

# Main Library Self-Service Extended Access Agreement

## Purpose

Self-Service Extended Access at the Altadena Main Library offers patrons access to the library outside of [normal staffed operating hours](#). Registered Self-Service Extended Access cardholders can enjoy work, study, and reading space in the Altadena Main Library, 8:00 AM – 10:00 AM Monday through Friday, supported by a number of self-service options:

- Wi-Fi and access to library computers with printing
- Copying, Scan to Email, Digital Fax
- Self-Checkout Stations enabling checkout of library materials and account management
- Use of public computers
- Library Catalog Stations to use for account management, renewals, searching, and discovery of Library material and online resources
- Staff assistance is NOT available during Self-Service Extended Access

## Unavailable Services During Self-Service Extended Access

- Payment for lost items
  - Self-service stations cannot accept payment. Please pay at a staff desk during normal staffed operating hours.
- Technical Issues Support and Staff Assistance
  - Report technical issues by calling (626) 798-0833 and leave a voicemail message or emailing [hello@altadenalibrary.org](mailto:hello@altadenalibrary.org). Technical support is not available, and the issue may need to be resolved at a later time.
- Emergency Assistance
  - If an emergency situation develops, including a life-threatening one, please use your own cell phone to dial 911 or call library staff at 626-798-0833 ext. 198.

This agreement signifies that the patron understands and agrees to the policy of acceptable use of the service and facility and rules for use, as outlined below.

## Policy

Altadena Library patrons who wish to access materials and resources outside of standard operating hours may do so by registering for Self-Service Extended Access. Library cardholders will be approved for Self-Service Extended Access if they:

- Provide identification showing that they are over 18 years old and proof of current address,
- Do not have a documented Code of Conduct violation at the library,
- Have a Good Neighbor\* library card account in good standing with current contact information, and
- Complete an online training or in-person session, this form, and the Liability Waiver.

*\*Good Neighbor library cardholders have had an Altadena Library card for over one (1) month and have checked out and returned at least one (1) item from the library. All other card types are not eligible for the Self-Service Extended Access.*

By registering for Self-Service Extended Access, patrons acknowledge the above and agree to the following rules. Any violation may result in the patron losing Self-Service Extended Access privileges, library access and borrowing privileges, and/or possible fines and legal consequences.

# Main Library Self-Service Extended Access Agreement

I understand the following rules:

- This service is self-directed and in-person library staff assistance will not be available.
- Access to self-service technologies and the library is limited to pre-approved patrons. This is an optional service.
- Once registered, Self-Service Extended Access cardholders may obtain self-service access, including use of public access computers, printing, browsing, Wi-Fi, checkout, and holds pick-up.
- If an emergency situation develops, including a life-threatening one, please use your own cell phone to dial 911 or call library staff at 626-798-0833 ext. 198.
- Remote staff assistance is not available. If issues cannot be resolved by the patron, library staff will recommend that Self-Service Extended Access cardholders visit during normal staffed operating hours.
- Self-Service Extended Access cardholders, and minors they are responsible for, are the only people allowed in the building during Self-Service Extended Access hours.
- Self-Service Extended Access cardholders must not allow other unregistered customers into the building when entering and exiting. All Self-Service Extended Access cardholders must use their own card to access the building.
- Self-Service Extended Access cardholders must adhere to all library policies while using the library during Self-Service hours, including but not limited to Code of Conduct, Computer and Internet Policy, and COVID-19 Safety Standards, while in effect.
- Self-Service Extended Access cardholders must not enter or remain in any staff areas or prohibited areas.
- Self-Service Extended Access cardholders must notify Library staff immediately by calling (626) 798-0833 and leave a voicemail message or emailing [hello@altadenalibrary.org](mailto:hello@altadenalibrary.org) when witnessing anyone violating this agreement while using Self-Service Extended Access.
- Self-Service Extended Access cardholders accept responsibility for the space, equipment, and furniture while they access the library during Self-Service Extended Access.
- Security cameras monitor and record the use of the facility when staff are not present.
- Self-Service Extended Access cardholders must comply with all announcements made during Self-Service Extended Access.
- Library Self-Service Extended Access hours and rules are subject to change.
- Self-Service Extended Access cardholders must keep the contact information in their library account (phone, email, address, etc.) up to date.

I HAVE READ ALL OF THE TERMS AND CONDITIONS LISTED IN THIS LIBRARY SELF-SERVICE EXTENDED ACCESS AGREEMENT, FULLY UNDERSTAND THEM, AND AGREE TO ABIDE BY THEM BY SIGNING BELOW.

\_\_\_\_\_

Name

\_\_\_\_\_

Library Card Number

\_\_\_\_\_

Address

\_\_\_\_\_

Email

\_\_\_\_\_

Phone Number

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

