

3. Library Procedures

3.1 Issuing Library Cards

Library facilities are available free of charge to residents Georgia. Refer to General Policies, Section 1.2.

3.1.1 Proof of Address

Patrons wishing to obtain a library card must present two (2) forms of proof of current mailing address, one (1) of which must have a street address; photo ID preferred. The following items are examples of proper proof of address: driver's license, State issued ID, mail sent to patron through US Postal system, receipt of any kind with address printed on it, credit or debit card, or any additional item at the discretion of the librarian. See also 1.6.5, Circulation Policies.

3.2 Patron Records

3.2.1 Confidentiality

Refer to policy on Confidentiality of Records, Section 1.11.

Patron records are maintained on the staff computer.

3.2.2 Personal Information

Personal information collected in the course of patronship will only be used in the Library by staff.

Personal information, including phone numbers and email addresses, will be used for the sole purposes of:

- Sending account summaries, including the titles and due dates of items out;
- Contacting patrons with overdue and hold notices; and
- Distributing correspondence, such as monthly newsletters, should the Library institute such manners of correspondence.

3.2.3 Borrowing History

Titles currently on loan are only available to the patron whose name is on the account. See 1.11, Policy on Confidentiality of records.

3.3 Complaints

All complaints should be directed to library staff verbally or in writing. If the complaint is not resolved, please reach out to the Library Director then Library Board of Trustees, in that order.

If the complaint is related to collection development, the “Citizen's Request for Reconsideration” form shall be provided.

The Library Director is to notify the Board of Trustees of all complaints.

3.4 Building Maintenance

Georgia Public Library is a Town of Georgia building, on Town of Georgia property; and as such, maintenance shall be provided by the town.