library may deny borrowing privileges to library users who fail to return overdue and/or lost material with cumulative replacement costs exceeding \$25.00. Borrowing privileges will be reinstated upon restitution.

Card Expiration and Renewal

All library cards have an expiration date. Cards must be renewed. All fines and fees must be paid for a card to be renewed. Cards expire annually.

Confidentiality

Privacy is essential to the exercise of free speech, free thought and free association. The Black Watch Memorial Library is committed to protecting your privacy, whether you are a patron, visitor and/or donor.

By using our website, attending our events, participating in our programs, downloading our mobile applications, accessing our database, visiting a library location, or donating to us, you agree to this policy.

With your consent, you agree to let us use your e-mail address and/or phone number and postal address to communicate with you about our programs, services, and fundraising efforts, however, in accordance with New York State law (NY CPLR Section 4509) and our own commitment to your privacy, **information about materials that you check out and information that you access is kept confidential.** All library records that identify types of materials used by or personal information about individuals are confidential in nature. Under no circumstances shall library staff provide information of any kind about an individual library user. No library records shall be made available to the public, press or government agency, except by

such process, order or subpoena authorized by federal, state or local law, or upon the written consent of the library user. Only the library manager is authorized to accept the court order or subpoena.

Law Enforcement Inquiries

The Black Watch Memorial Library recognizes and strives to follow the practices of the ALA Code of Ethics, Article 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," to the fullest extent of our abilities. Black watch Memorial Library will also support the rights and privacy of our patrons with the Civil Practice Laws and Rules Section 4509, Library Records.

In the event that the Black Watch Memorial Library is served with a formal written and legitimate request (Court Order) by federal and/or state authorities under the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism (USA Patriot Act) or the Foreign Intelligence Surveillance Act (FISA), the library manager and staff will comply with all specified requests.

During a Visit:

Staff should:

1. If anyone approaches a staff member alleging to be a law enforcement official requesting information, DO NOT DISCLOSE ANY INFORMATION.
2. Ask for identification and then immediately refer the agent or officer to the library manager or designated staff. Photocopy identification or take business card.

Manager or person designated should:

1. Ask to see the court order(s) (for example: search warrant, subpoena, National Security letter) authorizing law enforcement.
2. Call legal counsel.
 - If the agent or officer does not have a court order compelling the production of records, the manager or officer should explain the library's confidentiality policy and/or the state's confidentiality law (NYS 4509) and inform the agent or officer that the users' records are not

available except when a proper court order in good form has been presented to the library.

- If there is no court order presented the FBI and/or local law enforcement has no authority to compel cooperation with an investigation or require answers to questions (other than the name and address of the person speaking to him/her). If the agent or officer makes an appeal to patriotism, the manager will explain that, as good citizens, the library staff will not respond to informal requests for confidential information, in conformity with professional ethics, First Amendment freedoms and state law.
- If the agent or officer does present a court order the manager should immediately refer the court order to the library's legal counsel for review.

If the court order is in the form of a subpoena:

- Counsel will examine the subpoena for any legal defect including the manner in which it was served on the library, the breadth of its request, its form, or an insufficient showing of good cause made to a court. If a defect exists, counsel will advise on the best method to resist the subpoena.
- Through legal counsel the manager will insist that any defect be cured before records are released and that the subpoena is strictly limited to require release of specifically identified records or documents.
- The attorney or manager will require that the agent, officer or party requesting the information submit a new subpoena in good form and without defects.
- The attorney or manager will review the information that may be produced in response to the subpoena before releasing the information. They will follow the subpoena strictly and will not provide any information that is not specifically requested in it.
- If disclosure is required the library's counsel will draft a request to the court to enter a protective order keeping the information confidential and limiting its use to the particular case. The document will ask that access be restricted to those persons working directly on the case.

If the court order is in the form of a search warrant:

- Search warrants are executable immediately. However, ask to have library counsel present before search begins to allow counsel to examine the warrant and assure that the search conforms to the terms of the warrant. This request may not be granted.
- Gather records identified in the warrant and present them rather than allowing non-library personnel to go through the library's databases or records.

If the court order is a search warrant issued under the Foreign Intelligence Surveillance Act (FISA) (USA Patriot Act amendment):

- The recommendations for a regular search warrant still apply. However, a search warrant issued by a FISA court also contains a "gag order". That means that no person or institution served with the warrant can disclose that the warrant has been served or that records have been produced pursuant to the warrant.
- The library and its staff must comply with this order. *No information can be disclosed to any other party or to the patron whose records are the subject of the search warrant.* Under the March 9, 2006 reauthorization, the gag rule of who can be informed has been slightly loosened suggesting you can call anyone necessary to the respond to the request. This could mean the library manager or tech staff.
- The gag order does not change a library's right to legal representation during the search. The library can still seek legal advice concerning the warrant and request that the library's legal counsel be present during the actual search and execution of the warrant.

If the court order is in the form of a National Security Letter:

The procedure is the same as for a search warrant. However, a gag order applies. The manager will contact library counsel. If the manager is not available, contact the librarian in charge. S/he may request that the library's counsel be present during the search and that the search be delayed until counsel examines the court document. If law enforcement chooses to proceed, the library must comply.

Programming & Outreach

The purpose of library programs is to support our mission as a bridge to a world of information and ideas for personal enjoyment and community growth.

Programs complement other library services by providing an opportunity to highlight collections, promote services and share knowledge and expertise. Programs stimulate outreach and promotion of the library to offer a wide variety of programs to groups and individuals and to attract both regular and new users of all ages and backgrounds. Programs raise the library's profile in the community and have a positive impact on library use.

Guidelines for the selection and presentation of programs

All programs are intended to further the mission of the Library. They should address one or more of the following educational, recreational and/or civic needs:

- To increase awareness and the use of library resources
- To provide opportunity to widen horizons, stimulate imagination and reflection, and enlarge experiences
- To provide programs for various age groups, cultures and interests
- To meet popular demand, both existing and anticipated
- To promote reading and lifelong learning
- To increase library use by under-served populations
- To educate and inform on a variety of topics usually with a focus on one or several of the following areas:
 - Literature and cultural heritage
 - Social awareness
 - Health and well-being
 - Information technology
 - Literacy
 - Current events and high interest topics

Library programs are open to the public. Registration may be required for planning purposes or when space is limited. Programs may be targeted towards a particular audience, such as children, teen or adults and will be advertised as such.

Library staff may work with individuals or groups in the community to bring in presenters. Presenters and library staff will work together to develop, promote and deliver programs. The library is not obligated to represent multiple and/or opposing viewpoints within any one program or series. A program held at the library does not constitute an endorsement of the views expressed by participants and programs must be non-commercial.

The sale of products at a library program is not allowed, however authors and artists presenting a free program may obtain library approval to sell their work following a library program.

The Library reserves the right to deny attendance to anyone becoming disruptive to audience members or the program facilitator, and to anyone violating the Library's Code of Conduct Policy.

Program participants should expect that photographs/video will be taken at events and used on the Library's social media sites and/or website.

Revised by the Board of Trustees

Date

Adopted by the Board of Trustees

10/23/2023