



HURON PUBLIC LIBRARY OPERATING POLICIES



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INTRODUCTION

This section of the Huron Public Library policy and procedure manual contains policies regarding the operation of the Library. Any amendment or exception to these policies must be in writing and must be approved by the Huron Public Library Board of Trustees. Staff are welcome to give input into changes that can be made.

CHAPTER 1 PURPOSE AND MISSION STATEMENT

1.01 MISSION

Huron Public Library fosters growth by providing free access to information and culture and responds to the needs of the community it serves.

1.02 VISION

Inspiring Generations with Books and More

1.03 VALUES

Empowerment: We are committed to granting power to all to gain experience, acquire knowledge, develop skills, and participate actively in the community to discover one's own ambition.

Intellectual Freedom: We believe that all individuals have the right to access, explore, and express diverse ideas, information, and opinions without censorship or restriction.

Equality: We ensure fair and unbiased access to resources and services for all. We actively work to dismantle barriers and create a library space where diverse voices are valued, respected, and represented.

Literacy: We champion literacy, aspiring to offer accessible resources and dynamic programs that elevate literacy in all its forms, building the foundation with reading.

Lifelong Learning: We are dedicated to supporting continuous intellectual growth and skill development by promoting a love of learning for all ages, fostering a culture of curiosity and self-discovery.

CHAPTER 2 PUBLIC RECORDS

2.01 PUBLIC RECORDS DEFINED

Public Records are defined as records which includes any document, device, or item, regardless of physical form or characteristic, including an electronic record as defined in section 1306.01 of the Revised Code, created or received by or coming under the jurisdiction of any public office of the state or its political subdivisions, which serves to document the organization, functions, policies, decisions, procedures, operations, or other activities of the office. [R.C. 149.011(G)]

2.02 RECORDS COMMISSION

The Records Commission is composed of the Fiscal Officer and the Library's Board of Trustees. The Commission is responsible for the creation, retention, and disposal of the Library's Public Records in accordance with the Records Retention Policy. The Chair or Fiscal Officer shall serve as the Recording Secretary of the Commission. Minutes shall be a permanent record of the Commission as well as all forms, including RC-1 [Destruction of Obsolete Records]; RC-2 [Records Retention Policy]; and RC-3 [Destruction of Public Records] passed by the Commission.

2.03 DUTIES OF RECORD COMMISSION

The Chair shall create the agenda and call the meeting to order during the month of March in each calendar year. The Fiscal Officer shall prepare the RC-2, RC-3, and list of scheduled items for disposal which shall be reviewed and adopted or amended, revised, or deleted at the meeting. If neither form is required for a calendar year, that fact shall be noted upon the minutes of the Commission. The Fiscal Officer is responsible for all the fiscal records. The Library Director is responsible for all non-accounting records and shall recommend destruction and retention in accordance with RC-2, Records Retention Schedule. Records are designated in accordance with the RC-3 Record Numbered Series.

2.04 STATUTORY OUTLINE OF PUBLIC RECORDS IN OHIO

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:
 - 1. 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.
 - 2. 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.
 - 3. 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.

4. 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" takes 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.
5. Each request should be evaluated for an estimated length of time required to gather the records.
6. 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.
7. Those seeking public records will be charged only the actual cost of making copies. The cost of making the copies will coincide with what the library is currently charging for copies.
8. 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.
9. 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.
10. Requesters may ask that documents be mailed to them. They will be charged the actual cost of the postage and mailing supplies.
11. Email, text, and other forms of messaging pertaining to Library business is to be treated in the same fashion as records in other formats and should follow the same retention schedules.

Note: The Records Retention Schedule is located in Section 7 of this notebook.

CHAPTER 3 HOURS/DAYS OF OPERATION

3.01 LIBRARY HOURS

The Library is open year-round on days and times set by the Board of Trustees.

These hours are subject to change with notice to the public.

3.02 HOLIDAY: LIBRARY CLOSED

The Library shall be closed on New Year's Day, Martin Luther King Day, Presidents' Day, Easter Sunday, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Eve (5 – 8:30 P.M.), Thanksgiving Day, day after Thanksgiving, Christmas Eve Day, Christmas Day, and New Year's Eve Day.

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 FISCAL OFFICER

4.01 INVESTMENT POLICY

A. 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.

B. 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. The Board requires and authorizes the Fiscal Officer to monitor the maturation of certificate of deposits. Prior to renewal, the Fiscal Officer has the authority to select the most advantageous rate for the most reasonable duration, as specified by this Investment Policy. 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.

C. INVESTMENT OBJECTIVES

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

1. 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.

2. 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.

3. 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.

D. 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.

E. MAXIMUM MATURITIES

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

F. SAFEKEEPING OF SECURITIES

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

G. INTERNAL CONTROL

Any securities of deposit, deposit accounts, etc., shall be issued in the name of Library. The Fiscal Officer and any Director 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.

H. BONDS

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

I. 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.

4.03 CREDIT CARD POLICY

A. CREDIT CARD ACCOUNT DEFINED

"Credit Card Account" means any bank- institution-issued credit card account, financial depository-issued credit card account, affinity credit card account, or any other card account allowing the holder to purchase goods or services on credit or to transact with the with the account, and any debit or gift card account related to the receipt of grant monies. "Credit Card Account" does not include a procurement card account, gasoline or telephone credit card account or any other card account where merchant category codes are in place as a system of control for use of the card account.

B. ELIGIBILITY FOR USE OF CREDIT CARD

The following individuals are eligible to use a Library Credit Card for the purpose of legitimate purposes for Library business:

1. Director
2. Fiscal Officer
3. Head of Youth Services

4. Head of Adult Services
5. Head of Circulation and Technical Services
6. Head of Marketing and Emerging Technology
7. Other employees as designated by the Director and approved by the Fiscal Officer.

C. TYPES OF EXPENSES

The following are the types of expenses eligible for credit card purchases. It is prohibited for an authorized employee to utilize a Library Credit Card for personal purchases.

1. Purchases of materials for the promotion of the Library purposes, such as materials for projects and other materials for patron enhancement.
2. Purchase of acquisitions for the use of Library patrons.
3. Purchase of equipment for Library usage.
4. Purchase of lodging and food for overnight conferences or workshops.
5. Payments to vendors who no longer accept paper checks or require pre-payment before work begins.

D. PROCEDURE FOR ACQUISITION, USE, AND MANAGEMENT OF THE LIBRARY CREDIT CARD

1. LOCATION

Credit cards are located in a secured, locked location in the Fiscal Officer's office.

2. ACQUISITION

Credit cards are acquired from the current banking institution that the library is using for their checking account. The name of the Library shall appear on each presentation instrument related to the accounts including credit cards and checks.

3. MANAGEMENT

Credit Cards must be signed out and returned to the secure location at the end of the work day. Employees must plan their authorized use of the Library credit card to avoid keeping the card in their possession after close of business. Credit cards cannot be carried when purchases are not anticipated, into the next day(s), or when an employee is on leave. Exceptions for overnight use must have prior authorization by the Director or Fiscal Officer.

E. CREDIT LIMITS AND RECORD-KEEPING

The Library has established credit limits for each account. Authorized employees are responsible, prior to incurring any debt to ensure that there is sufficient credit to meet planned obligations or purchases.

1. A requisition form is completed and approved with the receipt attached.
2. A purchase Order is created.
3. The purpose or project the purchase is associated with shall be listed.

F. PROCEDURE FOR CREDIT CARD ISSUANCE, CREDIT CARD REISSUANCE, CREDIT CARD CANCELLATION, AND THE PROCESS FOR REPORTING LOST OR STOLEN CARD

1. ISSUANCE

The Fiscal Officer will call the banking institution to order a credit card. The Fiscal Officer sets the credit card limit as defined in item G and orders that the individual's name as well as Huron Public Library be imprinted on the card.

2. REISSUANCE

If for any reason a card must be reissued, the Fiscal Officer will contact the Banking Institution to reissue a card.

3. CREDIT CARD CANCELLATION

If a credit card needs to be cancelled due to leaving employment or misuse of a credit card, the Fiscal Officer is responsible for contacting the Banking Institution as soon as reasonably possible.

4. LOST OR STOLEN CARD

If a credit card is lost or stolen it is the responsibility of the individual whose name is on the credit card to notify the Fiscal Officer and Director as soon as they are aware of the fact that their card has been lost or stolen. The Fiscal Officer keeps a record of all credit cards numbers issued to individuals and is responsible for contacting the Banking Institution to report the lost or stolen card.

G. CREDIT CARD LIMITATION

The Library's Director and Fiscal Officer have a maximum credit limit of no more than One Thousand Five Hundred Dollars (\$1,500.00) each. The Library's individual staff credit cards shall each have a maximum credit limit of no more than One Thousand Five Hundred Dollars (\$1,500.00)

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. The Library reserves the right to determine the benefit of the gift, the design and placement of all gifts.

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. A staff member appointed by 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 monetary donations to the Library will 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 Exhibit 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. 2305.09(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 professional library staff. 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.

5.07 ENDOWMENTS

Endowments are accepted by the Library Board of Trustees by Resolution. The Library follows the Ohio Revised Code 1715.51. Uniform management of institutional funds and O.R.C. 1715.53 as amended in the acceptance and control of the endowment body. Under these statutes, the Library is free to expend up to Five Percent (5%) of the Endowment under R.C. 1715.53(D). The Library Board has interpreted this section, for Endowment purposes, to be limited to the annual interest earned by the interest of the endowment for purposes of the Library. The body of the endowment is a permanent addition to the funds of the Library and may not be wound-up without the approval of the Probate Court in the County of Erie, Ohio. In cases where the endowment may be liquidated, the Ohio Attorney General must be served and is a party to the liquidation of the endowment.

CHAPTER 6 INTERLIBRARY COOPERATION

6.01 NORTHEAST OHIO REGIONAL LIBRARY SYSTEM

The Library is a geographic member of the Northeast Ohio Regional Library System. With the approval of the Director and adequate funding in the budget, the Library may choose to be a dues-paying member and receive the benefits offered depending on the level of dues paid.

6.02 CLEVNET

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 member libraries. Delivery is provided through a contracted service with the State Library of Ohio.

CHAPTER 7 PUBLIC MEETINGS

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. Public notice of special meetings shall be posted on the interior entrance doors and the Library's website calendar no later than 24 hours prior to the meeting. The Board reserves the right to hold executive sessions in accordance with O.R.C. 121.22(G).

7.02 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 should give advance notice to the Library Director one week prior to the board meeting and shall be first recognized by the President. The individual must be a resident of Erie County and shall state his/her 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. The Board will respond by or at the next regularly scheduled board meeting. The President of the Board reserves the right to temporarily modify the above-mentioned guidelines on a case-by-case basis.

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 chosen payroll system in accordance with State law:

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.

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 annually. **See EXHIBIT B: ACKNOWLEDGEMENT**

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. A foster parent shall not be considered a custodian.
- 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** - 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** - 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 17 and under.

H. PATRON INFORMATION - 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.

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 has 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 determine the location of item within the Library, and/or 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 REQUESTS 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. **See Exhibit D: Request for Reconsideration**

CHAPTER 10 LIBRARY SERVICES

10.01 CODE OF SERVICE

The following is the Service Code for all staff members.

- 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 OF 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. Use of OPLIN databases
- C. Use of the HPL website
- D. Use of the Online Public Access Catalog (OPAC)
- E. Subject and keyword searching on the OPAC
- F. Familiarity with the New York Times best seller list
- G. Familiarity with the reference sources listed in the Ohio Reference Excellence (ORE) Manual
- H. 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. 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 PATRON INSTRUCTION AND ORIENTATION SERVICES FOR REFERENCES

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.

10.10 ORIENTATION AND TOURS FOR PATRONS

Library orientation tours, bibliographic instruction, and online demonstrations are offered to adult and student groups.

10.11 SPECIAL SERVICES

- A. Passport Acceptance Agency (by appointment)
- B. Book a Librarian (by appointment)
- C. Memory Lab (by appointment)
- D. Media Lab (by appointment)

CHAPTER 11

CIRCULATION OF LIBRARY MATERIALS

11.01 GENERAL STATEMENT OF PATRON RESPONSIBILITY

A library card is a valuable resource and privilege contingent upon patron compliance with the policies of the Library. A library patron is responsible for all materials checked out on his or her library card, and if such materials are returned late, damaged, or lost, the patron is responsible for paying fines or replacement fees. The parent or legal guardian of a minor patron (17 and under) is responsible for all materials checked out on the minor patron's card.

A patron must provide a library card or photo identification.

11.02 PARENT AND LEGAL GUARDIAN OVERSIGHT

Parents and/or legal guardians signing for the card of a minor child retain the right to limit the borrowing of their child based upon age-related criteria. Parents and legal guardians wishing to grant a non-custodial parent access to a minor child's account must complete Patron Records Release on the reverse side of the child's original Huron Public Library card application (**see section 11.03**).

11.03 BORROWER REGISTRATION

Persons residing or attending school within the state of Ohio are eligible, with proper identification and proof of permanent address, to register for a Huron Public Library card.

Adults, patrons age 18 and over, must present valid photo identification with current, correct mailing address. If the photo ID does not have the current mailing address, the patron may present a utility bill or bank mailing as proof of address.

Juvenile patrons, 17 and under, may register for a library card, but must have the signature of his or her parent or legal guardian on the registration form, and the parent or guardian must present the required identification as outlined above; the signature will satisfy the requirement for identification for the patron 17 and under.

Temporary residents must provide both permanent and temporary or school addresses. Out-of-state students attending an institution of higher learning in Ohio must provide their permanent and their college addresses, as well as a student ID.

11.04 LOST, STOLEN, OR DAMAGED CARDS

A patron should report a lost or stolen library card to the Library as soon as possible. The owner of a lost or stolen library card is responsible for all material checked out on that card up to the time that he or she reported to the Library that it was lost or stolen. The patron may request a replacement for the lost or stolen card in person at the Library. A replacement card costs \$1.00. Badly damaged cards will be replaced upon request at no cost.

11.05 RESTRICTIONS OF BORROWING PRIVILEGES

Patron borrowing privileges are blocked when \$12.00 or more billed item fees have accumulated.

11.06 BORROWING RULES

A. LOAN PERIOD AND FEE SCHEDULED

The following list of circulation rules details loan periods, renewals allowed and fees based on patron type. (see Library Procedures 4.4) As a general rule, patrons can borrow up to 50 items on their card at any given time. Exceptions are made for teachers possessing a Huron Public Library card with teacher privileges.

All books, magazines, puzzles, AV material, and ukuleles are fine fee.

The Library does not charge fines on juvenile materials but does access fees for damaged or lost juvenile materials.

B. EDUCATIONAL PRIVILEGES

Teachers or individuals serving as home school instructors may apply for educational borrowing privileges by presenting proof of current employment as a teacher or instructor, or proof of home school instruction.

1. Teachers are granted loan periods of 4 weeks for all books and DVDs and are responsible for replacement costs (if applicable) on these items.
2. Materials other than books and DVDs will be considered on a case-by-case basis with final approval by the Director.
3. Teachers are exempt from the 50-item borrowing limit.

C. STAFF PRIVILEGES

1. Employees will not be charged for overdue books, AV materials, ukuleles, magazines, and puzzles or other items owned by Huron Public Library. Requests for materials will be filled on a first come, first served basis along with requests from the public.
2. All remaining circulation rules apply.
3. Under no circumstances are staff authorized to place themselves above patrons in materials reserve lists.
4. The immediate families of staff hired before March 13, 2013 are also granted these privileges.

D. OVERDUE AND FINE NOTICES FOR HURON LIBRARY

When an item is 10 days overdue, a notice is mailed or emailed to the patron. When an item is not returned within the next 30 days, the item will be recorded as missing and the patron will be billed for replacement charges.

11.07 BORROWING WITHIN AND OUTSIDE THE CLEVNET SYSTEM

As a member library of CLEVNET, Huron Public Library patrons have access to the vast majority of collections held at all member libraries.

Patrons may also request materials from non-CLEVNET member libraries through Inter-Library Loan.

A. CLEVNET

1. Circulation rules at member libraries vary widely.
2. When borrowing materials owned by CLEVNET libraries other than Huron Public Library, the owning library's circulation rules apply except in the case of items for which we do not fine our patrons.
3. Due dates for such items will be printed on patron borrowing receipts. Patrons may contact the owning library for details on daily fines and limits.

B. INTER-LIBRARY LOAN

1. Materials may also be requested from libraries outside the CLEVNET consortium.
2. The patron will be required to pay all costs, in advance, associated with the rental of the items.
3. Exceptions will be considered on a case-by-case basis with final approval by the Director.

11.08 FEES FOR LOST OR DAMAGED MATERIALS

Because the replacement costs for materials vary widely, it is the policy of Huron Public Library to charge the retail rate for lost or damaged materials. Any difference between the retail rate and the Library's wholesale rate is used to cover the cost of shipping, cataloging and any necessary preparation for public circulation.

A damaged item is defined as any alteration to an item, intentional or otherwise, that detracts from the use and enjoyment of other patrons. Damage includes but is not limited to the following: soiling that stains or leaves an odor; torn or mangled covers, pages, cases, discs or other contents; any damage beyond what should usually be anticipated as normal wear and tear based upon the age of the item and frequency of its circulation.

CHAPTER 12 CODE OF CONDUCT

12.01 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.

12.02 HURON PUBLIC LIBRARY CODE OF CONDUCT

A. Patrons of the Library have a reasonable expectation of

1. Courteous behavior
2. Reasonable noise levels
3. Appropriate language
4. Respect for people and property
5. A clean, tobacco-free, drug-free and alcohol-free environment (including vaping)
6. Quiet use of electronics, audio equipment, and cell phones.
7. Non-use of skateboards and other athletic equipment in the Library.

Patrons shall comply with all reasonable requests and directives issued by the Library staff for the purpose of ensuring these reasonable expectations are afforded to all patrons. Any patron who does not comply with these requests and directives of Library staff shall be considered in violation of library policy and subject to any consequences set forth in this policy.

B. The Library shall work with law enforcement authorities to remove and/or prosecute actions of criminal behavior against the Library, Library staff, and patrons.

C. Taking any photographs or video in the Library is prohibited unless permission is granted by the Library Director or his/her designee.

D. Parents/Caregivers/Guardians are responsible for supervising their children while in the Library and ensuring compliance with the Library Code of Conduct. Children under the age of 7 must have a guardian or caregiver present nearby. A caregiver must be at least 12 years of age.

E. Animals are not permitted in the Library except for those assisting people with disabilities pursuant to Title III of the Americans with Disabilities Act and those involved in library-sponsored programs.

F. Weapons of any kind, concealed or in plain view, are prohibited at the Library, except those carried by authorized law enforcement agents.

12.04 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.

12.05 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.

12.06 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.

12.07 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.

12.08 REPORTING PROBLEMS

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

12.09 EXCEPTION TO TEMPORARY SUSPENSION PROCESS

The suspension and appeal process listed above applies to infractions of basic library rules and etiquette. If, however, the behavior of a patron or staff member is particularly egregious and/or endangers others, the supervisor shall make a report with the Huron City Police, and the Board of Trustees maintains the right, after review and deliberations, to impose an immediate permanent suspension.

CHAPTER 13

PATRON ACCESS TO THE INTERNET

13.01 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.

13.02 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. Personal storage devices are available for purchase at the Circulation Desk.

13.03 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.

13.04 CONSEQUENCES OF MISUES OF COMPUTERS/INTERNET

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

CHAPTER 14

MEETING ROOM GUIDELINES

14.01 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.

14.02 MEETING ROOM HOURS

- A. Meetings may be held during the hours the Library is open, with exceptions made by the Director.
- B. The rooms will be entirely vacated by the regular closing time of the Library.
- C. Meeting rooms are not available the first 30 minutes after opening or the final 30 minutes before closing.

14.03 MEETING ROOM RESERVATIONS

- A. Room reservations will be made by calling the library at least 24 hours in advance.
- B. Room set up will be done by the group who reserved the room according to arrangements requested when the reservation is made. Staff will make table and chairs available for set up.
- C. A Room Request and Guidelines Form must be signed by a representative responsible for the meeting.

14.04 MEETING ROOM CANCELLATIONS

- A. Notification of cancellation of a reservation must be made 24 hours in advance if at all possible.
- B. If the Library closes unexpectedly for weather related reasons, the scheduled meeting will be cancelled.

14.05 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.) except at the discretion of the Director
- E. Be used without adult supervision if the group is composed of minors except at the direction of the Director.
- 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.

14.06 MEETING ROOM RESPONSIBILITIES OF SPONSORING GROUP OR ORGANIZATION

- A. Use of alcoholic beverages or illegal drugs is 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 used while responsible for the public meeting space.
- F. Any group violating these guidelines may lose use of the Meeting rooms and kitchen area.

14.07 MEETING ROOM USE: EXCEPTIONS

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

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CHAPTER 15

BULLETIN BOARDS, DISPLAY CASES, ANIMALS IN LIBRARY

15.01 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.

15.02 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 Head of Adult Services 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.

15.03 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.

Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II and Title III of the ADA. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals either.

When a person with a service animal enters a public facility or place of public accommodation, the person cannot be asked about the nature or extent of his disability. Only two questions may be asked:

1. Is the animal required because of a disability?
2. What work or task has the animal been trained to perform?

CHAPTER 16 CHILD SAFETY

16.01 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.

16.02 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.

16.03 RESPONSIBILITY FOR CHILDREN 8-11

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.

16.04 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.

16.05 PAGING MINORS IN THE 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.

17 PROGRAMMING

17.1 INTRODUCTION

The staff of Huron Public Library select, plan, and present programs and events for Library patrons. Programming is a key resource offered by Huron Public Library and helps achieve the mission, vision, and values of the Library.

The Library values the principle of intellectual freedom and supports the rights of individuals to read, speak, view, and exchange points of view. In order to provide access to diverse perspectives, the Library presents a variety of programs. Topics and speakers are not excluded from Library programs because of possible controversy. Sponsorship by the Library does not constitute endorsement of program content.

17.2 TYPES OF LIBRARY PROGRAMS

A. TYPES OF LIBRARY PROGRAMS

Library programs include but are not limited to the following:

1. Book discussions
2. Story times/storytelling
3. Family literacy programs
4. Author visits/reading
5. Artistic and music performances
6. Film showings
7. Demonstrations and workshops
8. Lectures and presentations
9. Instructional classes/training sessions
10. Exhibits and associated programs
11. Community forums
12. Library tours and orientations

B. PROGRAM PRESENTERS

Program presenters include Library staff with relevant skills or expertise, volunteers or staff from co-sponsoring organizations, local or visiting authors and performing artists, local or visiting speakers with recognized credentials or relevant experience and qualified instructors and trainers.

C. PROGRAMS FOR YOUTH

The Library regards programming as an essential aspect of service to youth. Programs convey excitement about books, reading, and research. They aid in social development and help build critical thinking and problem-solving skills. Programs for children and teens foster life-long use of the Library.

17.3 LIBRARY SPONSORED EVENTS

- A. All programs are free and open to the public.
- B. Programs may be held on site at Huron Public Library or off site.
- C. Professional performers are selected by Library staff.
- D. Program attendance will not exceed the capacity of its space as determined by the fire code.
- E. Programs may be designed for and limited to a specific audience, age, or grade level.
- F. Standard age ranges:
 - 1. Babies and Toddlers: birth to age 3 1/2
 - 2. Preschool: ages 3 1/2 to entrance to kindergarten
 - 3. School age children: kindergarten through 2nd grade
 - 4. Tweens: grades 3-6
 - 5. Teens: grades 6-12
 - 6. Adults: ages 18 and over
- G. Decisions concerning an event's attendance, registration, capacity, late arrivals, and allowable walk-ins will be made by the Library staff supervising the event.
- H. Library programs must have a special educational, informational, or cultural value to the community. Programs are non-commercial; presenters may have a business affiliation, but no solicitation or promotion for business purposes will be permitted.
- I. Sales of books/CDS/art work by authors/performance/artists is permitted as part of the Library program when arranged for in advance. All sales must be completed by the performer not Library staff. The Friends of Huron Public Library may fundraise to benefit the Library at a program.
- J. Program suggestions from the public and/or unsolicited offers from individuals or organizations to present programs will be evaluated by the same standards used to select Library-initiated programs.
- K. Assessments of the effectiveness of Library programs are based on attendance and audience satisfaction. Other evaluation criteria include attraction of new patrons to the Library, the promotion of Library goals, and program evaluation forms.
- L. The Library welcomes expressions of opinion from patrons concerning programming. Patron concerns about a Library program or event should be shared with the Library staff member in charge of the program or event. Patrons who wish to continue their requests for review of a program may submit a Request for

Reconsideration form. Requests for review of programs will be considered in the same procedural manner as requests for reconsideration of Library materials.

M. Organizations or individuals partnering with the Library on programs must coordinate marketing efforts with the Library's staff. The Library reserves the right to revise and edit any copy provided by a program presenter as appropriate for the Library's various promotional outlets. The Library will not market or promote any program not sponsored by the Library even if it is held on Library property.

N. The Library does not offer programs that support or oppose any political or ballot measure. However, election information, such as candidates' forums that include invitations to all recognized candidates, may be offered.

O. The Library does not offer programs that support or oppose specific religious convictions. Seasonal or holiday programs may be offered.

17.3 REGISTRATION, WAIT LISTS, AND EVENT MANAGEMENT

A. REGISTRATION

1. Some events may require registration. This is done in order to:
 - a. Not exceed the capacity of the venue
 - b. Ensure the audience meets all requirements
 - c. Allow the presenter to adequately prepare for the number of people attending
 - d. Ensure the success of the program
2. We request that registered individuals notify the Library as soon as possible if they are unable to attend in order to allow other people to register.

B. WAIT LISTS

For high-demand events, a waitlist may be created in lieu of walk-ins.

- a. The waitlist will be activated as soon as registration is full.
- b. We will make every effort to notify waitlisted patrons if a spot becomes available.
- c. If an event has a waitlist, walk-ins will not be allowed.

C. EVENT MANAGEMENT

1. Even in the event of preregistration, the Library does not guarantee seating once a program has begun.
2. If the event does not have a waitlist, walk-ins may be allowed to fill unclaimed seats.
3. In compliance with the Americans with Disabilities Act (ADA), we will make sure there is seating available for anyone who needs accommodation.

4. At all events we adhere to our Social Media and Photography policy. If you wish to not be included in photographs, let the staff member at the program know before the program begins.


CHAPTER 18
AMENDMENT TO POLICIES

17.01 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.



**HURON PUBLIC
LIBRARY
APPENDIX A:FORMS**



Revised 01/2025

**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 shall 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 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:

Signature:

Signature:

Date:

Signature of Witnesses:

Signature:

Printed Name:

Address:

**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 RECORD RELEASE**

According to state law, all information contained in a patron's record is confidential and may only be released under limited circumstances. Patrons may release their own library records and the records of minor children under their legal custody by completing the following form.

Please allow the following people to pick up holds on my behalf:

Patron Name (Please print)

Date

Patron Signature

The following people may pick up holds for my **minor child** currently in my legal custody:

Parent Signature

Date

EXHIBIT D
HURON PUBLIC LIBRARY
REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

To be valid, all questions must be answered.

Title: _____

Author: _____

Type of Material: Book _____ DVD/Blu-Ray _____ Program _____ Other _____

Specify Other: _____

Request Initiated by: _____

Represents: Self _____ Organization (Name) _____

Address: _____

City: _____ Zip Code: _____

Email: _____ Phone: _____

1. Have you read or viewed the entire work? Yes _____ No _____

Did you attend the entire program? Yes _____ No _____

(Requestors must have read or viewed the entire work or attended the entire program to have the entire challenge considered.)

2. What do you believe is the theme and/or major tenet of this work?

3. Are you aware of the judgment of this work by subject specialists or literary critics?

Yes _____ No _____

Explain:

4. What do you find objectionable about this item or program? *(Required to provide citations or specifications.)*

5. What do you feel the result of reading, hearing, or viewing this work or program might be?

6. In its place, what work of equal literary quality would you recommend the Library purchase that would cover the same subject or content?

I have read and understand the following:

_____ Freedom to Read Statement

_____ Library Bill of Rights

_____ First Amendment to the U.S. Constitution

_____ Huron Public Library Collection Development Policy

_____ Freedom to View Statement

_____ Library Initiated Programs and Displays

Signature: _____

Print Name: _____

Date: _____

The Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social

growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

- 1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

- 2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in

making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society, individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and

usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996.

First Amendment

Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press; or the right of the people peaceably to assemble, and to petition the Government for a redress of grievances.

HURON PUBLIC LIBRARY MATERIAL SELECTION

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 has 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.

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.

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 determine the location of item within the Library, and/or 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.

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.

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.).

REQUESTS 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. **See Exhibit D: Request for Reconsideration**

Freedom to View Statement

The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore, these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Library-Initiated Programs and Displays as a Resource: An Interpretation of the Library Bill of Rights

Library-initiated programs support the mission of the library by providing users with additional opportunities for accessing information, education, and recreation. Article I of the *Library Bill of Rights* states, "Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves." Library displays increase awareness of programs, resources, and services.

Library-initiated programs include, but are not limited to, lectures, displays, exhibits, community forums, performing and visual arts,¹ participatory workshops, technology programming, creative learning programming, wellness programs, story times, continuing education, fairs and conventions, book clubs, discussion groups, demonstrations, and presentations for social, cultural, educational, or entertainment purposes. Library-initiated programs may take place onsite at the library, off-site at other locations, or online, and may be provided by library workers, volunteers, or partners. Libraries may also choose to promote their programs, services, and resources through displays and digital signs.

Library-initiated programs and displays utilize library worker expertise for community interests, collections, services, facilities, and providing access to information and information resources. They introduce users and potential users to library resources and the library's role as a facilitator of information access. The library may participate in cooperative or joint programs with other agencies, organizations, institutions, or individuals to facilitate information access in the community the library serves. Libraries should not discriminate against individuals with disabilities and shall ensure they have equitable access to library resources. Library-initiated programs and displays should comply with all applicable laws, including the standards and requirements of The Americans with Disabilities Act and state and local disability accessibility guidelines.² If a program is held in a location not controlled by the library, the library should assure that the space is accessible to all users. If users overflow designated event areas during library events, libraries should secure accessible public spaces (e.g., ramps, pathways, and emergency exit routes) to ensure access and safety for everyone. Reasonable accommodations should also be made to have interpretation or real-time captioning for the deaf or hard of hearing at library-initiated programs when needed or requested by library users.

"Socially excluded, marginalized, and underrepresented people, not just the mainstream majority, should be able to see themselves reflected in the resources and programs that libraries offer."³ Libraries should actively seek to include a variety of programming options representing diversity of genres, formats, ideas, and expressions with a multitude of viewpoints and cultural perspectives that reflect the diversity in our communities. Library-initiated programs that cross language and cultural barriers introduce community members to the library's resources and provide access to information. Libraries serving multilingual or multicultural communities should make efforts to accommodate the information needs of those who speak and read languages other than English, including advertising for such events.

Concerns, questions, or complaints about library-initiated programs and displays are handled according to the same written policy and procedures that govern reconsiderations of other library resources. These policies should apply equally to all people, including, but not limited to, library users, staff, and members of the governing body. The policies should set forth the library's commitment to free and open access to information and ideas for all users.

Programs should not be canceled because of the ideas or topics of the program or the views expressed by the participants or speakers, nor should library workers censor or remove displays because someone may disagree with the content. Library sponsorship of a program does not constitute an endorsement of the program content or the views expressed by the participants or speakers, any more than the purchase of resources for the library collection or curation of a display constitutes an endorsement of the resources content or its creator's views. Libraries should vigorously defend the First Amendment right of speakers and participants to express themselves.

Article V of the *Library Bill of Rights* states, "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." The right to use a library encompasses all the resources the library offers, including the right to attend library-initiated programs. Libraries create programs for an intended age group or audience based on educational suitability and audience interest; however, restrictions on participation based solely on the gender, chronological age, or educational level of users violate this right and should be enforced only when not doing so would adversely impact the safety of the participants or interfere with the intended purpose of the program. Parents and guardians may restrict their own children's access to library programs, but no person or organization can interfere in others' access and participation. A parent or guardian may discuss their child's access to and participation in library programs with their child, but may not impose those decisions on others, including other people's children.

Libraries should not deny access to library-initiated programs if patrons owe the library for overdue fines or other fees. If libraries charge program participants for supplies used, they should make every effort to reduce economic barriers to participation. Any collection and retention of program participants' personal information should be on an opt-in basis only. While attendees may need to demonstrate their eligibility to attend the program by showing a library card or student ID, they should not be required to share their personal information in order to attend a library program.

1 "[Visual and Performing Arts in Libraries: An Interpretation of the *Library Bill of Rights*,](#)" adopted February 13, 2018, by ALA Council.

2 "[Services to People with Disabilities: An Interpretation of the *Library Bill of Rights*,](#)" adopted January 28, 2009, by the ALA Council; amended June 26, 2018.

3 "[Equity, Diversity, Inclusion: An Interpretation of the *Library Bill of Rights*,](#)" adopted June 27, 2017, by the ALA Council.


Adopted January 27, 1982, by the ALA Council; amended June 26, 1990; July 12, 2000; June 26, 2018 *under previous name* "Library-Initiated Programs as a Resource"; and June 24, 2019.

EXHIBIT E


HURON LIBRARY REPLACEMENT CHARGES

Hard Cover Adult Nonfiction	\$35.00
Hardcover (Adult)	\$30.00
Hardcover (Children)	\$20.00
Paperbacks (Adult)	\$8.00
Paperbacks (Children)	\$5.00
Classic Paperbacks	\$8.00
Cradle Books	\$10.00
Magazines	\$5.00
Compact Discs	\$15.00
Books-on-CD	\$40.00
Playaway	\$50.00
Children's book/tape kits	\$15.00
DVDs (Adults)	\$25.00
DVD (Children)	\$15.00
Launchpads	\$139.99
Backpacks	\$100-\$140 (Dependent on grade level)
Hotspots	\$80.00
Mini Projectors	\$300.00
Ukuleles	\$80.00
Blu-Rays	\$25.00
Kits (Bird Watching Backpacks, etc.)	\$150.00

These prices indicate the cost to replace an item that does not have a specific price listed in the catalog.



**HURON PUBLIC
LIBRARY APPENDIX B:
STAFF OPERATING
PROCEDURES**



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 – 9:30 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, helping 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: 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. A tally of all reference, reader's advisory, and youth questions shall be recorded and tallied as they occur.

2. Desk staff shall share the nature of homework questions.

TYPES OF REFERENCE SERVICES

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 Head of Adult Services 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

3. Bibliographies shall be created upon request with a one-week notice.
4. Bibliographies, reading lists, bookmarks, URL's on HPL website, etc. shall be created in response to perceived need and interest

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.

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 Erie County's agencies found online.

REFERRALS TO OTHER LIBRARIES

If the staff member determines that referral to another library is appropriate, the staff member shall verify that the material needed is actually there by calling the other library and asking for the item to be held until the patron can get there.

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..."

TIME LIMITS FOR RESPONSE TO REFERENCE QUESTIONS

These guidelines shall be observed:

- A. If the question cannot be answered with a quick Google search, the question shall be turned over to the Adult Services Librarian, when available.
- B. The amount of time spent by the Adult Service Librarian or another appropriate staff member is at his/her discretion, considering 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, the patron shall be advised of the efforts.

SPECIFIC QUESTION GUIDELINES

School Assignments

- A. Questions regarding school assignments shall be treated as any other request for reference assistance.
- B. 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.
- C. As part of the Reference Interview, ask if the question is from a school assignment, question as follows:
 - 1. If so, is he/she the only one with this question or was it assigned to the whole class?
 - 2. If so, ask to borrow the assignment sheet to photocopy and include the name of the teacher, school and grade.
 - 3. Direct this information to the Head of Adult Services and the Head of Youth Services as well as colleagues at the Desk.
 - 4. 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.

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.

BOOK, ANTIQUE, AND ART APPRAISALS

- A. Patrons may be referred to appropriate sources located through a Google search.
- B. Staff members never give a personal appraisal regarding the value of a patron's possession.

PATRONS ON HOLD

- A. If callers must wait, they shall be given the option to remain on hold or to have their calls returned.
- B. 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.
- C. If placed on hold, check back within 2 minutes to apprise the caller of progress and offer a call back.

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, Berlin-Milan Public Library, or the Hayes Library for their extensive genealogical collections and staff expertise.

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.

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.
- F. The staff may refer patrons to available reference materials.

STAFF PHONE ETIQUETTE

These general guidelines will be used by Library staff:

- A. 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.
- B. 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.
- C. 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.

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...?"

EMERGENCY OUTGOING CALLS

- A. Patrons may place local or toll-free calls from the phone on the short circulation desk with employee supervision.
- B. It is permissible to advise patrons that the calls shall be kept short.

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: newsletter, Friends application/brochure, general library 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. Assist with the copier and computers
- I. Send faxes
- J. Place and process holds
- K. Register patrons for programs, events, and computer use
- L. Get patrons started at computers-open program (If additional assistance beyond that is needed, ask the Head of Adult Services or another appropriate staff member to work with the patron.
- M. Provide voter registration applications and Golden Buckeye applications

BASIC INFORMATION RESOURCES

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.
 - 10. If a title has a "Missing" status, treat it as a request.
 - 11. If a title is not owned, complete a pink slip and give form to Head of Youth Services for children and teen requests (all formats), Head of Public Services for adult book requests, and Head of Circulation and Tech 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.

Phone Scripts

1. Staff shall answer the telephone with: "Huron Public Library. This is ... How may I help you?"
2. Transferred calls: "May I tell him/her who is calling?"
 - a. The staff member is 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?"
 - b. Director's calls go to the Fiscal Officer or Director's voicemail when the Director is not available.
3. Calling Reserves: Notice of availability of materials reserved through CLEVNET is handled by that system. However, there are still occasions when the Library Staff is required to notify a patron of reserved materials.
 - a. May I please speak to____? This is the Huron Public Library calling and we have the book that you reserved. We will hold it for 6 days until (date and hours of that day). (Monday through Thursday until 8:30 PM, Friday until 5 PM, Saturday until 2:00, and Sunday until 5:00.
 - b. If speaking with the patron, give out the title or author if requested.
 - c. If not speaking to the patron, "... he/she can call for the title.

Item Types, Loans, Renewals, Daily Fines, and Max Fines

Item Type	Loan (Days)	Renewals	Daily Fine	Max Fine
Mini projectors	7	0	\$5.00	\$15.00
Magazine	7	5	\$0	\$0
DVD - No Hold	7	0	\$0	\$0
DVD	7	5	\$0	\$0
Inter-Library Loan	14	1	\$0	\$0
New Books	14	5	\$0	\$0
Wi-Fi Hotspots	7	0	\$5.00	\$10.00
Launchpad Tablets	7	0	\$1.00	\$3.00
All Other No Holds	14	0	\$0.10	\$3.00
All Other Items	21	5	\$0	\$0
Literacy Backpacks	21	0	\$1.00	\$3.00
Puzzles	21	5	\$0	\$0
Bird-Watching Backpacks	7	1	\$0	\$0
Metal Detector	3	0	\$5.00	\$10.00