



Kendall Young LIBRARY

FAX POLICY

Purpose

Kendall Young Library provides faxing services to patrons, staff, and the general public. While the fax machine is primarily used to support Library operations and services, faxing assistance for patrons will be provided as staff availability permits. The Library strives to offer convenient access to fax services while balancing operational needs and maintaining efficient public service.

Guidelines for Faxes

- Kendall Young Library fax number is 515-832-9102.
- The fax machine is operated by Library staff
- Faxes are only sent in black and white and can accommodate letter size documents. The fax machine can only send and receive single-sided pages.
- Fax services may not be used for any illegal purpose, and patrons must abide by all copyright laws.
- While Library staff will make reasonable efforts to maintain patron privacy, the Library cannot guarantee confidentiality or security of fax transmissions.
- The Library reserves the right to limit the number of pages transmitted or received at one time due to staffing, equipment availability, or operational needs.

Sending faxes

- Faxes are sent with a cover page at no cost.
- Documents must be legible, in good condition, and suitable for transmission through Library equipment.
- The Library is not responsible for transmission failures, loss of data, delays, confidentiality breaches inherent in fax technology, or consequential damages arising from the use of fax services.
- Patrons must remain at the Library until the transmission is completed.
- Patrons are responsible for verifying that the fax has been successfully received by the intended recipient.
- If a transmission cannot be completed after reasonable attempts, the patron may be asked to try again at a later time.

Receiving faxes

- Patrons may receive faxes at the Library. Patrons are required to notify Library staff that they are expecting an incoming fax and provide current contact information prior to the fax being received.
- The Library will make every attempt to notify patrons when faxes are received.

- Incoming faxes not picked up within seven days will be securely destroyed. Fax service fees may be added to the patron's library account.

Fees

- The Library charges \$1.00 for the first page and \$.50 for each additional page for incoming and outgoing faxes.
- The Library will provide and transmit the cover sheet at no additional charge.
- All fees must be paid at the time the fax is sent. Any unpaid fax cost will be charged to the patron's library card.

Approved by the Kendall Young Library Board of Trustees: December 14, 1999

Amended: February 12, 2008, February 8, 2011; June 20, 2023, June 15, 2026

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