

ADDITIONAL CUSTOMER SERVICES

Reference Service

All requests for assistance will be treated as serious requests for information without regard to the reason for the need. Requests for opinions, evaluations and in-depth research by staff cannot be accommodated.

Date

12/3/2010.

General Equipment Available for Customer Service

The Library maintains the following equipment to provide customer service:

- Computers – available for public use, no charge for use
- Printer – available for public use, 10 cents per page
- Photocopier – operated by staff only
 - 10 cents per side, black and white copies
 - 50 cents per side, color copies
- Fax machine – operated by staff only
 - \$1.00 per page (incoming/outgoing–no charge for cover sheet)
- Scanner – operated by staff only, no charge for use
- Laminator – operated by staff only, \$1.00 per page
- Projection System/DVD Player – available for public use but must go through instructional demonstration before using, no charge

These machines are generally available on a first-come, first-serve basis although exceptions may apply. The Library assumes no responsibility or liability for damage which may occur to patron owned items due to technical malfunctions of any equipment.

Date

12/3/2010; 9/22/2016.

Public Computer Workstations

Use of the public computer workstations is open to all customers with a valid Eureka Public Library card in good standing (see Circulation/Circulation of Materials).

Out-of-town visitors may access these stations through a guest card available at the circulation desk. The complete Internet Policy may be found under the Circulation/Internet Policy section listed earlier in this policy. A computer use permission slip shall be signed by the parent or legal guardian in order for minors to use the Library's Internet computers.

A wireless network is available at no charge to the public but is not to be considered a secure network. Patrons using the wireless network should avoid transmitting personal/financial information.

Customers may use electrical outlets for portable computing devices, but should ask for assistance before plugging in any device. The Library is not responsible for any harm or data loss caused by computer malfunction or electrical power fluctuations.

Files left on computer hard drives will be deleted. Customers may attach peripherals and storage devices to Library computers if no software insertion, special purpose browser plug-ins, or file storage on the hard drive is required.

There is a 10 cent per page charge for any printouts made from any public computer workstation.

Date

12/3/2010; 9/22/2016

Handouts and Bulletin Board

At its discretion, the Library will provide reasonable space for announcements and notices of program and activities sponsored by civic, cultural, and educational groups. Patrons must check with staff before leaving or posting material. Most material is displayed for no more than one month. When space is limited, preference is given to organizations and agencies in the Eureka area.

The display of political advertising is prohibited.

Distribution or posting of materials by the Library does not indicate the Library's endorsement of the issues or events promoted by those materials.

Date

12/3/2010.

Meeting Room

The Eureka Public Library welcomes the use of the meeting room at no charge on a reserved-only basis by government agencies, non-profit organizations, individuals and groups engaged in educational, civic, cultural, intellectual, social and charitable activities.

The meeting room is not available for commercial purposes with the exception of library sponsored events. Such commercial use includes but is not limited to bazaars, special benefit sales, and programs designed to promote the purchase of products or services.

The Library Director or other designee will review all requests for meeting room use and determine eligibility prior to granting approval. In the event that a question may arise as to the eligibility of any organization, group, or individual requesting the use of the meeting room, the Library Director will be consulted, and if necessary, the Library Board. The Library Board shall be the final authority in granting or refusing permission to use the Library's meeting room. Appeals for exceptions to these policies must be made in writing to the Library Board. Exceptions to the policies stated in this document may only be approved by the Library Board.

That a group is permitted to use the Library meeting room does not in any way constitute an endorsement by the Library Board or Library staff of the group's policies or beliefs, and no claim to that effect nor claim to Library sponsorship may be used, explicitly or implicitly, in advertising. Neither the name nor address of the Library may be used as the official address or headquarters of an organization or group using the Library's meeting room.

Meeting Room Availability

1. Reservations for the meeting room will be scheduled in order of request. Library sponsored programs will have priority.
2. Applications must be made in writing using the Library's Meeting Room Reservation Application form. At that time, applicants will be given a copy of the meeting room policy and clean-up sheet.
3. Persons under the age of 18 may reserve the room; however, if the reservation is for a time outside of regular library operating hours, someone over the age of 18 must sign the application form and be present during the event.
4. Persons not in good standing with the library (fines totaling more than \$10.00 or overdue items not returned) may not reserve the meeting room.
5. A group completing the Meeting Room Reservation Application form once may be granted subsequent use of the meeting room without completing an application form prior to each meeting room reservation. The information contained in the application form should be updated as needed or annually. The agreement contained in the application form will be binding upon the reserving group for any subsequent meeting room reservation(s). It is the responsibility of the reserving group to be aware of any changes in the meeting room policies.
6. Groups, organizations, or persons who have a change of plans and no longer need the Library meeting room for a specific time/date must call and cancel their reservation. Failure to notify the Library of a cancellation may result in denial of future meeting room privileges.
7. It is not the intent of the Library to provide permanent or continuous meeting space for any group, organization or persons. Up to three meetings may be scheduled at one time. Groups/organizations may schedule the meeting room for one use per month. Reservations for the meeting room may be made twelve months in advance.
8. The Library Director and the Library Board reserve the right to cancel any meeting should conditions or situations warrant such action.

9. When the Library closes because of an electrical or heating/cooling equipment failure or a weather-related emergency, all efforts will be made to notify anyone scheduled to use the meeting room. During adverse conditions, anyone with a meeting room reservation should check with the Library or listen to the local radio station for closing information.

Basic Rules of Use

1. Occupancy of the room may not exceed 76 persons.
2. Meetings may be held between the hours of 8:00 a.m. to 11:00 p.m.
3. The only animals allowed are service animals.
4. No alcohol on the library premises.
5. No open flames in the meeting room (for insurance purposes).
6. Do not use tape on the walls, doors, or window cornice. Do not pin or nail anything to the walls.
7. No sales events. This also includes events (for example) such as bridal/wedding showers where household/personal items are ordered, etc. If you have questions about your event, please check with library staff at the front desk.

Meeting Room Set-up and Equipment Use

1. Set-ups and special arrangements are the responsibility of the user. The Library will provide no special room set-ups.
2. No tacks, nails or adhesive tape are to be placed in or on doors, walls, windows, furniture, or fixtures.
3. Lighted candles or flames are not to be used within the meeting room.
4. A variety of audio-visual equipment is available for use in the meeting room. Users must go through a short training session in order to use the equipment. Library staff members are generally not available to assist with the operation of the equipment. Any damage due to misuse of the audiovisual equipment is the responsibility of the group, organization, or person reserving the room, as is any loss or theft of the equipment.

Refreshments

1. Refreshments may be served in the meeting room. A small kitchen is available for use in serving coffee, tea, or light refreshments. All appliances and/or equipment needed for refreshments are the responsibility of the user, including table service and ice.
2. Prepared food and coffee/tea preparation is allowed, but food preparation on the Library premises is not allowed.
3. Intoxicating liquors or cereal malt beverages may not be dispensed or consumed on the Library premises or grounds. Smoking is not allowed on the premises.

Maintaining Order

1. Groups and organizations using the meeting room are responsible for maintaining order. Appropriate conduct is expected as a condition of room use. The Eureka Public Library will ban groups, organizations, and/or persons from future use of the meeting room for inappropriate conduct. At least one adult must be present and responsible for any event involving children under the age of 18.
2. The Eureka Public Library shall bear no responsibility whatever for personal injury to any member, affiliated person, guest, invitee, or licensee of the using organizations, its members, affiliated persons, guests, invitees, or licenses.
3. The Eureka Public Library is unable to provide childcare services. People attending meetings at the Library must make arrangements for childcare. The Library cannot assume responsibility for caring for children left alone.

Clean Up and Damages

1. Groups and individuals using the meeting room are responsible for basic clean up and returning the room to order. Tables and chairs are to be wiped down, stacked, and returned to the correct storage closet. The floor is to be swept. Trash is to be placed in the outside dumpster. Cleaning supplies will be provided.
2. Any equipment or displays brought in for a meeting must be removed at the end of the meeting. The Library is not responsible for lost or stolen items.
3. Damages to the premises, equipment, or furnishings as a result of use will be charged to the group, organization or persons signing the Meeting Room Application form. The using groups, organizations, or persons shall bear full responsibility for loss of, or injury or damage to, any property of the Eureka Public Library as shall be caused or inflicted by the using group, organization, or persons, its members, affiliated persons, guests, invitees or licensees.
4. Prior to locking up, the sponsoring group, organization or persons must check to see that no one remains in the meeting room or in the restrooms.
5. If the meeting concludes during library hours, the key is to be returned to staff at the circulation desk. If the meeting concludes after the library closes, the key is to be placed in the drop box at the front of the building.
6. If the group or individual fails to return the meeting room key, the cost to re-key or replace the lock will be charged to the responsible group or individual.

Non-Compliance With This Policy

Failure to comply with this policy may result in denial of future use of the Library meeting room, financial liability for damages, and/or immediate removal from the meeting room.

Related Forms

Appendix C: Library Meeting Room Agreement

Appendix D: Library Meeting Room Policy

Appendix E: Meeting Room Clean Up Instructions

Date

2/2007; 12/3/2010; 1/24/2014; 9/22/2016.