

LIBRARY POLICY

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LIBRARY POLICY

1. GENERAL INFORMATION

1.1 Public Relations Policy

The purpose of the public relations policy is to guide efforts to keep the community informed about the Jackson County Memorial library's mission, services, and resources and to foster a positive public image in order to assure effective and maximum usage.

The objectives of the library's public relations program are:

- (1) To promote awareness and understanding of the library and its roles and activities in the community;
- (2) To stimulate interest in and facilitate use of the library; and
- (3) To inform state and national library communities of the activities of the Jackson County Memorial Library.

The library director shall assume the responsibility for coordinating the library's public relations activities.

1.2 American with Disabilities Act Compliance Policy

The Jackson County Memorial Library shall endeavor to comply with the provisions of the Americans with Disabilities Act (ADA) in its services, collections, facilities, and employment practices. The library's policy is not to discriminate against qualified individuals with disabilities. The library will reasonably accommodate qualified individuals with a temporary or long-term disability so that they can easily find materials needed.

Contact the governing entity for more information about ADA compliance within the Jackson County.

1.3 Rules of Conduct Policy

The library is supported by the taxes of the people of Jackson County, who expect our facility to be clean, comfortable, and a safe place for selecting materials, reading, researching, studying, writing, and attending programs. To this end, the library is responsible for establishing rules of conduct to protect the rights and safety of library patrons, volunteers, and staff, and for preserving and protecting the library's materials, equipment, facilities, and grounds. In addition, the library has a working relationship with the community school districts to help ensure that school attendance rules are not violated. The library also has a strong commitment to intellectual freedom and to freedom of access to information.

Enforcement of these rules will be conducted in a fair and reasonable manner. The library staff and/or police officers will intervene to stop prohibited activities and behaviors. Failure to comply with the library's established rules, regulations, and policies could result in removal from the premises and exclusion from the library for a period of one day to one year, or in arrest or prosecution. Violations could also result in the restriction and/or termination of library privileges, including the use of library computers and other equipment.

For the comfort and safety of patrons, volunteers, and staff, and the protection of library property, the following actions are examples of conduct **not** allowed on library property:

- (1) Bringing children into the library that are not in school because of illness.
- (2) Engaging in any activity in violation of Federal, State, local or other applicable law, or library policy.
- (3) Failing to comply with a reasonable staff request.
- (4) Unlawfully carrying a weapon.
- (5) Possessing or being under the influence of alcohol or illegal drugs.
- (6) Physical abuse, assault, public lewdness, indecent exposure or disorderly conduct.

- (7) Soliciting or conducting surveys not authorized by the library.
- (8) Stealing, damaging, altering, or inappropriate use of library property in library facilities or on library grounds.
- (9) Fighting or challenging to fight, running, pushing, shoving, or throwing things.
- (10) Creating disruptive noises such as loud talking, screaming, or banging on computer keyboards.
- (11) Gambling and group activities which are disruptive to the library environment.
- (12) Using audible devices without headphones or with headphones set at a volume that disturbs others. Using cell phones, pagers, and other communication devices in a manner that disturbs others. Audible cell phone and pager ringers must be turned off.
- (13) Smoking, chewing, and other tobacco use in library facilities.
- (14) Entering the library barefoot, without a shirt, with offensive body odor or personal hygiene, or being otherwise attired so as to be disruptive to the library environment.
- (15) Consuming food or beverages in the library.
- (16) Using wheeled devices in library property except for wheelchairs, walkers, and strollers.
- (17) Moving library furniture from where it is placed by library staff.
- (18) Neglecting to provide proper supervision of children (*See Jackson County Memorial Library Policy, 1.4 "Unattended Children Policy"*).
- (19) Bringing pets or animals, other than service animals necessary for disabilities, into the library, except as authorized by the librarian.

1.4 Unattended Children Policy

The Jackson County Memorial Library welcomes library use by children. Staff members are available to assist children with library materials or services. The library desires to provide a safe and appropriate environment for visitors of all ages. The library, however, is a public building with staff trained to provide public library services.

The library is not equipped-and it is not the library's role-to provide long-or short-term child care.

For the safety and comfort of children, a responsible adult or caregiver should accompany children who are under the age of thirteen (13) while they are using the library. A responsible adult or caregiver is defined as someone who is over the age of 21. While in the Library, parents and caregivers are responsible for monitoring and regulating the behavior of their children.

Library staff members will be guided by this policy in situations, such as:

- (1) An unattended child is found frightened or crying in the library;
- (2) An unattended child is perceived to be endangering him or herself, or that another person in the library poses a perceived threat to the unattended child;
- (3) An unattended child exhibits specific inappropriate behavior; and
- (4) An unattended child has not been met by a responsible caregiver at closing time.

After evaluating the situation, library staff members will attempt to contact the parent or guardian of an unattended child. In the event that the parent or guardian cannot be reached, the child will be placed in the care of the Jackson County Sheriff's department or Edna Police department

1.5 Copyright Compliance Policy

It is the intent of the Jackson County Memorial Library to comply with the copyright law (*Title 17, U.S. Code*).

U.S. copyright law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of "fair use". Users may not copy or distribute electronic materials (including electronic mail, text, images, programs or data) without the explicit permission of the copyright holder. Any responsibility for any consequences of copyright infringement lies with the user; the Library expressly disclaims any liability or responsibility resulting from such use.

The Library expressly disclaims any liability or responsibility arising from access to or use of information obtained through its electronic information systems, or any consequences thereof.

1.6 Internet Policy

Purpose

The Jackson County Memorial Library provides access to the internet as one means of fulfilling its mission to provide a wide variety of materials, resources, and programs that enhance and contribute to individual knowledge, enlightenment, and enjoyment. The computers are available during normal business hours. Normally, the computers are shut down 5 minutes before closing. Computers may not be available due to equipment failure, weather related conditions, hours when technical support is provided, or other conditions determined by director. All internet resources accessible through the library are provided equally to all users, with the understanding that it is the individual user's responsibility to demonstrate judgment, respect for others, and appropriate conduct while using the library's resources and facilities.

Internet computers **will not** be used by anyone, including minors, for illegal activity, to access illegal materials, or to access materials that by local community standards would be objectionable. The governing entity implemented an internet monitoring program to monitor the patron's acceptable internet usage according to the library policy. The library employees are authorized to take prompt and appropriate actions to enforce the Rules of Conduct, and/or to prohibit use by individuals who fail to comply with the internet policy as stated or implied herein. The parents are responsible for their minor children's use of the library's resources and facilities. Parents who

believe that their minor children cannot responsibly use the library's internet access are requested to monitor their children's internet use.

Disclaimer

The internet offers open access to information, ideas and commentary from around the world in an unregulated medium. As such, it offers access to a wealth of material that is personally, professionally, and culturally enriching to individuals of all ages. The availability of information does not constitute endorsement of the content by the library. The internet, as an information resource, enables the library to provide information beyond the confines of its own collection. The library users use it at their own risk. Use of internet resources carries with it a responsibility to evaluate the quality of the information accessed. Access, use, or dissemination of information via the internet in the library is the responsibility of the user. In the case of minors, it is a joint responsibility of the user and the parent or guardian. The library, unlike schools, does not serve in place of a parent. Librarians cannot act in the place of parents in providing constant care and supervision of children as they explore the internet. The responsibility for what minors read or view on the internet rests with the parents or guardians. See "*Guidance for Supervising Children's Use*" section in this document.

Privacy

The library seeks to protect the First Amendment rights of its customers and their individual right to privacy. However, internet users must be sensitive to the fact that workstations are in public areas and, therefore, images on the screen are subject to view by a wide audience. Absolute privacy for individuals using electronic resources in the library cannot be guaranteed. There exists a possibility of inadvertent viewing by others, either by watching the user's screen, or because a user may leave the screen unattended. The "Rules of Conduct" applies to the behavior of individuals using electronic equipment and resources. Failure to follow this policy could result in the loss of computer privileges.

Users are cautioned that the internet is not a secure environment. Personal information included in all transactions, files and communications may be subject to unauthorized access by third parties.

The library respects the confidentiality of those using its electronic resources and will only release library records as required by law or for the library's operations.

Acceptable Use

- (1) Internet access computers may be used to access a variety of electronic communication resources including email. Although the library does not provide email accounts to users, internet access computers may be used to access free email accounts available from a variety of sources. Users, including minors, are warned that other individuals may obtain unauthorized access to personal information and/or may misrepresent themselves. Users, including minors, are advised not to share personal identification information to unknown or otherwise unverified sources via electronic communication;
- (2) The library's internet access computers **may not** be used by any user to access inappropriate or illegal materials, including but not limited to material of an obscene nature, child pornography, or any pornography. In addition, minors are prohibited from accessing materials considered to be "harmful to minors";
- (3) The library's internet access computers may be used to access information, except as otherwise specified as unacceptable, from a variety of sources such as educational or commercial. The user is the selector of the material accessed and is therefore the responsible party. The user is responsible for complying with all restrictions governing access to specific sites. Any fees are the responsibility of the user, not the library. In the case of minors, fees are the fiscal responsibility of the parent or guardian. In no event shall the library have any liability for lost profits or for any direct or indirect special, punitive or consequential damages, or any liability to any third party.

Rules of Conduct

- (1) Internet computers **will not** be used for illegal activity, to access illegal materials that by local community standards would be objectionable. (Illegal materials include, but are not limited to, obscenity and child pornography as defined in *U.S. Code Title 18 and State Penal Code Chapters 42 and 43*). Access by minors to materials deemed "Harmful to minors" is prohibited. The library staff reserves the right to determine based on community standards, materials considered to be "harmful to minors";
- (2) Installation, downloading, or modification of software is **prohibited**;
- (3) Internet access computers **may not** be used to access the following:
 - a. Social networking websites in the form of dating services,
 - b. Gambling sites;
- (4) Users will respect copyright laws and licensing agreements. Materials obtained or copied on the internet may be subject to laws that govern making reproductions of copyrighted works. A work protected by copyright may not be copied without permission of the copyright owner unless the proposed use falls within the definition of "Fair Use." Customers are responsible for compliance with all international, national, and state laws governing copyrighted materials;
- (5) Users **will not** make any attempt to misuse the computer. Misuse includes, but is not limited to, using the computer for illegal activities; hacking into the library computer system or any other computer system; damaging or attempting to damage computer equipment or software; interfering with systems operations, integrity or security; gaining unauthorized access to another person's files; sending harassing messages to other computer users; altering or attempting to alter the library computer's settings; and violating copyright laws and software licensing agreements. Misuse of the computer may result in the loss of computer privileges, potential loss of

library privileges and possible prosecution. Damages resulting from the misuses are the responsibility of the user or in the case of minors, the parent or guardian;

- (6) Prompt payment is required by users who incur charges for printing or other authorized fees;
- (7) Users **must check-out a computer** at the circulation desk to use the internet on a next-available-computer basis. Computers will not be "reserved" for persons who are not in the immediate vicinity when their name is called, and telephone reservations will not be taken;
- (8) Access sessions will be limited to **sixty (60) minutes per day**, unless otherwise authorized by the library staff;
- (9) Users will end their session and leave the computer when asked to do so by authorized library staff, even if they have not completed their access session;
- (10) Users will respect the privacy of other library users, and will refrain from attempting to view or read material being used by others. Users are prohibited from the authorized disclosure, use, or dissemination of personal information of others. Users are prohibited from misrepresenting oneself to others. Users, including minors, are warned that other individuals may obtain unauthorized access to personal information and/or may misrepresent themselves; and
- (11) By mutual agreement, two or more persons may share one access session as long as their behavior or conversation does not disturb other users or library staff;

Termination or Prohibition of User Access

When the library staff believes that the user has failed to comply with the internet policy, they are authorized to terminate any user's access session or to prohibit a user from subsequent access sessions. Users are advised that due process will be used to handle violations of an illegal nature, including criminal prosecution, if necessary.

Guidance for Supervising Children's Use

The library does not serve in the place of a parent. The library staff cannot act in the place of parents in providing constant care and supervision of children as they explore the internet. The responsibility for what minors read or view on the internet rests with parents or guardians.

Note: A child/minor is any individual that has not yet reached the age of seventeen (17).

1.7 Bulletin Board Policy

The Jackson County Memorial Library places in the public view the notices of various non-profit community interests, as space is open with precedence going to the activities of the library. The following restrictions are subject to any notices posted:

- (1) Notices advocating political issues or supporting political candidates are prohibited;
- (2) Advertisements selling merchandise, or services are not permitted; and
- (3) Notices promoting religious services, endorsements and meetings pertaining to religion are not allowed.

The library director approves notices. The library has the right to remove notices at any time due to space availability. Notices will be removed without proper approval.

1.8 Gift Donation/Memorial Policy

The Jackson County Memorial Library is supported by both county and private funds. The library is pleased to accept monetary donations and/or memorial gifts from patrons. Donations are gratefully and willingly accepted as long as no restriction is placed upon their use. Acceptance of gifts (of books and other library materials) will be determined by the library director on the basis of their suitability to the library's purposes and needs in accordance with the library's stated collection development policy. Use or disposal of all gift materials will be determined by the library director or designated agent. The library has the right to discard any gifts in poor physical condition (e.g.,

brittle paper, water or mildew damage, torn and/or missing pages). Gift values will not be appraised for income tax purposes. The Jackson County Memorial Library will not assign a value to any gift material.

Gifts of funds are always welcome and appreciated. Recommendations from the donor are honored so far as the suggestions are in accord with the Collection Development Policy.

Guidelines for donated materials are as follows:

- (1) If the title is already in the collection, it will be added only if it is in good condition, if duplicate is needed, if copies need replacement and if the title has not been superseded;
- (2) If the title is not in the collection, it will be evaluated on the following points:
 - a. Currency and reliability of information;
 - b. Adequacy of library collection in the subject field or the author's work;
 - c. Historical value; and
 - d. Local interest.
- (3) The material will carry the name of the donor on a gift bookplate, if requested.

1.9 Patron Complaint Policy

The intention of the patron complaint policy is to provide a method for patrons to submit complaints about Jackson County Memorial Library's procedures and/or personnel to the Head of the governing entity (county judge). Any patron who would like to submit a patron complaint form should fill out the form found in [Appendix A](#).

The steps of the library's patron complaint policy are:

- (1) The library will supply the patron complaint form;
- (2) A patron with a complaint about library procedure and/or personnel must complete a written patron complaint form and give to the director;
- (3) The director will review the complaint;
- (4) If the complaint is valid, the written complaint form will be sent to the Head of the governing body;
- (5) If the Head of the governing body can not resolve the matter, then the complaint will be considered at the next meeting of the governing body; and

- (6) All complaints will be acknowledged.

1.10 Disaster Policy

The Jackson County Memorial Library has implemented a policy and procedures as a response to a disaster or threat to its public, employees, collections, assets, and properties. This policy and procedures can be found in the Emergency Plan notebook.

Purpose

Detailed emergency management procedures minimize damage to library facilities, equipment, and materials. When advance warning is possible (as for hurricanes), these procedures enable personnel to protect and recover library property quickly and efficiently. After fires or tornadoes where there is no forewarning the procedures speed the rescue and recovery of library resources.

Emergency management also includes the control of such minor incidents as extended power failure and leakage within the building structure.

Hazard Identification

This policy and procedure addresses possible hazards that would affect the library. The section entitled "*Procedures*" details the evacuation, security, and reporting procedure for each of these categories of threat:

- (1) Power loss;
- (2) Flooding;
- (3) Water damage;
- (4) Fires;
- (5) Explosions;
- (6) Thunderstorms;
- (7) Tornadoes;
- (8) Hurricanes;
- (9) Random acts of violence;
- (10) Telephone and mail threats; and
- (11) Suspicious objects or substances.

Roles/Responsibilities/Authority

The library director has ultimate responsibility for emergency management but designates responsibility for the execution of this policy to the library's governing entity.

Emergency Contacts/Telephone Numbers

The emergency contacts are as follows:

(1)	Judge Dennis Simons	782-2352
(2)	Commissioner Wayne Hunt	782-2804
(3)	Commissioner Wayne Bubela	771-2475
(4)	Commissioner Johnny Belicek	782-2033
(5)	Commissioner Dennis Karl	872-2345

1.11 Safety Policy

It is the policy of the Jackson County Memorial Library to make a concentrated effort to provide a safe environment for its patrons.

The library staff must report every patron accident, no matter how minor. The staff is responsible for reporting and providing a written report of the accident to the County Auditor.

The library employees will report immediately to the director any conditions that threaten the safety of the patrons.

Patrons are encouraged to make suggestions to the library personnel for improvements that would make the library a safer place.

1.12 Personnel Policy

The purpose of the library personnel policy is to address the following:

- (1) Work Schedule/Compensation. *See County Policy* "Work Schedule & Time Reporting";
- (2) Leave Time. *See County Policy* "Leave Time";
- (3) Hiring Procedures. *See County Policy* "Equal Employment Opportunity", "Employment Practices", "Policy on Americans with Disabilities Act";
- (4) New Employee & Internal Orientation. *See County Policy* "Orientation & Training";
- (5) Payroll. *See County Policy* "Employee Compensation & Advancement";
- (6) Benefits. *See County Policy* "Benefits"; and
- (7) Worker's Compensation. *See County Policy* "Worker's Compensation".