

## Scranton Public Library Faxing Policy

Scranton Public Library offers faxing services to the public. Patrons needing fax service can visit the Reference Department on the 2<sup>nd</sup> floor during regular business hours and speak with any member of the department staff. Requests will be handled in a timely manner, but library services and operations will take priority.

Operation is limited to library staff. The library is able to provide both outgoing and incoming fax services.

A fax transmission cover sheet will be available, if requested. The cover sheet is included in the price of the fax.

All material to be faxed must be on an 8 ½" by 11" sheet of paper and be free of wrinkles, folds or tears. Materials not in appropriate form can be photocopied in the Reference Department at the patron's expense.

Local fax transmission charge is \$1.00 per page, outgoing and incoming. Local faxes are faxes that are within the 570 area code. Long distance fax transmission service is \$2.00 for the first page and \$1.00 per additional page. Long distance fax numbers include all numbers outside of the 570 and out-of-state faxes. International faxing is also available for the cost of \$2 per page. Cash, credit card and checks are accepted.

If the first call results in a busy signal or other failed connection, 2 more attempts will be made to transmit in the next 10 minutes. If failure persists, patrons may return to the library at a later time to retry. Patron must be in the library to send faxes.

Patrons will be given receipt of fax transmittal. The library is not responsible for successful transmission of faxes nor is the library responsible for any damage or loss of data or consequential damage arising out of the use of this service. Transmission errors are common and print quality is variable and not controlled by the library.

Items being received by the library will not be monitored by staff. Incoming faxes will be stored in a folder in alphabetical order by last name and can be collected by visiting the Reference Desk at any time. Incoming faxes must include the name of the patron either on a cover sheet or directly within the fax itself. Patrons can call the Reference Desk to confirm receipt during normal business hours. Payment must be paid in full before a fax will be turned over to a patron. Faxes not collected by the patron within ten days will be discarded and charges will be posted to the patron's library card account.

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