

Guest Patron Policy

University Libraries

Guest Patron Policy

The Southwest Baptist University is a private academic institution. Although the mission of the library is to serve the students, faculty and staff of the University, the library allows guest patrons the use of some library resources. All University and Library policies apply to guest patrons using the library facilities, services or resources. The University Library reserves the right to revoke or restrict guest patron privileges.

I. Non-competition

Guest access to information provided by the University Library is not intended to compete with information services offered by other public, private or commercial institutions or organizations in the community or region. The University Library encourages guest patrons to utilize other information providers, such as the local public library, to avoid undermining the viability of such institutions or erode their support base.

It is the policy of the University Library to refer guest patrons to other such information providers when appropriate. Information services, such as those available on the Internet and through other new and emerging technologies, are not a substitute for the same services offered by local businesses, local libraries or schools. Information resources accessed by guest patrons through the SBU Library is meant to complement that which is available through other service providers already available to the general public.

II. Guest Patron

A "guest patron" is defined as a person who is not currently enrolled as a student at SBU or currently employed at SBU who has been granted library privileges as described in this policy. The various guest patron categories are defined as follows:

A. Adult

Persons 18 years of age or older; residing in a library district that has entered into a reciprocal agreement with the SBU Library; having a current public library card; and being in good standing with their public library in regard to fines, charges, overdues, etc.

B. Affiliated Organization Member

Persons employed by an organization that is formally affiliated with SBU, such as St. John's Health Systems.

C. Alumni

Persons graduated from SBU, with a conferred degree, and are not the spouse or qualified dependent of a SBU faculty or staff member.

D. Area College Student

Students currently enrolled in institutions which are members of the Southwest Missouri Academic Library Cooperative (reciprocating college and university libraries included in the current contractual agreement on file in the dean's office).

Guest Patron Policy

University Libraries

E. Employee Spouse

The spouse of a current employee of SBU.

F. Employee Dependent

Dependent child (under 18) of a current employee of SBU.

G. Juvenile/Minor

Persons under 18 years of age, residing in a library district that has entered into a reciprocal agreement with the SBU Library; having a current public library card; and being in good standing with their public library in regard to fines, charges, overdues, etc.

III. Fees

A. New / Replacement Library Card

A fee is charged to cover the cost of the issuance of a new or replacement Library Card. The fee is determined by Security to cover the cost of the card.

B. Annual Account Maintenance Fee

An annual fee is charged to cover the operating cost of maintaining the guest account. The fee is charged when the account is opened and on the anniversary date of the account. This fee is waived for guest patrons who qualify for the alumni, employee spouse, or employee dependent card.

IV. Guest Privileges

A. Use of Facilities

Use of the public areas of the library facility is available for guest patrons using SBU library resources.

B. Library Materials Checkout

Guest patrons may check out library materials according to their current status on the automated library circulation system. Some materials are not available for guest use.

C. Use of Computers

Guest patrons may use the designated computers for research purposes that are not in conflict with the University Technology Policy, state or federal law, or other university/library policies. Use of the computers is dependent upon availability and may be restricted to certain computers and by other factors such as time limits. Some activities are prohibited. These activities include, but are not limited to: e-mail; chat; games; business or commercial activities; illegal activities; accessing pornography; hacking or otherwise attempting to enter, destroy or manipulate computer files or systems; or use of prohibited software.

Printing from the research computers is only available to guest patrons who have received a login/password as part of their library privileges. A fee is charge for printing.

Specific issues related to computer use by juvenile patrons will be addressed later in this policy.

Guest Patron Policy

University Libraries

D. Reading/Study Areas

These areas may be available to guest patrons for study and research purposes if not otherwise in use, or needed, by SBU students, faculty or staff. Some reading/study areas are only available to patrons who are using University Library resources. For more information about study areas see the *SBU Library Study Room Policy*.

E. Photocopy Machines

Self-service photocopiers are available for a small fee per copy.

F. Reserve Materials

These materials are not available for access by guest patrons except by special prior arrangement through the office of the Dean of University Libraries.

G. Archives

Guest patrons may request assistance with archive materials, as described in the current *University Archives Preservation and Access Policy*. Provision of such assistance is dependent upon the nature of the request and the availability and workload of archives personnel. Genealogy requests are not accepted. The University Archives collection uses a call system and is not available for browsing.

H. Media Services

Guest patrons are allowed to use non-print media items in the media_services lab only. Guest patrons are not allowed to check-out media equipment with the exception of a few specific items necessary to use materials in the media lab.

V. Guest Privilege Restrictions

A. Access Priority

First priority access is given to SBU students, faculty or staff in terms of use of library facilities, services or resources. Therefore, guest patrons should immediately yield access to any SBU students, faculty or staff who are in need of library facilities, services or resources.

B. Number of Items

The automated library circulation system will indicate the number of items a guest patron may check-out.

C. Reserve Materials

Reserve materials are not available for access by guest patrons except by special prior arrangement through the office of the Dean of University Libraries.

D. Interlibrary Loan

Interlibrary loan services, including materials requested through the Southwest Academic Network and MOBIUS, are not available to guest patrons.

Guest Patron Policy

University Libraries

VI. Guest Patron Obligations & Responsibilities

Guest patrons acquire obligations and responsibilities, as well as privileges, when entering into a guest patron agreement with the University Library. This section describes some of the obligations and responsibilities.

A. Library Card

To be considered for guest patron status, persons applying for a guest patron card must:

- 1) pay the current application fee;
- 2) fill out the appropriate application form(s);
- 3) show a current identification card (such as a drivers license);
- 4) agree to accept collect calls related to overdue books, fines, charges, etc., and
- 5) show any required cards from other libraries or institutions.

If the application is approved, the card will be mailed to the patron. **The library reserves the right to refuse application of patron.** Guest patron library cards are issued for the period of one year.

B. Card Renewal

Guest patrons may renew their cards (if in good standing) if the renewal process is completed before the deadline designated by the University Library. The renewal will be for one year.

C. Card/Account Security

The guest patron is responsible for the security of the card, including refraining from loaning their card to any other person. Breach of this security requirement may result in loss of guest patron privileges.

D. Borrowed Materials

Guest patrons are responsible for returning borrowed materials by the due date. Borrowed materials must be properly taken care of while in the possession of the guest patron. Failure to return borrowed materials on time will result in loss of check-out privileges.

E. Fines, Charges, Replacement or Repair Costs and Processing Fees

Guest patrons are responsible for all materials checked out on their card. Materials that become overdue, lost or damaged while checked out to the guest patron are the financial responsibility of the patron and must be paid in full.

F. Cooperation with Library Personnel

All persons using the University Library facilities, services or resources are required to abide by any directives from library personnel and cooperate fully with them.

Guest Patron Policy

University Libraries

G. Behavior

Because of the nature of this institution it is imperative that an environment conducive to study be maintained at all times. Therefore, all library users are expected to exhibit behavior, which is appropriate for these surroundings.

VI. Problem Patrons

A. Inappropriate Behavior

Behavior that is not allowed in the Library includes, but is not limited to:

- 1) loud or disruptive behavior;
- 2) destructive behavior;
- 3) loitering, soliciting or panhandling; or
- 4) any other behavior which is of a disruptive, deviant, or inappropriate nature.

Library personnel, according to their judgment, will determine what is inappropriate behavior. Any person in the library who exhibits behavior that is in conflict with this or other university/library policies will be subject to any or all of the following actions:

- 1) directive to discontinue inappropriate behavior;
- 2) directive to leave the library facility;
- 3) subject to intervention by the University Security Department, if deemed necessary by library personnel on duty; and
- 4) subject to intervention by the local police department, if deemed necessary by library personnel on duty.

B. Incident Reports

In the event of an incident involving inappropriate behavior, the library personnel on duty will file an incident report and enter the incident on the security log.

C. Emergency Contacts

All full-time library personnel will be trained to phone the appropriate authorities, if necessary, in the event of an incident with a problem patron.

D. Theft and Damages

For reference purposes the following section of the Revised Missouri State Statutes regarding library theft and related offenses is included in this policy.

Stealing and Related Offenses Section 570.210

- 1) A person commits the crime of library theft if with the purpose to deprive, he:
 - a) Knowingly removes any library material from the premises of a library without authorization; or
 - b) Borrows or attempts to borrow any library material from a library by use of a library card:

Guest Patron Policy

University Libraries

- i) Without the consent of the person to whom it was issued; or
 - ii) Knowing that the library card is revoked, canceled or expired; or
 - iii) Knowing that the library card is falsely made, counterfeit or materially altered;
or
 - c) Borrows library material from any library pursuant to an agreement or procedure established by the library which requires the return of such library material and, with the purpose to deprive the library of the library material, fails to return the library material to the library.
- 2) It shall be prima facie evidence of the person's purpose to deprive the library of the library materials if, within ten days after notice in writing deposited as certified mail from the library demanding the return of such library material, he without good cause shown fails to return the library material. A person is presumed to have received the notice required by this subsection* if the library mails such notice to the last address provided to the library by such person.
- 3) The crime of library theft is a class C felony if the value of the library material is one hundred and fifty dollars or more; otherwise, library theft is a class C misdemeanor.
(L. 1986 S.B. 450) Effective 3-17-86

VII. Minors

For the purposes of this policy, a minor (or juvenile) is defined as an "unemancipated minor" as stated in the Revised State Statutes of Missouri.

A. Personal Safety

The Library facilities are designed for adult-aged college student, faculty and staff use. The Library allows other persons, not otherwise currently enrolled in or employed by SBU, to use the facilities for legitimate research purposes that are not in conflict with state or federal laws or university or library policies. Therefore, it is impossible to predict who a minor may come into contact with while in the library facility. Also, it is impossible to predict what types of age-appropriate or inappropriate information resources the minor may come into contact with while in the Library. For the protection and safety of the minor, parents or guardians are responsible for accompanying, supervising and ensuring the safety and well-being of the minor.

Library personnel, while concerned about the safety and security of all patrons, are not responsible for monitoring the safety of individual patrons. Further, library personnel cannot ensure the personal safety and well-being of minors who enter the Library facility.

Therefore minors 16 years of age or younger will not be allowed to be in the library facilities unless:

- 1) they are accompanied by a parent, guardian or school teacher, or
- 2) they can demonstrate that they are on-task with a specific school assignment or project at all times while in the Library, and
- 3) they are accompanied by a parent, guardian or school teacher if using Internet resources other than the SBU Library catalog or research databases subscribed to by the Library.
- 4) they are in compliance with all applicable University and Library policies.

B. Unaccompanied Minors

The collection of materials in the University Library is designed for a mature academic community. Therefore, it is particularly important that minors be accompanied and supervised by a parent or guardian while accessing library resources. Though the University Library may provide access to

Guest Patron Policy

University Libraries

some appropriate research materials that could be useful for some school assignments or projects, the major focus of the resource collection of the library is in support of the academic programs of the University.

Recreational use of the Internet, and computers in general, is prohibited to minors. For additional information related to computer use, see the section "Use of Computers" earlier in this policy.

Neither the library personnel, the Library nor the University will be responsible for accident or injuries. Nor will library personnel, the Library or the University be responsible for any other aspect of the minor's health or well-being, whether accompanied or unaccompanied by a parent, guardian or teacher, while using the Library facilities or library resources.

C. Inappropriate Behavior

Any minor exhibiting behavior that conflicts with this or other university/library policies will be subject to any or all of the specific responses listed under the earlier section of this policy entitled, "Problem Patrons: Inappropriate Behavior." Additionally, in case of problem behavior from minors, library personnel may:

- 1) request that the minor present identification, name of parent or guardian and their contact phone numbers;
- 2) attempt to contact the parent or guardian; and/or
- 3) ask the minor to leave the facility.

Library personnel are encouraged to contact SBU Security or the Bolivar City Police Department, should the need arise, to notify them of possible neglect of parental responsibilities (see the *Revised State Statutes of Missouri* 210.11 (8) "Neglect", failure to provide, by those responsible for the care, custody, and control of the child, the proper or necessary support, education as required by law, nutrition or medical, surgical, or any other care necessary for the child's well-being; and (11) "Those responsible for the care, custody, and control of the child", those included but not limited to the parents or guardian of a child, other members of the child's household, or those exercising supervision over a child for any part of a twenty-four-hour day. Those responsible for the care, custody and control shall also include any adult who, based on * relationship to the parents of the child, members of the child's household or the family, has access to the child.)

D. Parent or Guardian Responsibilities

In addition to the basic responsibilities parents and guardians bear for the safety and well-being of minors, the *Revised Missouri State Statutes* also state that they bear responsibility for any damages caused by the minor (see *Revised State Statutes of Missouri* 537.045. 1. The parent or guardian, excluding foster parents, of any unemancipated minor, under eighteen years of age, in their care and custody, against whom judgment has been rendered for purposely marking upon, defacing or in any way damaging any property, shall be liable for the payment of that judgment up to an amount not to exceed two thousand dollars, provided that the parent or guardian has been joined as a party defendant in the original action. The judgment provided in this subsection to be paid shall be paid to the owner of the property damaged, but such payment shall not be a bar to any criminal action or any proceeding against the unemancipated minor for such damage for the balance of the judgment not paid by the parent or guardian.

Guest Patron Policy

University Libraries

VIII. Toddlers & Babies

A. Disruptive Behavior

In order for the Library to accomplish its mission in support of the university's mission, it is necessary for the Library to maintain a quiet environment for study. Parents of babies or toddlers must respect the needs of others when using this facility. Crying, loud chatter, etc., are disruptive to the overall atmosphere. Parents must comply with this policy by keeping small children quiet and under very close supervision. Parents of children who are causing a disturbance or disruption must take the child out of the library until the child is quiet.

B. Feeding

Parents may not feed children while in the library facility (see *Library Food Policy*). Parents who need to feed their children must take the child out of the library to feed them.

IX. Denial, Restriction or Loss of Library Privileges

Guest patrons who abuse their privileges or who otherwise fail to comply with this policy or directives from library personnel regarding inappropriate behavior or inappropriate use of library facilities, services or resources, may:

- 1) be denied application for guest patron status,
- 2) have restrictions placed on any or all guest privileges, or
- 3) have any or all their guest privileges revoked.

Such actions are taken at the discretion of the University Library personnel.