

## **JCTR INFORMATION CENTRE/LIBRARY USER POLICY**

### **A. COLLECTIONS**

1. Researchers and visitors are asked to sign the visitor's register when they visit the Information Centre.
2. All materials are to be used in the room and will not be removed from the Library without prior written or recorded permission of the Librarian..
3. Researchers are requested to handle all books and materials with care. Open books should not be placed face down on the table; pencils should not be used as bookmarks; all items should be handled gently and individual papers only by the edges.
4. Researchers are asked to leave books on the table after using them and not to reshelf material.
5. The researcher is responsible for complying with the copyright law of Zambia in making photocopies. Permission to publish or quote extensively from unpublished manuscripts or copyrighted works must be obtained from the copyright holder. It is the researcher's responsibility to secure that permission.
6. The researcher should consult with a staff member before photocopying materials.
7. The Library is not responsible for personal articles left unattended.
8. Researchers must comply with all general Library rules as set for in the Library policies and procedures book of the JCTR Library.
9. Patrons maybe requested to wear cotton gloves while handling some items in the collection.

### **B. RULES OF CONDUCT**

The JCTR Library has adopted this policy stating the right to maintain its facilities in a clean, pleasant, and safe manner. Every individual has the right to use the library undisturbed and every library employee has the right to work without undue interference. All library users and employees should be free of any threat of harm, invasions of property, or any slightest hint of indignity. To guarantee these rights for all persons, the following rules of conduct apply to behavior on the premises of Library property.

No person shall engage in any conduct, which disturbs or interferes with patrons or employees of the Library, including but not restricted to the following:

1. Annoy, harass, threaten another person (physical, sexual, or verbal abuse of other library users or of library staff).
2. Behave in a disorderly, loud, or boisterous manner.
3. Allow children to run wild or unsupervised, disturbing others in the library.

4. Drink alcoholic beverages or abuse drugs on library grounds or be in a state of intoxication in any manner that causes public disturbance.
5. Deface or destroy library property, including restrooms or parking lots.
6. Display or attempt to use any firearm, knife, or other weapon.
7. Hack into computers, tamper with electronic equipment, systems, or websites, or set off any alarms.
8. Display or view nude pictures, pornographic, or violently graphic, or hate-based materials.
9. Eat, drink, smoke (except in designated areas), sell or use drugs in the library or on its grounds.
10. Loiter or sleep in the library or on its grounds.
11. Solicit funds or panhandle in the library or on its grounds
12. Interfere with patrons' use of the library through poor personal hygiene or offensive body odor.
13. In order to not disturb others, headphones must be used to play audio, video, TV, or compact disk equipment.
14. Campaign, petition, interview or survey library patrons or staff in a manner which is disruptive to library activities.

### **C. GIVING INFORMATION ABOUT LIBRARY USERS**

Without binding legal demand, and/or written permission of the patron involved or formal request by custodial guardian of a patron, JCTR Library and its staff will not provide user information requested by a third party. "User Information" includes: name, mailing address, telephone, e-mail address and JCTR Library barcode, and records of resources and services used by an individual including, but not limited to: library materials borrowed or consulted, reference requests or other requests for information, database search records, interlibrary loan records, computer workstations used, and the content of computer activity.

Staff procedures for handling requests from law enforcement officers or other parties in possession of purportedly binding legal demands

When an individual presents himself or herself to any staff member or volunteer as a law enforcement officer or as someone bearing a binding legal demand, and requests user information about library patrons, the staff member should

- Ask to see identification
- Ask the officer if he or she has binding legal demand.

- Call the Director's office and ask to speak with him. Advise the Director or senior staff in charge if the individual has presented identification and a purportedly binding legal demand to obtain user information.
- Direct the individual requesting information to speak with the Director who will follow the procedure below.

AFTER DIRECTING THE LAW ENFORCEMENT OFFICER TO THE DIRECTOR, THE STAFF MEMBER MUST NOT INFORM ANYONE ABOUT THE REQUEST, UNLESS/UNTIL AUTHORIZED TO DO SO BY THE DIRECTOR.

#### **D. BORROWING AND LENDING PRIVILEGES**

##### **PURPOSE:**

To report the requirements and options available to library users for appealing overdue fines, lost item replacement costs, service processing fees, and damage charges incurred with the JCTR Library.

##### **APPLIES TO:**

All users of the facility, services, collections, and/or equipment in the JCTR Information centre. Library charges include overdue fines, lost item replacement costs, service processing fees, and damage charges incurred with the JCTR Library.

##### **Borrowing Rules for Patrons**

Patrons with a valid Library Borrower Account agree to the following:

- Borrower accounts are non-transferable
- Borrowers are required to have a borrower account with the JCTR Library.
- Borrowers agree to comply with all Library regulations, including keeping track of due dates and ensuring Library has their current contact information
- All borrows including staff members may have up to **5 items on loan.**

##### **Loan Periods**

**Books = 21 days, 3 renewals**

**Bound Journals = 14 days, 3 renewals**

**Audiovisual (DVD, CD, etc.) = 14 days, 3 renewals.**

## **NOTE:**

Items from the reference section will not be available for borrowing.

RENEWALS are possible by phone, email, web (Account Login), or in person.

If borrowed items are not returned within the loan period, readers will be fined K 2.00 per item per day **for the first 7 days.**

### **Overdue notices**

**Overdue notices are sent daily by email.** Please supply the library with your email address to avoid printing charges of K2.00 per overdue notice. After the final reminder the replacement costs of the item may be claimed from the borrower when a bill will be sent to the borrower.

### **Lost materials**

Borrowers are responsible for the loss or damage of library materials issued to them. A lost item will cost the replacement value of the item or it can be replaced by an identical copy.

### **Penalties**

Anyone found attempting to remove library material not issued to them will be subjected to strict disciplinary action which may include: suspension of library membership, and the imposing of a fine at the current market value of the item or any other appropriate action including suspension or dismissal from the JCTR Library Borrowing privileges will be assured for patrons who respect library property, including timely return of library materials and respecting the rights of other patrons.

## **E. GENERAL RULES AND LIMITS REGARDING INTERNET ACCESS AND COMPUTER USE**

1. Use of the Internet or library computers for activities that violate local or state laws is prohibited. This includes activities such as accessing child pornography, committing fraud, hacking, or spreading libel or slander.
2. Patrons are cautioned that the Internet is not a secure medium and all transactions, files and communications may be subject to unauthorized access by third parties. However, the Library will not release information on the use of electronic resources by individuals except as required by law.
3. It is the responsibility of all users of electronic resources at the JCTR Library to respect intellectual property rights. Copyright restrictions may exist for individual electronic resources. Patrons may only make copies allowable by copyright laws or licensed software agreements.

4. Users of the library's computers and peripheral equipment are expected to abide by the rules of the library, including the Rules of Conduct. Persons who do not abide by these rules may be barred from the Library, prohibited from using computers, other library equipment, and /or prosecuted for illegal activities.
5. The JCTR Library expressly disclaims any liability or responsibility arising from the access to or use of information obtained through its electronic resources or any consequences thereof.
6. Library staff members are not able to provide in-depth computer training but will answer questions and, as time allows, help users locate and use resources on the Internet or on other electronic resources in the library.
7. To provide the opportunity for the maximum number of people to access library Internet workstations, the Library shall establish daily time limits for Internet access as part of their Internet procedures.