

Loan Periods & Fees

Updating procedures to meet key results



Material Type	Loan Period	Hold	Hold Limit	Renewable	Overdue Fees per Item	Limit
Books, Audio Books, Magazines (except current issues)	21 days this item has a 3 day grace period	Yes	25	*twice	10¢/day max. \$3.00	50
Storytelling kits (CSAT)	21 days this item has a 3 day grace period	Yes	25	*twice	10¢/day max. \$3.00	5
Puppets	21 days this item has a 3 day grace period	Yes	25	*twice	10¢/day max. \$3.00	5
TV Shows, Nonfiction (DVD)	14 days this item has a 3 day grace period	Yes	25	*twice	10¢/day max. \$3.00	5
High-demand movies and Blu-Ray movies	7 days this item has a 1 day grace period	Yes	25	*twice	\$1/day max. \$10.00	5
Music on CD	7 days this item has a 1 day grace period	Yes	25	*twice	10¢/day max. \$3.00	5
Video Games	7 days this item has a 1 day grace period	Yes	25	No	50¢/day max. \$10.00	2

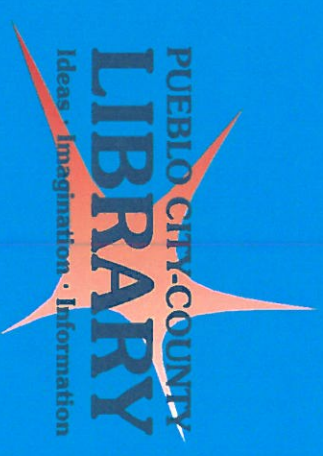
LOAN PERIODS & OVERDUE FINES

Item type	Loan period	Limit	Ovedue Fees
Books, audio books, magazines (except current issues), Playaway audio, puppets	21 days	50/ea	10¢/day max \$3 *
Media: DVDs, CDs, video games, Playaway views	7 days	15/ea	10¢/day max \$3
iPads and Laptops	7 days	1	\$20 per day/ \$100 max**

*No fines or fees for juvenile board books and picture books.

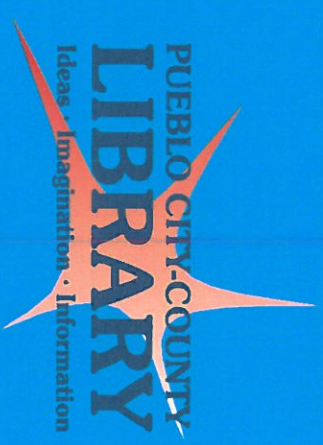


*No fines/fees for materials
supporting early literacy.



Courtesy Renewals

Keeping customers happy keeps customers

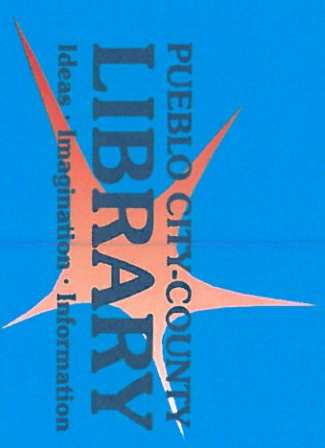


Other Fees

Adjusting costs to other services



It Takes a Team!





USE OF MATERIALS

03.02.04.S1 Loan Period and Overdue Fee Schedule

Material Type	Loan Period	Hold Limit	Renewable	Overdue Fees per item	Limit
All Items		25			100
Books, Audio Books, Magazines (except current issues), puppets	21 days	25	*six times	**10¢/day Max. \$3	50 each
Media: DVDs, CDs, Video Games, Playaway Views	7 days	25	*six times	10¢/day Max. \$3	15 each
Reference, Newspapers, and Special Collections	In-library use only	N/A	No	N/A	N/A
iPad	7 days	1	No	\$20/day Max. \$100	1
Same-Day Laptops	Same day	N/A	No	\$20/day Max. \$100	1
7-Day Laptops	7 days	1	No	\$20/day Max. \$100	1

* Courtesy Renewal – first renewal will occur automatically if there is no hold on that item. Materials on hold by another borrower cannot be renewed.

** No fines or fees for Juvenile picture books and board books.

Overdue Material:

Customers are responsible for all materials borrowed on their library cards. Overdue fees continue to accrue until the material is returned or renewed. Overdue fees may be paid at the time of return or at a later date. When the borrower's account exceeds \$10, borrowing privileges will be suspended until sufficient fees are paid to reduce the balance owed to less than \$10. The library's primary interest is in getting the material back so it can be available for other customers.

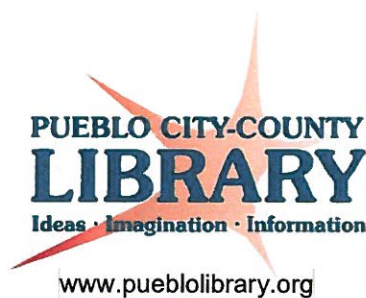
Overdue notices may be sent by E-mail, telephone, or U.S. Mail. E-mail and telephone messages will be generated the first day the item becomes overdue. Paper notices are sent 7 days past the due date and again 21 days past the due date. Notices are courtesies only. Failure to receive an overdue notice does not exempt the borrower from overdue fees.

Materials containing multiple items will not be checked in until all items have been returned. Overdue fees will be charged if all items have not been returned by the due date.

The cost of materials that are lost or damaged will be charged to the borrower's account.

If materials are not returned or fees are not paid, the borrower's account may be referred to a collection agency and a non-refundable fee of \$10 will be added to the borrower's account.

Policy Reference: [03.02.04](#) *Circulation of Materials*
[03.02.06](#) *Collection Agency*



USE OF MATERIALS

03.02.05.S1 Library Fee Schedule

There are no fees for the following PCCLD services:

- Initial library card for PCCLD
- Use of Internet access computers, personal computers, and software
- Check out of circulating materials
- Use of Assistive Technology workstations and equipment

Fees for other PCCLD services:

- Computer 2 GB Flash Drive \$6.00 each
- Ear Buds \$2.00 each
- Replacement library card \$0.50
- InterLibrary Loan Fees may be charged by a lending library
(10 pages per request will be copied free of charge by PCCLD, \$0.10 per page over 10)
- Computer Printing/Photocopies:
 - Computer Printing (Black & White) \$0.10/page
 - (Color, if available) \$1.00/page
 - Photocopies (Black & White) \$0.10/page
 - (Color, if available) \$1.00/page
 - Copies from Microfilm Readers \$0.10/page
 - Copies of PCCLD public records \$1.00/each request+\$0.10 per page over 10
- Overdue Fees:
 - Books, media, magazines \$0.10 per day
 - Collection Agency Referral Fee \$10.00
 - Returned Check Fee \$25.00 bank return fee
 - Returned Check Processing Fee \$10.00 fee if not rectified within 30 days
- Document Delivery:
 - Customer Pick-up \$1.00 per article + \$0.10 per page over 10
 - Mail \$3.00 per article + \$0.10 per page over 10
 - Email No charge
- Photographs from Special Collections:
 - Black & White \$10.00 for 5" X 7" or actual cost if larger
 - Color \$12.00 for 5" X 7" or actual cost if larger
 - High Resolution Digitized image files (one file = 1 photo)
 - Commercial Use \$10.00 plus media cost
 - Nonprofit Use \$4.00 plus media cost
- Shipping fees for photographs \$5.00 for U.S. and Canada and \$10.00 for international

When an item is lost or returned damaged and it has been determined by library staff that the item cannot be returned to the shelf for further circulation, or if a media set is returned with lost or damaged pieces, the following will apply:

- Customer is charged for any overdue fees, the replacement cost of the item or media set, and a \$5.00 fee to cover the library's cost for processing the replacement.
- When an item has had the RFID tag removed and staff have to replace it, the customer will be charged a replacement fee of \$1.00.
- At the discretion of a Library Supervisor, a customer may be charged \$10.00 for each lost or damaged piece in a media set in lieu of the media set's complete replacement cost. In any event, the customer charges are not to exceed the replacement cost of the complete media set.

For InterLibrary Loan items damaged or lost, a processing fee of \$15.00 and any charges levied by the lending library will be charged.

A collection agency may be used to assist in return of materials and for fee collection.

Policy Reference: [03.02.05](#) *Library Fees*

Performance Summary of Monitor Period

Date of Report

Apr 24, 2014 4:03 PM

System

Pueblo City-County Library

Dataset

04-Apr-14

Print Fiction Collection

Authority Pueblo City-County Li

Collection All

Dataset 04-Apr-14

Progress 4 of 12

Pueblo City-County Library

Dataset	04-Apr-14											
Progress	4 of 12											
Pueblo City-County Library												
				Previous Period			Current Period					
				January 2013 To April 2013			January 2014 To April 2014					
Description	Previous Period								Current Period			
	New Items	Circulation	Avg Days on Shelf	Avg Use/Item/Mo nth	New Items	Circulation	Avg Days on Shelf	Avg Use/Item/Mo nth	Variance	Trend		
Barkman Library	550	181	79.1	0.12	473	804	40.01	1.27	1.15			
Lamb Library	598	211	74.65	0.14	555	1077	39.91	1.46	1.32			
Library @ the Y	140	100	78.19	0.27	106	141	40.25	0.99	0.72			
Pueblo West Library	952	463	78.97	0.18	906	1687	41.8	1.34	1.16			
Rawlings Library	1932	645	75.43	0.13	1702	2216	55.24	0.71	0.58			
Totals:	4172	1600			3742	5925						

Media Collection

Authority Pueblo City-County Li
Collection All
Dataset 04-Apr-14
Progress 4 of 12
Pueblo City-County Library

Dataset	04-Apr-14	Previous Period				Current Period				
Progress	4 of 12	January 2013 To April 2013				January 2014 To April 2014				
Pueblo City-County Library										
Description	Previous Period					Current Period				
	New Items	Circulation	Avg Days on Shelf	Avg Use/Item/Mo nth	New Items	Circulation	Avg Days on Shelf	Avg Use/Item/Mo nth	Variance	Trend
Barkman Library	708	255	71.66	0.15	991	3083	48.77	1.91	1.76	
Lamb Library	764	261	66.83	0.15	1145	3694	47.53	2.04	1.89	
Library @ the Y	218	74	69.34	0.15	270	541	53.91	1.12	0.97	
Pueblo West Library	1065	570	69.15	0.23	1666	5048	48.91	1.86	1.63	
Rawlings Library	2896	1303	75.94	0.18	3432	10845	48.85	1.94	1.76	
Totals:	5651	2463			7504	23211				

Adult Print NonFiction

Authority Pueblo City-County Li
 Dataset 04-Apr-14
 Progress 4 of 12
 Pueblo City-County Library

Previous Period	Current Period
January 2013 To April 2013	January 2014 To April 2014

Description	Previous Period				Current Period				Variance	Trend
	New Items	Circulation	Avg Days on Shelf	Avg Use/Item/Month	New Items	Circulation	Avg Days on Shelf	Avg Use/Item/Month		
Barkman Library	251	43	71.04	0.07	144	176	40.35	0.91	0.84	
Lamb Library	256	68	67.49	0.12	143	249	40.27	1.3	1.18	
Library @ the Y	23	8	63.22	0.17	5	7	42.2	1	0.83	
Pueblo West Library	327	94	70.5	0.12	220	275	40.81	0.92	0.8	
Rawlings Library	719	230	82.77	0.12	199	237	47.7	0.75	0.63	
Totals:	1576	443			711	944				

Juvenile Print NonFiction

Authority	Pueblo City-County Li											
Dataset	04-Apr-14											
Progress	4 of 12											
Pueblo City-County Library												
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RESOLUTION NO. 12933

A RESOLUTION NAMING THE EAST SIDE NEIGHBORHOOD LIBRARY THE PATRICK ARNOLD LUCERO LIBRARY

WHEREAS, Patrick Arnold Lucero (August 13, 1948, to March 14, 1968) lived a noteworthy life; and

WHEREAS, he was born and raised in the East Side neighborhood of Pueblo and graduated from East High School in 1966; and

WHEREAS, he later served in the United States military, including in the war in Vietnam where he was killed in action while serving as point man on patrol in 1968; and

WHEREAS, he represented the qualities of service, nation, and community, which are central to so much of what is vital about the East Side neighborhood; and

WHEREAS, his life impacted many people in many ways. One outcome came to fruition on September 11, 2010, when a newly built library in Ba Long, Vietnam, was dedicated to serve the people of that community in his name; and

WHEREAS, the naming of the library in Vietnam was accomplished thanks to many individuals and groups, principally Peace Trees Vietnam, which is a Seattle-based humanitarian organization working in Vietnam to assist those whose lives and livelihoods are threatened by the remnants of war such as demining and mine risk education, survivor assistance, and community building projects, including kindergartens and libraries; and

WHEREAS, Patrick Arnold Lucero's life is symbolic of values emblematic of Pueblo, including our community's connection to veterans, an emphasis on education, particularly involving international relations, compassion and forgiveness, and a hero who gave his life for his country; NOW THEREFORE,

BE IT RESOLVED BY THE CITY COUNCIL OF PUEBLO, that:

SECTION 1.

The Pueblo City Council recognizes the impact of Patrick Arnold Lucero's life on the East Side community and the ultimate sacrifice he made in serving his country.

SECTION 2

The Pueblo City Council hereby recommends the name of the East Side neighborhood library as the Patrick Arnold Lucero Library.

SECTION 3.

The officers and staff of the City are directed and authorized to perform any and all acts consistent with the intent of this Resolution to effectuate the policies and procedures described herein.

SECTION 4.

This Resolution shall become effective upon passage and approval.



INTRODUCED: April 14, 2014

BY: Steve Nawrocki
COUNCILPERSON

APPROVED: Sandra K. Dagg
PRESIDENT OF CITY COUNCIL

ATTEST: [Signature]
CITY CLERK

2014 Library Board Training Agenda

Opening

Introductions; overview.

Board Essentials

Board authority and Director authority in state statute; board proceedings and minutes; policy decisions.

Strategic Planning

Understanding the community you serve; visioning; bridging the gap between planning and results.

Legal Issues

How are libraries governed ? What other laws are important to understand as a public agency? Board pitfalls.

Self Regulation

How does the Board ensure they are doing a good job? What is the process for bringing in new Trustees?

Friends and Foundations

Difference between Friends and Foundations. Which one does your library need? What do they do?

Staying Current

What are the hot topics you need to be aware of as Trustees and how do stay current? How do we keep our libraries relevant?

Q&A/Evaluation

Feel free to contact us with any further questions. We are here to support your Library.

Jacqueline Ciccio Murphy murphy_j@cde.state.co.us