

HURON PUBLIC LIBRARY

OPERATING POLICIES

Updated 1/9/2013

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GENERAL POLICIES OF THE HURON PUBLIC LIBRARY

CHAPTER 1

PURPOSE AND MISSION STATEMENT

1.01 Library Purpose

The Huron Public Library exists to provide to the City and to Erie County free and public access to a variety of information and to encourage intellectual and cultural pursuits within this area. With continuous sensitivity to the changing needs of the community, the Library adapts its services to meet these needs.

1.02 Library Mission Statement

The Library exists to provide to the City and Erie County free and public access to the widest possible variety of information and to encourage the existence of intellectual and cultural life within this area. With continuous sensitivity to the changing needs of the community, the Library adapts its service to meet these needs.

CHAPTER 2

RESERVED

CHAPTER 3

HOURS/DAYS OF OPERATION

3.01 **Library Hours**

The Library is open year-round the following days and times:

Monday through Thursday: 9:00 am – 8:30 pm

Friday and Saturday: 9:00 am – 5:00 pm

Sunday: 1:00 pm – 5:00 pm

3.02 **Holidays-Library Closed**

The Library shall be closed on: New Year's Day, Martin Luther King Day, Presidents' Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Eve (5 – 8 P.M.), Thanksgiving Day, Christmas Eve Day, Christmas Day, and New Year's Eve Day. Those employees scheduled to work on these days will be paid for their scheduled hours.

3.03 **Emergency or Circumstantial Closings**

In the event of unique or emergency situations, the Director, after concurrence by the Board president, may close the Library.

CHAPTER 4

INVESTMENTS

4.01 **Investment Policy**

4.01.1 **General Investment Policy**

This policy, in conjunction with the Ohio Revised Code, as amended, shall govern the investment activities of the Library. It shall be reviewed periodically for compliance and to assure the flexibility necessary to effectively manage the funds of the Library.

4.01.2 **Board Authorization to Invest**

The Board authorizes the Fiscal Officer to deposit and invest active and inactive funds on behalf of the Library with no loss of principal. It is the policy of the Board to invest public funds in a manner which will guarantee the maximum security of these funds. The Fiscal Officer shall ensure that sufficient liquidity is maintained to meet the fiscal operating requirements of the Library.

4.01.3 **Investment Objectives**

The primary objectives, in priority order, of the Library's investment activities shall be:

- a. **Safety**
Safety of principal is the foremost objective of the investment program. Safety is defined as the certainty of receiving full par value plus accrued interest, at the investment's legal final maturity. At no time shall the safety of the portfolio's principal be impaired or jeopardized.
- b. **Liquidity**
The Library's investments shall remain sufficiently liquid to enable it to meet all operating requirements, which can be assured by keeping adequate funds of short-term (32 days or less) investments. Liquidity is defined as the ability to sell an investment on a short notice.
- c. **Return on Investments**
The Library's investments shall be structured with

the objective of obtaining a market rate of return throughout budgetary and economic cycles.

4.01.4 Authorized Financial Institutions

Investments shall be made only with those institutions which are established in O.R.C. Chapter 135 and which the Library has executed current depository agreements.

4.01.5 Maximum Maturities

The Fiscal Officer shall not invest in securities exceeding two (2) years in maturity or as required by law.

4.01.6 Safekeeping Of Securities

The Fiscal Officer shall be responsible for storing the investment documents in the office fire-safe file.

4.01.7 Internal Control

Any securities of deposit, deposit accounts, etc., shall be issued in the name of Library. The Fiscal Officer and any officer of the Board shall be the two payees on each investment vehicle. The Fiscal Officer shall provide, at least quarterly, a report on these investments to the Board. The Fiscal Officer shall periodically review this document and the investment policies and procedures and recommend any changes to the Board for its approval.

4.01.7 Bond

The Fiscal Officer shall be bonded through a local insurance company. The bonding amount shall be determined and paid for by the Board.

4.01.8 Ethics And Conflicts Of Interest

Employees involved in the investment process shall refrain from personal business activity that could conflict with proper execution of the investment program or which would impair their ability to make impartial investment decisions.

4.02 Petty Cash Policy

The Library has a limited amount of cash kept in a secure, locked, location which is available to the Director and Fiscal Officer for disbursement in cases of emergency purchases that cannot be done by credit card or other means. One of the two Administrative Staff must disburse the petty cash, sign and date

a Petty Cash form, and obtain and submit all transaction documents to the Library's Fiscal Officer. The limit of permissible Petty Cash is One Hundred Dollars [\$100.00] The Library's Fiscal Officer may refill the Petty Cash when necessary. New 12/12/12

4.03 **Credit Card Policy**

The Library has obtained credit cards for use by certain employees and under certain authorized conditions. These credit cards were obtained to expedite certain transactions and to reduce the amount of time required to process "day-to-day" purchases. The use of these credit cards is for official Library purchases only. They shall not be used for any personal purchases.

The credit cards are kept in a secure, locked location and must be signed out and signed-in upon returned to the secure location at the end of the work day. If required, a card may remain in the control of the authorized employee overnight, but must be returned the following business day. Credit cards cannot be carried when purchases are not anticipated.

The Library has established credit limits for each account. Authorized employees are responsible, prior to incurring any debt, to insure that the following procedure is followed:

1. A Requisition form is completed and approved.
2. A Purchase Order is created.
3. All transaction documents must be submitted to the Library's Fiscal Officer to attach to the Purchase Order upon return of the card. New 12/121/2

CHAPTER 5

GIFTS

5.01 **Memorial Donations**

Memorial donations made to the Library will be used for the optimum benefit of the Library and its patrons. The use of these donations will be dictated by the needs of the immediate moment. Experience has taught that the pooling of contributions can lead to the most practical and beneficial use of memorial monies.

5.02 **Memorials' Book of Honor**

In order to preserve the personal aspect of a memorial donation, the Library will display at all times a Book of Honor, a public register of the donors and of the persons remembered. The Director will keep a cross file of memorials and donors and the Fiscal Officer will maintain a complementary financial record. In the name of the Board, notification will be sent to the family of the remembered and cards of thanks to the donors.

5.03 **Monetary Donations**

All other monetary donations to the Library will also, for the sake of simplicity, be deposited in the General Fund of the Library.

5.04 **Donor Responsibilities**

Due to tax and copyright laws, a donor may be required to complete certain paperwork assigning rights to the donated original or copyrighted works. (See **A: DONOR DEED OF GIFT.**)

5.05 **Claim for Ownership of Donated Gifts**

If an individual alleging ownership to donated personal property does not assert a claim under O.R.C. §2405.09(B) within four (4) years of the date of acknowledgment of the donation, such individual is barred from bringing suit for an action to recover personal property claimed to be unlawfully taken.

5.06 **Accession and Deaccession**

Materials donated to the Library will be gladly accepted but will be accessioned only if they meet the same criteria as the materials regularly selected by the Director. Gifts other than materials will be accepted if the Board feels that they are

compatible with the needs, décor, and purpose of the Library.
Deaccession is within the sole option of the Board.

CHAPTER 6

INTERLIBRARY COOPERATION

6.01 **Northeast Ohio Regional Library System**

The Library is a geographic member of the Northeast Ohio Regional Library System.

6.02 **CLEVENET**

The Library is a member of the CLEVNET consortium- a resource sharing system. Library Staff and patrons can borrow library materials from any of the other 31 member libraries. All Erie County libraries are CLEVNET members. Delivery is provided through a contracted service with the State of Ohio.

CHAPTER 7

PUBLIC MEETINGS/ PUBLIC RECORDS

7.01 **Public Meetings**

In compliance with O.R.C. § 121.22, all meetings of the Board and its subcommittees shall be open to the public. Notice of such meetings shall be kept posted within the Library and shall be disseminated to the public annually. Notice of special or extraordinary meetings shall be given to the media in advance. The Board reserves the right to hold executive sessions in accordance with O.R.C. §121.22(G).

A. Public Comment. The members of the public may comment during this portion of the agenda Any resident or interested party desiring to address the Board shall be first recognized by the President. The individual shall state her/his name and address in an audible tone for the Clerk's record. Remarks shall be limited to Five [5] minutes. References to personalities and personal attacks shall be avoided by all speakers. The Board will take the comments under advisement but the Board shall not engage in a debate or a question/answer session with any member of the public during this part of the Agenda. **Rev. 2/8/12**

7.02 **Records Retention Commission**

Records Retention Commission The Library's Records Retention Commission is composed of the Director, the Fiscal Officer, the adult services supervisor, children's' service supervisor, and two Board members The Records Commission is currently reviewing the Records Retention Policy. It will be added to this Policy upon approval by the Ohio Historical Society and Board. The Records Commission meets in public session as required by Library and state law. Rev. 3/14/12

7.03 **Public Records**

In accordance with the Ohio Revised Code and applicable judicial decisions, records are defined as any item that is required to be kept in the course of a public agency's performance of its statutory duty, including but not limited to: (i) contains information stored on a fixed medium; (ii) is created or received by, or sent under the jurisdiction of a public office, and (iii) documents the organization, functions, policies, decisions, procedures, operations, or other activities of the Library.

Minutes of the Board are public records and are available, subsequent to approval by the Board, for public inspection

- a. Public records are to be open to the public at all reasonable times with exceptions only as provided O.R.C. Chapter 149 and common law in Ohio.
- b. As required by Ohio law, records will be organized and maintained so that they are readily available for inspection and copying at all reasonable times during regular business hours. Copies are to be made available within a reasonable period of time. Record retention schedules are to be updated as needed and posted.
- c. Each request for public records should be evaluated for a response using the following guidelines:
- d. Although no specific language is required to make a request, the requester must at least identify the records requested with sufficient clarity to allow the Library staff to identify, retrieve, and review the records.
- e. If a requester makes an ambiguous or overly broad request or has difficulty in making a request for copies or inspection of public records under this section such that the Library Staff cannot reasonably identify what public records are being requested, the Library Staff may deny the request but shall provide the requester with an opportunity to revise the request by informing the requester of the manner in which records are maintained by the Library and accessed in the ordinary course of the Library Staff's duties.
- f. The requester does not have to put a records request in writing, and does not have to provide his or her identity or the intended use of the requested public record.
- g. Public records responsive to the request are to be available for inspection during regular business hours. . Copies of public records responsive to the request must be made available within a reasonable period of time. "Prompt" and "reasonable" take into account the volume of records requested, the proximity of the location where the records are stored, and the necessity for any legal review of the records requested.
- h. Each request should be evaluated for an estimated length of time required to gather the records.
- i. Any denial in whole or in part of public records requested must include an explanation, including legal authority. All denials will be given to the requestor in writing. If portions

- of a record are public and portions are exempt, the exempt portions are to be redacted and the rest released.
- j. Those seeking public records will be charged only the actual cost of making copies. The Board will set the rate periodically for copies of public records as costs change.
 - k. The Library may require the person making the request to pay in advance the cost of postage if the copy is transmitted by United States mail or the cost of delivery if the copy is transmitted other than by United States mail, and to pay in advance the costs incurred for other supplies used in the mailing, delivery, or transmission.
 - l. If any person chooses to obtain a copy of a public record in accordance with the Records division of this section, the Library, shall provide the requested copy in the same medium in which the Library keeps it. Nothing in this section requires the Library to allow the person seeking a copy of the public record to make the copies of the public record
 - m. Requesters may ask that documents be mailed to them. They will be charged the actual cost of the postage and mailing supplies.
 - n. Email is to be treated in the same fashion as records in other formats and should follow the same retention schedules. **Amended 12/12/12**

CHAPTER 8

CONFIDENTIALITY OF PATRON RECORDS

8.01 Confidentiality of Patron Records

All information contained in a patron record is confidential information. The Library specifically recognizes that its circulation records and other records identifying the names of Library users with specific materials are confidential in nature. No such records shall be made available to any agency, state, federal, or local government, or any individual not specifically authorized by the Director as stipulated in these Policies.

The Library is committed to protecting the privacy and confidentiality of personal information contained in both its automated, integrated, Library system maintained by Cleveland Public Library [Clevnet] as well as its own Unified Accounting Network [UAN] used internally for accounting and payroll. This policy is adopted in accordance with R.C. Chapter 1347.

All Library employees are responsible for protecting confidential personal information from unauthorized disclosure whether internal or external; whether deliberate or accidental. The Library maintains a computerized, integrated financial management system providing account and payroll programs. This system, administered by the Fiscal Officer, provides access to vendor and staff information, including social security numbers, emergency contact information, payroll deduction, and bank account numbers. Additionally, the Library utilizes the Clevnet system for the purpose of circulating, cataloging, and maintaining the Library's collection. One component of that system contains confidential personal information on Library patrons, including name, address, birth date and contact information. [phone number, cell phone, email] as well as items checked out to an individual. Authorized staff members utilize personal information for a variety of purposes including notification of material holds, issuance of bills and elimination of duplicate records. The Director is responsible for day to day operations, including training and supervision of staff working with the system.

Any Library employee who accesses, uses , or discloses confidential personal information without authorization will be subject to legal action as appropriate. Violation of this section by an employee may also lead to disciplinary action up to and including termination. Employees are required to review the confidentiality policy and sign the acknowledgement form annual. [See **EXHIBIT B: ACKNOWLEDGEMENT**] **Rev 1/8/12**

8.02 **Definitions for Confidentiality of Patron Records**

For purposes of this policy, the following definitions apply:

- a. **Custodian** - a person who has legal custody of a child or a public children's agency or private child placing agency that has permanent, temporary, or legal custody of a child. Custodian shall not be considered a foster parent.
- b. **Exigent Circumstances** - those circumstances which are so urgent that a law enforcement officer must chose public safety over the rights granted by Ohio statute to an individual.
- c. **Guardian** - a person, association, or corporation that is granted authority by a probate court pursuant to O.R.C. Chapter 2111 to exercise parental rights over a child to the extent provided in the court's order and subject to the residual parental rights of the child's parents.
- d. **Incompetent Adult** - any person who is so mentally impaired as a result of a mental or physical illness or disability, or developmentally delayed, or as a result of chronic substance abuse, that the person is incapable of taking proper care of the person's self or property or fails to provide for the person's family or other persons for whom the person is charged by to provide, and for whom the state has appointed a guardian through a county probate court.
- e. **The Internet** - is a computer network consisting of a worldwide network of computer networks that use the TCP/IP network protocols to facilitate data transmission. The World Wide Web is all of the documents and websites linked by the Internet.
- f. **Library Record** - is a record in any form, written, verbal, or electronic, that is maintained by the Library and that contains any of the following types of non-evaluative, identifying information:
 1. Information the Library requires a patron to provide to determine eligibility for services
 2. Information that identifies a patron as having requested or obtained specific materials or materials on a specific subject

3. Information provided by a patron to assist a staff member to answer a specific question or provide information on a specific question.
- g. **Minor Child** - anyone under the age of eighteen (18) years.
- h. **Patron Information** - is any personal, identifiable information about an individual who has used any Library service or borrowed any Library materials. Non-specific age or gender information is not considered patron information.

8.03 **Procedure for Release of Confidential Patron Records**

Such records may be released only under the following limited circumstances.

- a. A library record or patron information pertaining to a minor child when requested, in writing, by the parent, custodian, or guardian of the minor child; or in accordance with a properly issued subpoena, search warrant, or other order of a court of competent jurisdiction; or
- b. To a law enforcement officer who is acting in the scope of the officer's law enforcement duties and who is investigating a matter involving public safety in exigent circumstances which do not permit the officer to obtain a search warrant or other order of a court of competent jurisdiction; or
- c. The patron, other than a minor child or an incompetent adult, requests copies of their own records; or the patron, other than a minor child or an incompetent adult, executes a written, signed release for such records to specifically name other individuals or corporations or government entities; or,
- d. The Library needs to release the records for administrative purposes, including the establishment, maintenance, or transfer of the library records management system or records that document improper use of the Internet at the Library, provided that patron identifying information is removed.
- e. Patrons may release their own library records and the records of minor children under their legal custody and control. The attached form is available should the need arise for a record's release (See **EXHIBIT C: PATRON RECORDS RELEASE**).
- f. The Library will comply with the U.S. Patriot's Act of 2001 if a request is made under that Act and after consultation with legal counsel. For the purposes of responding to and/or complying with, subpoenas, warrants, and/or court orders from a court of competent jurisdiction, the Library hereby designates the Library Director as the person to contact if questions arise.

8.03 **Library Contact Individual**

The Director is the official contact for the Board in matters related to interpretation of this section.

CHAPTER 9

MATERIAL SELECTION

9.01 **Introduction**

The Board of Trustees, administration, and staff are committed to these tenets: 1) that free and open access to information is necessary for citizens who think and make choices for themselves; 2) that by providing broad and balanced access to the records of human experience, knowledge, ideas, information, insight and values the Library helps to create a well-informed and enlightened populace thus elevating the quality of life in our community.

It is the policy of the Library to select and acquire materials, in a variety of formats, which promote the mission and vision of the Library. By acquiring, organizing and preserving those materials, the Library seeks to provide broad and balanced access to the records of human experience, knowledge, ideas, information, insight and values. Library staff have a professional responsibility to be inclusive, not exclusive, in selecting materials for the Library collection and in providing access to materials even if such materials offend a Library staff member or some members of the community. While no policy can replace the judgment of trained and experienced staff, this policy serves to guide staff in the most effective use of the Library's financial resources to meet the present and anticipated needs of the community.

The responsibility for monitoring a child's reading, listening and viewing rests with the child's parent or legal guardian. Selection of materials for the Library is not restricted by the possibility that children may obtain materials that their parents or guardians consider inappropriate.

9.02 **Selection**

Selection of materials is delegated to qualified staff; the ultimate responsibility for the development of the Library's collection lies with the Library Director. Because its ability to purchase and store materials is limited by the size of both the budget and the building, the Library has established criteria for the addition and

retention of library materials. These criteria may be applied to all formats and include, but are not limited to:

- a. Relevance to the Library's vision, mission, goals, and to the community served
- b. Educational significance
- c. Recommendations by professionals
- d. Timeliness and importance for contemporary society
- e. Competence, popularity and reputation of the author, illustrator, creator, producer, performer, and/or publisher
- f. Suitability of subject and method of presentation for intended audience
- g. Relationship to existing collection and other media in the same subject field
- h. Cost and availability of funds
- i. Accuracy
- j. Representative expression of controversial or minority points of view
- k. Suitability of physical form to Library use
- l. Textbooks or academic journals are purchased only when the information also serves the general public
- m. Provides added value over other formats

An item will not be added to or barred from the collection solely because of:

- a. An author's race, religion, nationality, sexual orientation, or political or social views
- b. A work's depictions or descriptions of violence or sexual activity
- c. A work's controversial content
- d. An author or work's endorsement or disapproval by any individual or community group

To accomplish this, selecting staff rely on a number of professional tools for selection including library and publisher journals, reviews, analysis of local demographics, direct patron input, etc. as guides for inclusion of materials into the collection.

9.03 Gifts of Materials for Circulation

Gifts of books or other materials are accepted by the Library, with the understanding that the Library reserves the right to handle or dispose of them in the best interest of the institution.

Materials to be added to the collection must meet the Library's selection criteria.

9.04 **Collection Maintenance**

In order to maintain a collection that is current, in good condition, well used, and which relates to the needs and interests of the community, materials are withdrawn on a systematic and continuing basis. Damaged, unattractive and outdated materials are subject to discard. Unused materials in good condition are subject to discard when the work is deemed to no longer hold enduring value in light of the needs and interests of the community or when multiple copies of the work are no longer needed to serve local demand.

9.05 **Controversial Materials**

The Library, as one of its unique reasons for existence, provides the means to study the various and sometimes controversial opposing views on topics, including those of an unorthodox and/or unpopular nature. Materials of the required quality, servicing the purposes of the Library and relating to an existing need or interest, will not be removed from the collection nor will materials lacking these qualities be added because of pressure from groups or individuals. The Library does not mark, label, or identify materials to show approval or disapproval of contents. Library collections will be organized and maintained according to an accepted system of organization (Dewey Decimal, alphabetical, genre, etc.).

9.06 **Request for Reconsideration**

Individuals may request reconsideration of a decision to select library material by submitting a written Request for Reconsideration of Library Materials form, available at all public service desks.

When a request for review is received, the administration will respond in writing and provide an explanation (reviews, publisher's/author's credentials, etc.) of the criteria used in selecting the item in question. Any appeal of this response will be referred to the Library Board of Trustees. The complainant will be informed in writing of the Library's Board of Trustees decision as soon as possible after the next Board meeting is held. The final responsibility for materials removal resides with the Board of Trustees. The title under consideration will remain

in the collection throughout the process to support the freedom of other patrons to read, view, or listen.

CHAPTER 10

LIBRARY SERVICES

10.01 **Code of Service**

The following is the Service Code for all Librarians:

- a. Library patrons are entitled to easily accessible library collections in a safe, clean, organized, and appropriate environment staffed with friendly, courteous people.
- b. Each member of the public is to be welcomed, fairly and courteously, without discrimination.
- c. Service to patrons takes precedence over the Library's internal paperwork and internal communications.
- d. Information given to the library public shall be based on verifiable, current sources, clearly communicated, and given in a timely manner.
- e. Each patron who asks for assistance leaves with "something" – the requested item, a suitable or appropriate substitute, a reserve placed, an Interlibrary Loan (ILL) placed or a referral to another agency or source.

10.02 **Purpose Library Services**

This policy shall aid the Library Staff in knowing what options they have in delivering excellent service. It shall help the staff in prioritizing work and service during the busiest periods. It further provides a framework within which the Library Staff agrees to operate. In this way, all patrons are assured of the same level of basic service no matter when they visit the Library and no matter which staff member assists them.

10.03 **Library Staff Responsibilities**

Library Staff members shall be knowledgeable about library materials and services; open and approachable; friendly but professional; able to communicate effectively with people ; discreet in the handling of questions which might be confidential or sensitive; and able to exercise good judgment both in the interpretation of policy and in the handling of exceptional situations .

10.04 **Participation of Library Staff**

Library Staff members shall participate in on-going training. New staff members shall receive orientation to the Library. All staff

members shall receive on-going training as deemed necessary by the Library Director in order to provide the highest level of service. Library Staff members shall participate in continuing education. Participation in library continuing education activities, ranging from formal classroom instruction to informal groups sharing professional ideas, is encouraged as is membership and participation in the Ohio Library Council.

10.05 Staff Demonstrated Competencies

The staff shall demonstrate the following competencies:

- a. Use of current Windows operating system
- b. Loading and launching CD ROMs
- c. Use of the OPLIN website
- d. Use of` OPLIN databases
- e. Use of the HPL website
- f. Use of the Online Public Access Catalog (OPAC)
- g. Subject and keyword searching on the OPAC
- h. Familiarity with the New York Times best seller list
- i. Familiarity with the reference sources listed in the Ohio Reference Excellence (ORE) Manual
- j. Familiarity and competency with e-media services

10.06 General Statement-Library Service

The Library recognizes that patrons have a wide variety of needs: information, reader's advisory services, personal computing, social contact, etc. The Library's goal is to provide the best service possible given available resources.

10.07 Library Patron Expectations

- a. All library patrons may seek information in person, by telephone, by FAX, by mail, or by electronic mail.
- b. Reference service is available to all persons served by the Library without discrimination.
- c. The needs of each patron are taken seriously and treated with the utmost respect.

10.08 Priorities of Library Staff

The following are the established Library staff priorities:

- a. The first priority in working at the Service Desks is always patron service.
- b. Juvenile reference is as important as adult reference and readers' advisory questions are as important as reference questions.

- c. In-person requests for service receive priority over telephone requests.
- d. All reference questions are treated confidentially.
- e. If it becomes necessary to leave the desk, another staff member shall be informed and suitable arrangements made.
- f. Projects taken to the desk shall be easily interruptible.
- g. Recommended projects/activities include:
 - 1. Review of best sellers' lists
 - 2. Review of the New York Times best sellers' list
 - 3. Library journals
 - 4. Book catalogs
 - 5. Reference sources listed in the (ORE) Manual

10.09 **Staff Guidelines for Worksites**

The Library has the following expectations for its staff:

- a. Nature and extent of responsibilities
 - 1. While working at the Circulation desk ("Desk"), the primary responsibility is to satisfy the needs of patrons. With few exceptions, there are two people scheduled at the Desk at all times.
 - 2. The staff is responsible for monitoring the flow of patrons at the Desk and alerting other staff in the Tech work area or Children's area when their assistance is required.
 - 3. The period 9 am – 10 am shall be used for assigned duties. If those are completed, shelf reading shall be done.
 - 4. During slower periods at the Desk when the library is open, offering assistance to patrons at the OPACs and in the stacks is the first option. Shelf reading and straightening is the second.
- b. Behavior and attitudes
 - 1. The Library Staff shall be open and approachable at all times.
 - 2. If helping one patron and another one approaches, make eye contact with the second patron, acknowledge the patron, and may help will be forthcoming as soon as possible. Patrons should be referred to a colleague if possible. Alternately, the first patron should be guided to a point where the patron can proceed on without help from the staff. Aid to the second person should always be accompanied by an explanation that the staff

member will return to check on the progress of the first patron. .

- c. Mobility
 1. The person assigned to the Desk has the primary responsibility of greeting patrons as they come in, answering in-person questions and phone calls.
 2. The person assigned as backup is to support the Desk person and handle the overflow. The Backup person monitors the OPACs and public workstations, offering patrons assistance.
- d. Recording statistics and questions
 1. During the designated sampling weeks in February and October, all reference and directional questions shall be recorded and tallied.
 2. Desk staff shall share the nature of homework questions.

10.10 **Staff Phone Etiquette**

- a. These general guidelines will be used by Library staff:
 1. The phone shall be answered in a friendly and courteous manner, keeping in mind the unique aspects of telephone communication: the voice is the only contact the patron has with the Library. Adjust the volume control on the phone as necessary.
 2. The person at the Desk shall answer the phone by the second ring. If that is not possible, the designated backup shall try to pick up not later than the third ring. By the time a phone rings four times, any staff member shall pick it up. The goal is to have the phone answered by the fourth ring.
 3. Persons who come into the library have priority over those who phone. Take a name and phone number and give the patron a realistic timeframe of when a return call will be made.
- b. **Phone Scripts**
 1. Staff shall answer the telephone with: "Huron Public Library. This is ... (optional). How may I help you?"
 2. Transferred calls: "May I tell him/her who is calling?"
 - i. Callee not available (can't find, in restroom, gone for lunch, etc.): "... is not available right now. May I take a message or would you like to leave a voice mail?"

- ii. Director's calls go to the Fiscal Officer when the Director is not available.
- 3. Calling Reserves. Notice of availability of materials reserved through Clevenet is handled by that system. However, there are still occasions when the Library Staff is required to notify a patron of reserved materials.
 - i. May I please speak to... This is the Huron Public Library calling and we have the book that you reserved. We will hold it through closing 6 days hence." (Monday and Tuesday, 6 PM, Wednesday and Thursday 8 PM, Friday, 5 PM and Saturday 1 PM)
 - ii. If speaking with the patron, give out the title or author if requested.
 - iii. If not speaking to the patron, "... he/she can call for the title."

10.11 Patrons on Hold.

If callers must wait, they shall be given the option to remain on hold or to have their calls returned.

- a. If the patron prefers to be called back, the staff member shall take the patron's phone number and call the patron back as soon as possible.
- b. If placed on hold, check back within 2 minutes to apprise the caller of progress and offer a call back.

10.12 Transferring Calls

- a. When a staff member must transfer a call to another, the caller shall be told where the call is being transferred and why.
- b. When staff member transfers a call to another, the staff member shall briefly convey to the other staff member the patron's question and what may have been done thus far.
- c. When receiving a transfer call, however, the staff member shall consult with the patron directly in order to fully understand the question being asked. "I understand you're interested in...?"

10.13 Paging Patrons

- a. Staff shall attempt to locate a patron in an emergency.

10.14 Personal Calls

- a. Personal calls shall be kept to a minimum.

- b. Personal calls shall not be made at the Desk or from public areas.

10.15 Outgoing Calls

- a. Patrons may place local or toll-free calls from the Desk phones.
- b. It is permissible to advise patrons that the calls shall be kept short.

10.16 Reporting Problems

- a. Staff shall complete an Incident Report in the event of problem patron behavior and forward that report to the Director.

10.17 Front Desk Services

The Staff member serving Circulation Desk duty may be required to perform all of the following tasks:

- a. Register Patrons
- b. Provide orientation to library building, materials, and sources (new patron packet: brochure, monthly calendar, Friends envelope, bookmark, CLEVNET information, etc.)
- c. Charge and discharge of materials
- d. Check for an author or title request
- e. Answer phoned-in author/title requests
- f. Check the CLEVNET catalog while the patron holds, if that is agreeable to the patron, and have the item in hand before telling the patron it is here. Otherwise, the staff shall call the patron back if time and circumstances warrant.
- g. Direct patrons – taking patrons to locations
- h. Refer patrons with more in-depth information needs to the Adult Services Librarian or other appropriate staff in the absence of the Adult Services Librarian. If no one is available, take request from patron and assure patron a staff member will be in touch.
- i. Refer patrons with inquiries involving children’s materials to the Children’s Library or Assistant
- j. Assist with the copier and computers
- k. Send faxes
- l. Place and process holds
- m. Register patrons for programs, events, and computer use
- n. Get patrons started at computers – open programs

(If additional assistance beyond that is needed, ask the Adult Services Librarian or another appropriate staff member to work with the patron.)

- o. Provide Voter Registration applications

10.18 **Basic Information Service**

The Staff member serving Circulation desk duty may be required to perform all of the following tasks:

- a. Assist or locate author/title requests. If a title has an "available" status and can't be found, the Staff should check the following:
 - 1. When last on shelf in Item Status
 - 2. Carts
 - 3. Fiction genres
 - 4. Transposed numbers for nonfiction
 - 5. J's for adult; A's for juvenile
 - 6. Staff boxes
 - 7. Repair shelf
 - 8. Ask another staff member to check
 - 9. Offer to borrow the item from another library (ILL), mark the item missing, and leave a note for Tech Services to check on it.
 - 9. If a title has a "Missing" status, treat it as a request.
 - 10. If a title is not owned:
 - i. The request shall be treated as a request.
 - ii. If it is a newer book, check the pink notebook on Reserved Book Shelf and the on-order box in Tech Services.
 - iii. If the title is already on-order, a request shall be placed.
 - iv. If it is not on-order, complete a Title Request card and place it on the "to order" spindle in Technical Services.
- b. Answer quick, specific questions
- c. Directory assistance – telephone and city
- d. Criss-Cross assistance – no giving out the names or phone numbers of neighbors.
- e. Assistance in locating material
 - 1. Assist the patron by accompanying him/her to the shelf to locate the material.
 - 2. Browse the shelf to suggest other material.
 - 3. If high patron traffic does not allow for this, ask your backup to cover the Desk.

4. Always conclude the interview with the invitation for the patron to return to the Desk if he/she would like anymore assistance.

10.19 **Types of Reference Service**

The Staff member serving Adult Service desk duty may be required to perform all of the following tasks:

- a. Specific Reference guidelines
 1. A reference transaction is defined as an information contact, which involves the knowledge, use, recommendation, interpretation, or instruction in the use of one or more information sources, by a member of the Library Staff.
 2. A reference transaction may be direct service or instructional service. Direct service provides the patron with the information requested, while instructional service is designed to teach the patron independent use of library resources.
 3. Reference service, whether direct or instructional, provides accurate and prompt information to the public.
- b. Telephone Reference
 1. Telephone reference shall be used for short, factual information questions that do not require extensive reading or interpretation on the part of staff members.
 2. If the answer to a telephone question seems too involved to relate easily over the telephone, this shall be explained to the patron and the suggestion made that the patron come to the Library.
 3. Offer to email, fax or mail copies.
- c. FAX, Mail, Electronic Mail Requests
 1. It is the Library's practice to respond to all reasonable reference inquiries received by mail, FAX, or electronic mail. Fax, mail, and electronic mail requests are defined as short, factual information questions that do not require extensive reading or interpretation on the part of staff members.
 2. If the question becomes too involved or time-consuming, the staff member shall explain the limitations on such service and suggest that the patron visit the Library for further assistance.
 3. The patron may request that the response to the question be made by fax, mail, electronic mail, or

telephone. The nature of the question may determine the form of response.

- d. Interlibrary Loan of Library Materials and Documents [ILL]
 1. The Library shall make every reasonable effort to obtain requested materials.
 2. If Adult Services Librarian is not available for ILL, the Staff members shall record author/title/subject, date, and the Staff's initials and include any additional information which could be helpful in locating the reference.
- e. Bibliographic Services
 1. Bibliographies shall be created upon request with a one-week notice.
 2. Bibliographies, reading lists, bookmarks, URL's on HPL website, etc. shall be created in response to perceived need and interest.

10.20 Incomplete Reference Transactions

- a. Although every effort is made to complete questions immediately, some can remain at the end of a shift or day. Unfinished questions shall be turned over to incoming staff if the patron is in immediate need of the requested information.
- b. The patron shall be given an agreed-upon time frame in which the reference question will be answered.
- c. Staff members are encouraged to consult with colleagues if they need assistance with a puzzling or difficult question or if the question falls within another's area of interest or expertise.

10.21 Referrals to Other Agencies

- a. Referrals to other agencies may be made when appropriate. Patrons shall be advised that they may contact the library for further assistance if they are not successful in obtaining help from the agency.
- b. At no time may staff recommend individual professionals to the patron.
- c. If referral to an individual appears to be in order, contact that individual first to ask permission.
- d. Patrons may be referred to area hospitals, the Erie County Bar Association, 211 or one of its agencies or agencies listed in the Erie County Services Directory, located in the Adult Services area.

10.21 Referrals to Other Libraries

- a. If the staff member determines that referral to another library is appropriate, the staff member shall verify that the material needed is actually there.

10.22 Sources for References

- a. To give the most accurate and authoritative answers possible, staff members shall avoid personal opinions, philosophy, or evaluations; rather they shall rely upon information based on accurate printed or online sources.
- b. The opinion of staff members, even when requested, shall not be given as fact.
- c. The source of an answer shall always be cited. "According to..."

10.23 Patron Instruction and Orientation Services for References

- a. Instruction and orientation services in library use are an integral part of library service and may range from basic instruction on how to use the computer catalog or reference tools to more formal assistance such as tours designed to increase the patron's knowledge of the Library's materials and services.

10.24 Time Limits for Response to Reference Questions

These guidelines shall be observed:

- a. If the question cannot be answered in 10 – 15 minutes using three sources, the question shall be turned over to the Adult Services Librarian, if available.
- b. The amount of time spent by the Adult Service Librarian or another appropriate staff member is at his/her discretion, taking into account library resources and time constraints.
- c. If neither the Adult Service Librarian nor another appropriate staff member is available, advise the patron that the question shall be referred to the Adult Services Librarian.
- d. Leave as much information as possible for the Adult Services Librarian including the sources checked and the patron's phone number.
- e. If the Adult Services Librarian cannot answer the question using the resources of HPL or Know-It-Now, the patron shall be advised of the efforts.

10.25 **Orientation and Tours for Patrons**
Library orientation tours, bibliographic instruction, and online demonstrations are offered to adult and student groups.

10.26 **Specific Questions Guidelines**

- a. School Assignments
 1. Questions regarding school assignments shall be treated as any other request for reference assistance.
 2. Every effort shall be made to satisfactorily answer a student's questions and provide the actual information or the sources for information and the instruction needed to use those sources depending upon the assignment and library circumstances.
 - 3 .As part of the Reference Interview, ask if the question is from a school assignment, question as follows:
 - i. If so, is he/she the only one with this question or was it assigned to the whole class?
 - ii. If so, ask to borrow the assignment sheet to photocopy and include the name of the teacher, school and grade.
 - iii. Direct this information to the Adult Services Librarian and the Children's Librarian as well as colleagues at the Desk.
 - iv. If every effort has been made by the staff member and the student to locate information without results, the student shall be encouraged to return to the teacher for further instructions or suggestions. A note to this effect may be given to the student if the staff member feels it is justified.

10.27 **Consumer Product Evaluation**

The staff shall help patrons locate objective consumer product information by consulting or showing them how to consult the indexes to Consumer Reports and related magazines, buying guides, and/or general indexes which may lead to product evaluations in print or online.

- a. Short published consumer ratings may be read over the telephone. However, in-depth consumer information shall be read at the Library.
- b. The staff shall not offer personal opinions recommending one product over another.
- c. Information may be faxed or emailed to the patron.

10.28 Book, Antique, and Art Appraisals

- a. Patrons may be referred to appropriate reference sources or to consultants or Guidelines experts.
- b. Staff members never give a personal appraisal regarding the value of a patron's possession.

10.29 Genealogical Questions

- a. Staff members shall provide general assistance in genealogical research, guidance in locating items in the collection, and help in obtaining resources through Interlibrary Loan.
- b. Staff members shall not engage in actual genealogical research for patrons.
- c. Patrons shall be referred to the Huron Historical Society, Sandusky Library, Milan Public Library, or the Hayes Library for their extensive genealogical collections and staff expertise.

10.30 Compilations and Extensive Research

- a. Requests for and/or completion of lengthy research are not considered a traditional role of the public reference librarian.
- b. Research and reference differ in terms of time required, sources employed, and ease of determination of search strategies; research is the more involved of the two.
- c. Patrons needing extensive compilations (bibliographies, lists, statistics, etc.) or research shall be directed to the appropriate resources and offered as much assistance as staff time allows.

10.31 Medical, Legal, Financial and Tax Questions

The Library does not provide advice in the areas of medicine, law, finances, or taxes. The following procedure should be followed involving reference questions in these areas:

- a. If legal information can be found in printed sources, it is provided. However, complicated legal searches shall not be undertaken nor shall personal interpretations of legal matters be offered.
- b. Brief medical definitions and descriptions from authoritative, published sources may be provided.
- c. These sources shall be quoted verbatim with no personal interpretation. The patron shall be informed of the source from which the information is taken.

- d. Under no circumstances shall a staff member offer advice in medical, legal, financial, or tax areas, regardless of how commonplace the knowledge seems to be.
- e. If more information is required, the patron shall be encouraged to examine the Library's collection or be referred to another source.

10.32 **Mathematical Calculations**

Only a staff member with appropriate expertise shall provide mathematical calculations. Otherwise, patrons shall be referred to sources containing the formulas or tables necessary for them to complete their calculations.

10.33 **Criss-Cross and City Directories**

Criss-Cross and city directory inquiries shall be answered either by telephone or in person. No more than three listings shall be provided per patron at any one time. Staff members shall not give "nearby" listings for Criss-Cross requests.

10.34 **Erie County Reporter**

The bound volumes of the Erie County Reporter are available to patrons with Staff supervision. Staff members shall do photocopying. The microfilms may be viewed on the Huron Historical Society's microfilm reader/printer. Prints may be made according to Huron Historical Society guidelines.

10.35 **Loan of Reference Materials**

Following reference policy guidelines and at the discretion of the Adult Services Librarian or Library Associate on duty or Director, reference books may be checked out overnight.

- a. Items with circulating copies (even if they are earlier editions) shall be excluded from this policy, since copies are available to library patrons
- b. Reference books may be taken out after 5:45 or 7:45 PM to be returned at 10 AM, with corresponding allowances for weekend times.
- c. The Staff member shall verify that the patron has a valid library card and no outstanding fines or bills on his/her record.

10.36 **Special Services**

- a. Notary Public
- b. Passport Acceptance Agency

CHAPTER 11

CIRCULATION INFORMATION

[NOTE: To be reviewed at later time: suggest chart format FOR A-C; D-E]

- A. Teachers' Loan (books only)
 - 1. LOAN PERIOD: 4 weeks with no renewal
 - 2. LIMIT: None
 - 3. FINE: None for HPL books. Fines charged for items from other libraries. Replacement fees will be charged for lost items.
 - 4. RESERVES: Yes

- B. Art Prints
 - 1. LOAN PERIOD: 4 weeks with no renewal
 - 2. LIMIT: 4 prints per patron
 - 3. FINE: \$.50 per day, per item. Maximum fine \$3.00 per item. Replacement fees will be charged for lost items.
 - 4. RESERVES: No

- C. Magazines
 - 1. LOAN PERIOD: 48 hours for current issue, 2 weeks for older issues with no renewals
 - 2. FINE: \$.10 per day, per item. Maximum fine \$2.00 per item. Replacement fees will be charged for lost items.
 - 3. RESERVES: No

- D Materials Retention and Fines Collection Policy
 - 1. To encourage the return of long overdue materials and the payment of late fees the Library contracts with Unique Management Services, Inc. (UMS)
 - 2. Fines greater than or equal to \$25.00 levied for late or billed items and past due by 30 days are sent to collections with UMS.
 - 3. A primary and secondary process spanning a total of 120 days is administered by UMS to encourage return of materials and payment of late fees.
 - 4. Accounts not settled by end of the 120 day process are sent to collections agencies by UMS.

E.. Teacher's Reserve Shelf Teachers may request books to be held on reserve for their students. (See **EXHIBIT E: TEACHERS' RESERVE SHELF/ASSIGNMENT ALERT SHEET**)

F .Quantum and Leap Frog Learning Pads

1. Staff, Patrons (children & adult), Board Members

a. LOAN PERIOD: 7 days

b. LIMIT: None

c. FINE: \$1.00 per day. Maximum fine \$5.00 per item

d. RESERVES: No

2. Teachers cannot check out Leap Pads or Quantum Pads on teacher card

G. Leap Pad Books & Modules

1. Staff, Patrons (children & adult), Board Members

a. LOAN PERIOD: 7 days

b. LIMIT: None

c. FINE: \$1.00 per day. Maximum fine \$5.00 per item

d. RESERVES: No

2. Teachers

a. LOAN PERIOD: 14 days

b. LIMIT: None

c. FINE: \$0.00 per day. Maximum fine \$0.00 per item

d. RESERVES: No

H. **REPLACEMENT CHARGES FOR LOST MATERIALS [See EXHIBIT F: REPLACEMENT CHARGES]**

CHAPTER 12

REQUEST FOR RECONSIDERATION OF LIBRARY MATERIAL

12.01 **Request for Reconsideration of Library Material**

Individuals may request reconsideration of a decision to select library material by submitting a written Request for Reconsideration of Library Materials form, available at all public service desks.

When a request for review is received, the administration will respond in writing and provide an explanation (reviews, publisher's/author's credentials, etc.) of the criteria used in selecting the item in question. Any appeal of this response will be referred to the Library Board of Trustees. The complainant will be informed in writing of the Library's Board of Trustees decision as soon as possible after the next Board meeting is held. The final responsibility for materials removal resides with the Board of Trustees. The title under consideration will remain in the collection throughout the process to support the freedom of other patrons to read, view, or listen.

CHAPTER 13

CODE OF CONDUCT

13.01 **General- Code of Conduct**

The Library seeks to provide quality library service to all residents of Huron. The following code of conduct has been adopted for the comfort and protection of the rights of all those using and working in the Library. The Library Staff will enforce this code in a courteous but firm manner. We ask your cooperation in helping us provide a safe and pleasant environment for all our patrons and staff.

13.02 **Unacceptable Behavior**

Unacceptable behavior is not permitted. Unacceptable behavior includes, but is not limited to, the following:

- a. Loud talking or other noise
- b. Physical threats or abuse
- c. Running and roaming
- d. Abusive or foul language
- e. Abuse or misuse of Library furnishings, equipment or materials
- f. Congregating in or around entrances or stairways, inside or out.
- g. Commission of an illegal or unauthorized act on library property, against the personnel or property of the library, i.e., theft, trespass, assault, arson, etc.
- h. Failure to pay fines or proper library costs when due.
- i. Carrying a concealed or unconcealed weapon onto Library premises.

13.03 **Impermissible Behavior**

The following are not permitted on Library Premises:

- a. Solicitation
- b. Smoking
- c. Eating or drinking (except in designated areas)
- d. Loitering
- e. Weapons
- f. Portable media devices, radios, tape players, and other portable listening devices may only be used with earphones with volume not perceptible to others
- g. Use of cell phones or other portable oral communication devices other than in designated areas.

13.04 **Consequences of Unacceptable or Impermissible Behavior**

Patrons will be warned once and requested to leave for a period of one week if the unacceptable behavior continues. Subsequent instances of unacceptable behavior will result in longer suspensions. Adult patrons or minor child patrons may also be prosecuted under O.R.C. Title 29 of Ohio law for acts against the Library personnel or property.

13.04 **Procedure for Suspensions**

Notice of suspension, incident report(s), and a copy of the Conduct Code will be mailed to the last known address of the patron or, in the case of a minor child, the child's parents or guardian.

13.05 **Appeal of Suspension**

Appeal of the suspension may be made, in writing, to the Huron Library Board of Trustees, Huron Public Library, 333 Williams Street, Huron, Ohio 44839, within ten (10) days of receipt of written notice of suspension. The patron, or in the case of a minor child, the parents or guardian, will be notified by the Board of the date and time of the hearing on the notice of appeal.

13.06 **Return from Suspension for Minor**

A parent or guardian is required to appear at the Library to sign for the re-admission of his or her minor child.

CHAPTER 14

PATRON ACCESS TO THE INTERNET

14.01 **Internet Access Restrictions**

The Library, in keeping with its mission of free and public access to the widest possible variety of information, provides public Internet access and access to the subscription databases from OPLIN and CLEVNET. This service may be used to access any resource, engage in any communication, or conduct any activity available on the Internet, or the Ohio Public Library Information Network provided such activity can be done with standard Web browsers. The following are exceptions:

- a. Patrons may not send, receive, or display text or graphics that may reasonably be construed as obscene.
- b. Patrons may not use this resource for any illegal purpose.
- c. Patrons may not in any way alter, reconfigure, or damage the Library's workstations.
- d. Patrons may not interfere with or disrupt others, nor invade the privacy of others.
- e. Patrons may not modify or gain access to files, passwords, or data belonging to others, nor seek unauthorized access to any computer system, or damage or alter software components of any network, host server, or database.

14.02 **Limitation on Use of Internet**

All users of the public access workstations must sign a "Limitation of Liability" form. (See **EXHIBITG: LIMITATION OF LIABILITY**) Parents or legal guardians must sign in person for those under the age of 18. Because this is a public resource, the rights of others must be respected and therefore time will be limited to one hour (unless no one is waiting; and two users will be permitted at a terminal at one time. Both must have "Limitation of Liability" forms on file.

14.03 **Protection of Library Internet System**

In order to prevent viruses, protect the integrity of our workstations, and ensure that workstations will serve the greatest number of people, we ask that the following guidelines be observed:

- a. Do not install software of any kind.
- b. Do not download any plug-ins without consultation with Library Staff.
- c. Do not save or download files except on personal storage devices provided by the Library. Personal storage devices are available for purchase at the Circulation Desk.

14.04 **Internet Disclaimer**

The Library is not responsible for the accuracy or the content of any information found in any website not created by the Library itself. When using any links from the Library's website, or any link that leads to a non-Library resource, users are responsible for determining the value and accuracy of the information. It is recommended that particular caution be exercised when obtaining financial, medical, or legal information from the Internet. As with other library materials, it is the parent or legal guardian of minor children who must assume ultimate responsibility for supervising access to Internet resources in the Library.

14.05 **Consequences of Misuse of Computers/Internet**

Misuse of the Library's public computers or Internet access will result in loss of Internet privileges.

CHAPTER 15

MEETING ROOMS GUIDELINES

15.01 **General-Meeting Rooms**

The Library's Meeting Rooms are available for use by groups from the community when the rooms are not being used for Library activities. Provision of space does not constitute an endorsement by the Library of any group or its activities.

15.02 **Meeting Room Hours**

- a. Meetings may be held between 8 AM and 6:00 PM Monday and Tuesday, 8 AM to 6 PM on Wednesday and Thursday, 8 AM and 5 PM on Friday and 8 AM – 1 PM on Saturday.
- b. The rooms will be entirely vacated by the regular closing time of the Library.
- c. If the meeting will run past the regular closing time, the time must be indicated when the reservation is made so arrangements can be made to secure the building. The Library will be vacated by 9 PM.

15.03 **Meeting Room Reservations**

- a. Room reservations will be made through the Director's office at least 24 hours in advance.
- b. Room set up will be done by Library Staff according to arrangements requested when the reservation is made.

15.04 **Meeting Room Fees**

- a. Payment of a \$10 fee for room use is expected when the reservation is made or 24 hours in advance of the meeting if the reservation is made by phone.
- b. An additional fee of \$5 will be charged for use of the kitchen beyond the preparation of a beverage.
- c. An additional fee of \$20 per hour (charged in 15 minute increments) will be assessed for use of a room beyond the time of the Library's closure.
- d. Notification of cancellation of a reservation must be made 24 hours in advance or fee will be forfeited.
- e. Any exemptions will be made at the discretion of the Director.

15.05 **Meeting Room Limitations.**

A meeting room may not:

- a. Be used to promote commercial products or services.

- b. Be used for purposes for which an attendance fee is charged
- c. Have a group in excess of the Huron City Fire Code personnel limits.
- d. Be used for parties (birthday, showers, etc.)
- e. Be used without adult supervision if the group is composed of minors
- f. Be used for programs which are disruptive to Library operations or patrons. The Library Director, or designee, shall be the determinate of whether or not a program is potentially or actually disruptive.

15.06 Meeting Rooms' Responsibilities of Sponsoring Group or Organization:

- a. Alcoholic beverages are prohibited.
- b. Smoking is prohibited.
- c. Meetings are to be left in a neat and clean condition including but not limited to, placing trash in receptacles provided; washing, drying, and storing dishes in kitchen area; and, assuring that no Library dishes or equipment has left the building.
- d. Reserving group shall pay for loss or damage to Library property, including any major time spent by custodial staff to restore room to original condition.
- e. The person signing the Room Request Form will be held personally responsible for conduct and any damage incurred to the Library building or equipment.
- f. Any group violating these guidelines will lose use of the Meeting rooms and kitchen area.

15.07 Meeting Room Use: Exceptions

Any requests for room use not covered by these policies will be considered by the Board. Requests shall be made in writing and submitted to the President of the Board.

CHAPTER 16

BULLETIN BOARDS, DISPLAY CASES, ANIMALS IN LIBRARY

16.01 **Bulletin Board Rules**

The bulletin board at the Library may be used to publicize, through the posting of posters, flyers, etc., meetings and other activities sponsored by community groups. Limited space generally allows only short-term posting. All materials will meet acceptable community standards. All materials to be posted will be submitted to the Director's office for approval.

16.02 **Display Case Guidelines**

The Library welcomes exhibits and displays of interest, information, and enlightenment to the community by individuals, organizations, or community groups. The exhibits or displays will meet acceptable community standards. Application for exhibits or displays will be made through the Director's office on a first come, first served basis.

The Library shall have the final decision on the arrangement of all exhibits or displays. The Library assumes no responsibility for the preservation, protection, or possible damage or theft of any item exhibited or displayed. All items placed in the Library are done so at the owner's risk. All exhibitors will sign a form which releases the Library from any responsibility for exhibited items.

16.03 **Animals in Library Building**

Animals, other than service animals (seeing-eye and/or hearing-ear dogs) and those invited for Library programs are not permitted.

CHAPTER 17

CHILD SAFETY

17.01 **Responsibility for Minors in Library**

The Library welcomes children to use its facilities and services. However, the responsibility for the care, safety, and behavior of children using the library rests with the parent/guardian or caregiver. A caregiver must be at least 12 years of age. Library Staff members have many duties and can neither supervise children nor act as a substitute for daycare.

17.02 **Responsibility for children 7 or younger**

Children through age 7 must have a parent or caregiver in the immediate vicinity unless they are participating in a Library program. Parents or caregivers for children age 5 or under who do not attend the program with the child should remain in the building. Parents remain responsible for the actions of their children during Library programs.

17.03 **Responsibility for children 8-12**

Children in this age group may use the Library unattended for an amount of time appropriate to their age and maturity. It is important for staff to take note of disruptions caused by children who apparently are unaccompanied. Parents remain responsible for the actions of their children. Children using inappropriate behavior will be informed of the rules. If inappropriate behavior continues, the child shall be asked to leave the Library. If a child in this age group is behaving inappropriately and is unaccompanied by an adult or appropriate-aged caregiver, the staff will follow the directions below for children found on Library premises without a parent or caregiver. All children should have the telephone number of someone who can assist them in an emergency. The Library Staff may not take responsibility for the care of a minor or an incompetent adult.

17.04 **Responsibility for Children without Caretakers**

If a child is found without a parent or caregiver, the staff will:

- a. Attempt to comfort the child, if necessary,
- b. Locate the parent or caregiver in the Library and explain the Child Safety Policy.
- c. Make every effort to contact the parent or caregiver who is not in the Library to come and pick up the child. Staff will express the

- Library's concern for the child's safety and explain the Child Safety Policy.
- d. Call the Huron City Police to pick up the child, if the parent or caregiver cannot be located within 30 minutes. Staff will notify Director that police have been called.
 - e. Encourage an unattended child to contact the parent or guardian if it is within 15 minutes of closing time. If a parent or caregiver cannot be reached or does not arrive within 15 minutes of closing, Library Staff will call the Huron City Police to pick up the child. Staff will notify Director that police have been called.
 - f. Remain with the child until the parent or caregiver or police arrive. This is compensated time for the two staff members who remain with the child.
 - g. Leave a note on the Library door stating "Unattended child is in the custody of the Huron City Police, 413 Main Street, (419) 433-4114" once the child is in the care of the police. Names will not be stated on the sign.
 - h. Do not transport any child from the Library to another location.

17.05 Paging Minors in Library

Staff who receive a request by phone to locate a minor shall inform the caller that the Library cannot take the responsibility of locating minors for callers due to legal restrictions and for the safety and security of the minor while in the Library. Callers should be informed that this is a protection for minors.

CHAPTER 18

AMENDMENT TO POLICIES

18.01 **Amendment to Policies**

The Board reserves the right to change these policies upon perceived need and in the best interests of the Library, its staff and patrons. Policies will be reviewed and changes made on a regular or as-needed basis. The Board will pass a formal resolution amending or enacting policies. Policies will be placed on the Library website for viewing by the public.

EXHIBIT A
HURON PUBLIC LIBRARY DEED OF GIFT OF PERSONAL PROPERTY

I (we): _____

(and) _____

Address: _____

I (we) hereby convey and transfer to the Huron Public Library [Donee] the following described personal property:

I (we) certify that I (we) are the sole legal possessor(s) of this personal property and have the authority to convey it to the Huron Public Library [Donee] free and clear of any liens. I (we) grant all right, title and interest in this property to the Donee without limitation or restriction. This document will serve as transfer of complete ownership to the Donee and I (we) acknowledge the Donee has future full discretion as to use and disposal of the transferred property. It is my (our) wish that said gift be used or displayed in the Donee if it is determined to be in the best interests of the Donee.

Signature(s) of Donor(s)

Signature of Witnesses

Signature

Signature

Signature

Printed Name and Address

Signature

Printed Name and Address

Date _____

Date: _____

EXHIBIT B

HURON PUBLIC LIBRARY

ACKNOWLEDGEMENT OF CONFIDENTIALITY OF RECORDS

I, _____, understand the Huron Public Library Board of Trustees has adopted a policy for Confidentiality of Records. A copy of the policy was given to me on _____ with the Director explaining its purpose of maintaining confidentiality of personal information as outlined in R.C. Chapter 1347 and the consequences of violating this policy.

Employee Signature

Date

EXHIBIT C

HURON PUBLIC LIBRARY

PATRON RECORDS RELEASE

According to state law, all information contained in a patron's record is confidential information and may only be released under limited circumstances. Patrons may release their own library records and the records of minors under their legal custody and control by completing the following form. For example: A Patron would like someone else to pick up requested reserve materials; or a custodial parent wishes the non-custodial parent to have access to a minor's records.

This release covers:

- Myself Library Card # _____
- Minor in my legal custody Library Card # _____
- My records
- The records of the minor child

For the purpose of

The records may be released to:

- _____
- All inquiring parties

Signature

Date

Print Name

I understand that this release is a waiver of rights to confidentiality of Library Records under O.A.C. §149.432 and is in full force and legally binding on myself and the Library until:

_____ Further notice

_____ Specify Date

EXHIBIT D

HURON LIBRARY

REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

To be valid, all questions must be answered

Author: _____

Title: _____

Request initiated by: _____

Telephone: (____)____ - _____

Complaint represents:

Self: _____

Organization: _____

Other Group: _____

1. Have you read or listened to the complete work: (circle one) Yes No

2. What is objectionable in the material? (Please be specific and cite pages)

3. What would you like the Huron Public Library to do about this material?

Signature of complainant

Address

**EXHIBIT E
HURON PUBLIC LIBRARY**

TEACHER'S RESERVE SHELF

Information available in book form here at the Huron Public Library on a given subject may be limited. The first student who visits may check out all our circulating materials leaving none for other classmates.

So that all your students may have equal access to the information needed to complete their assignment, we suggest you request a "Teacher's Reserve Shelf".

Library staff, with your assistance, will select the books for the "Reserve Shelf". The books will remain on the reserve shelf for a maximum of two weeks.

No reference books are permitted on the reserve shelf. A list of reference books needed for the assignment can be made available to students.

A photocopier is available to copy articles or reference materials at \$.10 per page.

I desire a "Teacher's Reserve Shelf" from _____
to _____.

Teacher _____

School _____

Phone _____

Grade Level _____

Date _____

A COMPLETED ASSIGNMENT ALERT SHEET MUST ACCOMPANY THIS REQUEST.

The "Teacher's Reserve Shelf" and the "Assignment Alert Sheet" are a way of helping your students have positive library experiences.

Thank you for your cooperation.

STUDENT ASSIGNMENT ALERT SHEET

An Assignment Alert Sheet alerts us to your assignments that may require your students to use the Huron Public Library. This form may be photocopied and additional forms are available at the library.

Teacher_____

School_____

Phone_____

Grade_____ Level_____

Subject_____

Types of materials:

Books___ Reference Materials___ Magazines___ CD-ROMs___

Internet___

Are there any restrictions on the types of materials to be used?
(Example - No General Encyclopedias)

What is the intent of assignment?

The search process_____ The actual information_____

Start date_____ Due date_____ Class
Size_____

Do you need a Teacher's Reserve Shelf? If so, attach that request.

At least one week's notice is appreciated.

Fax to 433-7228 or email huron@huronlibrary.org

The "Teacher's Reserve Shelf" and the "Assignment Alert Sheet" are a way of helping your students have positive library experiences.

Thank you for your cooperation!

**EXHIBIT F
HURON LIBRARY REPLACEMENT CHARGES**

| | |
|--|-------------|
| Reference | 30.00 |
| J Reference | 18.00 |
| Hardcover (Adult) | 20.00 |
| Hardcover (Children) | 5.00 |
| Paperbacks (Adult) | 5.00 |
| Paperbacks (Cataloged) (Adult and Children) | 15.00 |
| Paperbacks (Children) | 4.00 |
| Classic Paperbacks | 8.00 |
| Cradle Books | 5.00 |
| Magazines | cover price |
| Music Cassettes | 10.00 |
| Compact Discs | 15.00 |
| Books-on-tape | 20.00 |
| Children's book/tape kits | 15.00 |
| Videocassettes | 20.00 |
| DVDs | 25.00 |
| CD Roms | 25.00 |
| Leap Frog Kits | 25.00 |
| Leap Frog Unit | 69.00 |
| Leap Frog Backpack | 23.00 |
| Leap Frog Headphones | 24.00 |
| Art Prints | 90.00 |

Refunds will be made to patrons who find the lost materials and return the materials in good condition with the receipt issued by the library within six months. The maximum overdue fee will be deducted from the Replacement Charge. Refunds of Replacement Charges will not be made for items under \$10.00

EXHIBIT G

HURON PUBLIC LIBRARY LIMITATION OF LIABILITY

All patrons who wish to use the Library's OPLIN Internet access computers are required to sign and date this Limitation of Liability. Parents or legal guardians must sign in person.

The undersigned acknowledges that he/she has read and understands the Library Acceptable Use Policy for OPLIN and Internet Usage.

The undersigned further acknowledges and agrees that the Library assumes no liability for any loss or damage to the user's data or for any damage or injury arising from invasion of privacy in the user's computer accounts, programs or files.

Signature

Parent/Guardian's Signature

Print Name

Print Name

Date:_____

Date:_____