

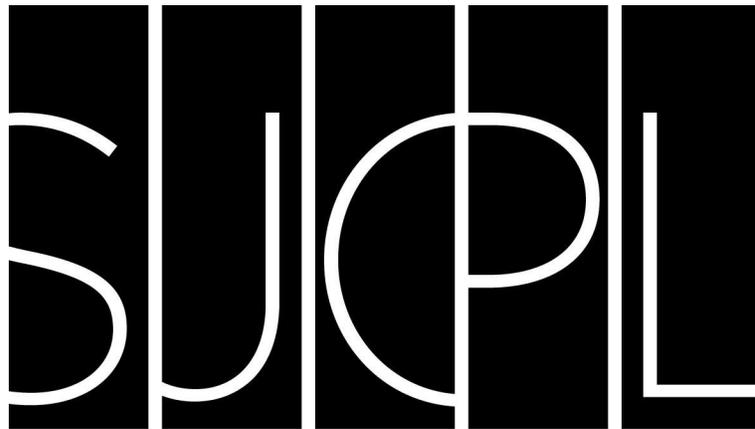
ST. JOSEPH COUNTY PUBLIC LIBRARY  
South Bend, Indiana

Public Service Policies

2019

Learn, Discover, Experience

Your Library for Life



St. Joseph County Public Library

## *Service Responses 2015-2020*

### **Connecting to the Online World**

In a world driven by technology and digital access, SJCPL provides tools and connections for online activities and skill building. You'll find digital platforms along with a robust website that serves as a one-stop shop for locating library materials, access to events, booking a meeting room, doing research or managing a library account. Use SJCPL's high speed WiFi to connect.

### **Creating a Third Place**

Everyone needs a place to meet, mix and mingle. SJCPL provides safe, welcoming and comfortable physical spaces for all ages. Our meeting rooms provide space for your next gathering. We have more ways than ever before to make your life a part of ours.

### **Creating Young Readers**

It's never too early for children to look at and listen to books and stories. Early learning is a continuous activity fostered through library story hours, programs, books and spaces that engage young children. Reading is the most fundamental skill that ensures success in education, making it vital that children enter school prepared to learn to read and write.

### **Learning for a Lifetime**

Learning takes many forms and happens in many ways and it happens for a lifetime. SJCPL helps navigate the world free of charge as you use our paper or digital resources to apply for a job, learn a language or make something uniquely yours by learning a new skill. Alongside our resources, discover library programs that include live music, movies, Science Alive and a host of others.

### **Reading for Pleasure**

To read for imagination fosters new ideas and those ideas foster the creativity we all need to stay engaged and active and contributing. We offer recommendations and suggestions to help the journey along with opportunities for discussion and collaboration. We'll reach out beyond library walls to take reading into the community in new ways.

# *Goals and Strategies 2015-2020*

## **Grow and Sustain Readers**

- Develop lifelong readers
- Strengthen early literacy for children
- Provide tools to achieve education goals
- Ensure collection development is a key focus
- Develop a merchandising program to promote collections

## **Establish SJCPCL as a place to gather, connect and experience**

- Re-imagine Main Library to improve flexibility and community responsiveness
- Effectively utilize the entire Main Library campus
- Expand the library experience to include discover and exploration for all ages
- Develop programs and activities for families, children, teens and adults
- Promote SJCPCL's services, materials and programs effectively

## **Guide the Digital Journey**

- Introduce community members to new technology and discovery tools
- Improve patron access and understanding of technology
- Build a digital collection of local materials that fits the community's needs and wants
- Create enhanced IT services and capacity
- Expand digital access outside library walls to shrink the digital divide

## **Make it Easy to Use the Library**

- Remove barriers and enhance the Library's service culture to increase the number of active library card users
- Open meeting rooms to a wide variety of interests and activities
- Engage new audiences in using library resources
- Provide a rich array of digital offers that offer a seamless and engaging experience
- Deliver an extensive program of outreach
- Ensure SJCPCL meets the needs of our diverse population

## Table of Contents

1. General Policies	
Hours of Operation	6
Holidays	6
Staff In-Service Day	6
Emergency Closing	7
Code of Conduct	7-8
Food and Beverages	8
Public Notices, Posting	9
Displays and Exhibits	9
Lost and Found	10
Meeting Rooms	10-13
Library Sponsored Programs	13
Study Rooms	13
Tours and Library Visits	14
Outreach Visits	14
Donations	14
Telephones	15
2. Information Policies	
Service Philosophy	16
Legal & Tax Questions	16
Medical Questions	16
Local & Family History Questions	17
Library Computers	17
3. Circulation Policies	
Library Card Eligibility	18
Nonresident Students and Teachers	18
Card Types	18-20
Registration Requirements – I.D.	20
I.D. for Youth Under 18	20-21
PLAC and Reciprocal Applicants	21
Temporary Address	21
Proof of Property Ownership	21
Proof of Identity for Homebound	22
Checkout	22
Renewals	22
Reserves/Holds	22
Believes Returned	23
InterLibrary Loan	23
Overdue Charges	23-24
Overdue Notices	24
Billed Items	24
Personal Bankruptcy	24
Lost or Stolen Card	24

Lost or Damaged Material	24-25
Confidentiality of Library Records	25
Parent/Guardian Access to Information	25
Subpoena, Search Warrant, Court Order	25-26
USA Patriot Act	26
4. Collection Development	
Service Philosophy	27
Objectives and Criteria	27
Responsibilities for Materials Selection	28
Labeling of Library Materials	28
Use of Library Materials by Minors	28
Juvenile Selection Policy	28
Collection Maintenance	29
5. Computer & Network Use	
Confidentiality	30
User Responsibilities	30
Legal Use	30
Ethical Use	30
Time Limits	31
Sanctions	31
Sexually Explicit Materials	31
Disclaimer	31
Limitations of Liability	32
Internet Filtering	32
Wireless Access	32
Digital Lab (Studio 304)	33
6. Gift Acceptance Policy	
Purpose	34
Forms of Giving	34
Ways of Giving	35
Use of Gifts	35
Donor Acknowledgement and Recognition	36
Sponsorships	36
Naming Policy	36-37
Appendix A: Library Bill of Rights	38
Appendix B: Code of Ethics	39-40
Appendix C: Freedom to Read Statement	41-44
Appendix D: Service Charges	45-46

# 1.0 General Policies

## 1.1 Hours of Operation

The St. Joseph County Public Library is open to the public during the hours listed below under usual conditions. The Library Board reserves the right to change service hours as necessary.

### Main Library Hours

Monday through Thursday - 10:00 a.m. - 8:00 p.m.

Friday and Saturday - 10:00 a.m. - 6:00 p.m.

Sunday - 1:00 p.m. - 5:00 p.m.

\*Sunday hours are in effect the Sunday after Labor Day through May.

Main Library Plaza is open from 8:00 a.m. to 10:00 p.m.

### Centre Township and Francis Branch Hours

Monday, Wednesday, Friday, Saturday - 10:00 a.m. - 6:00 p.m.

Tuesday, Thursday – 10:00 p.m. – 8:00 p.m.

### German, Lakeville, LaSalle, North Liberty, River Park, Tutt and Western Branch Hours

Monday, Wednesday, Friday, Saturday - 10:00 a.m. - 6:00 p.m.

Tuesday, Thursday – 12:00 p.m. – 8:00 p.m.

#### 1.1.1 Holidays

The Library closes for the following holidays:

New Year's Day	Thanksgiving Day	
Easter Sunday	Mother's Day	
Memorial Day (Sunday and Monday)	Christmas Eve	Dec. 24
Independence Day July 4	Christmas Day	Dec. 25
Labor Day (Sunday and Monday)	New Year's Eve	Dec. 31

The Library closes at 6:00 p.m. on the Wednesday before Thanksgiving.

#### 1.1.2 Staff In-Service Day

The Library may close one day per year at the discretion of the Library Board for a Library Staff In-Service Day.

### **1.1.3 Emergency Closing**

The Library reserves the right to close during severe weather or other emergency circumstances.

### **1.1.4 Inventory Closing**

The Library may close each library location one day per year to perform an inventory of the physical collection.

## **1.2 Library Code of Conduct**

To meet the goal of offering the best possible service to Library visitors, and to maintain a safe and welcoming environment, SJCPCL has established the following standards of behavior for visitors in and on Library property.

All persons are required to be fully-clothed, including wearing a shirt and shoes, while in Library property.

Children under the age of seven years must be under the direct supervision of a person the age of thirteen years or older. Caregivers are solely responsible for the safety and behavior of their children. Unattended children are children of any age who are apparently unaccompanied by a parent, guardian, and/or responsible caregiver at the Library. Library staff may call the police or other appropriate agency if a child is unattended when a Library closes or at any time a child appears to be at risk.

The following are not permitted in and on any Library property:

- Theft, damage, destruction, or misusing any Library property or the property of other Library patrons and visitors and Library staff
- Possessing a gun, knife or other weapon except as permitted by law
- Sleeping inside the Library or on Library property
- Smoking and/or vaping within fifty (50) feet of any Library building entrance
- Possession and/or use of alcohol or illegal drugs or substances, and being under the influence of drugs or alcohol, inside the Library and on Library property
- Begging, soliciting, petitioning, or canvassing
- Selling any goods or services
- Gambling
- Engaging in any form of sexual conduct or lewd behavior, including exposure, offensive touching or sexual harassment of other patrons or staff
- Being in an unauthorized area; remaining in the Library or on Library property after closing or after being asked to leave; failure to evacuate in an emergency or during a drill

- Unsanitary personal conditions, including body odor so offensive that it disturbs other persons
- Making unreasonable use of the restrooms, such as laundering clothes and bathing
- Engaging in any activity in violation of federal, state, local, or other applicable law or Library policy
- Bringing an animal into the Library, unless it is assisting a person with a disability

Consumption of food or beverages is allowed per Section 1.3 of the Public Service Policy Manual. However, no food or uncovered beverage items or containers are permitted in the Local and Family History Department and Studio 304 or while using public computers.

Any behavior which disturbs other Library patrons, visitors or staff is not permitted inside the Library and on Library property.

Visitors whose conduct or activities violate this Code of Conduct policy will be asked to modify their behavior. Further failure to comply with this policy will result in the suspension of Library privileges and removal from the building. The length of the suspension of Library privileges and/or eviction from the Library premises shall depend on the nature and seriousness of the offense, any history or prior infractions of this policy or other library policies, and any other relevant circumstances. Suspension of Library privileges may be appealed to the Library Facilities Manager and/or Security Services Manager in writing.

### **1.3 Food and Beverages**

SJCPL is committed to providing a welcoming, clean and comfortable environment for the public. The Library has adopted the following policy for the consumption of food and beverages in public areas of Library facilities.

Library patrons may consume beverages at all library locations, provided the beverages are in a spill proof container such as a cup with a lid, closeable bottle or sports bottle. Food items other than those sold in the library vending area are limited to pre-packaged snack items.

Food and beverages may not be consumed in a manner that is distracting to other library patrons. Food or beverages may not be used in a way that damages library materials.

Patrons must dispose of any food and drink related trash in proper receptacles provided in the library building or must remove the trash from the library building.

Patrons are requested to immediately report any spills to library staff.

Groups using library meeting rooms may bring in light refreshments to be consumed within the meeting room. Deliveries of food are not permitted except when specifically authorized for meetings, conference workshops, etc.

## **1.4 Posting of Public Notices**

Public bulletin boards are used for promoting Library and cultural events in the community.

Government agencies and organizations that are non-profit, nonsectarian, interdenominational or non-partisan may post notices for programs or events that are not politically partisan or that do not have a religious message.

All notices for posting on any interior or exterior surfaces of the library building and grounds require approval by the administration.

Oversized notices may be limited due to available space.

## **1.5 Community Displays and Exhibits**

The St. Joseph County Public Library welcomes exhibits and displays of interest, information and enlightenment to the community. The Library retains priority rights to all exhibit and display space for library purposes. Approval for all exhibits and displays rests with the Library Director or appointed designee.

The Library Board reserves the right to reject or remove any display or item which, in the judgment of the library administration, is illegal or which may interfere with the operation of the library.

The Library assumes no responsibility for the preservation, protection, or possible damage or theft of any item displayed or exhibited. All items placed in the Library are done so at the owner's risk.

Exhibit and display space is available to groups or individuals, regardless of the beliefs or affiliations of individuals or groups requesting this service.

The Library reserves the right to limit the size and number of items, the schedule of any display and the frequency with which the group or organization may have a display.

Distribution or posting of materials by the Library does not necessarily indicate the Library's endorsement of the issue or events promoted by those materials.

Displays and exhibits may not contain items for sale.

## **1.6 Lost and Found**

Lost and found materials are turned over to Security Services at Main Library and to the Service Desk in branch libraries. Unclaimed items are held for thirty days.

## **1.7 Meeting Rooms**

The Library welcomes the use of its public spaces for community activities where members can gather, meet and discuss in a safe and inviting environment.

Meeting rooms are available at all library locations.

The Library makes its premises available on equal terms to all persons, regardless of their race, sex, color, age, beliefs or affiliations. Library permission for a group to use a meeting room space does not constitute an endorsement of the group.

### **1.7.1 Availability/Priorities**

Use of meeting rooms is normally limited to groups within the Library's service area. The Library defines a group as four (4) or more individuals.

Groups may use Main Library meeting rooms on regular open days during regular open hours and must adjourn by the time the Library closes. All branch locations have a meeting room which may continue to be used after closing. Branch meeting rooms may be used on closed days and times for an additional service fee. (See Fee Structure in Guidelines.)

Library sponsored and co-sponsored programs and activities take priority over all other meeting room reservations.

Meeting rooms may be reserved by:

- Non-profit groups and government agencies
- For profit organizations or individual social events; private parties, receptions, etc. See 1.7.6. for special events policy.

The Library may require proof of non-profit status. The Library Board has the final authority to decide which groups may meet on Library property and for what purpose Library property may be used.

### **1.7.2 Responsibility**

Adults over the age of 18 are able to book meeting rooms. If the adult booking the room is unable to be present, there must be someone over the age of 18 present at the meeting to act as a representative. The group must abide by occupancy limits, Library policy and all local, state and federal laws.

The group representative accepts full responsibility for any infraction of Library regulations and any damage to Library property incurred during or in connection with the meeting.

Groups must use the room for the purpose stated. Library staff reserve the right to attend any meeting or function to verify the room is being used for its stated purpose.

It is the responsibility of the group to operate requested audio visual equipment. Operational assistance during the meeting is available for an additional fee. (See Appendix D Meeting Room Fee Structure.)

Clean up is the responsibility of the group, including alerting library staff when a vacuum or additional cleaning items are necessary.

Responsibility also includes closing procedure at branch libraries if the meeting continues after closing. All doors at Library branches must be secured.

Publicity is the responsibility of the group using the meeting room. Publicity materials may not claim or imply library sponsorship.

### **1.7.3 Damages and Indemnification**

#### **Damages**

Organizations and/or individuals using meeting rooms shall be liable for all damages, expense and loss, including theft and property loss, caused by any person who attends, participates in, or provides goods and services connected with the organization's or individual's use of the facility and all tangible property. Replacement value may be used by the Library to determine the charge for damages.

## Indemnification

Organizations and/or individuals using meeting rooms shall indemnify and hold harmless the St. Joseph County Public Library and its officers, directors, agents and employees from and against all losses, damages, claims, costs and expenses arising from injury or death of any person(s), or damage to property resulting from any act or omission of such users or their employees, agents, representatives, guests, invitees, or the general public to the extent that such losses, damages, claims, costs and expenses arise in connection with or relate to the organization's or individual's use of the facility.

### 1.7.4 Occupancy Limits

By order of the Fire Marshal, occupancy is limited as follows:

#### Main Library:

- Colfax Auditorium - 176, 152 fixed seats
- Dickinson Room - 40
- Humphreys Room - 340 standing attendees, 275 seated  
90 - 210 seated at tables and chairs
- Molloy Room - 22, 14 seated
- Pokagon Room - 21, 14 seated

#### Branches:

- Francis Branch - 65 Large Room, 14 Small Room
- Centre Twp. - 65 Large Room, 15 Small Room
- German Twp. - 50 Large Room, 12 Small Room
- River Park, Western, LaSalle, Tutt - 45
- North Liberty, Lakeville - 30

Requests for tables and chairs in certain arrangements may reduce the number of occupants permitted.

### 1.7.5 Miscellaneous

Groups are responsible for loading and unloading their own program materials. The Library is unable to guarantee parking for meeting attendees.

Groups must adhere to the SJ CPL Code of Conduct which does not permit the following on Library property: weapons, except as permitted by law, live ammunition, gambling,

begging or soliciting, illegal substances, alcoholic beverages and smoking cigarettes, cigars, pipes or other use of tobacco products.

### **1.7.6 Special Events**

The Library defines a special event as any function outside the scope of regular meeting room usage, which may include additional library staff, equipment, and security.

Events may or may not be open to the public and may occur during or outside of regular library operating hours.

Events for purely social purposes which include but are not limited to parties or receptions, (e.g. weddings, birthday parties, anniversary parties, or other celebrations) are permitted. Groups or individuals reserving the meeting room will be charged based on the Library's fee structure for use. An additional fee, to be determined by the Library, may be added if Library staff or other resources are required for the event.

Special Event reservations are made through the Special Events Coordinator.

### **1.7.7 Study Rooms**

Study rooms are available at select locations on a first-come, first-served basis. See staff for more details.

## **1.8 Library Sponsored Programs**

The Library sponsors programs that anticipate or respond to the needs and interests of the community. Programs directly support the Library's service priorities.

Programs are designed for the general public. Priority for registration is given to individuals rather than organized groups. Groups of five or more may be accommodated if space and materials are available on the day of the program.

The Chief Operations Officer/Public Services approves all programs.

Library publicity is prepared under the supervision of the Director of Communication and Development and is subject to approval by the Director or Assistant Director.

## **1.9 Tours and Library Visits**

Tours help introduce the public to library services and programs. Special programs geared to classes and community groups offer a customized glimpse of library services.

Library tours are scheduled as time and staff schedules permit. At Main Library, Youth Services staff arranges visits for children through high school. The Customer Service staff arranges tours for adults. The branch manager or assistant arranges branch tours.

Staff assistance for tours and programs is generally one hour. Tour groups are welcome to stay longer and work independently.

Tour requests should be made at least 7 days in advance.

No tour group shall exceed 30 in number. Supervision is required in a ratio of one adult for every ten children.

### **1.9.1 Outreach Visits**

Visits and programs for schools, institutions and public events are scheduled as time and staff schedules permit. Preference is given to visits requested at least one week in advance.

## **1.11 Donations**

The Library accepts all donations of materials in the name of the Friends of St. Joseph County Public Library Foundation, Inc.

Materials or monetary donations are accepted within the guidelines of the Library's materials selection policy. Designated library staff may select donated items for addition to the collection.

The Library does not assess the value of non-monetary donations. A blank receipt provided at the time of the donation is available to the donor.

The Library Board must formally accept gifts with a value of \$1,000.00 or more.

### **1.11.1 Memorial Donations**

Money donated to the Library for gift books or memorials are deposited in a legally established gift fund. Items purchased with gift funds become the property of the Library and may be disposed of accordingly. Library staff will send a letter of acknowledgement for memorial gifts.

### **1.11.2 Local History Donations**

Items of local historical significance may be donated to the Library for the Local History collection. Designated library staff have sole discretion in the matter of materials retained for the collection.

## **1.12 Telephones**

Patrons may not use library telephones except in cases of emergency.

Patrons will not be paged, except in cases of emergency.

## *2.0 Information Policies*

### **2.1 Service Philosophy**

The library recognizes and appreciates that each question is important to the patron who asks it. Library staff will use authoritative and appropriate sources to respond to all inquiries. In some cases, staff may refer a patron to other agencies that can more completely answer a question. The number of patrons waiting for help may restrict the time available to help an individual patron. Information services staff subscribe to the American Library Association's Code of Ethics, 2008. (Appendix B)

### **2.2 Reference Services**

#### **2.2.1 Legal and Tax Information**

Staff provides legal definitions and specific citations from legal codes, but does not interpret passages. Staff does not recommend specific attorneys, but may suggest the patron contact an attorney or the local bar association for further assistance. Staff assists patrons in locating specific tax forms and publications, but does not interpret tax regulations or provide tax advice.

#### **2.2.2 Medical Information**

Staff assists patrons in finding information about diseases, medical conditions, tests, and treatments in print and electronic resources. Staff does not interpret the information found in these resources. Staff does not make diagnoses, give advice, or recommend specific health care professionals.

#### **2.2.3 Research Requests**

If the information needed is very lengthy or must be compiled from several sources, staff helps patrons locate appropriate materials, shows how to use them, and checks periodically to make sure the patron is progressing well. When a research question is asked remotely (phone, email, chat, etc.), staff will use authoritative and appropriate sources, directing calls to the appropriate library area as needed. Staff may ask patron to come to the library to continue research. Due to time constraints, staff will generally answer a maximum of 5 remote questions. Staff may recommend electronic resources and may make referrals to other libraries and organizations when those collections would better meet the patron's needs.

#### **2.2.4 Local and Family History Reference**

Local and Family History specializes in information about St. Joseph County, Indiana. Staff will offer assistance as time permits with genealogy and local history research. Assistance will be provided to long-distance patrons at a minimum fee of \$5.00 for research questions and \$10.00 per hour after the first hour. Library volunteers will assist with responding to letters requesting local history research.

### **2.3 Other Information Services**

#### **2.3.1 Library Computers**

Library computers are equipped with a variety of software applications and productivity tools for patron use as well as access to the Internet. Time management software is used to optimize computer access. Children up through the eighth grade are eligible to use computers in Youth Services at the Main library. Staff will introduce patrons to programs, and offer basic instruction and assistance, but they may not do an individual's project for them. Patrons needing further assistance may set up an appointment with a Library Technician. There is a per page fee for printing and faxing documents.

Downloading information or content to a patron-supplied storage device is allowed within the limits established by copyright laws. Patrons may be held financially responsible for any damage they cause to the Library's hardware or software. The Library is not responsible for the loss of or damage to personal storage devices. Patrons are limited to the software applications provided by the library.

## **3.0 Circulation Policies**

St. Joseph County Public Library (SJCPL) loans material to eligible patrons. To provide this service in an orderly and equitable manner to all users, while complying with the legal and financial restrictions applicable, SJCPL adopts the policies stated in this document.

### **3.1 Library Cards**

Eligible applicants can obtain a library card to access the Library's services, most of which are available free-of-charge. The applicant accepts all responsibilities associated with the library card as well as the safekeeping of the card.

#### **3.1.2 Eligibility**

Residents or real property owners in the Library's taxing district qualify for a full-access library card free-of-charge. The Library's taxing district includes the townships of Centre, Clay, German, Greene, Liberty, Portage, Union, and Warren in St. Joseph County, Indiana.

Nonresident teachers and students at preschool to grade 12 public school corporations or nonpublic schools, located at least in part of the Library's taxing district, qualify for a full-access library card free-of-charge. The taxing district's school corporations include South Bend Community School Corporation, Union-North United School Corporation, and John Glenn School Corporation. All nonresident students and teachers must reside in Indiana.

Residents in townships where SJCPL has a reciprocal arrangement with the local library also qualify for a full-access library card free-of-charge. These townships include Harris, Penn, Olive, and Lincoln in St. Joseph County, Indiana, as well as German, Center, West, North, and Polk townships in Marshall County, Indiana. Nonresident teachers and students at schools located in reciprocal library townships are excluded.

#### **3.1.3 Card Types**

Library cards have the following profiles:

Full-Access Card - Access to all services, including but not limited to circulating materials, digital materials, databases, and public computers. Available to adults, youth age 14 and

up with a school ID, and youth with parent or guardian present. Some card limits apply to youth under age 18 (see Appendix D).

Digital Access Card - Access to digital materials, databases, and public computers as an introductory card or an alternative to a full-access card. Available for adults and their children, or teens (age 14 and up) with a student ID.

Youth Access Card - Access for youth under age 18 to five circulating print items and/or audiobooks, digital materials, databases, and public computers. Available as an alternative option to the full-access card for youth with parent or guardian present, as a primary option for youth unaccompanied by a parent, or as an option for youth with inactive full-access cards.

Limited Access Card - Access to digital materials, databases, and a limited number of circulating items. Allowed up to five circulating items, which includes one DVD. Available for patrons living at non-permanent addresses within the Library's service area. The card is active for the length of stay at the residence, not to exceed one year, and may be renewed as needed with proper documentation.

Computer Access Card - Access for all ages to the Library's public computers for up to 3 hours per day. Available to visitors, patrons with inactive cards, or applicants without proof of residence. The card is active for one year from the date of issue and may be renewed as needed.

Homebound Card - Full access to all services for patrons who live within the Library's taxing district and who are unable to visit the library due to a temporary or permanent disability. Materials are delivered to the patron's residence and may not be checked out directly from library locations.

Public Library Access Card (PLAC) - Access to circulating materials for one year at a fee set annually by the state of Indiana. PLAC holders may not reserve meeting rooms, request inter-library loans, apply for Homebound services, check out digital materials, or access databases.

Non-Resident Fee Card - Full access to all services for one year at a fee established by the Library Board, based on state statute. Available to non-residents who can apply for the card in-person.

Gold Card - Full access to all services with fine-free status for volunteers who have reached 500 hours of service to the library, limited to two years following their

resignation date from the SJCPD volunteer program. Also available to Friends of the Library Board members during their time as a Board member and for two years following their resignation from the FOL Board. Library Board members receive lifetime fine-free status.

Platinum Card - Full access to all services with a lifetime fine-free status for any St. Joseph County youth up to age 21 who achieves individual national or international place recognition.

### **3.1.4 Registration Requirements**

All adult applicants who register themselves or their children for a library card must provide proof of identification and current address. This applies to all cards with borrowing privileges, including Full-Access Cards, Homebound Cards, Digital Cards, Limited Access Cards, Public Library Access Cards, and Non-Resident Fee Cards.

Valid forms of identification can include current driver's license or permit, state identification, or school ID with photograph. Other institutional or government issued identification may be accepted.

Valid proof of residence can be the address on the approved form of identification. In the absence of a current address on an ID, valid proof of residence can include an official and current form of mail or electronic document, such as a household bill or bank statement. Other proofs of residence can include an official institutional or government issued document, such as a paycheck stub, property tax receipt, or automobile registration. Any other official institutional or government issued proof of residence, as well as lease agreements on official letterhead, may be accepted.

The applicant is responsible for notifying the Library with change of address information or any other changes to information given during registration.

### **3.1.5 Proof of identity for youth (under the age of 18) with a parent present**

A parent or guardian registering a youth under the age of 18 for a full-access card must provide identifying documents for the child. These documents can include the youth's birth certificate, social security card, current school ID with photo, current report card, consulate ID or passport, immunization records, adoption records, or custody agreements. Other institutional or government-issued documents may be accepted. The youth is not required to be present during library card registration.

### **3.1.6 Proof of identity for youth (under the age of 18) without a parent present**

Youth age 14 or older without a parent present can show current student ID to register for a full-access card. Youth under the age of 14 without a parent present, as well as youth age 14 and older without student ID, can provide their name and address verbally to register for a Youth Access card.

### **3.1.7 Proof of home library for PLAC and out-of-county reciprocal library applicants**

Applicants for a Public Library Access Card or out-of-county reciprocal card must prove they are patrons at the home library where they reside. Proof of home library can include a current home library card. Staff can also call the home library for verification or conduct a basic lookup in the Library's internal library system.

### **3.1.8 Proof of residence for applicants at a temporary address**

Applicants at a group-sponsored temporary residence must provide a letter of residence issued within the past 30 days. Applicants at other temporary residences must provide a rental receipt, a letter of residence on hotel letterhead, or a letter on official letterhead from the company or institution sponsoring the applicant's stay.

### **3.1.9 Proof of ownership for property owners in St. Joseph County's taxing district**

Applicants who do not live in St. Joseph County's service area but own real property in the Library's taxing district must provide a current real estate tax receipt in the individual's name.

### **3.1.10 Proof of student or teacher status at a school in St. Joseph County's taxing district**

Students or teachers who live outside of the Library's taxing district but within Indiana must show current enrollment or employment at a school corporation or a nonpublic school located at least in part of the Library's taxing district. (See section 3.1.2 for the eligible school corporations.) Proof of enrollment can include registration documentation, student ID, or a report card. Proof of employment can include an employee ID or a letter of employment on official school letterhead. Cards expire one year from date of issue. Students and teachers must renew their library cards annually by showing proof of current employment or enrollment at the school.

### **3.1.11 Proof of identity for applicants unable to visit a library**

Applicants unable to visit the Library because of a temporary or permanent disability may register for a card directly with Homebound Services or by a proxy. Homebound services will verify identity and residence during the first delivery of materials. A proxy may apply for a card if provided with the applicant's documents proving identity and residence, as well as a signed letter stating the person has permission to be a proxy for the applicant.

For applicants who meet full-access eligibility requirements but cannot send a proxy, a copy of the identification and proof of residence may be sent via mail or email. Applicants must notify the Library before sending in their documents.

## **3.2 Loan Rules**

The Library's loan rules apply to materials that may be borrowed by patrons with an SJ CPL library card. Most loan rules can be found in Appendix D.

### **3.2.1 Checkout**

Patrons may check out materials with a library card at the self-check machines or at the Customer Service desk. Patrons without their library card may check out materials by presenting photo identification at the Customer Service desk, or by manually entering their library barcode and PIN at a self-check machine.

Youth under age 14 who are without their library card can recite their address and birthdate for checkout at the Customer Service desk.

### **3.2.2 Renewals**

Most materials may be renewed at any agency in the Library system as well as online or by phone. (See Appendix D for renewal limits.) Materials on hold for another patron may not be renewed.

### **3.2.3 Reserves/Holds**

Most materials may be placed on hold for pickup at any agency in the Library system. Holds may be placed in person at the Library, by telephone, or via the Library's website or app. Patrons are limited to 20 outstanding holds.

#### **3.2.4 Believes Returned/Never Had**

Patrons should notify the Library immediately if items on the account are believed to be returned or never checked out. Library staff will conduct a search for the item on the shelf or investigate the unauthorized activity on the account. During this time, the staff member may extend the due date of the material while the matter is resolved. After a thorough search or investigation has been completed, the staff member may remove the items from the account without patron responsibility for item costs or overdue charges. Excessive requests to remove believes returned/never had items from the patron account may be denied by the supervisor/manager on duty. An appeal can be made to the Customer Service manager.

#### **3.2.5 Interlibrary Loan**

Print material is loaned to other libraries through the Interlibrary Loan Network. The Library does not loan non-print materials or new books within six months of publication. If the loaning library charges a fee or postage, the charge may be passed on to the patron.

### **3.3 Charges & Fees**

The Library may charge fees on some materials to facilitate equitable access. The library card account balance is the responsibility of the patron. Parents or guardians who register their child for a full-access card are responsible for the account balance on the child's card. The patron must report a lost or stolen card to the Library to prevent unauthorized activity that may result in charges to the account.

#### **3.3.1 Assessment**

Overdue charges are assessed daily after an item's return date to encourage the prompt return of library materials. The Library allows a grace period of one day before charges begin to accrue for all print and audio material. Overdue charges are assessed for days the Library is open except Sundays. Fines cease accumulating when the item's maximum charge has been reached (See Appendix D). Patrons who exceed a total account balance of \$20 must bring their account below this threshold in order to use their card to borrow materials.

Overdue charges can accumulate on all library card types except Homebound, Gold, Platinum, Digital, and Youth Access Cards.

### **3.3.2 Notices**

The Library will issue an emailed courtesy reminder three days before an item is due if a patron selects email as the primary notification preference. The Library issues three separate courtesy notices for overdue materials over a 45-day period. The Library does not send notices to patrons when the account balance exceeds the maximum threshold.

### **3.3.3 Billed Items**

An item is considered billed to the patron's account after 45 days past due. The Library may report accounts to a collection agency for failure to return library materials more than 60 days past due. All collection agency fees are added to the patron's account. Bills for accounts in collections may be appealed to the supervisor or manager on duty. If the matter is not resolved, an appeal can be made to the Customer Service Manager.

### **3.3.4 Personal Bankruptcy**

When a patron has been discharged in personal bankruptcy and produces supporting documentation, only overdue charges and processing fees will be waived. Any replacement costs for unreturned materials will remain on the account until the materials have been returned or replacement costs have been paid.

### **3.3.5 Lost or Stolen Library Card**

The patron is responsible for immediately notifying the Library when the library card is lost or stolen. The Library will then place a block on the record to prevent unauthorized activity. The patron remains responsible for up to \$50.00 in charges on the account from the first instance of unauthorized activity due to a stolen or lost card. The patron will be responsible for the entire account balance should any future unauthorized activity occur due to unreported library card loss or theft.

### **3.3.6 Lost or Damaged Material**

The Library charges for material reported lost or materials damaged beyond repair. The patron has the option of paying the cost of the item or replacing the item by purchasing an exact edition in new condition. A processing fee and any accumulated collection

agency fees must also be paid. The patron has 6 months from the return date to examine a damaged item. A bill for a damaged item may be appealed to the supervisor or manager on duty. If the matter is not resolved, an appeal can be made to the Customer Service Manager.

### **3.4 Confidentiality of Library Records**

Library information in any form about library patrons and their use of the Library is private in nature, and is protected to preserve the patron's intellectual freedom.

Confidentiality also extends to information sought or received as well as materials consulted, borrowed or acquired. Confidential material includes search records, reference interviews, circulation records, computer use records, interlibrary loan records and other personally identifiable uses of library materials, facilities and services.

SJCPL maintains the following information in the patron record: full name, mailing address, phone number, county of residence, date of birth, e-mail address and electronic signature.

Patron records shall only be accessed or altered when the user requests access to, or update of, the information or when access to the record is necessary for library business. Patrons may access their records in person with a library card or photo ID, or by confirming identifying information over the phone.

#### **3.4.1 Parent/Guardian Access to Information**

Indiana law requires a library to provide information about a minor child under 18 to his or her parent, guardian or custodian. Only overdue charges may be relayed over the phone or electronically to a parent, guardian, or custodian. All other information on the record cannot be disclosed via telephone or electronically. The parent, guardian or custodian must come to the library with proper identification in order for the library to disclose the child's library records.

The Library will not allow a noncustodial parent access to a child's library record if a court has terminated the parent's legal rights and the Library has received a copy of the court order.

#### **3.4.2 Subpoena, Search Warrant, Court Order**

The Library will comply with a process, order subpoena or other legal document issued by an agency or individual of any local, state or federal government relating to a civil, criminal, administrative, legislative, or investigative power requesting library records.

Upon receipt of any such process, order subpoena or other legal document, the Library Director will consult with the Library's Attorney to determine if the process, order or subpoena is in proper form and if there is a valid basis for its issuance before complying with the request for library records.

### **3.4.3 USA Patriot Act**

The 2001 USA Patriot Act expands federal law enforcement's surveillance, seizure and investigative powers. A federal agency may request library records including materials borrowed and computer use. The act prohibits library staff from informing the patron if federal agents have obtained library records.

## ***4.0 Collection Development***

The St. Joseph County Public Library Materials Selection policy exists to serve as a guide in the selection of materials and to inform the public about the principles upon which selections are made.

### **4.1 Service Philosophy**

The St. Joseph County Public Library is dedicated to serving people of every age, ethnic origin, socioeconomic level, education and viewpoint. The Library offers a place for learning and enriching experiences to turn first time patrons into lifelong patrons. Library staff create collections and services for the community of contemporary interest and enduring value, featuring both print and non-print media. The Library acquires, organizes and maintains these materials in order for library patrons to learn, discover and experience.

### **4.2 Objectives and Criteria of the Materials Selection Policy**

It is the responsibility of the St. Joseph County Public Library to provide, within its financial ability, a general collection of materials which embraces broad areas of knowledge and interest -- including materials of contemporary significance and of permanent value.

The Library recognizes an obligation to make available materials for enlightenment and recreation, even though such materials may not have enduring interest or value. Major guidelines governing selection of Library materials are:

- The Library Bill of Rights of the American Library Association (Appendix A);
- The needs and demands of people and community organizations, both expressed and anticipated;
- The merit of the work (material is judged on the basis of the work as a whole, not by selected or random passages);
- The obligation to reflect within the collection differing points of view on controversial subjects;
- The existing collection, budget and services.

SJCPL recognizes the purpose and resources of special libraries and information centers in the St. Joseph County area and does not needlessly duplicate functions and materials. Generally, the Library does not provide multiple copies for school use, nor does it supply locally adopted textbooks. Interlibrary loan provides access to materials available only in other libraries.

#### **4.2.1 Local Author Collection Policy**

The St. Joseph County Public Library welcomes current residents of St. Joseph County to donate a copy of their new work to add to our Local Author Collection at the Main Library. Please fill out the Local Author Donation form located on the library's website.

Items related to local and family histories will be shelved in the Local and Family History Department.

Donated items will be managed in the same manner as purchased library materials.

#### **4.3 Responsibilities for Materials Selection**

The Library Board of the St. Joseph County Public Library has the final responsibility for selection of materials. The Library Board, in turn, delegates to the Library Director the authority to interpret and guide the application of the selection policy. The Director assigns librarians qualified by training or experience to apply this policy in building and maintaining collections.

#### **4.4 Labeling of Library Materials**

Controversial library materials will not be marked or identified by Library personnel to show approval or disapproval of the contents, and no item is controlled except for the express purpose of protecting it from damage or theft.

#### **4.5 Use of Library Materials by Minors**

The Library Bill of Rights of the American Library Association states that the rights of an individual to the use of a library should not be denied or abridged because of age, race, religion, national origins or social or political views.

The Library and its staff are not "in loco parentis." The responsibility for reading, listening to, viewing and using library materials and equipment by minors rests with parents or legal guardians.

#### **4.6 Juvenile Selection Policy**

In selecting library materials for children, the Library's policy is to provide a collection that meets the informational, recreational, and cultural needs of children from birth through 8th grade.

In the children's collection, materials are included which meet the general demands of the majority of children, along with materials whose special qualities make them

valuable to children with special needs, talents, problems or interests.

#### **4.7 Maintaining the Collections**

The library will remove from its collections any materials which no longer serve a need.

## ***5.0 Computer and Network Use***

The St. Joseph County Public Library provides computer and internet access for informational, educational and recreational purposes.

### **5.1 Confidentiality**

In general, the Library will treat information stored on computers as confidential. Requests for disclosure of information may be honored:

- When approved by the appropriate Library administrator
- When authorized by the owners of the information
- When required by local, state or federal law

Computer users will normally receive prior notice of such disclosures. Viewing information in the course of normal system maintenance does not constitute disclosure.

### **5.2 User Responsibilities**

Computer accounts, passwords and other types of authorization that are assigned to individual users should not be shared with others.

Users should be aware of computer viruses and other destructive programs, and take steps to avoid being a victim or unwitting distributor. Ultimate responsibility for resolution of problems related to the invasion of the user's privacy or loss of data rests with the user. The Library assumes no liability for loss or damage to the user's data or for any damage or injury arising from invasion of the user's privacy.

### **5.3 Legal Use**

Computer resources may be used for legal purposes only. Examples of unacceptable purposes include, but are not limited to:

- Harassment of other users
- Libeling or slandering other users
- Destruction of or damage to equipment, software or data belonging to the Library or other users
- Disruption or unauthorized monitoring of electronic communications

## **5.4 Ethical Use**

Computer resources should be used in accordance with the ethical standards of the Library. Examples of unacceptable use, some of which may also have legal consequences include, but are not limited to:

- Violation of computer system security
- Unauthorized use of computer accounts, access codes or network identification numbers assigned to others
- Use in ways that unnecessarily impede the computer activities of others such as randomly initiating interactive electronic communications or email exchanges, overuse of network utilities, etc.
- Violation of software license agreements
- Violation of network use policies and regulations
- Violation of another user's privacy

## **5.5 Time Limits**

Each individual may be limited to a total number of daily computer use hours.

## **5.6 Sanctions**

Violators of the Computer Use Policy may lose library privileges. Violations of the policies described above for legal and ethical use of computer resources will be dealt with in a serious and appropriate manner. An illegal act involving Library computer resources may be subject to prosecution by local, state or federal authorities.

## **5.7 Display and Dissemination of Sexually Explicit Materials**

Use of Library computing resources to display or disseminate sexually explicit or sexually suggestive (obscene/pornographic) material in any Library building is prohibited.

## **5.9 Internet Disclaimer**

Parents of minor children must assume responsibility for their children's use of the Internet. Library staff cannot control what's available on the internet and not all sources on the Internet provide accurate, complete or current information.

Any information stored by a user on the Library's public computers will be deleted.

The St. Joseph County Public Library assumes no responsibility for any damages, direct or indirect, arising from use of its servers or from its connections to other Internet services.

## **5.10 Limitations of Liability**

All patrons who wish to use the Library's computer resources are required to agree to the following Limitation of Liability Statement.

By logging on to this computer, you acknowledge you have read and understood the St. Joseph County Public Library Computer Use Policy and agree to fully comply with all terms, conditions and requirements. You acknowledge and agree that any violation of the Computer Use Policy will result in suspension or revocation of Library privileges at the sole discretion of Library Administration.

You acknowledge the St. Joseph County Public Library assumes no liability for any loss or damage to your data or for any damage or injury arising from invasion of privacy in your computer accounts, programs, or files. In consideration for use of Library computer resources, you agree to hold harmless and indemnify St. Joseph County Public Library, its directors, officers, administrators, employees and agents from any and all liabilities for any claims, demands and damages to your person or property whatsoever.

## **5.11 Internet Filtering**

SJCPL conforms to the Children's Internet Protection Act (CIPA) requiring libraries that receive federal online technology support to employ filters that block materials considered obscene, child pornography, or "harmful to minors".

The Library also filters sites that download malicious software, harm Library equipment or violate the library's Code of Conduct

No Internet filter is 100% effective. On occasion, a filter may still allow information that is objectionable or potentially offensive to children to be accessed. Patrons may report sites that should potentially be blocked or unblocked to a SJCPL staff member for evaluation.

## **5.12 Wireless Access**

Free wireless Internet access is available at all locations of the St. Joseph County Public Library.

The Library assumes no responsibility for the safety of equipment or for notebook/laptop computer or other wireless device configurations, security, or data files resulting from connection to the Library's wireless access.

## **5.13 Digital Lab (Studio 304)**

Studio 304 is equipped with tools and technology to create and produce print, video and audio projects. The studio is designed for patrons 14 and older. Younger patrons are welcome under the direct supervision of an adult, 18 years or older. See the SJCPD website for hours of operation.

### **5.13.2 Time Limits**

Patrons 14 years and older may reserve recording rooms and digitization stations with a valid library card in good standing.

Recording rooms can be booked in 2-hour blocks. Digitization stations can be booked for 4-hour blocks. Patrons may use rooms and equipment that have not been reserved on a first come, first served basis.

### **5.13.3 Equipment for Loan**

SJCPL loans a variety of equipment to patrons 18 and older. Equipment checkouts require a credit card hold for use.

## *6.0 Gift Acceptance Policy*

### **6.1 Purpose**

The St. Joseph County Public Library accepts donations to help fulfill the organization's mission. The purpose of the Gift Acceptance Policy is to govern the acceptance of gifts by St. Joseph County Public Library and provide guidance to prospective donors and their advisors.

### **6.2 Forms of Giving**

**Cash / Check** - Cash and checks may be accepted regardless of the amount. Checks are to be made payable to St. Joseph County Public Library and shall be delivered to the attention of the Development Office. The day the gift is received by the Library will be the gift date of the contribution.

**Credit Card** - St. Joseph County Public Library accepts gifts made by all major credit cards. Credit card donations may be processed by mail, phone, or online. Such gifts are recorded as cash donations.

**In-Kind:** St. Joseph County Public Library accepts gift-in-kind donations that provide added benefit to the organization's work and mission. The Library will provide an official acknowledgement to donors for their accepted gifts, but the donor is responsible for determining the value of the gift. If an in-kind donation does not further the organization's goals, the Library reserves the right to decline the gift.

**Collection Materials:** St. Joseph County Public Library accepts gifts of books and other materials. Once donated, items become the property of the St. Joseph County Public Library. If the materials do not meet the standards of our collection development policy, they may be given to the Friends of the St. Joseph County Public Library, sold, or discarded. The Library will acknowledge receipt of donated items but is unable to set fair market or appraisal values.

**Miscellaneous:** Other forms of giving must be reviewed prior to acceptance due to the special obligations raised or liabilities they may pose for the Library. These methods may include but are not limited to real property, personal property, securities, and life income agreements.

### **6.3 Ways of Giving**

**Outright Gift** - These gifts may take the form of currency, check, or credit card contribution. They are given voluntarily without the expectation, or receipt of, direct economic benefit. Outright gifts also include securities, real estate, or tangible personal property.

**Matching Gifts** - Employers may match an employee's gift to St. Joseph County Public Library. The ratio of the match and the designation of the matching gift are entirely at the discretion of the employer.

**Bequest:** St Joseph County Public Library accepts gifts left in the donor's last will and testament. Donors are encouraged to use professional legal counsel to make deferred gifts to the Library through a will or other legal instrument. The Library reserves the right to disclaim certain assets proposed for distribution from an estate when inconsistent with these policies.

**Endowment Fund:** The St. Joseph County Public Library has an endowment fund through the St. Joseph County Community Foundation. Contributions to the endowment are made directly to the Foundation.

**Payroll Deduction:** St. Joseph County Public Library offers payroll deduction for recurring contributions in any amount. Staff can set up payroll deduction with the Library's Business Office.

### **6.4 Use of Gifts**

**Unrestricted:** All gifts received are considered unrestricted unless otherwise specified in writing by the donor. Unrestricted gifts include general donations, donations to the annual fund, and memorial or honorary donations. Unrestricted gifts support enhancements to SJCPL programming, collections, and services.

**Restricted:** Gifts may be restricted by a donor for a specific library location, department, or program. The Library generally will accept restricted gifts that advance the mission of the Library without adding significant cost, administrative procedures, or risk to the organization. Donor-initiated restrictions on gifts must be documented and will be accepted according to this policy or otherwise with approval by the Board.

## 6.5 Donor Acknowledgement and Recognition

**General gift acknowledgement:** St. Joseph County Public Library's Development Office will send an acknowledgement to donors for all gifts. The acknowledgement serves as a tax receipt for cash donations.

**Donor recognition:** The Annual Report is the Library's main recognition tool. All donors will be recognized in the SJ CPL Annual Report published annually. The report includes donors who have made contributions in the year prior.

**Anonymity:** Request for donor anonymity will be honored, and donors who wish to remain anonymous may do so with every confidence.

**Confidentiality:** Files, records, and mailing lists regarding all donors and donor prospects are maintained and controlled by the Library. Written reports of interviews and solicitations will be maintained in the donor or prospect records. This information is confidential and is strictly for the use of the Library board and staff. The donor has the right to review his or her donor file. Names of donors will not be provided by the Library to other organization, nor will any lists be sold or given to other organizations.

## 6.6 Sponsorships

A sponsorship is a mutually beneficial exchange between the St. Joseph County Public Library and an outside organization, in which an external party makes a contribution of cash or in-kind goods or services to the Library in return for recognition, acknowledgements or other considerations. Sponsors receive a benefit of reciprocal value in return for their support and contribution.

## 6.7 Naming Policy

Naming opportunities are available for donors who make a substantial contribution to the construction, renovation, and/or expansion of library facilities. The following criteria should guide the naming process:

**Eligibility:** Facilities eligible for naming include library buildings and interior spaces. The Library's Executive Director will identify and recommend to the Library Board for approval the facilities available for naming opportunities. A contribution can be made on behalf of individual, family, charitable organization, foundation, and/or corporation.

**Gift Level:** The gift amount required for naming a library facility will be determined by the Library Board on the recommendation of the Library's Executive Director. The amount of the contribution in relation to total project costs will be a consideration in determining whether the amount qualifies as a substantial contribution eligible for naming a library facility after the donor. Total project costs include but are not limited to costs of construction, equipment, furnishings and collections for the library facility.

**Approval:** Approval of naming a library facility after a donor will be determined by the Library Board on the recommendation of the Library's Executive Director. In determining whether to name a library facility after a donor, the Library Board will consider whether an approval of the donor's name on a library facility will appear to be an endorsement by the Library of a political or religious view or a product associated with the donor. Naming approval will require approval by the Library Board of a legal agreement between donor and the Library containing the amount of the contribution, any payment terms and the donor's agreement to the terms and conditions of this policy.

**Duration:** The naming for a library facility approved by the Library Board shall continue until or unless a facility is demolished, substantially renovated and/or expanded. If a facility ceases to be used by the Library, then the donor for which the building was named does not have a right to have another library facility continue to be so named based on the same contribution.

The Library Board, on the recommendation of the Library Director or on the Library Board's own motion, may terminate the use of a donor's name on a library facility, without refund of the donor's donation, should the donor's name become, in the Library Board's sole discretion, a matter of ill repute or embarrassment to the community or to the Library.

## Appendix A

### 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 age, race, religion, national origin or social or political 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.

Adopted June 18, 1948. Amended February 2, 1961, and January 23, 1980, Inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.

## Appendix B

### Code of Ethics

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

## Appendix C

### 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 avoid the subversion of politics and the corruption of morals. We, as citizens 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 citizen, by exercising critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow citizens.

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 need the help of censors to assist them in this task. 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.

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 or unpopular with 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 also 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 with any expression the prejudgment of a label characterizing it 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 the citizen. 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.*

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.

*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 also 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 citizens 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; revised January 28, 1972, January 16, 1991, July 12, 2000, by the ALA Council and the AAP Freedom to Read Committee.

## Appendix D

Full Access Card Service Charges**									
Material Type	Period	Overdue	Max Overdue*	Holds	Age	Return	Limit	Renewal	Grace
Books	21 days	.25/day	\$10	yes		any location	none	2	yes
Magazines	21 days	.25/day	\$10	yes		any location	none	2	yes
DVDs	7 days	.50/day	\$10	yes		any location	10	0	no
Videogames	7 days	.50/day	\$10	yes		any location	1	0	no
Playaway		1.00/day							
Launchpads	7 days	any	\$10	no		Checkout pt	2	1	no
Compact Discs	21 days	.25/day	\$10	yes		any location	20	2	yes
Audiobooks	21 days	.25/day	\$10	yes		any location	none	2	yes
eBooks & eAudiobooks	7-14 days	n/a	n/a	yes		n/a	6	1	n/a
eMovies & eMusic	4-7 days	n/a	n/a	no		n/a	10	0	n/a
Laptops (ID Required)	3 hours	.50/hour	\$50	no	14+	Checkout pt	1	0	yes
Art Prints	21 days	.50/day	\$50	yes		Checkout pt	2	2	yes
Discovery Pass	1 day	\$1/day	\$10	no		Checkout pt	1	0	no
Toys	21 days	.25/day	\$10	yes		Checkout pt	2	2	yes
Homebound (Print)	35 days	n/a	n/a	yes		any location	none	2	n/a
Homebound (DVD)	14 days	n/a	n/a	yes		any location	10	1	n/a
Studio 304 Equipment	7 days	\$5/day	\$10	no	18+	Checkout pt	1	0	no

\*Or cost of the item, whichever is less.

\*\*Please see section 3.1.3 for details about materials available to other card types.

No fines or fees are charged on Sundays and other days the Library is closed.

<b>Service Charges Cont.</b>	<b>Fee</b>
3D Print	\$0.10 per gram
3D Print (Specialty Filament)	\$0.25 per gram
Audiobook Replacement	\$10.00 per disc
Carvey project	\$5.00 per item
CD-RW	\$2.00 each
Circulation Bag, Barcoded, Lost	\$10.00
Collection Agency Service Charge	\$10.00
DVD Rental Fee (entertainment)	\$0.50 per business day
DVD-R	\$2.00 each
Fax Service	\$1.00 per page
Flash Drive	\$5.00
Insert Replacement - CD/DVD/Videogame	\$5.00
Laminating Charge	\$0.50 per sheet
Library Card Non-Resident Individual	\$77.00
Local History - Request for Info	
Non-Resident	\$10.00 per query
Lost Card Replacement	\$2.00 1 free per 12 months
Lost Materials Processing Fee	\$5.00 cataloged material only
Meeting Room Security Deposit	Credit card needed for deposit
Microfilm Copies	\$0.10
Pamphlet, Lost	\$3.00
Parking at Main Library	\$1.00 per hour after 3 hours
Photocopies	\$0.15 per page
Printing	\$0.15 per page
Printing (Color)	\$0.50 per page
Public Library Access Card (PLAC)	\$65.00 per year
RFID Tag Replacement	\$1.00
Studio 304 Equipment Hold	Credit card needed for deposit
Videogame Rental Fee	\$0.50 per business day
<b><i>Sales of Withdrawn Materials</i></b>	
Adult Books	\$1.00
Children's Books	0.75
Magazines	0.25
Paperbacks (Mass Market)	0.25
DVDs	\$2.00

## Index

Bankruptcy	24
Believes Returned Materials	23
Bill of Rights	33
Billed Items	24
Card Types	18-20
Check Out with Identification	22
Circulation Policies	18-26
Code of Conduct	7-8
Collection Development	27-28
Collection Maintenance	28
Computer & Network Use	29-32
Confidentiality of Library Records	25
Damaged Materials	24-25
Digital Lab	32
Displays and Exhibits	9
Donations	14, 40-41
Eligibility for Library Card	18
Emergency Closing	7
Fines and Fees Charts	42-43
Food and Beverages	8
Freedom to Read Statement	36-39
General Policies	6-15
Gift Policy	40-41
Goals and Strategies 2015-2020	3
Gold Card	19
Holidays	6
Homebound Card	19
Hours of Operation	6
Identification Required for Library Card	20-22
Information Policies	16-17
Information Service Philosophy	16
Interlibrary Loan	23
Internet Disclaimer	30
Internet Filtering	31
Juvenile Selection Policy	28

Labeling of Library Materials	28
Legal and Ethical Use, Computers	30
Legal Questions	16
Library Bill of Rights	33
Library Card Types	18-20
Library Cards – Residents	18
Library Code of Ethics	34-35
Library Computer Use	23
Library Sponsored Programs	13
Limitations of Liability, Computers	31
Limited Access Card	19
Loan Rules	22-23
Local and Family History Questions	17
Lost and Found	10
Lost Card Replacement	24
Lost or Damaged Materials	24-25
Medical Questions	16
Meeting Rooms	10-13
Non-resident Card	19
Non-resident Students and Teachers	18
Outreach Visits	14
Overdue Charges	23, 42-43
Overdue Notices	24
Personal Bankruptcy	24
Platinum Card	20
Public Library Access Card (PLAC)	21
Proof of Property Ownership	21
Public Notices, Posting	9
Registration Requirements	20
Renewals	22
Reserves	22
Responsibilities for Materials Selection	28
Sanctions, Computer	30
Service Charges	42-43
Service Responses	2
Staff In-Service Day	6
Studio 304	32
Study Rooms	13
Subpoena, Search Warrant, Court Order	25-26

Teacher Card	18
Telephones, use of Library	15
Temporary Address	21
Time Limits, Computers	30
Tours and Library Visits	14
USA Patriot Act	26
Use of Library Materials by Minors	28
Wireless Access	31
Youth Cards	18-20