

# FORT JACKSON POST LIBRARY STANDARD OPERATING POLICIES & PROCEDURES

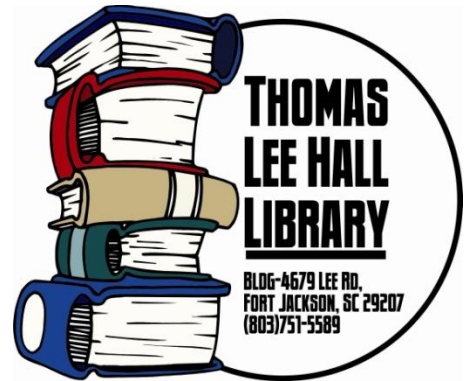


## **FAMILY & MWR ARMY LIBRARY PROGRAM MISSION:**

Army general libraries provide the military community with effective professionally directed library services to support expeditionary forces in a time of persistent conflict, and to contribute to the quality of life of the military community with programs and services supporting educational advancement, military reference and research, and leisure needs activities.

## **THOMAS LEE HALL LIBRARY MISSION:**

To provide the highest quality of information services relevant to the needs of our soldiers, their families and all members of the Fort Jackson community.



## **HOURS OF OPERATION AND CONTACT INFORMATION**

### **THOMAS LEE HALL POST LIBRARY**

4679 Lee Road  
Fort Jackson, SC 29207  
P: (803) 751-4816  
P: (803) 751-5589  
F: (803) 751-1065

### **POST LIBRARY HOURS OF OPERATION:**

**M-TH: 11:00 – 20:00**  
**FRI/SAT/SUN: 11:00-17:00**

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# **I. LIBRARY SERVICES**

## **A. ELIGIBILITY**

### **1. Permanent Party Borrowers**

All persons age 13 and older, with a valid Military ID card, are eligible to borrow Library material and use the public computers. This includes all members of active duty military branches, Reserve, National Guard, retirees, family members, civilian employees and contractors assigned to Fort Jackson. Library staff reserves the right to request a current utility bill to verify permanent account addresses (Columbia or Fort Jackson).

\*All family members who wish to borrow material from the library will be linked to the sponsor's account. The sponsor will remain the ultimate responsible party for each family member's use and treatment of the Library facilities and materials. Sponsors can grant or restrict permissions to family members upon request.

### **2. Temporary or Transient Borrowers**

Students attending any of the schools at Fort Jackson are considered temporary patrons and therefore will have limited borrowing privileges. In order to borrow material from the library, temporary patrons must reside at Fort Jackson for at least 2 weeks and must provide a copy of their orders clearly stating:

- ✓ Arrival and Departure Dates;
- ✓ School(s) assigned to at Fort Jackson;
- ✓ Name/Social Security Number.

\*A temporary patron's expiration date is set 5 days prior to the departure date listed on their official military orders and no checkouts will be permitted beyond this date. All material must be returned, and the account must be in good standing, in order for a student to clear with Fort Jackson.

\*If a soldier is stationed to Fort Jackson after completion of a school, they will be eligible for a permanent party account once a copy of the new orders has been presented to the Library.

\*Transient individuals without orders, those who are departing the installation within 14 days, or have already cleared with Fort Jackson, will be able to borrow non-accountable paperbacks from the free trade racks.

## B. CARDHOLDER PRIVILEGES

- **Borrow Library materials**
- **Online account access features**
  - ✓ Place items on hold;
  - ✓ Renewing items;
  - ✓ Create Reading Lists and Track Your Reading History;
  - ✓ Subscribe to RSS feeds for new items added to the collection
- **24/7 Online and Digital Library Resources:**
  - ✓ Electronic library resources are available anytime via the web at MilitaryOneSource.com, MyArmyOneSource.com or Army Knowledge Online (AKO - *Self Service - My Library*).
  - ✓ If an eligible patron does not have an account with any of the above, they may ask a staff member to assist with access from our webpage ([www.fortjacksonmwr.com/library](http://www.fortjacksonmwr.com/library)) using a username and password.
  - ✓ Example 24/7 Electronic Library Resources include:
    - Listen to audio books, read eBooks, and watch videos from our downloadable collection.
    - Fix your car, lawnmower, motorcycle, or remodel your home with access to Chilton's Auto Repair online and Home Improvement Reference Center.
    - Research your family history with genealogy resources including HeritageQuest, 19<sup>th</sup> US Century Newspapers database and more.
    - Search for articles in Air Force Times, Armed Forces Journal, Army Times, Defense News, Federal Times, Marine Corps Times, Navy Times, and many more.
    - Research careers, colleges, create a resume, and take a free practice test for the SAT, ACT, GRE, and CLEP.
- **Family Literacy Activities:**
  - ✓ Story times for families;
  - ✓ Crafts and other programs;
  - ✓ Book discussion groups for teens and adults;
  - ✓ Summer Reading Programs and other special events.

## C. LOAN PERIODS AND RESTRICTIONS

1. **Item loan periods:**
  - ✓ New fiction and bestsellers: 7 days (Limit 5 per account)
  - ✓ DVD Videos: 7 days (Limit 5 per account\*\*)
  - ✓ All other material: 21 days

## 2. Restrictions:

- ✓ DVDs:
  - \*\*Account holder must be present (i.e. parents may not check out 5 DVDs and then ask to check out the next 5 on their child's card).
  - \*\*Youth accounts may not check out DVDs with an "R" rating unless they are 17 years of age.
  - \*\*Temporary patrons are restricted to 3 DVDs per account and 25 total items on the account.
  - \*\*DVDs are non renewable.

## D. RENEWALS:

- Renewals begin on the date placed, not the day the item is due.
- The renewal period for most items is 21 days (7 days for new fiction/bestsellers).
- All loan items may be renewed up to 3 times as long as the item has not been requested by another Library user.
- DVDs are not renewable.
- Temporary patrons may only renew up to 5 days prior to their departure date.
- Patrons may renew materials via their online account, by telephone or in person at the library.

## E. OVERDUES AND FINES

- **Overdue material**

The Army Library Program does not charge fines for overdue material. However, the Library holds the right to restrict privileges and set rules to adhere to individual Garrison Policies regarding habitual abusers of Library policy.

  - ✓ If any item becomes overdue for 5 days or more, patron borrowing and renewal privileges will be suspended until the item(s) are returned.
  - ✓ Overdue material notices are generated automatically by the computer system and sent via email. Email notices begin 7 days after the due date. The Library staff may also attempt to contact the patron and/or the patron's sponsor by telephone or email.

## F. LOST OR DAMAGED ITEMS

- **Lost items**
  - ✓ The Library considers material "lost" if an item has been overdue for 45 days, or 6 attempts have been made to contact the delinquent patron (or delinquent patron's sponsor). Depending on each situation, attempts to contact patrons may be a combination of phone calls, mailing letters and emails (both systems generated or by Library staff). Accounts will change status to "billed" and will block both the sponsor and delinquent family member from all Library privileges (or from clearing post at Fort Jackson) until the situation has been resolved.

- ✓ Patrons who feel they have returned the lost items to the Library can request to mark items as “claims return.” This will grant an additional 30 days to find the material before payment is required. The Library will also have 3 staff members search for the item inside the building.
  - ✓ Borrowers are responsible for the full replacement cost, and charges for lost materials are based upon the list cost when purchased by the Library.
  - ✓ The preferred method for replacing lost items is the purchase of a replacement copy (this may be a used copy in good condition).
  - ✓ The Library will accept payment for lost items in forms of exact cash, and personal or cashier’s checks made payable to “DFAS-IN Centralized Disbursing Office.”
  - ✓ Patrons who are unable to be contacted by the library regarding overdue material, past the 45 days or 6<sup>th</sup> notice, are subject to DD139 -Garnishment of Wages. The sponsor is ultimately responsible for all family member accounts. \*\*\*The email notice deadline is not applicable for temporary patrons or items borrowed through Inter Library Loan. Temporary patrons must have material returned, 5 days prior to leaving Fort Jackson, in order to avoid a wage garnishment for lost material. Inter Library Loans must follow overdue policies of lending library and may be subject to additional fines.
- **Damaged material**
    - ✓ Materials returned damaged, or determined not in acceptable condition for other borrowers, must be paid for or replaced in kind. Library staff examines material upon checkout and again at check-in to assess condition and completeness.

#### **G. HOLDS, REQUESTS AND WAITING LISTS:**

- Patrons are allowed to place a hold request on Library materials via their online account or by calling the Library and requesting a staff member to do so.
- If an item’s status is “Available” in the web catalog, it is recommended that the patron call the Library to request a staff member remove it from the shelf and place it at the front desk. Since online requests are only sent to the staff once per day, it is possible for another patron to find your item on the shelf before it is pulled by a staff member. The Library will honor checking the item out to the patron with it in his or her hand.
- Patrons will be contacted by email when selected items become available.
- Once contacted, a patron has 2 library service days to pick up requested materials (including weekends) if there are outstanding requests beyond that patron. If there are no other outstanding requests, the item can be held at the front desk for 7 days.

## H. NEW ITEM PURCHASE SUGGESTIONS

- ✓ New item request forms can be found on our website or located at the front desk in the Library. Only material published within the last 24 months of the request will be considered for purchase. Items older than 24 months publication should be requested via Interlibrary Loan. Publication dates can be located via Amazon.com.
- ✓ Requests for DVD movies or television series will not be accepted unless it is considered educational material in support of the Collection Management Goals of the library.

## I. INTERLIBRARY LOAN

Interlibrary Loan (ILL) is a service through which the Thomas Lee Hall Library borrows material from other libraries for use by our patrons. To be eligible for this service you must be a registered library cardholder with full borrowing privileges. Always check our online card catalog to see if we own a copy before submitting an ILL requests. Patrons are permitted 5 ILL requests at a time.

### 1. What kind of materials are available thru ILL?

- ✓ Out-of-print materials.
- ✓ Items missing or lost from our collection.
- ✓ Material not owned by Thomas Lee Hall Library with a publication date 24 months or older.

### 2. What materials are not available thru ILL?

- ✓ Current bestsellers or items in our collection but currently checked out.
- ✓ Materials published within the last 24 months (these materials should be a new item request).
- ✓ Computer files and games.
- ✓ Textbooks (books needed for an entire semester).
- ✓ Rare books and other fragile, old materials.
- ✓ Theses and dissertations.
- ✓ Complete issues of magazines.
- ✓ Entertainment or popular DVDs & videos.

### 3. Are college textbooks available thru ILL?

The purpose of the interlibrary loan service is not to meet the textbook requirements of students formally or actively enrolled in undergraduate, graduate, academic or vocational institutions. Library staff can direct patrons to the subscription research databases that are available, free of charge, for higher level education and student research needs. Otherwise, patrons are encouraged to visit the Fort Jackson Continuing Education Center, the Chaplain School Library, or the Soldier Support Institute Library, for assistance with

higher educational or Fort Jackson training schools needs.

**4. How long does it take to receive an ILL item?**

Depending on the lending library, it can take one to eight weeks to receive the requested item.

**5. How long can I keep interlibrary loans?**

The lending library determines the length of checkout time, usually, anywhere from two to six weeks. Interlibrary loan is a privilege not to be abused. The loan period of the lending library will be adhered to at all times.

**6. Can items be renewed?**

If you need additional time to use the materials, please contact the ILL department five days prior to due date. The loaning library grants permission for renewals, not the Thomas Lee Hall Library.

**7. What are my responsibilities for overdue fees or a lost or damaged item?**

The patron, not the Fort Jackson Post Library, is responsible for materials lost or damaged in addition to any fines charged by the lending library.

## **II. LIBRARY INTERNET, EQUIPMENT AND FACILITY USAGE POLICIES**

### **A. LIBRARY COMPUTER USE**

- All public access computers in the Thomas Lee Hall Post Library may be used by adults and children ages 13 and older with valid Military ID Card.
- Computer sessions begin with 60 minutes. If no one is waiting, users may continue their session in 30 minute intervals as time permits.
- Computer availability and usage ends 15 minutes prior to the Library's closing time.
- Users are not allowed to download software of any kind on Army DOD computers.
- The Library is not responsible for loss, theft, or damage of personal property.

### **B. EXTERNAL DEVICES/ HEADSETS AND EARPHONES**

- With the exception of designated power strips, USB flash storage devices, CD ROMS and audio head sets, patrons are not allowed to connect any personally owned external hardware (such as laptops, webcams, etc)...to DOD provided equipment.
- Saving files to the computer is allowed, however, all documents are automatically erased from computers upon each session ending, or if the computer times out.
- Due to Public Health concerns, the Thomas Lee Hall Library does not loan shared computer headsets. Users are welcome to bring in personal headsets suitable for computer use.

### **C. CAC CARD USE**

- All Library computers are equipped with CAC Card readers but cannot guarantee all functions are possible (i.e. registering a CAC with AKO etc.).

### **D. CELL PHONE USE**

- Cell phone usage is permitted in the entrance lobby or outside of the building.

### **E. USE OF LIBRARY TELEPHONES**

- Library telephone lines are intended for library business purposes only and are limited in number. Patrons who have an emergency need for use of library telephones will be assisted by library staff members in dialing appropriate numbers. These calls will be made under the supervision of library staff, and patrons will be asked to complete calls as quickly as possible to leave telephone lines available for business use.
- There are pay phones available at the Continuing Education Services building located behind the library.

### **F. PRINTING/ SCANNING/ PHOTOCOPY/ FAX SERVICES**

- Black & White Prints = \$.10 | Color Prints = \$.25. The Library recommends using the print preview option on the computer, prior to printing, in order to avoid unnecessary charges.
- The Thomas Lee Hall Post Library has a scanner available to the public but is unable to provide fax services. Fax service is available at the UPS store located at the Main PX. Eligible users may also be able to find these services at the Continuing Education

Services Building, the Soldier Support Library, or the Chaplain School Library. Individuals are encouraged to contact these locations to ensure availability and eligibility.

- Printing from personal laptop computers via the Library's wireless internet service is not available.

#### **G. INTERNET AND WIRELESS INTERNET ACCESS POLICY**

- Internet access is provided to meet informational needs and support mission goals of the Fort Jackson community. Not all information on the Internet is accurate or current. Library staff is available to assist patrons with research and can guide users how to access valid online sources. These resources are provided free of charge to card holding military members.
- The Library is not liable for Internet content or for copyright violations by Internet users.
- According to [Joint Ethics Regulations 2-301a \(2\) \(d\), Use of Federal Government Resources](#), "Do not put Federal Government Communications systems to uses that would reflect adversely on DOD or the DOD Component (such as uses involving pornography; chain letters; unofficial advertising; soliciting or selling.)" Because access to the library network is government-provided, even if the equipment is personally owned, use is governed by this regulation.
- Army Knowledge Online (AKO) is the Army's preferred email provider. Access to other web-based email providers (hotmail, yahoo, etc...) cannot be guaranteed.
- Internet access is provided free of charge.
- WEP and WPA are **disabled**, use wireless internet at your own risk.
- Power outlets are available but not guaranteed for personal laptops and the Library is not responsible for any power fluctuations that may cause damage to personal equipment.
- Patrons are responsible for having the proper hardware, software, and network settings on their wireless device to connect to the wireless network. Library staff are not able to provide technical assistance, related to patrons' wireless devices, or assist in making changes to personal devices' network settings, software and/or hardware configuration, or to install any equipment, accessories or software onto patrons' devices.

#### **H. RESPONSIBILITIES OF PARENTS/GUARDIANS OF MINORS**

**Sponsors, legal guardians, and/or parents are solely responsible for supervising their children in accordance with [Fort Jackson Garrison Policy](#), and ensuring they also adhere to Library policies.**

#### **I. PENALTIES FOR VIOLATION OF POLICY**

**Any user who fails to comply with Thomas Lee Hall Post Library and Army/DOD computer, Internet and Wireless internet use policies will be subject to any or all of the following: warning, loss of internet privileges, report to commanding officer, or revocation of library privileges.**

### **III. LIBRARY SAFETY AND CONDUCT**

#### **A. ARMY FAMILY & MWR CUSTOMER COVENANT**

We are committed to providing quality through service excellence to our Soldiers and Families commensurate with the quality of their service to our Nation.

We understand that we create value for our customers through predictable, consistent, efficient and customer focused service.

To that end, we promise our customers they will:

- Always be respected and treated as individuals who are valued
- Receive a prompt and friendly greeting in a professional and courteous manner
- Experience aesthetically-pleasing facilities
- Receive timely, accurate and helpful information
- Be offered high quality products and services
- Have an opportunity to provide feedback

#### **B. CUSTOMER CODE OF CONDUCT**

The Library is committed to choosing excellence in serving the Family and MWR customers. In order for the Library to ensure a safe, fair and accessible environment for all Fort Jackson community members, the following are prohibited behaviors and grounds for dismissal and/or loss of library use privileges.

1. Engaging in any activity that is in violation of local, state or federal law.
2. Physically harming, making a threat of physical harm, harassing or using gestures to intimidate against another patron or staff.
3. Using obscene or abusive language or making obscene gestures.
4. Possessing or being under the influence of alcohol or controlled substances.
5. Blocking fire lanes, walkways, ramps, entryways, exits and aisles.
6. Smoking or using tobacco products in areas other than those designated.
7. Not wearing shoes and a shirt, or wearing obscene or offensive attire.
8. Monopolizing, misplacing or misusing Library equipment or materials (including habitually overdue material).
9. Violating the Library's Computer and Internet Use Policy.
10. Bringing animals, other than working service animals, into the Library.
11. Engaging in activity that interferes with the normal operation of the Library.
12. Disregarding the reasonable direction of Library staff.

13. Disturbing others with loud volumes from personal electronics or conversations with others.
14. Consuming beverages or food while using Library computers, electronic equipment or near the library materials. Beverages must be left at the front desk.
15. Littering on Library property.
16. Posting items or displays on Library property without the express permission of Library staff.
17. Cell phone conversations should and will be asked to be taken outside the library.

### C. UNATTENDED CHILDREN

- Parents/adult caregivers are responsible for the safety and behavior of their children while in the library as they would in any other public facility.
- If staff members observe potentially unsafe situations, they will intervene when necessary.
- In case of an emergency, or violation of [Garrison Policy](#) involving an unattended child, or for any child remaining at the library after closing, the military police will be notified and the child will be placed in their custody.
- All children, not accompanied with a parent or guardian, are required to have with them a valid military ID, his or her address and telephone number for parent (or emergency point of contact).
- The Army and the local civilian community offer a wide range of child care services and youth activities to help parents provide safe, enriching environments when parents are unavailable. For more information about such services, you may call 751-4865.

❖ ***Fort Jackson Supervision of Children Policy (for complete policy please refer to: <http://www.jackson.army.mil/sites/info/docs/548>).***

∞ *No child, kindergarten and under, should be left unattended at any time. Immediate access is defined as within eyesight and hearing distance and ability to respond within 30 seconds.*

∞ *Elementary School Children (1<sup>st</sup> through 5<sup>th</sup> grade) may play in appropriately designated safe areas (playgrounds, parks, basketball courts, and similar locations). While these places are normally considered a safe environment for children to play, they are not safe if the children are unattended. Do not leave elementary school children, grades 1 through 6, in these areas for more than an hour during the day.*

∞ *Junior High/Middle School youth (6<sup>th</sup> through 8<sup>th</sup> grade) may be left unattended during the daylight hours and into the early evening hours for a period not to exceed four hours. Youth in this group may also care for your siblings during this four hour period. All youth caring for younger*

siblings or other children should take a recognized baby-sitting course such as the one offered by Red Cross or CYSS.

- ∞ During the summer months children are considered to be in the grade they have just completed and are not in the next grade until they actually start that grade.
- ∞ Parents are responsible for the welfare and safety of children in the military community.
- ∞ Each child is unique. Personality, environment, development progress, and maturity level are factors used to determine when children are ready to accomplish activities with little or no supervision.
- ∞ The following are minimum community standards as referred to in the Fort Jackson Policy Memo, and under no circumstances will these guidelines be reduced. Parents are still required to assess their child and if necessary, raise the age limits.

Child	Left Home Alone	Left Alone Overnight	Play Outside Unattended	Left in Car Unattended	Child Sit for Siblings	Child Sit for Other Children
3. a. Newborn through Kindergarten	NO	NO	NO	NO	NO	NO
3.b. 1 <sup>st</sup> through 5 <sup>th</sup> grade	NO	NO	YES: Under a watchful eye of a responsible caregiver and sponsor knows location of child	NO	NO	NO
3.c. Junior High/Middle School 6 <sup>th</sup> through 8 <sup>th</sup> grade	YES: With access to adult supervision; Limit – 4 hrs	NO	YES: With access to adult supervision	YES: With keys removed and handbrake applied	YES: Limit - 4hrs	YES: During daylight and evening hours; not overnight
3.d. High School 9 <sup>th</sup> through 10 <sup>th</sup> grade	YES	No	YES: With access to adult supervision and sponsor knows their location	YES	YES	YES: During daylight and evening hours; but not overnight
3.e. High School 11 <sup>th</sup> through 12 <sup>th</sup> grade	YES	YES: With sponsor in local area and access to adult supervision	YES: With access to adult supervision and sponsor knows their location	YES	YES: During daylight and evening hours; but not overnight	YES: During daylight and evening hours; but not overnight

**D. LOST AND FOUND**

Personal items are the sole responsibility of the person to whom they belong. They should not be left unattended. If a staff member finds unattended items, they will be placed in the lost and found. The Library is in no way responsible for items left unattended, lost or theft of personal property.

**E. OTHER SAFETY PRECAUTIONS**

The Thomas Lee Hall Library employs the use of military police security and a variety of anti-theft tools to secure safety of persons using our facilities and the collection. Should circumstances warrant, the Library maintains the right to inspect the personal belongings of anyone using the facility.

*ADDITIONAL REFERENCES:*

*AR 25-1 ARMY KNOWLEDGE MANAGEMENT AND INFORMATION TECHNOLOGY*

*AR 25-2 INFORMATION ASSURANCE*

*AR 25-97 ARMY LIBRARY PROGRAM*

*AR 215-1 MILITARY MORALE, WELFARE, AND RECREATION PROGRAMS AND NONAPPROPRIATED FUND INSTRUMENTALITIES*

*AR 735-17 ACCOUNTING FOR LIBRARY MATERIALS*

*ETHICS REGULATION 2-301a (2) (d), USE OF FEDERAL GOVERNMENT RESOURCES*

*FORT JACKSON SUPERVISION OF CHILDREN POLICY: <http://www.jackson.army.mil/sites/info/docs/548>*