

5.4 Patron Assistance Policy

Pella Public Library

Adopted 5/9/00; Last revised 3/13/19.

The Library is intended to be self-serve. We aim to assist all patrons in learning to use the library, library materials and library equipment, thereby fostering independence and developing proper methods of research. To further this aim, library personnel will assist patrons in locating materials and learning their proper use, whether in the library or online. The library will update the web site with guides and information on specific topics whenever possible.

Reference inquiries, reader's advisory, assistance with individual research, and requests for help with computers, software and other technology will be handled as time allows and as deemed appropriate by the Director and staff. The time spent on individual questions will vary depending on the availability of staff. The library staff members are usually not available for in-depth help or one-on-one instruction.

The Library encourages clubs, organizations, and teachers to notify the Library in advance of materials that a large number of people may wish to use. Such notification will enhance the possibility of the availability of materials when they are needed. The library may choose to limit the number of high-demand items available for check out.

Holds on Available Materials

Patrons can place holds on "available" materials. Library staff will pull up to five (5) available items per day per patron and hold them at the Circulation Desk for pick up. The library requires one business day to pull materials. There is a charge of \$1.00 per item if a patron requests more than 5 items. The fee will be assessed whether or not the pulled items are subsequently checked out by the patron.

Requests from Out of State

Telephone and email requests from out of state will be given a lower priority than requests from local residents. The library reserves the right to decline requests from out-of-state residents for in-depth research. Requests which are accepted from out-of-state patrons will be subject to a charge of \$25.00 per hour to answer reference questions, other applicable charges (such as for printing or photocopying), and the actual postage costs incurred when answering such requests. A minimum of one hour will be charged. Out-of-state patrons will be sent a bill for the costs incurred along with instructions for payment.