



Library Faxing Policy

For a small fee per page, Kaukauna Public Library staff will fax up to 20 pages, per person, per day. Fees are currently set at \$1.00 for the first page and .50 cents for each page after for outgoing faxes, with incoming faxes set at .25 cents for the first page and .10 cents for every page after. Faxing fees may change at any time. Lengthy documents over 20 pages will not be accepted, no exception; this is due to slow transmit times and the amount of time required of staff to monitor the machine. Faxing services end ten minutes prior to the library closing to ensure enough time for transmit before operational hours are over. Any outstanding faxes that have not gone through at time of closure will be dealt with the following business day. Staff will not remain at the service desk past closing to wait for faxes.

Patrons must remain in the building and present during a faxing service request.

The fax machine only reads one-sided 8.5 X 11" inch documents that are free of wrinkles, folds, and tears. A small charge for the cost of a copy, .10 (ten) cents, will be added to faxing fees if necessary in the event of smaller paper, tears, wrinkles, or double-sided documents. The library does not supply cover sheets; they are the responsibility of the sender.

Payment for faxing will only be accepted in the form of check or cash.

Incoming faxes for patrons must include the full patron first and last name, as well as a phone number. Faxes not picked up within two business days will be shredded.

Faxing is completed by Library staff. The library is not responsible for any damage, loss of data or consequential damage arising from a patron's use of this service. The library makes no guarantees as to the privacy, quality or reliability of the fax service. The Library will provide the print out from the fax machine which indicates whether the fax went through, however, patrons are responsible for confirming the receipt of the fax by the other party.

The library is not liable for issues with the transmittance of faxes, including but not limited to, missing pages, bad transmission, failure to transmit, or incomplete data. The library will only accept payment for faxes when the machine print out has indicated that the recipient has received the fax.

The library reserves the right to decline to continue to transmit a fax after the third attempt indicates the machine is busy or not receiving faxes on the recipient end. Patrons will not be charged for fax attempts that do not go through.

International and out of state faxing is not allowed, however, the library will fax to 1-800 numbers.

Patrons are reminded that our copy machine has the ability to scan and staff can help attach documents to emails free of charge in lieu of faxing.

The fax service may not be used for illegal purposes. and patrons must abide by copyright laws.

