

CLINTONVILLE PUBLIC LIBRARY

PUBLIC FAX POLICY

Date of Board Approval: 21 February 2013

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Public Fax Policy

The library's fax machine will be made available to the general public on a limited basis that includes:

- The library staff will operate the fax machine for the general public at all times.
- The library accepts no responsibility for missing pages, bad transmissions, or incomplete patron identification on incoming faxes.
- Only cash or personal check may be used to pay for either incoming or outgoing faxes.
- All payments must be prepaid before faxing out or receipt of materials.
- Outgoing domestic faxes will be charged at \$1.00 per page for each location to which the fax is sent.
- International calls will add a charge of \$.50 per page
- A call placed to a busy signal will be resubmitted up to a maximum of 3 times at 5 minute intervals (preprogrammed into the fax machine) to try to get through at no additional charge. If the line continues to be busy, the patron will be given the option to pay an additional \$.50 per page to have the library staff continue trying. If the patron chooses to not send the fax because of a busy signal, the money paid will be refunded in full.
- Incoming faxes will be charged at \$1.00 per page. Incoming faxes will be filed in manila folders in alphabetical order by receiver's last name and will be held for 10 days and then discarded. Patrons expecting a fax must contact the library to check to see if it has been received. A notice will be placed on the incoming fax indicating the date received and the amount due. The bill must be paid in full before the fax will be turned over to the patron.
- Costs may be revised, as needed, dependent on the cost of the phone lines, including long distance, and the cost of operating the fax machine.