

# Public Service Statement

## General Information

Welcome to the Peabody Institute Library. Here are some important facts, as well as some guidelines, which apply to the Main Library as well as the two Branch Libraries. Take a few moments to read these guidelines; we believe they will make your time with us more useful and pleasant, both for you and for your fellow Library users.

## Public Service Statement

The Peabody Institute Library attempts to provide quality library services to all. It is important that the Library staff provide accurate, efficient and friendly service at all times. All staff interactions with the general public should be guided by the philosophy of the statement. Other Library policies should be interpreted using the following principles:

- ◇ The Library staff will offer the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria that may be a source of discrimination.
- ◇ Patrons will be treated with dignity and respect.
- ◇ Patrons will never be left without an alternative if a staff member is unable to comply with their request.
- ◇ Staff members will be familiar with and able to articulate Library policies as well as explain the rationale behind them.

## Hours of Public Service

Please [click here](#) for regular hours of operation. The Library adheres to the posted schedule, except for emergencies that may require unexpected closings. To permit for an orderly closing of the Library, patrons are expected to cease work, check out materials, and prepare to leave the Library by the announced closing time.

## Library Registration

Anyone can obtain a Peabody public library card; Peabody residency is not required. However, you can only have one public library card in the NOBLE network. Applications for a library card should be made in person. In order to obtain a library card, you must show valid identification with a current address, such as a driver's license, utility bill, or checkbook. Children (aged 4 – 12) have a parent or guardian sign the application for a library card, as well as provide the child's birth date. The first library card is free; to replace a library card, there is a \$1.00 charge.

## Access to Materials

Almost all materials are on open shelves and can be taken from the shelves for use within appropriate areas of the building. All materials, with the exception of reference materials, may be checked out or borrowed from the Library.

Once you have a library card, you may borrow circulating materials from the Library to take home. To prevent use of stolen or fraudulent cards and to keep you from being charged for the loss of materials you did not use, the Library requires that you present your library card or valid identification to borrow materials.

Materials circulate free of charge, provided they are returned in good condition on or before the date due. All materials that circulate may be checked out with the library card for varying lengths of time. Consult the [Services](#) page for details on borrowing periods, renewals, Inter-Library Loans, Reserve Materials and Fines.

### **Use of Materials**

Please take good care of the Library materials and property that you use. Report any damaged materials to the Library staff. Patrons are responsible for the replacement cost of lost or damaged materials or property.

### **After Hours Drop-Off Containers**

To facilitate the return of library materials, the Library provides drop-off containers at all library locations. Museum Passes should be returned in the Pass Return Box located outside of Children's Room entrance to the Main Library. These containers may be used when the buildings are closed.

Patrons are encouraged to return DVDs and videos as well as any material that may be easily damaged to the Circulation Desk rather than a drop-off container. Patrons are responsible for materials damaged prior to the point of check-in, including damage caused by crushing or falling in after-hours drop-off containers, and damage caused by leaving materials exposed to the elements when boxes are filled to capacity.

### **Orderly Conduct**

The Peabody Institute Library endeavors to provide an atmosphere conducive to study, reading and the legitimate use of Library materials and services. To foster such an environment, all patrons are expected to act in a considerate manner. For this reason, any behavior that disrupts the orderly use of the Library or that affects the staff's ability to provide service is prohibited.

### **A Note to Parents**

While the staff of the Peabody Institute Library strives to make the Library safe and secure, it is a facility where all patrons have an equal right to quality Library services. Library staff members have many duties and cannot supervise children nor act as a substitute for child care. The responsibility for the care, safety and behavior of children using the Library rests with the child's parent/guardian or caregiver. If any staff encounters unsupervised child(ren) who in their opinion may be at risk on Library premises, the appropriate governmental authorities will be notified.

### **Snacks In The Library**

Consumption of light snacks and covered beverages is permitted in the designated areas of the Main Branch Library. Snacks and beverages should not be consumed near any of the Library's computers.

### **Cellular Telephone Use**

As a courtesy to others, patrons are expected to turn off cellular phone ringers when entering the Library. Cellular telephone conversations should be conducted in foyers or periodical areas.

### **Internet Use**

The Peabody Institute Library provides access to the Internet in support of the Library's role as a provider of resources for information and learning to the community. As a world-wide network of information resources, the Internet offers access to information and collections of materials previously inaccessible from inside the Library's walls. As such, it is a potentially invaluable resource for researchers and serves to supplement the Library's collection.

Because the Internet is a vast and unregulated information network, the Library cannot guarantee the accuracy or authenticity of information gathered from it. As with other Library

materials, researchers must utilize good research techniques and judgment when seeking information on the Internet. The Library will attempt to identify on its home page resources and starting points for research on the Internet that are consistent with the Library's mission and collection policies.

In accordance with the American Library Association's Library Bill of Rights and Access to Electronic Information Services and Networks, the Peabody Institute Library does not control, limit, or monitor Internet use except as outlined in its *Internet Use Policy and Procedures*. To read the Library's complete *Internet Use Policy and Procedures*, please inquire at the Information Desk.

### **Wireless Network Access**

The Peabody Institute Library offers free, wireless access in authorized areas during normal Library hours for patrons to use their personal notebooks, laptops and other mobile devices. The Library's *Internet Use Policy and Procedures* govern the use of the library's wireless network. To read the Library's complete *Wireless Network Access Policy*, please inquire at the Information Desk.