

Denver Public Library: Library Service Policy

Hours:

The Denver Public Library will be open the following regular hours:

Monday: 9:00-5:00

Tuesday: 9:00-6:00

Wednesday: 9:00-5:00

Thursday: 9:00-6:00

Friday: 9:00-5:00

Saturday: 9:00-12:00

Sunday: Closed

The Library Director may close the library for special circumstances, staff training, weather, or other unforeseen circumstances.

The library may need to close or open late if accumulating snow or ice makes it difficult to keep sidewalks and entrances cleared for safe access.

The library will make every effort to give advance notice of any change in hours of operation.

Holiday Hours:

The library will be closed on the following holidays:

New Year's Day

President's Day

Memorial Day

Independence Day

Labor Day

Veteran's Day

Thanksgiving

Christmas Eve

Christmas Day

The Library will follow the City of Denver's Holiday Closure policy

If a holiday falls on a Sunday, the library will be closed the following Monday.

If a holiday falls on a Saturday, the library will be closed the previous Friday.

In the event of a Saturday holiday, the library director has the option to close the library on Saturday as an unpaid holiday for staff. The library will be closed on the Friday after Thanksgiving and will be an unpaid holiday for staff.

Display Case:

The Library Director will determine if items are appropriate for display in the library's display case.

Materials are displayed at the owner's own risk. The library carries no insurance on displays.

No secure storage of items is available. No storage of any kind is offered by the library.

The library director will determine the appropriate person to place items in the display case or who is designated to remove the items at a determined time.

Genealogy Room:

The library offers a genealogy room with local family records and historical documents.

The genealogy room is for public use during regular library hours.

The library director will determine if materials are appropriate to be added to the resources of the genealogy room.

The room is available on a first come, first serve basis or can be reserved in advance.

Library staff may be able to offer some assistance in using the equipment and resources in the genealogy room, but patrons are responsible for doing their own research and work in the genealogy room.

Loft Reading Area:

The reading loft is available for student reading.

The loft's maximum capacity is 8 people.

The loft has a secure gate so young children cannot climb the step without an adult. Children must ask a librarian to remove the gate for access to the loft.

The loft area is for seating only – Running, jumping, throwing items off the loft, and other boisterous behavior will not be tolerated.

All rules concerning the loft will be strictly enforced for safety reasons.

The library staff reserves the right to ask anyone that violates the loft rule to leave the area.

The library reserves the right to close the loft during special events or programs.

Patio and Garden Area:

The library provides patio and garden area seating for the public, weather permitting. The patio entrance will be open during regular library hours April through September.

Children under 10 years of age must be supervised by an adult while in the patio and garden area.

Copying Services:

Patrons will have access to a public black & white copier for self-service copying. Patrons printing from the computer will have black & white or color copying options.

Cost for Copies:

Black & White standard size paper: .25 per page

Black & White legal size or larger: .30 per page

Color: .50 per page

Computer printing must be picked up and paid for at the front desk

Students printing for school purposes may print up to 10 copies free of charge.

Patrons must do their own copying on the public copier if possible.

Library staff must operate the color copier in the workroom for patrons.

Patrons will not be allowed to leave their copy job for the library staff to complete.

Library staff reserves the right to refuse large copying jobs.

Faxing Services:

A fax machine is available at the library for public use.

The library staff will operate the fax machine for the public.

Cost for a fax is \$1.00 per page for incoming and outgoing faxes.

Patrons will not be allowed to leave any documents at the library for library staff to fax. Patrons must be present to fax documents.

Scanning Services:

The library staff can scan a document and send it to the patron's email.

There is no charge to scan a document.

Proctoring Services:

The library will work with institutions to provide exam proctoring services as a courtesy to patrons.

The library will not charge a fee for proctoring services, however, the student will be responsible for any incidental costs such as postage to mail back exams or faxing charges.

Exams must be taken during regular library hours

The student must schedule a time in advance to take the exam with the library director so that the study room, computer, and proctor can be arranged.

The student is responsible to make arrangements with the institution to send the exam to the library.

The student must provide a valid driver's license and/or school i.d. for verification of identity.

Public Use of Library Telephone:

The library will allow patrons to use the library telephone in emergency situations.

Patrons must ask a library staff person for permission before using the library's telephone and state the reason for using the telephone

Patrons will only be allowed to use the telephone at the Circulation desk

The staff reserves the right to monitor the use of the library's telephone to ensure the call is within the limits of the library's policy.

The library telephone may not be used for:

- Personal business of a patron
- Social calls
- Long distance calls

Book Delivery:

The library will offer book delivery to homebound patrons within the city limits.

Library staff can only deliver books during regular library hours and when staff is available to leave the library.

Arrangements to have books delivered must be made at least 1 day in advance.

Approved by the Board of Trustees:

*Reviewed & Approved
Jan. 10, 2022*