

CORTLAND FREE LIBRARY

Policy Category: Technology
Policy Title: Fax Service Policy
Effective Date: May 15, 2019

Need for Policy: To provide fax service for our patrons and community members.

Statement of Policy

Cortland Free Library offers outgoing local and long distance fax services to the public for a nominal fee. No International fax transmissions will be allowed. Faxing of documents will be done by library staff as normal daily operations permit.

- Charges:
 - Fax transmissions will be charged at \$1.00 per page. Charges apply to each location to which the fax is sent.
 - Charges must be pre-paid before faxes are sent. Only cash can be used to pay for fax transmissions.
 - A fax transmission report will be supplied to the patron at no additional cost.

Responsibilities:

- Staff:
 - Staff will attempt to send the fax within 24 hours of receipt.
 - When a busy signal is received, staff will resubmit the fax up to a maximum of four times at no extra charge. If the fax does not go through due to a constant busy signal, staff will fully refund the patron's money.
 - The library is not responsible for missing pages, bad transmissions or incomplete patron identification.
 - Staff will shred original documents that have not been picked up within two weeks of the fax date.
- Requestor:
 - It is the requestor's responsibility to determine the actual success of the transmission by contacting the recipient.
 - The fax service may not be used for any illegal purpose and it is the responsibility of the requestor to abide by all copyright laws.
 - Originals of the faxed documents can be picked up after transmission at the Adult Services circulation desk.

Approved: May 15, 2019