

# **North Metro Community Services Library**

## **Policy Handbook**

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## **NMCS Library Mission Statement**

### **Mission**

To provide a library collection specifically designed for adults with developmental disabilities, always keeping their needs and desires in mind. The library aspires to encourage life-long curiosity and then provide the means to satisfy that curiosity.

### **Vision**

Our vision is to enrich the quality of life for NMCS consumers by connecting them with resources for information, education, and entertainment. The library will have free services accessible to all consumers equally, encouraging responsibility and independence through a carefully implemented circulation policy. The library will be organized to replicate a public library in as many ways as possible in order to be used as a training tool as well as a source for knowledge and recreation.

## **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.

1. 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.
2. 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.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. 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 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.

## **Collection Development Policy**

### **Introduction**

#### *Patron Needs and Services*

The NMCS Library will provide a collection specifically designed for adults with developmental disabilities attending North Metro Community Services Day Program. The collection will include a wide variety of books and magazines, and it could expand in the future to include audio books and music. The library will also include three computers, allowing consumers access to games and computer literacy basics.

The patrons of this library will be adults with developmental disabilities, and the library aspires to keep their needs as top priority. A formal needs assessment has determined some of the preferences of the population to be served, and these preferences will be integrated into the selection criteria.

The library will also include a small reference section to be utilized by the staff members of NMCS. This section will include resources about working with persons with DD, activity curriculums, and information about particular disabilities.

#### *Selection Criteria*

In order to create a collection that is useful and appropriate for this population, a certain set of criteria has been put in place for selecting materials to be included in the collection. The Librarian is responsible for selecting all material. The Librarian will base decisions to select materials on staff and patron recommendations, reviews of professional journals, and research of publisher's materials. The Director will make the final decision for purchases. The following criteria will be used in the selection of materials.

### ***Selection Criteria***

- Physical Attributes: Materials must be suitable for library use
- Suitability of Subject & Style
  - Reading level: While a few NMCS consumers can read at an adult level, the vast majority can only read at a grade school level.
  - Age-appropriateness: NMCS library patrons are adults. However, many of these patrons cannot read, and enjoy the visual stimulation that children's picture books offer. Children's books will be offered, but appropriateness will be an important factor in selection; we will not select books that are specifically for children (for example, potty training books or books about going to kindergarten).
  - Relevance: Does the item fit with the needs of the patrons? Check materials against the needs assessment to determine relevance.
  - Intellectual Accessibility: Will the patrons be able to understand the item? For example, materials about quantum physics may not be appropriate for this library.
  - Relation to Current Collection: Does it fit with the collection?
  - Skill, Competence, & Purpose of Author
  - Currency
  - Affordability

### ***Gift Policy***

The NMCS Library encourages and welcomes gifts and donations to be used to benefit the library. We accept gifts of books, periodicals, and books on CD with the understanding that they will be added to the collection if and when they are needed and if they meet the selection criteria. The library makes a concerted effort to thoughtfully dispose of any gift items that are not added to the collection. Because we will be undertaking fundraising book sales from time to time, unused books may be subject to re-sale. Upon request, a letter of receipt will be issued for donated items, but the dollar amount will be left to the donor. The NMCS Library will also accept monetary donations.

### ***Collection Maintenance***

Materials are weeded from the collection at the discretion of the Librarian. Materials are weeded when they fail to meet the purpose of the collection due to age, condition, or the publication of updated materials.

### ***Materials Reconsideration***

The NMCS Library will uphold the American Library Association's Library Bill of Rights, which is included in this policy packet. The library will follow the following procedure if a patron or legal guardian has a complaint about library materials:

- The concerned patron will be given the opportunity to discuss his/her concern with the Librarian. If the patron is not satisfied with this discussion and wishes to pursue the issue, he/she will be required to complete a Request for Reconsideration form.
- The Librarian & Day Program Director will review the complaint and Request for Reconsideration form and will respond in writing.

## **Circulation/Internet Policy**

In order to enrich the informational, educational, and recreational quality of life for its patrons, the North Metro Community Services Library will continue to provide a wide array of materials to support its mission. In addition, the library will allow the use of certain electronic resources, and it will circulate designated parts of its collection to its patrons for use of these materials outside of the library.

The materials in the library are available for use to any consumer currently receiving services from North Metro Community Services or registered with North Metro's College for Life. We do not use a library card system; rather, each patron has a record within the computer, which will be used to check out books and track returns.

Use of the library and the borrowing of library materials is a private and confidential matter; any information about the materials currently checked out to a patron will not be shared with others, except as required by law, or legal guardian's signed request.

The library offers the use of its materials and resources to all patrons regardless of age, sex, or disability. The library will not censor, restrict, or cast judgment on the materials borrowed or used. Choosing books is the patron's responsibility alone.

## *Circulation Policy*

The library holds the authority to set loan periods for circulation of materials and to enforce consequences for overdue, damaged, or lost items. Following are the circulation rules for the North Metro Community Services Library:

- Books and audio media may be checked out for a period of 2 (two) weeks.
- Materials may be renewed for the length of time of the original check-out period if there is not a waiting list.
- Magazines and board books may be used in the library, but may not be checked out at this time.
- Patrons may check out three (3) items at once.
- All materials should be returned in the same condition in which they were checked out.
- If a book is overdue, the following procedure will be carried out:
  - 1<sup>st</sup> offense: Consumer will be spoken to personally & asked to return the book; a grace period of one week will be allowed.
  - 2<sup>nd</sup> offense: Librarian will call the consumer's Host Home Provider or family member to make them aware of overdue book. The same one week grace period will be allowed.
  - 3<sup>rd</sup> offense: The patron will lose his/her library check-out privileges for a period of two (2) weeks, after which all privileges will be returned in full.
- If a book is damaged or lost, the patron will lose his/her library check-out privileges for a period of eight (8) weeks, after which all privileges will be returned in full.
- Books may be returned to the drop box outside the library door or to the Librarian at any time.

### *Internet/Computer Policy*

The library is also equipped with three computers with internet capabilities, which will be available for use by any interested patron. In the future, we hope to outfit the computers with additional assistive technology so that more of our patrons will be able to use them. While staff will be available to supervise computer use, the library will not as such restrict or control the content of a patron's use. All computers are equipped with internet filters, however, which restrict access to websites with certain content, such as pornography and social networking sites. Following are the rules for using the computers in the library:

- Computers may not be used during Free Time.
- Access to the computers will be confined to scheduled group times, when staff will be available to assist patrons in the use of the computers.
- We have only three computers, so patrons and staff must ration time carefully to allow equal time for all interested patrons. Staff should monitor computer time, and divide it equally amongst consumers who want to use the computers during assigned group times.
- Computers are equipped with a library catalog, the internet, the Microsoft Office package, and some games. We hope to include some switch-operated games in the future.
- All of the computers are mapped to a single printer, which may be used by patrons sparingly. The Librarian and/or NMCS staff will monitor the use of the printer and will determine if and when items may be printed for patrons.
- While the computers are equipped with filtering software, no filter is perfect. Filters may block material that is appropriate for a library setting, or they may fail to block access to material that is sexually explicit or otherwise inappropriate. NMCS staff will be present at all times when patrons are at computers, and will attempt to restrict such access.
- Users are cautioned against providing personal information while on the internet. Social networking sites are blocked by our filtering software. NMCS does not encrypt data sent or received through our internet services, so our connection should not be considered secure.

## **Library Services**

In order to provide library services to the largest number of patrons possible, the NMCS Library will be open in various ways and by request. As a part of North Metro's Day Program, we will strive to be available to our consumers as an enriching on-site activity whenever the need arises. There are two primary uses of the library at this time:

### ***Free Time***

Every week, unless there is a holiday, the library will be open for one hour for all consumers to enjoy. Here are the rules for Free Time:

- Free Time will be in the morning during transition time, from about 8:15-9:15 A.M.
- Currently, the library will be open on Wednesday mornings, but this may change in the future to include different days.
- The Librarian or Library Assistant will be present during Free Time to help patrons find books and check books out. Staff may need to accompany consumers to help them if they have more specific needs.
- There will be no computer use during Free Time.

### ***Groups***

Any Day Program Team Leader may schedule time to have a group come to the library at any time by contacting the Librarian. Following is the procedure for a library group:

- Team Leaders should try to schedule the group at least a week ahead of time if possible. However, the library will be available as a last-minute activity as well, so contact the Librarian if you need to, and we will attempt to fit you in if there is not a group already scheduled.
- Groups may also schedule standing appointments. The Librarian will make a calendar for these and distribute to all Team Leaders.
- Groups should not have more than six consumers due to the library's size constraints.

- The Librarian will have reference guides for staff to assist them in finding books in the library and teaching patrons to do the same.
- Computer use is allowed during group time, and staff should be careful to distribute time equally between consumers. The Librarian will be available to train staff to use the library online catalog.
- The Librarian will create quick lesson plans for staff that use all of the library's resources. These will be available for all staff.
- There is also a more in-depth Library Curriculum available for staff to use that will teach consumers how to use the library. This curriculum is designed to take six weeks and requires a bit more planning than the quick lessons.
- Circulation rules may be altered to accommodate Brighton groups who may not be able to return within the required two weeks.

## Behavior Policy

The North Metro Community Services Library strives to provide quality services to all of its patrons in a safe and comfortable environment. Therefore, there are certain rules regarding expected behavior while in and around the library. The librarian and/or NMCS staff will be present at all times while patrons are using the library and will have the authority to enforce these rules. Any patron violating these rules may be asked to leave the library, or may, if such violations occur repeatedly, have their library privileges suspended or revoked.

Decisions regarding behavioral suspensions will be made by the Day Program Director and the Librarian together.

### *Library Code of Conduct*

- *Respect others:*

The library is small, so we ask that all patrons respect their peers while in the library.

The following behaviors are not allowed:

- Physical aggression of any kind: no hitting, pushing, kicking, pinching, etc.
- Yelling at or arguing with peers, or using profanity. Disruptive or extremely loud talking (if it can be controlled).
- Public displays of affection.

- *Respect the materials:*

The books/materials in the library belong to ALL of the patrons at NMCS, so please take care of them. The following is not allowed:

- Throwing books.
- Writing on books/magazines.
- Tearing out pages of books or magazines.
- Re-shelving books: when you take a book off the shelf, please put it in the basket for re-shelving. Do not put it back on the shelf yourself.
- Loaning a book that you have checked out to somebody else.
- Spilling food/drinks on books: be very careful about eating/drinking around NMCS books at home. Food and drink are not allowed inside the NMCS Library.

- *Respect the library:*

The library itself, the furniture, and the computers are the property of NMCS and must be treated with care if we would like them to last. The following behaviors are not tolerated:

- Stealing property of the library or of any other person in the library. This includes office equipment as well as books/magazines. Do not take anything out of the library unless you have checked it out.
- Damaging computer equipment in any way. The computers are not toys; if you do not know how to use a computer, please do not play with them. If you would like to learn how to use the computer, let the Librarian or a staff person know, and they will try to make arrangements.
- Running or roughhousing in the library.