

Schedule A (2021)

ANSER POLICIES & PROCEDURES

Although each library is responsible for setting its own borrowing policies, all libraries agree to abide by the following system-wide policies and procedures. The following grievance procedure will apply:

- A library with a grievance will notify the ANSER chair in writing of the nature of the grievance.
- The director of the noncompliant library will be notified by the ANSER chair and asked to remedy the noncompliance.
- If the noncompliance persists, or is challenged, the ANSER Committee will be notified. The ANSER Committee will serve as mediator between the involved parties, and will attempt a resolution.
- If mediation is unsuccessful, the ANSER Committee will make a recommendation for corrections and/or sanctions to be implemented.
- The ANSER Committee will forward its recommendations to the Executive Board for approval.

1. Each patron (adult and juvenile) shall have one library card issued by his or her home library, which must be presented for all Direct Access transactions. However, member libraries may choose to allow the presentation of a valid driver's license or state-issued photo ID in lieu of the patron's library card for Direct Access transactions at the discretion of the member library. The home library is the library located in the community in which the patron has his primary residence substantiated by at least one picture ID (per Attachment 1, developed for a NYS Resident borrower). If the patron's primary residence is outside the RCLS service area or in a restricted untaxed/unserved area then the home library is:

- a. the library in the community in which the patron's property is located
- b. the library with which the patron has entered into an out-of-district borrowing agreement
- c. the library of choice for a resident of the RCLS service area who lives in an unserved/untaxed area not subject to Direct Access restrictions.

***EXCEPTION: Libraries may issue multiple library cards with the User Profile XXXLOCAL to patrons whose primary residential address pays to support multiple libraries.

2. Employees of local businesses who live outside of the RCLS service area may receive a library card with no Direct Access privileges. ID requirements will be determined by the issuing library.

3. Residents of communities outside the RCLS service area may receive a card with Direct Access privileges on payment of an annual fee equal to or greater than the per capita support of the home library.
4. When registering patrons, all libraries shall assign user categories from a uniform list. (<http://www.rcls.org/anser/app11.pdf>) For User Category 2, subdivisions within a chartered service area may be requested by ANSER libraries in accordance with the standards established for User Category 2.
5. There shall be a Symphony training/Procedure Handbook, prepared by RCLS with input from CTUG and approved by the ANSER Committee, which shall be available online .
6. Borrowing privileges shall be denied to any patron seeking direct access borrowing whose online record denotes \$10 in fines and/or fees. The home library can continue to circulate to its own patrons according to its own policies.
7. All libraries shall make some portion of their audio book and video/DVD collections available through electronic ILL.
8. The checkout library's lending rules, or a system default, will be applied to all interloaned materials. However, the checkout library may override its own rules for interloaned materials without the verbal permission of the owning library. (Approved 5/2/18 and 10/9/19)
9. The use of Hold Proxy User groups is a local library decision. ANSER cardholders wishing to be in groups must go to their home library to initiate this service. Non-participating libraries do not have to honor Hold Proxy User Groups. Cardholders under the age of 18 may not be included in Hold Proxy user Groups.
10. Records of patrons inactive for five years owing less than \$10, records of patrons inactive for six years owing less than \$50 and records of patrons inactive for seven years will be purged.

Records of patrons inactive for seven years with documented violations of section 265, NYS Education Law, including fines of \$1000 or more and/or violations involving multiple libraries, will remain in the database until restitution is made. At least 4 weeks prior to the scheduled purge, RCLS will forward to each library a list of patrons to be purged
11. Libraries have the option of setting their resident user profiles to include an expiration date. Expired user records must be extended by the user's home library.
12. The checkout limit for adult and juvenile out of district patrons system-wide is 50 items. This limit may be overridden for home patrons/materials.

13. The limit of the number of holds that may be placed by one patron is 30. (Approved 7/11/18)
14. Items set to a current location of DISCARD will be deleted on a weekly basis (unless the items have fines or holds attached.)
15. Inactive holds (filled, expired, or cancelled) will be kept for 3 months.
16. Paid bill information will be kept on patron records for 6 months.
17. A patron with no valid contact information (address, phone number, email) will be set to a 'Barred' status" by library staff.
18. Monies collected for fines will be kept by the library in which the fines were paid.
19. Monies collected for lost items should be sent to the owning library. The collecting library should send a check (not cash) via delivery to the owning library, with title/author of the item and the patron name/ barcode.

ANSER membership

20. Effective January 1, 2004 a minimum of 2 fully maintained ANSER workstations is required for membership in ANSER, except that any library operating with only 1 fully maintained ANSER share on July 1, 2004 may continue to operate with 1 fully maintained ANSER workstation. Members agree to use ANSER as the primary circulation system.
21. Non-chartered Reading Centers are excluded from membership in ANSER.
22. A schedule of support services and charges will be prepared annually by RCLS, and approved by the ANSER Committee for adoption by the membership prior to updating the ANSER service agreement.
23. The ANSER Committee shall prepare a periodic statement of expectations for ANSER services for approval by membership to insure that these services are reflective of the needs of the member libraries and their customers.
24. A reserved capital fund, supported by assessments per ANSER workstation to the members, will be established to fund authority control for the database and system upgrades (including equipment, software and telecommunications). Changes to the assessment shall be recommended by the ANSER Committee for approval by the membership.

25. RCLS shall provide each library an estimated cost breakdown for all projected ANSER costs, including telecommunications and any other automation related liabilities, by January of each year for the subsequent calendar year.

Equipment

26. RCLS shall maintain inventories of equipment and licenses for workstations which it is contracted to maintain, for each library. RCLS must be notified if any equipment subject to an ANSER maintenance agreement is relocated within the library.

27. Once a PC is removed as a full ANSER work station, it may not be placed back in use as a full ANSER work station, and will be ineligible for RCLS maintenance.

Attachment 1

Acceptable forms of personal identification for a library card conferring Direct Access privileges:

- Current New York State driver's license, *or*
- Current photo-identification card issued by NYS Dept. of Motor Vehicles, *or*
- Other current photo-identification card that contains the individual's name and current home address, *or*
- Other current photo-identification card that contains the individual's name and a recent piece of mail (such as a utility or telephone bill) that shows the individual's name and current home address. (A college dormitory is not considered a resident home address.)

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