

Customer Service

In fulfilling its mission, the Library strives at all times to provide excellence in customer service. Excellence in customer service means that knowledgeable staff are ready to assist patrons in finding the materials and services they want and need. Excellence in customer service also means that the staff will offer services in a fair manner that treats everyone with courtesy and respect, and asks for courtesy and respect in return.

The following elements are emphasized in providing customer service:

Library staff will treat every patron with equal respect and every request with equal importance. Courtesy and attention to the needs of the patron will be the key to all interactions. Staff will try to be flexible in meeting library patrons' needs. Library staff will use their knowledge of Library resources to fulfill requests in a timely manner or else present alternatives when requests cannot be met immediately.

Library policies and procedures exist to make resources available on an equitable basis. If anyone has a question about why the Library has a policy or if the purpose of a policy is not understood, an explanation should be provided or else referred to a senior staff member or the Library Director. The ultimate goal of library service is to meet patrons' expectations for service while fulfilling the Library's mission. Any comments are welcome regarding how well those expectations are being met.

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Patron Confidentiality

Library staff recognize the confidentiality rights of Library patrons. As a result, Library staff will not reveal the identity of people using Library materials to a third party nor will Library staff reveal the items checked out on another patron's card. However, patrons have the option of giving prior consent to sharing of their Library records by Library staff with other parties (e.g. family members).

Library records may not be accessed without valid Library card or photo identification. These records may be consulted and used by Library staff in the course of carrying out Library operations. No Library records will be disclosed to others without prior consent except pursuant to subpoena, court order, or as otherwise required by law. Such disclosure may be made only by the Library Director in consultation with legal counsel. The Library accepts no responsibility for non-Library related confidential information left at the Library in print or digital format.

General Data Protection Regulation

Citizens of the European Union (EU) are entitled to specific privacy protections by the General Data Protection Regulation (GDPR) which governs personal data collected within the EU. Any EU citizens residing in Dover who wish to exercise their GDPR rights with respect to their Mid-Hudson Library System accounts should contact the Library Director.

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Law Enforcement Inquiry

The Library supports the efforts of our country to preserve and protect the security of our nation. The Library, however, also recognizes its position of special trust with members of the public. The Library has the responsibility of protecting the rights and privacy of our patrons in accordance with [NYS Law 4509](#).

“This law protects library records containing names or other personally identifying details regarding the users of the library, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials. These records shall be confidential and shall not be disclosed except to the extent necessary for the proper operation of the library and upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.”

The Library Director has been designated as the person responsible for handling law enforcement requests and must inform the Board of Trustees of all requests.

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Lending Rules & Procedures

Borrowing Policy

Each card holder may have an unlimited number of books, audiobooks & magazines checked out.

Each card holder may have a combination of up to 10 Dover-owned media items checked out at one time-- including DVDs, CDs, Video Games, & Software.

The Mid-Hudson Library System limits ILL (Inter-Library Loan) requests to 50 per card.

Loan Rules

DVDs (excluding TV Shows), Magazines, Music CDs, Appalachian Trail Backpacks – **1 week**

All DVD series – **2 weeks**

Books, Audiobooks – **3 weeks**

The Library assumes no responsibility for damage caused to a borrower's player by a library disc. The Library maintains the right to refuse to check-in a DVD that does not match the case it belongs to upon return. Patrons are responsible for checking all items prior to return to verify the correct item is being returned.

Library Card Eligibility

In order to borrow materials, all borrowers must be registered and have a valid local or system library card. Applicants under 18 must have a parent or guardian give their consent before a card will be issued. A person's right to use the library will not be denied or abridged because of origin, age, background or views.

To acquire a library card, patrons must present a photo ID with a valid address in our service area. New residents having a photo ID showing the resident's former address, must present a photo ID and a piece of mail with the resident's name and current address.

Patron Responsibility

Use of a library card implies acceptance of and adherence to all policies held by the Dover Plains Library. Patrons are financially responsible for all materials checked out on their library card. Guardians who sign for minors to receive library cards are responsible for replacing any unreturned materials or paying any fines incurred on the minor's card.

Renewing Items

Items may be renewed two times if there is no one else waiting for the item. Items can be renewed online, by phone or in person. Additional renewals may be available by phone at the discretion of the desk staff.

Library Card Restrictions

You must be the owner of the card you are attempting to use. If you forgot or lost your card, you must present a license or photo ID with an address that matches your patron record in order to either purchase a replacement card or check items out.

If you have a family member, caregiver, or friend you'd like to grant permission to, to use your card to pick up items from the hold shelf only, you must both first sign a consent form. Forms are available at the front desk and on our website. The forms require both parties' signatures. Our computer system will track the permissions once the form has been submitted and a note has been added to the account.

Fines

DVDs - *\$1 per day, \$10 max per item*

All Other Library Materials - *10¢ per day, \$5 max per item*

Once an item is 2 weeks overdue we'll send you a notice. If the item is still overdue after 2 months we'll send you a bill for the replacement cost of the item and your library privileges will be suspended until you pay the charges. Your borrowing privileges will be suspended if you owe \$10 or more in fines or charges.

Fees

Held item owned by another library, not picked up within one week	\$1 per item
Replace a lost library card - you must show a photo ID	\$2
Lost or damaged audio or DVD case	\$2
Lost DVD sleeves	\$1
Lost or damaged CD from an Audiobook	Varies
Scanning	Free
B&W Printing	\$.25 per page
Color Printing	\$.50 per page
B&W Copies	\$.10 per page
Color Copies	\$.25 per page
Faxes (incoming)	\$.75 per page
Faxes (outgoing) *	\$2 first page, \$.50 each additional

*Faxing is limited to US & Canada only

Requesting Items

If you're looking for an item that is checked out or we don't own, you can request it by using the Public Library Catalog. You can have requested materials delivered to any library in the Mid-Hudson Library System. When items arrive, we'll call or e-mail you (if you've provided us with your e-mail address) and you'll have 7 days to pick up your items. Any items borrowed from other libraries which are not picked up after 7 days will be returned and the patron will assume a \$1.00 charge. This charge can be avoided at any time by contacting the library to inform us that the item is no longer needed before the 7 days have expired.

PINs

If you have forgotten your PIN, call the Library at (845) 832-6605. Since it's encrypted we won't be able to tell you what it is, but we can delete it so you'll be prompted to enter a new one. You can change your PIN at any time by logging into your account in the Public Library Catalog and clicking 'Modify Your PIN'.

Computer Use

There will be no food or drink allowed on or near the public computer station. Violations of this policy which result in damage to library equipment will require the violating patron to assume the cost of replacing the equipment.

Computer use requires patrons to sign in at the circulation desk and is on a first come first served basis. There is a time limit of one hour, but if no one is waiting you may continue until the computer is needed. At that time, you must make the computer available within 15 minutes of being informed by Library staff.

If a child or teen logs on to a public computer, the Library assumes no responsibility and must presume the minor has been granted parental permission to do so

Borrowing and Intellectual Freedom

The Library endorses and defends the concept of intellectual freedom, as protected by the First Amendment of the United States Constitution, and as described in the American Library Association Bill of Rights, the Freedom to Read and the Freedom to View statements.

Individual patrons determine for themselves what library materials are appropriate for personal checkout or viewing. Parents or guardians are responsible for overseeing & determining what their children borrow, view or use in the Library.

Library staff will not monitor or restrict any patron's borrowing or use of the Library, its materials, or its resources based on a patron's age, background or views. At no time will patron records be released by request; parents or guardians are not an exception to this law.

New York State Law (Civil Practice Laws and Rules sec 2307 §4509) guarantees the confidentiality of library patron borrowing records. Your records can only be viewed upon presentation of a subpoena. By law, the library is prohibited from revealing a minor's borrowed materials to parents/guardians.

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Non-Resident Borrowing

Persons who work, attend school, or own property in the Town of Dover, and who reside outside the Mid-Hudson Library System service area are issued a library card, at no charge, upon presentation of acceptable identification* and proof of employment or school attendance.

*Acceptable Identification/Proof of Residency:

- Photo ID with current address
- Photo ID AND one of the following:
 - Telephone, utility, rent or tax bill
 - Imprinted checks with current residential address.

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