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| <b>Policy Section</b> | <b>3.00</b>      |
| <i>Number</i>         | <b>3.01</b>      |
| <i>Effective</i>      | 01-2010          |
| <i>Revised</i>        | <b>08-3-2023</b> |

## General Objectives, Service Priorities, and Hours

The Mountain Home Public Library endeavors to:

- Assemble, preserve and promote a collection of physical, digital, and technological resources to serve the community of Mountain Home.
- Provide convenient and equal access to the facility and collection resources.
- Provide a worthwhile variety of reference, informational and general interest services, programs and exhibits, which stimulate the use of the library.

### Services

The Library will work to meet the needs of all age groups. It will cooperate with, but cannot perform, the functions of school or after-school related programs, individual educational providers, and/or entities designed to meet specific curricular, instructional, personal growth, behavioral and/or group support functions.

1. Library services are offered in the general areas of youth services, adult and senior services, and circulation.
2. The Library will attempt to work closely with the Idaho Commission for Libraries, Lynx Library Consortium and other library systems throughout the region and state.

### Hours

The Library's operational hours will be determined by the Board of Trustees in conjunction with recommendations of the Library Director and patron input. Permanent alteration of operational hours will be announced no less than fifteen days prior to becoming effective.

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| <b>Policy Section</b> | <b>3.00</b>       |
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| <i>Effective</i>      | <b>04-1996</b>    |
| <i>Revised</i>        | <b>08-03-2023</b> |

## Customer Service Policy

Mountain Home Public Library is dedicated to providing positive experiences for all library patrons.

The principles below are the foundation of MHPL's customer service mandate.

- We will make sure every possible avenue shall be exhausted to provide library patrons with quality information. No matter how unimportant it may be to us – it's important to our patron.
- We will make every attempt to get to "Yes." Judgement calls shall be made in the patron's favor. If a mistake is made, it should always be in the patron's advantage.
- We believe the Library is for everyone and welcomes all backgrounds, all perspectives.
- As stewards of public funds, we take responsibility for efficient and effective use of all public resources, services and facilities.
- We will protect the personal privacy of everyone to the extent allowed by public law to reasonably include their utilization of library materials & services.
- We will act in a friendly, helpful manner to all patrons of the library which will ensure that patrons will walk away feeling that their experience has been a positive one.
- We will not assume patrons know how to locate information without orientation from the staff. We will take steps to make sure the library's collection, programs and services are as convenient and user-friendly as possible.

The Mountain Home Public Library Board of Trustees is committed to easing barriers to library access for all and as such have adopted the above principles to provide starting standards for staff and patrons.

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| <i>Revised</i>        | <i>12-07-2023</i> |

## Library Vision, Mission and Values

A well-defined mission and vision provides Library staff and administration with a roadmap for future achievement. The Library Board believes the delivery of services to the community of Mountain Home demonstrate a high degree of common good and they invite all to become aware and use the Library for the resource that it is.

### The vision...

It is the vision of the Mountain Home Public Library to:

- Inspire curiosity, creative potential and enhanced knowledge to all patrons
- Cultivate connections with patrons, local government & community partnerships
- Support innovative tools and skills & contribute to local development
- Provide access to vital resources and enriching services

### The mission...

The mission of the Mountain Home Public Library is to cultivate a dynamic learning hub that empowers individuals through lifelong intellectual growth, personal enrichment, and community engagement, fostering a sense of belonging and collaboration.

### The values...

- Provide easy access to all library resources
- Makes resources visible to all library patrons
- Provide an inviting and comfortable space
- Employ a professional and customer-oriented staff
- Protect the privacy of everyone who uses the library

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| <i>Effective</i>      | <i>01-2006</i>          |
| <i>Revised</i>        | <b><i>08-3-2023</i></b> |

## Interlibrary Loan (ILL)

When possible within the constraints of the Library's budget, staff will provide Interlibrary Loan service to obtain books from other library systems. The Library will not charge patrons a fee for this service, although charges from other libraries lending requested materials will be passed along to patrons. This service is only available to Borrower accounts, which are free of fines or fees.

- Items with current year copyright, periodicals, rare or antique editions, some textbooks, and audiovisual items such as CDs, cassette tapes, and DVD's are not available through the Interlibrary Loan services.
- MHPL patrons may have up to 3 books in process at a time.
- A parent or legal guardian must authenticate ILL requests made by their minor children.
- MHPL cannot guarantee lending library availability, loan periods, or delivery dates. It may be necessary to adjust lending library due dates to ensure materials are returned to the originating sites on time.
- A \$5 fee will be assessed for any item not picked up.
- Interlibrary loans can be renewed one time, upon approval of lending library. Renewals must be requested no later than five days before the due date. Fines for overdue items will accrue at \$1 per day per item.
- Items are considered lost 30 days after the due date. Cardholders who return items late or fail to return items may have ILL privileges suspended or revoked.
- Patrons agree to pay service fees, replacement and/or processing charges for lost or damaged items as determined by MHPL and the lending library.
- The Library will not keep patron reading request lists or hold future ILL request forms.