

**Caroline County  
Board of Supervisors Agenda  
Executive Summary**

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**Meeting Date:**           **January 14, 2020**

**Title:**                   **New Business – Discussion of Proposed Library Policies**

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*(Check Mark)*

<input type="checkbox"/> Consent	<input type="checkbox"/> Closed Meeting
<input checked="" type="checkbox"/> Action	<input type="checkbox"/> Public Hearing
<input type="checkbox"/> No Action (Information Only)	<input type="checkbox"/> Ordinance
<input type="checkbox"/> Resolution	<input type="checkbox"/> PowerPoint Presentation

**Background:** Staff has been working on formulating comprehensive library policies since the Caroline Library became a County department under the supervision of the County Administrator's Office. Attached are draft policies for the Board's consideration.

**Budget Impact:** N/A

**Requested Action(s) of Board:** Discuss proposed policies (perhaps over a series of Board meetings) and direct staff

CAROLINE COUNTY LIBRARY

# **Public Policy Manual**

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Approved by Caroline County Board of Supervisors

January 14, 2020

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## PREFACE

### **Purpose and Scope of the Manual**

The **Caroline County Library Public Policy Manual** represents the library's ongoing commitment to integrity, excellence, accountability and professionalism. This manual sets forth policies adopted by the Caroline County Board of Supervisors for the governance of the system and has been prepared as a guide for county administration and staff in carrying out its responsibilities. It also serves as a source of information for others concerning the fundamental policies of the library.

### **Effective Date**

The policies contained in this manual become effective on the date the policy is adopted by the Board of Supervisors. The adoption date of each policy appears at the bottom of each page. The adoption date of policies added or amended in the future will also appear at the bottom of the new or revised pages.

Finally, recognizing that to remain relevant, the **Caroline County Library Public Policy Manual** must remain current, it will be regarded as a living document; a perpetual *work-in-progress*. These documents will be under continuous review and will be updated as new issues and challenges require new policies or revisions to existing ones.

**Caroline County Library**  
**CIRCULATION POLICY**

**Policy Statement**

The Caroline County Library welcomes the use of the library by individuals of all ages to support their personal, educational, and professional needs. The purpose of the library's circulation policy is to make the best possible use of the library's collection by the greatest number of borrowers. Individuals who are issued a library card agree to abide by these regulations.

**Policy Regulations**

*Library Cards*

- Eligibility
  - Caroline County Library cards are available at no charge to:
    - Residents of Caroline County
    - Non-residents who own property within Caroline County
    - Non-residents who are employed in Caroline County
    - Non-residents who have library cards from either the Pamunkey Regional Library or Central Rappahannock Regional Library.
  - Other non-residents must pay an annual fee of twenty-five dollars (\$25) in order to obtain a library card.
  - Temporary residents, such as visitors or houseguests, will not be issued a library card.
- Registration
  - Individuals wishing to register for a library card may do so at any Caroline County Library location.
  - Verification of identity and residence is required to obtain a library card.
  - Applicants must complete a registration form and present proof of identity and current address. A photo ID with current address is preferred.
    - Identity can be verified by presenting a:
      - Current driver's license
      - Any current picture ID issued by a governmental agency
      - School ID
      - Military ID
    - Residence can be established through:
      - A piece of mail received at the current street address with a recent postmark
      - A lease agreement
      - Current vehicle registration.
    - Non-residents must also present proof of their connection to Caroline County, such as
      - A current paid tax statement
      - A pay stub, business ID, or other proof of employment

- A library card issued by Pamunkey Regional Library or Central Rappahannock Regional Library.
  - For children under 18
    - Applications must be completed and signed by the parent, guardian or other eligible adult as the responsible party.
    - By signing, the responsible party is agreeing to assume responsibility for proper use of the library card, as well as payment of fines or fees for lost or damaged materials.
    - The responsible party must also have a library card in good standing and present their identification as outlined above.
    - Once a child reaches age 18, they must re-register under their own signature as an adult. Any fines or other charges become the responsibility of the applicant.
  - For those patrons experiencing homelessness, the library will accept proof of school enrollment or temporary or transitional housing access as proof of residence. A valid active email address or cell phone number is preferred as a point of contact to the account holder.
- Renewal
  - All library cards expire on an annual basis.
  - Resident cardholders must renew their cards at a Caroline County Library location.
  - A library card or valid photo ID must be presented.
  - Patrons will be asked to verify their address and other contact information.
  - If a patron has become a non-resident, they are required to visit a library branch to pay for a non-resident card or show proof that they are eligible for a free card under the above criteria.
  - Accounts that have not been renewed and have no other activity may be deleted after five (5) years. Accounts that are blocked due to lost or damaged book fees will not be deleted.
- Replacement Cards
  - No fee shall be charged for the initial library card; however, one dollar (\$1.00) will be charged for any replacements.
  - Lost or stolen cards should be reported as soon as possible to prevent unauthorized use of the library card account. Patrons are responsible for any items checked out on their library card before the card is reported lost or stolen.
  - To get a replacement card, patrons will be asked to show a current photo ID.
- Responsibilities
  - By registering for a library card, individuals agree to abide by the policies of Caroline County Library.
  - Each individual who wishes to borrow materials, use public computers, or utilize the library's e-resources must have their own card. Sharing library cards or checking out materials or computer passes for another individual will not be permitted, except when a parent or guardian borrows materials for their very young children.
  - All cardholders agree to return all materials in good condition and to pay all fines and fees associated with the account.

- A patron shall be responsible for all materials charged on his/her card even if he/she lends that card or materials to another person.
- Borrowing privileges may be suspended, revoked or denied to anyone whose current or previous record as a library borrower reveals willful or habitually careless disregard for the protection and return of borrowed materials or for the evasion of payment for assessed damage to library property.
- Borrowing privileges may also be suspended, revoked, or denied to anyone who uses another person's library card or computer pass with or without their permission and to any patron that lends their library card or computer pass to another person in order to evade payment of fines or other fees.

#### *Check Out Privileges*

- A patron must present his/her own library card or photo ID in order to check out library materials or use a public computer.
- Individuals who are visiting Caroline County for a short period of time may be allowed to check out a public computer for use by presenting a current photo ID. They will not be able to check out any other library materials.
- A patron is responsible for all materials checked out on his/her library card.
- Borrowing privileges, including those for public computer usage, may be suspended for overdue materials or fines. Privileges will be restored once all overdue items are returned or otherwise accounted for and/or the fines are paid or waived.

#### *Check Out Limits*

- Patrons are classified into several different borrower types according to their library usage. These types determine their check out limit. A patron may request to change their borrower type at any time.
  - Adult and Juvenile borrowers are limited to a total of ten (10) items.
  - Avid Readers are limited to a total of fifteen (15) items.
  - Teachers may check out up to twenty (20) items.
- All patron types are limited to five (5) movies per household.
- Limits may be overridden at the branch manager's discretion, or may change as defined by the current library automation system.

#### *Loan Periods*

- The following loan periods have been established to provide library patrons with an adequate amount of time to both use library materials and return them so that they are available for use by other patrons.
  - Books and audiobooks are due three (3) weeks after the checkout date.
  - Movies are due five (5) days after the checkout date.
  - Items designated as Reference or Genealogy cannot be checked out and must be used while inside the library.
- If the due date falls on a Sunday or a holiday when the library is closed, the due date will be extended to the following day.
- Renewals
  - Items may be renewed twice in person, over the phone, or using the library's website.

- After the second renewal, patrons must return items to the library. These items may not be checked out again on the same day by the same patron. Branch managers may, at their discretion, override this limit if the patron can demonstrate a need for the particular item.
- Items that are reserved for another patron may not be renewed.
- Patrons that create a nuisance by preventing other patrons from using library materials through multiple renewals, placing holds on recently returned items, waiting until the grace period to renew or return materials, or other ways not expressly forbidden in this policy may have a temporary block placed on their renewals. During this time, patrons will still be able to check out and reserve items, but will not be able to renew them.

### *Reserved Materials*

- All circulating items may be reserved or placed on hold for patrons to pick up.
- The patron must have a valid library card in good standing in order to place a hold. They must also have a phone number or valid email address on file.
- Reservations can be placed in person, over the phone, or using the library's website.
- Patrons will be called when reserved/held items arrive in the specified branch and will receive email notification if they have an email address on file.
- Items will be held at the front desk for five (5) days. If not checked out within five days, items will be returned.

### *Overdue Items & Fines*

- Items not returned or renewed by the due date are considered overdue. It is the responsibility of the patron to return items on time.
- Multiple notices by telephone, email, or postal mail are performed in an effort to recover items. Patrons are responsible for having current information on file to receive these notices.
- Fines are charged for overdue materials once they have been checked in at the library. Patrons cannot pay for fines before the items have been returned.
- Fines rates:
  - Books and audiobooks are charged ten cents (\$.10) per day.
  - Movies are charged one dollar (\$1.00) per day.
  - A day is considered any day that the library would normally be open.
  - The maximum fine amount for each item is five dollars (\$5.00) or the cost of the book, whichever is the lowest.
  - The maximum fine amount allowed on a patron account for overdue items is twenty dollars (\$20.00). This maximum does not apply to lost or damaged materials.
- The library allows a five (5) day grace period without fines.
  - Items returned or renewed within this period will not be charged the overdue fines.
  - Once the grace period is over, fines will be generated from their original due date, not the end of the grace period.
- Items that are renewed after their due date will be charged for the days between the due date and the date that it was renewed.

- Borrowing privileges will be suspended if more than three (3) items are overdue, any items are long overdue, or there is a fine balance of more than five dollars (\$5.00).
- Payment arrangements or the waiving of fines can only be made with approval of the branch manager or library director.
- Unpaid fines for overdue materials remain on a patron's card for a period of three (3) years from the date that they are generated.
- Fine Free Week
  - Only items returned during Fine Free Week will have their overdue fines waived.
  - Pre-existing fines or fees for lost or damaged items will not be waived.
  - The dates for Fine Free Week are at the discretion of the library director.

#### *Long Overdue Items*

- An item is considered long overdue if it has not been returned three (3) months or 90 days after its due date.
- If a long overdue item is returned, it must be checked by the branch manager or other staff member to make sure that it is still in good condition.
  - If the items are considered to be in good condition, the patron will only be charged the overdue fines.
  - Items in poor condition will be treated as damaged.

#### *Lost or Damaged Items*

- Library materials are considered lost six (6) months or 180 days after their due date. Patrons may also notify the library that they have lost an item before that period has ended.
- Damaged materials are those that are returned in poor condition, e.g. water-damaged or chewed books, torn pages, writing or highlighting on or inside books, scratched or missing CDs, cracked DVDs, etc.
- Patrons are responsible for the full replacement cost of any lost or damaged items. If no price is listed on the record, then the library director or branch manager will determine the cost.
- Damage that is limited to the item's dust jacket or jacket cover only will result in a charge of three dollars (\$3.00) to cover the cost to reprocess the item. Damage to the covers of paperback books generally is continued throughout the item, but will be assessed on an individual basis.
- No refunds will be offered if a lost item is found and returned later.
- Patrons may keep any lost or damaged materials for which the full replacement cost has been paid.
- Replacements of lost or damaged items will not be accepted as payment under any circumstances. In some cases, the library may prefer to substitute more current titles in place of the lost or damaged item.
- Unpaid charges for lost or damaged items remain on the patron's account indefinitely and may be reported to a collection agency.

#### *Claims Returned*

- If a patron notifies staff that he/she returned an item that has not been checked in, staff will check the shelves at all branches for the item.

- If the item is found on the shelf, the item will be checked in and any fines removed from the patron's account.
- If the item is not found, staff will change the status of the item to "claims returned".
- For the first instance of "claims returned", the patron will not be charged for the replacement cost of the item.
- For all other instances, the patron will be responsible for the full replacement cost of the materials.

#### *Interlibrary Loan*

- A patron may request materials through interlibrary loan when they are not available at any of the Caroline County Library locations.
- New releases, movies, and audiobooks are not eligible for interlibrary loan.
- The library will attempt to get any books requested, but not all titles will be available.
- The patron must have a valid library card in good standing in order to request an interlibrary loan. They must also have a phone number on file.
- The interlibrary loan fee is intended to cover the costs of postage for each item. This will be determined according to the current USPS library rate.
- All materials borrowed from other libraries must be picked up and returned to the Caroline County Library. Patrons will be called when items arrive.
- Due dates, renewals, and requirements for in-house use are set by the lending library and cannot be changed by Caroline County Library.
- Items will be held at the front desk for five (5) days. If not checked out within five days, items will be returned. Patrons are responsible for the interlibrary loan fee whether or not the book is picked up.
- If an item is returned late, lost, or damaged, the patron is responsible for any fines or fees charged by the lending library. These may be in excess of what Caroline County Library charges for its own materials.

#### *E-Resources*

- In order to access electronic resources provided by Caroline County Library, a patron must have a library card in good standing, as well as a PIN number on file.
- Individual databases or other e-resources may have additional requirements for use, such as signing up for an account or use inside the library only.

Adopted by Caroline Library Inc. Board of Trustees July 24, 2013

Amended January 9, 2014; January 8, 2015

Amended and Adopted by Caroline County Board of Supervisors January 14, 2020

## **Caroline County Library**

### **CONFIDENTIALITY OF PATRON RECORDS POLICY**

#### **Policy Statement**

Caroline County Library supports every patron's right to have his or her library records remain confidential. Library records include circulation records, overdue and reserve records, participation in library sponsored programs, record of computer use, and/or any data that contain information that links a specific patron to specific materials or services used. The library will keep these records solely for the purpose of protecting library property.

The Code of Virginia, Section 2.2-3705.7.3 states that "Information contained in library records that can be used to identify (i) both (a) any library patron who has borrowed material from a library and (b) the material such patron borrowed or (ii) any library patron under 18 years of age" is excluded from the mandatory disclosure provisions of the Virginia Freedom of Information Act. This information may be disclosed by the library director, except where prohibited by law. In regards to clause ii, access will not be denied to the parent or guardian of patrons under 18 years of age.

Accordingly, library records shall not be made available to any agency of local, state, or federal government or any individual except pursuant to such legal process, order, or subpoena which specifically identifies the information required and the purpose for such a request. Upon receipt of any inquiry, process, order, or subpoena seeking library records, the matter will be turned over to the library director. No records will be released until the county attorney determines that such inquiry, process, order, or subpoena is in proper legal form.

Nothing in this policy shall prevent authorized library personnel from using library records in the administration of their regular duties. Additionally, individuals wishing to view their own library records or those of their child or children may do so as long as they present their library card or a photo ID.

Adopted by Caroline Library Inc. Board of Trustees March 11, 2010  
Amended and Adopted by Caroline County Board of Supervisors January 14, 2020

## Caroline County Library

### CHALLENGE TO LIBRARY MATERIALS POLICY

#### Policy Statement

Caroline County Library believes in freedom of information for all, and does not practice censorship. The selection of library materials is predicated on the patron's right to read and freedom from censorship by others. The library does not promote particular beliefs or views, instead, providing resources for various opinions and viewpoints according to its *Collection Development Policy*. Language, situations, or subjects which may be offensive to some community members do not disqualify materials which, in their entirety, are judged to be of value.

Caroline County Library recognizes the right of individuals to question materials in the library's collection. A formal process for handling these objections will be followed to assure that challenges are handled in an attentive and consistent manner. Patrons who wish to request the withdrawal or reclassification of materials currently owned by the library are encouraged to discuss their concerns with a branch manager and/or the library director. Materials under consideration will remain available to patrons until a decision is made.

In the interest of protecting the individual's right to access materials, Caroline County Library supports the following documents:

- The Library Bill of Rights- American Library Association, June 30, 2006.  
<http://www.ala.org/advocacy/intfreedom/librarybill>
- The Freedom to Read Statement- American Library Association, July 26, 2006.  
<http://www.ala.org/advocacy/intfreedom/freedomreadstatement>
- The Freedom to View Statement- American Library Association, May 29, 2007.  
<http://www.ala.org/advocacy/intfreedom/freedomviewstatement>

#### Policy Regulations

- The choice of reading and viewing materials is a purely individual matter. Patrons are free to reject books and other materials of which they do not approve, but may not exercise censorship to restrict the freedom of others.
- Responsibility for materials selected and read, heard, or viewed by children rests with their parents or legal guardians. Library selection decisions are not influenced by the possibility that materials may be accessible to minors.
- Labeling and/or special shelving may be used for some collections, but will not be used for the purpose of restricting access or pre-judging content.
- No items are sequestered except to protect valuable items from injury or theft.
- Once an item has been accepted as qualifying under the library's *Collection Development Policy*, it will not be removed at the request of those who disapprove of its selection unless it can be shown to be in violation of these policies and rules.

### *Requests for Reconsideration*

Individuals wishing to object to the presence of any library materials should follow this procedure.

- Branch managers are available to discuss the interpretation and application of selection principles.
- If not satisfied, the patron will be given a packet of materials that includes a copy of the library's *Collection Development Policy*, the Library Bill of Rights, and a Request for Reconsideration of Library Materials form.
- Patrons are required to complete and submit a reconsideration form to the library director.
- All branch managers will evaluate the reconsideration form and the material in question.
- The library director will review the managers' decision and send a letter to the concerned patron who requested the reconsideration, stating the reasons for the decision, within fifteen (15) days of receipt of the request.
- If the patron is not satisfied with the decision, a written appeal may be submitted within ten (10) business days to the Caroline County Administrator's Office.
- The library director, county administrator, and deputy administrator will assess the appeal, as well as the material in question and the original reconsideration form.
- The decision of the county administrator is final.

Adopted by Caroline County Board of Supervisors January 14, 2020

## Caroline County Library

### COLLECTION DEVELOPMENT POLICY

#### **Policy Statement**

Caroline County Library strives to assist the community in fulfilling their recreational, informational, and cultural needs by providing a well-rounded collection of materials that are free and easily accessible. This collection, which is offered in a variety of formats, is current, balanced, and representative of the interests of the public, including materials that are timely and those that withstand the test of time. This policy serves as a framework for the acquisition and retention of library materials. By necessity, the library's selection decisions are influenced by budget and space considerations, as well as the availability and accessibility of alternative information resources.

In support of these collection goals, the library endorses American Library Association's Library Bill of Rights, Freedom to Read Statement, and Freedom to View Statement. Only parents or guardians have the right and responsibility to monitor and/or restrict material for their own minor child or children.

#### **Policy Regulations**

##### **Selection**

###### *Selection Responsibility*

The responsibility for materials selection is assigned to the library director and his/her designees. Branch managers also participate in the selection process, but the final decision is made by the director. The public can give their input by submitting recommendations for purchase or gifts to the library.

###### *Selection Aids*

Consideration of materials for selection is based on reviews in library and other publications, listings in bibliographies, indexes, and catalogs, publisher's catalogs and flyers, patron requests, and staff observations of circulation and other use patterns. The final decision to add materials to the collection is based on the value of the item to the collection and not on the personal tastes of the selectors.

###### *Recommendations for Purchase*

Patrons may request titles that are not yet available in the library collection or recommend titles for addition to the collection. Forms are available for this purpose at all library locations. There is a limit of three (3) title requests per month for books and videos. For eBooks, downloadable audio, or downloadable video, requests can be made directly through Overdrive. At this time, the library cannot fulfill requests for specific audiobook titles.

All requests will be evaluated by senior staff and are subject to the same selection criteria as other materials. Not all requests will be added to the collection. Older or specialized titles may

be referred to interlibrary loan, if available. If the title is acquired by the library, then the request will be processed as a hold for the patron that recommended it.

### *Gifts and Donations*

All gift materials are judged by the same selection criteria used in the selection of new materials. All gifts, which may only be accepted without restriction, become the property of Caroline County Library. Any materials sent or brought into the library for addition to the collection will be considered an unsolicited donation. Caroline County Library does not purchase or otherwise pay for any materials donated to the library. For more information, please see the library's *Donations Policy*.

### *Selection Criteria*

To build collections of merit and significance, materials must be measured by objective guidelines. All acquisitions, whether purchased or donated, are considered in terms of the criteria written below. An item need not meet all of them in order to be acceptable. Materials are evaluated on the significance of the entire work rather individual parts.

Nonfiction and reference materials are evaluated on these criteria:

- Authority of author, creator, publisher, or sponsoring group
- Significance of subject matter
- Accuracy of information, presentation, subject
- Potential or known demand
- Importance to total collection
- Availability and suitability of format
- Price
- Appropriate presentation for the interested audience
- Relevance to community needs
- Contemporary or permanent value
- Reviews
- Organization of the contents

Fiction materials are judged on the following criteria:

- Literary merit
- Popular or limited appeal
- Contribution to the value of the library's total collection
- Edition
- Series
- Any appropriate nonfiction criteria listed above

Items will not be included or excluded from the collection because of:

- The race, religion, nationality, sexual orientation, or views of the author
- Depictions or descriptions of violence or sexual activity
- Controversial content
- Endorsement or disapproval by any individual or community group

### **Specific Collection Considerations**

### *Audiobooks*

Audiobooks, or books on CD, are purchased through the use of a standing order plan. This plan ensures that the library receives the most popular new books as soon as they are published. The standing order is reevaluated annually. The number of titles and type of plan may be adjusted to accommodate patron interest.

### *Videos*

Videos are selected for both adult and juvenile audiences, to meet the recreational needs of the community. Selection is based on reviews, anticipated interest, and circulation patterns. Film ratings are considered in selection, but are not a major criterion for either inclusion or exclusion from the collection.

### *OverDrive*

Caroline County Library provides eBooks, as well as downloadable audio and video materials through its participation in the Southern Virginia Libraries United electronically (SOVALUe) consortium on the OverDrive platform. By cooperating with other libraries in the state, the library is able to provide many more titles than it otherwise would be able to afford. Each library in the consortium purchases materials for a particular genre or age-range. Caroline County Library uses the same selection criteria it uses for other materials when choosing titles for this platform. Continued participation in the consortium is reevaluated annually.

### *E-Resources*

Many of the library's online databases are provided through Library Service and Technology Act funding granted by the Institute of Museum and Library Services administered by the Library of Virginia. The Library of Virginia selects the databases it will provide based on federal guidelines, cost, and statewide usage. They are evaluated annually on the federal fiscal cycle.

The library may also purchase subscriptions to other online databases, like Ancestry Library. The selection criteria for these databases are:

- Scope and coverage
- Ease of use by general public
- Accuracy and quality of content
- Licensing restrictions
- Remote or in-library access
- Cost

### *Periodicals and Newspapers*

The library provides local newspapers in print format primarily for current reading purposes. Back issues of *The Caroline Progress* are available for research purposes only. Other newspapers are not retained beyond the current week.

Periodicals are selected for the collection based on broad popular appeal, general interest, and anticipated circulation. Only the most recent issues are kept on display, depending on space availability. Free or gift titles are retained for current display only.

### *Self-Published or Pay-to-Publish*

Self-published or pay-to-publish presses produce works of varying quality and are seldom reviewed. These titles are not generally purchased. Exceptions may be made in cases of high demand, so long as the books are examined by senior staff for other selection criteria and found to be of merit. Such materials from local or regional authors may also be accepted when the item is donated rather than purchased.

### *Mass Market Paperbacks*

The paperback collection is a recreational reading collection, and is regarded as supplemental to the nonfiction and fiction collections. It is not intended to be a permanent collection and is weeded frequently to make room for new titles. No attempt is made to provide all titles of an author or all series sequels.

### *Reference*

As described above, titles designated as reference are selected based on the same criteria as other nonfiction materials. However, because reference materials are consulted to obtain specific facts or information rather than read in their entirety, and because they tend to have potentially recurring use, they do not circulate. This includes the library's Virginiana and Genealogy collection. Titles selected for this collection are focused on genealogy resources dealing with the state of Virginia and surrounding areas. Particular emphasis is placed on genealogical materials and family histories relevant to Caroline County, as well as local historical resources.

### *The Herbert R. Collins Collection*

The Herbert R. Collins Collection is a gift from Herbert R. Collins, a local historian and author. The purpose of the collection is use for genealogical research and reference. Only items donated by Mr. Collins from his personal library can be added to this collection.

## **Collection Maintenance**

Selection is only the first step in collection development. Attention is given to the needs of the community by adding or removing duplicate copies, replacing worn or damaged copies, making physical repairs, and weeding. It is the library's goal to retain library materials in the collection as long as it is possible and appropriate to do so, in order that the library may be a good steward of community resources.

### *Repair and Replacement*

The library may perform simple repairs to materials in order to prolong their lifespan in the collection. More extensive damage requires that the item be discarded.

Not all items that are lost or damaged will be replaced. Library materials will be replaced when the item has continuing value and usage. In other cases, substitution with more current titles will be preferred.

### *Weeding*

In order to maintain the usefulness, relevance, and vitality of the collection, the library evaluates and removes items from its shelves. Materials which no longer meet the objectives of the

collection are systematically eliminated according to accepted professional practices. Outdated, unnecessary, and unusable materials clog the collection and distract patrons from materials that are more useful. No distinction is made between donated or purchased materials when making weeding decisions.

Removal from the collection is appropriate under the following circumstances:

- The item has not circulated within the last three (3) years and there is little expectation of future use. (The three year period is primarily a guideline for evaluation and is not an absolute criterion for removal.)
- The title has multiple copies in the system and the item is not needed to satisfy demand.
- The information contained in the item is outdated or superseded and therefore is misleading or useless.
- The item is in poor physical condition and/or cannot be repaired.

Once removed from the collection, weeded materials are disposed according to the discretion of senior staff. Items will primarily be placed in library book sales or discarded, based on the condition of the item.

### **Requests for Reconsideration**

The Caroline County Library supports the principles of intellectual freedom and rejects censorship, but assumes an objective position concerning any issue of challenged materials. Patrons may request that a specific item be reconsidered for inclusion in or removal from the collection or that it be reclassified within the collection. Please see the library's *Challenge to Library Materials Policy* for the more information.

Adopted by Caroline Library, Inc. Board of Trustees July 24, 2013  
Amended and Adopted by Caroline County Board of Supervisors January 14, 2020

## **Caroline County Library**

### **COPYRIGHT AND PUBLIC USE OF COPY MACHINES AND PRINTERS**

#### **Policy Statement**

Caroline County Library complies with federal copyright law (Title 17, U.S. Code). It is the intent of this law to protect the rights of copyright owners from unauthorized reproduction of their works. This includes works that have been fixed in any format, including print, audio, video, and computer files, whether or not they have been published. However, the law also recognizes the public benefit of allowing citizens to do limited copying from copyrighted works for educational purposes. Under the precepts of fair use, library patrons may copy or print parts of copyrighted works for one-time, educational, non-profit activities. Copying that would replace or infringe upon a commercial sale of copyrighted work (such as copying a work in its entirety, copying something for repeated use, or making exceedingly numerous copies of the same item) is forbidden. In such cases, library patrons should seek permission from the copyright owner before proceeding.

#### **Policy Regulations**

- The library provides photocopy machines and networked printers for the convenience and lawful use of its patrons.
- While library staff act in good faith by posting public notices and other practices to remind library patrons about copyright law and its restrictions, they cannot be liable for the acts of individual patrons using library materials or equipment.
- Library staff members will not knowingly fulfill patron requests that constitute violations of copyright law.
- Beyond those stipulated by the law, the library places no restrictions on the photocopying of library materials by patrons, except in cases where fragile materials may be damaged during the photocopying process.
- Library staff generally does not photocopy materials for patrons, although exceptions may be made when circumstances warrant.

Adopted by Caroline County Board of Supervisors January 14, 2020

## Caroline County Library

### DONATIONS POLICY

#### Policy Statement

Accepting gifts and donations is an important way for public libraries to benefit from the generosity of the community it serves. Caroline County Library welcomes donations, including gifts of money, books, and other materials that support and further the library's mission and goals. It is understood that such gifts and bequests should not replace public support, but enable the library to provide and enhance services in ways not possible within the current operating budget. Donations of any gifts not specified in this policy will be considered on an individual basis.

#### Policy Regulations

##### *General Policies*

- Library donors may include individuals, businesses, civic organizations, or foundations.
- The library cannot place a monetary value on donated materials per IRS regulations.
  - Donors who wish to have their donation appraised must make all arrangements and assume all costs of the appraisal prior to donation.
- Once given, the library retains unconditional ownership of the donation and will make the final decision regarding its use or disposition.
  - Donated items will not be returned to the donor and the library will not accept any item that is not an outright gift.
  - The library reserves the right to decide the conditions of display, housing, and access to the materials.
  - The library cannot guarantee that any gift will remain permanently in the library. This may be due to theft, mutilation, and ordinary wear, but resources with obsolete and/or misleading information may also be discarded with time.
- At the request of the donor, the library will provide a timely written acknowledgement to the donor and, if desired, to a recognized individual or organization.
- In some cases (e.g. photographs and other special materials), a donation must be accompanied by a statement from the donor regarding ownership of the item's copyright and its provenance.
- Caroline County Library reserves the right to refuse any gifts that do not comply with these regulations or that Caroline County and/or library staff deem not in its best interest to accept.

##### *Donations of Goods*

The library's collections, furnishings, and equipment consist of both purchased and donated items. Donations to the library's collections are screened for acceptance using the same selection principles that are used to evaluate materials for purchase. Similarly, donated items are withdrawn using the same criteria that are applied to purchased materials. Books and audiovisual materials that the library does not add to the collection may be sold to generate funds for Caroline County Library services and programs.

- The library has the right to incorporate donated materials into its collection, to sell the materials in library book sales, or to dispose of the materials as the staff see fit. The library will not accept donations if the donor places restrictions on the disposition of the material.
- Any materials not accepted for addition to the collection will not be returned to the donor.
- Caroline County Library does not accept:
  - Books with highlighting or underlining
  - Items that are damaged, dirty, moldy, or in otherwise poor condition
  - Audio cassettes and music CDS
  - VHS tapes
  - Newspapers and newsletters
  - Textbooks, encyclopedias, National Geographic magazines, and Reader's Digest Condensed Books are not generally accepted.
  - Furniture for public or office use
  - Technology equipment (desktops, laptops, tablets, or peripheral equipment)
- Collections may be accepted only with the understanding that the collection may not remain intact.
- The library will not accept items that cannot be properly cared for or secured by the library within its normal operating procedures.
- Donations must be delivered during the hours that the library is open. Donations left when the library is closed may be discarded.
- Donations should not be placed in book returns as this causes problems with checking in returned library books.
- Delivery of donations in bags is strongly discouraged, due to handling issues and space limitations.
- Because of space limitations, the library may only accept three (3) boxes of material at a time.
- If a donor requests a receipt, one noting the number of materials accepted will be provided.

### *Financial Gifts*

Monetary contributions to the library are appreciated and welcomed. At times the library receives monies that the donor would like ear-marked for the purchase of specific materials, supplies, equipment, or furnishings. At other times, donors may ask library staff to select the appropriate items.

- Library materials
  - Donors should work with staff to determine the best use for their donation.
  - Donors may recommend a type of material, an area of subject interest, and a preferred library branch location.
  - Recommendations for purchasing specific titles are discouraged and the library reserves the right to decline such monetary donations.
  - All materials purchased must meet the library's selection criteria, as described in its *Collection Development Policy*, and are subject to the same maintenance principles as other materials.

- All monies donated for materials are deposited in the general fund for expenditure by the library director.
- Projects
  - The library accepts monetary donations without conditions on their use or for projects previously approved by Caroline County Administration.
  - Monies donated for specific projects are deposited in a Library Special Revenue Fund.
- Once a financial gift is used to purchase materials, furniture, equipment, etc., the items become the sole property of the Caroline County Library.
- All financial donations will be acknowledged by a letter of thanks. Donors will not be publicly identified or acknowledged without the consent of the donor.
- Donors who make cash contributions will be given receipts upon request.

#### *Memorials or Other Special Donations*

Caroline County Library encourages donations as memorials and as tributes to living individuals on special occasions. Such acts provide individuals with a rich opportunity to honor loved ones with a lasting statement of admiration and respect.

- Forms are available and should be completed for each memorial or special donation.
- These gifts are subject to the same guidelines as other kinds of gifts and donations.
- Except in rare circumstances, memorials and tributes are accepted in the form of monetary donations. The library will make every effort to honor the donor's wishes regarding the selection to be purchased.
- In those instances where an individual wishes to donate a memorial book from their personal library, the decision to accept the gift will be based on the library's selection criteria. If the book is not accepted, the book will be returned to the donor.
- Gift plates, identification plaques, or other appropriate recognition identifying the donor or person being honored may be displayed on items purchased or donated, upon request.
- Although every effort will be made to retain memorial/commemorative items in the collection for as long as possible, they will be subject to the same maintenance principles as other library materials.

#### *The Friends of the Library*

The Friends of the Library groups raise monies for the library through events and other fundraising activities. Individuals and businesses may make donations to the Friends of the Library.

Adopted by Caroline Library, Inc. Board of Trustees January 14, 2010  
Amended and Adopted by Caroline County Board of Supervisors January 14, 2020

## **Caroline County Library**

### **ANIMALS IN THE LIBRARY POLICY**

#### **Policy Statement**

In order to prevent possible damage to library facilities and property, as well as possible injury to library patrons and staff, animals are not permitted in any Caroline County Library branch. Exceptions will be made for service animals or as approved by the library director. All other persons bringing in animals will be asked to remove them.

#### **Eligibility**

Animals may be permitted inside the library for:

- Use or exhibition for a valid purpose, as determined by the library director. This may include library programs, and will be decided on a case-by-case basis.
- Service animals as defined by the Americans with Disabilities Act (ADA), 2010 Revised Requirements- “A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.”
  - The work or task a dog has been trained to provide must be directly related to the person’s disability.
  - Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA nor the Code of Virginia §51.5-44. These animals are not permitted in the library.
  - Miniature horses may also be permitted as long as they can be accommodated in the library facility.

#### **Policy Regulations**

- Any animal must be under the control of their owner or handlers at all times.
- Neither food nor care will be provided by staff to any animal allowed inside the library.
- Animals permitted inside the library for use or exhibition will be restricted to the single area of the library where they are being presented.
- Service animals are permitted in all areas of the library where members of the public are allowed to go.
- Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices.
- A person with a disability will not be asked to remove his service animal unless the animal:
  - Is out of control and the handler does not take effective action to control it,
  - Is not housebroken, or
  - Poses a direct threat to the health and safety of others.
- Fear of animals, allergies, presumed outcomes, or annoyance on the part of other patrons are not permissible reasons for denying access or refusing library service to people with a service animal.

- When there is a legitimate reason for the removal of a service animal, the person with the disability will be able to continue to use the library without the animal.
- Patrons are responsible for any damages caused by their service animal.

Adopted by Caroline County Board of Supervisors January 14, 2020

## **Caroline County Library**

### **ANNOUNCEMENTS, DISPLAYS, AND EXHIBITS POLICY**

#### **Policy Statement**

The Caroline County Library provides space for the library and other groups to post announcements, display informational materials, or present exhibitions. These spaces are reserved for items that are of interest to the community or help to promote the library's goals of meeting the educational, informational, recreational, and cultural needs of the citizens of Caroline County. In order to ensure equal access, the library has set forth several criteria for the use of bulletin boards, display cases, and other areas. It is the library's intention that exhibit spaces will be offered free of charge and on equal terms to all in the community, regardless of their beliefs or affiliations.

#### **Eligibility**

- Materials being considered for display, exhibit or distribution in multiple copies must fall within one of the following categories:
  - Library programs- Information which complements, or is used in conjunction with, a program or display sponsored or co-sponsored by the library or any of the Friends of the Library groups
  - Library and library service promotional materials- Items such as bibliographies, bookmarks, and brochures which promote books, reading, writing, literacy, library services, etc.
  - Material produced by, or in co-sponsorship with county, state or federal government agencies (for example, tax forms, Parks and Recreation course listings, county job list, etc.)
  - Materials produced by any community organization
  - Announcements of events, instructional opportunities, or job openings
  - Announcements of political programs where both sides of an issue will be presented, or non-partisan candidate forums
- Materials from commercial entities or other groups with the purpose of advertising or soliciting money will not be accepted.
- The library director, or others designated by the director, has the right to review all proposed materials for display. If an announcement, display, or exhibit is rejected by the director, the organization or individual has the right to appeal that decision to Caroline County administration. All appeals must be in writing.

#### **Policy Regulations**

- Library materials have priority over all other displays, exhibits, and announcements.
- Certain areas and bulletin boards may be designated for use by the library and Friends of the Library groups only, at the discretion of the branch managers.
- The library does not endorse or sponsor any ideas or information provided by outside individuals or organizations.

- All items to be posted or given away must be left at the front desk. Staff will post and place the items.
- Materials may be rejected due to lack of available space.
- Displaying items at one branch of the library does not guarantee display at other branches.
- Removal of materials from display spaces is at the discretion of staff. Unless requested at the time of drop-off, flyers, pamphlets, and other announcements will not be held for pickup, but will be destroyed. Patrons wishing to pick up their materials must inform staff of this request and the pickup date. Materials not picked up by this date will be destroyed.
- Distribution of printed materials inside the library is disruptive to patrons and staff, and is not allowed unless it is to supplement a program being presented.

### *Exhibits*

Larger exhibits may be permitted by individuals or organizations for the purpose of displaying objects of an educational, artistic, or cultural nature. In addition to the above regulations, these exhibits must also adhere to the following regulations.

- Exhibitors wishing to use library space must fill out an application form.
- Requests are processed in the order in which they are received.
- Exhibits may not be so large that they impede normal library functions.
- The library will not be held responsible for any damages or losses resulting from theft, fire, vandalism, or any other cause.
- Exhibitors are responsible for setting up and removing the items from display, as well as providing any appropriate signage or other items necessary for the display.
- Set up and removal of the exhibit must take place during normal library operating hours.
- Any damage to library property due to the exhibit is the responsibility of the exhibitor.
- No prices, sale notices, or advertising other than the artist's name may be included with the exhibit.
- Displays may be scheduled for no more than a one (1) month period, unless otherwise authorized
- No exhibit item or other materials associated with the exhibit may be stored in the library before or after the exhibition period.
- If the exhibitor has not removed their items on time, library staff has the discretion to take down the exhibit. The library will not be held responsible for any damage or loss.

Adopted by Caroline Library Inc. Board of Trustees July 8, 2010

Amended September 10, 2015

Amended and Adopted by Caroline County Board of Supervisors January 14, 2020

## **Caroline County Library**

### **HERBERT R. COLLINS COLLECTION OF GREEN FALLS USE POLICY**

#### **Policy Statement**

The Caroline County Library is proud to house the Herbert R. Collins Collection of Green Falls. Located in the Bowling Green Branch, this special collection contains items from the personal library of Mr. Herbert Ridgeway Collins, a local historian, to be used for genealogical and historical research. It includes Caroline County family histories, an extensive Virginia collection, journals, original Caroline Progress newspapers, and more historically relevant materials. The collection is not open for public browsing, but is available to interested researchers by appointment. All materials must be kept inside the library.

#### **Policy Regulations**

Per the conditions set down by Mr. Collins and agreed to by the library, researchers wishing to view or use the collection must abide by the following rules:

- Materials in the collection are not available for interlibrary loan or use at another Caroline County Library branch. No materials can be removed from the reading room without the permission and supervision of library staff.
- A staff member must supervise researchers at all times when using the collection.
- Use of the collection is available by appointment only and subject to the availability of library staff.
- Appointments are only available during the library's standard days and hours of operation. All appointments must conclude thirty (30) minutes before closing time in order to safely return all materials and secure the room in a timely fashion.
- All appointments must be scheduled at least one (1) week in advance.
- While the library will attempt to accommodate all requests to use the collection, it reserves the right to limit or refuse any requests that exceed our capabilities.
- All researchers must check in at the front desk upon arrival and present a photo ID. IDs will be held at the front desk, and returned when the patron leaves the reading room.
- Researchers under the age of 18 must be accompanied by a parent or responsible adult.
- Only loose paper, pencils, a hand-held digital camera, and a laptop or computer tablet are permitted in the reading room. All other personal possessions must be left either in the researcher's vehicle or in the front office of the library, including bags, envelopes, folders, binders, notebooks, legal tablets, pens, or containers of any kind. The library is not responsible for the loss or damage of any possessions while using the reading room.
- Any materials taken into the reading room will be examined by staff when leaving the room. If using a laptop, please open it and show it to staff.
- Neither food, drink (including water), nor gum is allowed in the reading room.
- All collections and books must be handled with extreme care and with clean hands.
  - Take care to make no marks on the materials.
  - Keep materials in the exact order you found them, and do not remove materials from their folders.

- Place materials flat on tables or on angled foam supports provided by staff.
- Materials may not be held in the hands or in the lap.
- Do not lean on the materials or place anything on top of the materials.
- Use care when turning pages so that they will not be torn or otherwise damaged.
- You may request a magnifying glass for easier viewing.
- Gloves must be worn when handling photographs or artifacts.
- Items in the Rare Book collection or those in delicate condition should only be handled by library staff.
- Limited photo-duplication is available for some materials.
  - Photocopies cannot be made of items in the Rare Book or Virginiana collections or those items that are in delicate condition.
  - Ask staff for assistance with other materials to be photocopied.
  - The use of digital cameras by researchers is allowed with some restrictions.
    - Hand-held cameras only.
    - No flash or tripods are allowed.
    - Digital surrogates taken by researchers are for private research only, not for publication.
- Wireless internet is available in the reading room; however, the library cannot guarantee Internet capabilities. Library staff will not physically handle personal electronic devices during any troubleshooting processes.
- If unforeseen circumstances, such as electrical outages or inclement weather, cause the library to be closed or the reading room to become unavailable, we reserve the right to cancel any scheduled appointments. Staff will attempt to contact researchers, but it is the responsibility of the researcher to confirm that the library is open and the room is available.
- Any violation of these rules and regulations may result in an order to vacate the premises immediately and/or suspension of the privilege of using the collection.

Adopted by Caroline County Board of Supervisors January 14, 2020

## Caroline County Library

### POLICY ON CO-SPONSORED PROGRAMS IN THE LIBRARY

#### Policy Statement

As part of its mission to meet the educational, informational, recreational, and cultural needs of the citizens of Caroline County, the Caroline County Library will partner with community organizations and agencies to develop and present programs. Program co-sponsorship allows the library to draw on community resources and expertise to enhance library programs, and to promote library resources and services to targeted groups in the community. The library gives priority to co-sponsored programs that promote literacy and reading, highlight and facilitate access to the library's collections and resources, and provide opportunities for cultural enrichment and lifelong learning.

#### Definition

A *co-sponsored program* is a planned public activity (other than a class visit, tour, or training session) for two or more people that is presented or sponsored by library staff in cooperation with one or more outside organizations or agencies. Co-sponsored programs may be presented for adults, young adults, and children.

#### Policy Regulations

The regulations below pertain specifically to co-sponsored programs. Please refer to the library's *Meeting Room Policy* for other general regulations pertaining to other programs and meetings held in the library. Regulations which are included in the *Meeting Room Policy* but not included here also apply to co-sponsored programs.

#### *Planning of Co-Sponsored Programs*

- Co-sponsored programs may be initiated by library staff or an outside organization, agency, or individual.
- Co-sponsorship requires involvement of library staff in the planning or presentation of a program.
- Financial support may constitute co-sponsorship of a program, with no other involvement by the sponsoring organization or agency.
- The library may co-sponsor programs with local or state government agencies, educational institutions, non-profit organizations, community organizations and clubs, and local businesses.
- Co-sponsored programs are usually presented at the library. However, co-sponsored programs may also be offered outside the library, depending on the availability of library staff.
- The library director may commit to co-sponsor a program.

#### *Content of Co-Sponsored Programs*

- Co-sponsored programs must conform to the above Policy Statement.

- No solicitation of business by co-sponsoring agencies or individuals will be allowed during co-sponsored programs.
- Co-sponsored programs will not be restricted to the members of a certain group, such as a school class or community organization. All programs will be open to the general public, with the following exceptions:
  - Children’s programs may be limited by age range.
  - Some instructional programs may be limited to participants with previous training.
- All co-sponsored programs will be free.

*Publicity for Co-Sponsored Programs*

- Library staff will collaborate with co-sponsors to create publicity materials such as press releases, posters, and flyers.
- Library staff will promote co-sponsored programs via flyers, posters, library website, and library newsletters. Co-sponsors will promote co-sponsored programs to their own members or target audience.

*Evaluation of Co-Sponsored Programs*

- Statistics relating to number and type of co-sponsored programs, and the number of participants, will be compiled monthly by library staff. Statistics will be reported to the relevant state and local agencies. Statistics may also be reported to co-sponsoring agencies.
- Library staff may evaluate co-sponsored programs. Such evaluations will be conducted after a program or program series is completed, and completed by the staff in charge of the program and/or the staff who were in attendance at the program. Evaluations may be provided to co-sponsoring agencies.
- On occasion, program participants will be asked to evaluate co-sponsored programs, using evaluation forms developed by library staff. Evaluations will be handed out to participants at the conclusion of a program or program series.

Adopted by Caroline County Board of Supervisors January 14, 2020

**Caroline County Library**  
**EXAM PROCTORING POLICY**

**Policy Statement**

As part of its mission to support lifelong learning, the Caroline County Library provides exam proctoring services for library patrons and other area residents. There is no fee for proctoring an examination, but the student will be responsible for any incidental costs associated with the exam, such as postage and faxing. Only those exams which meet the guidelines listed below will be proctored. Caroline County Library reserves the right to decline to proctor any exam at the librarian's discretion.

Additionally, Caroline County Library has agreements with several companies to provide driver improvement tests, such as Driving University and Safe2Drive. Each of these companies sets their own requirements for testing. Currently, if the library does not have an agreement in place with a particular driving school, we cannot provide proctoring services for those tests.

**Policy Regulations**

*Student Guidelines*

- Proctoring is available by appointment only and is subject to the availability of library staff and, if necessary, computers.
- Exams must be scheduled at least one (1) week prior to the test date.
- Exams must be taken during library open hours and must be completed thirty (30) minutes prior to closing.
- The student is responsible for compliance with all testing agency requirements, and verification that the testing institution accepts all library proctoring guidelines.
- It is the test-taker's responsibility to notify the library if they are unable to make the appointment. The library is under no obligation to reschedule an exam.
- The student may use a library computer for online tests. All other needed equipment or tools must be provided by the test taker or testing institution. Availability of a library computer is not guaranteed.
- Students may bring in their own laptop to complete the exam, so long as it is permitted by the testing institution.
- Students must bring an envelope and postage if their exam is to be returned by mail. Any fees for faxing, scanning, and printing will apply, if required.

*Library Guidelines*

- Caroline County Library is unable to provide one-on-one monitoring of test takers, and cannot visually monitor the student during the exam.
- The library reserves the right to refuse a proctoring request if the requirements exceed our capabilities.
- The library cannot:
  - Accommodate requests for walk-in or unscheduled proctoring.
  - Interpret test instructions or assist in a technical manner with an online test.

- Guarantee that technical problems will not occur when using a library computer or internet access.
- Download or install software on library computers for test proctoring.
- Modify existing computer settings for online exams.
- Guarantee a quiet environment.
- Proctor any exam that a student has brought in themselves.
- Proctors will complete appropriate documentation forms provided by the institution.
- Proctors will enforce any time limits that are placed on the exam, as well as other rules set forth in the examination materials. Any perceived violation of the posted rules for the exam will be reported to the educational institution.
- The library will mail, scan, or fax completed print tests as requested, but is not responsible for any costs in obtaining or returning the examination.
- Caroline County Library will not be responsible for any delayed tests, nor for any completed tests once they leave the library's possession and have been mailed back to the educational institution.
- The library will not be responsible for tests that are interrupted by library emergencies, power failures, or computer hardware or software failures.

#### *Driver Improvement Tests*

In general, the following guidelines apply to all driver improvement tests proctored by the library:

- It is the student's responsibility to verify that the library is a valid testing location for their specific driving school.
- Students must show a valid photo ID in order to take their test.
- Some driving schools require a testing fee be paid directly to the library. Students are responsible for any such fees prior to taking the test.
- Tests must be taken on library computers, however, the library cannot guarantee computer availability at all times. Students should call ahead to check computer availability.
- The library cannot:
  - Interpret test instructions or assist in a technical manner with an online test.
  - Guarantee that technical problems will not occur when using a library computer.
  - Download or install software on library computers for test proctoring.
  - Modify existing computer settings for online exams.
  - Guarantee a quiet environment.
- Once completed, the student must contact their driving school to get proof they passed their test. The library does not have the capability to do so.

Adopted by Caroline Library Inc. Board of Trustees November 8, 2012  
Amended and Adopted by Caroline County Board of Supervisors January 14, 2020

## **Caroline County Library**

### **MEETING ROOM POLICY**

#### **Policy Statement**

It is the mission of Caroline County Library to meet the educational, informational, recreational, and cultural needs of the citizens of Caroline County by providing quality service. It is within this context that the library offers its meeting rooms for programs that enhance the lives of library patrons. It is the intent of the library that the use of these spaces be free and open to the public. In allocating the use of the meeting rooms, Caroline County Library will not discriminate on the basis of the political or religious beliefs of applicants, or on any other constitutionally prohibited basis. The library has a paramount need to provide a safe, peaceful and respectful environment in which patrons may use library facilities. The library has the authority to accept, renew, or reject requests for use of the meeting rooms.

#### **Eligibility**

As a part of this commitment to service, the library allows its meeting rooms to be used by members of the community who are engaged in educational, cultural, intellectual, or charitable activities.

- Priority for use of meeting rooms is given in the following order:
  - Library and its affiliated groups for programs and other meetings
  - Co-sponsored programs, such as the AARP Tax Preparation
  - All other reservations will be made on a first-come, first-served basis.
- Meeting rooms are not intended to be used for the following:
  - Private events and social gatherings, including but not limited to birthday parties, wedding or baby showers, business meetings, etc.
  - Events whose sole purpose is fundraising, unless it benefits Caroline County Library
  - Commercial purposes where buying, selling, or marketing takes place
  - Any event where an admission fee is charged, unless it benefits the Caroline County Library
- Book signings will only be allowed when part of a library sponsored or co-sponsored program.
- Political groups and candidates may not use the meeting room for any campaigning or fundraising purpose, but may use the room to meet with constituents or with their campaign staff. Candidate forums may be allowed as long as all candidates are invited to attend.
- The library reserves the right to reject a reservation request if the anticipated meeting is likely to be unreasonably disruptive to regular library functions, too large for the applicable room capacity, disorderly, dangerous to persons or property, or in any other way inconsistent with or in contravention of any of the terms and conditions of this policy. In determining whether such a likelihood exists, the library may take into consideration the contents of the application form, the history of the group's meeting

room use in the library or elsewhere, and such other information as they may deem appropriate.

## **Policy Regulations**

- Library and government groups may be exempt from these regulations.
- All groups wishing to use the meeting rooms must agree to abide by these regulations as well as the library's *Public Service Policy*. Groups must also abide by all local, state, and federal laws, ordinances, and regulations, including occupancy limits or copyright permissions.
- Groups wishing to reserve a meeting room must fill out an application form prior to the meeting, which may be submitted in person or by email.
- The library may reject a request to use the meeting room or limit the frequency of meetings by any group.
- At least one member of the group must act as the responsible party for the group. This person must be at least 21 years of age and must be present at all times during the meeting.
- Use of the meeting room for groups under the age of 21 will be allowed only if adults over 21 years of age accept responsibility throughout the activity. The minimum ratio shall be one (1) adult for every fifteen (15) children.
- Meeting rooms are only available during the library's standard days and hours of operation. All meetings must conclude and the meeting room returned to its original state fifteen (15) minutes before closing time.
- Reservations are typically in two (2) hour blocks. Setup and/or tear down time must be included at the time of reservation. If the group requires a longer booking, it must be approved by the branch manager. Bookings are often made back-to-back so additional time may not be available.
- Reservations may be made no more than two (2) months in advance. The meeting rooms may not be reserved in advance for use by an individual person.
- Setup, tear down, and cleaning of all areas used is the responsibility of the group. The group is also responsible for any damages to the premises or equipment incurred by group members. Staff must be notified of any damage immediately.
- Food and beverages are permitted in the meeting rooms. Alcohol is not permitted. If food and/or beverages are served, trash must be placed in receptacles provided.
- Room reservations will be forfeited after fifteen (15) minutes if the responsible party fails to appear. If the group wishes to cancel their reservation, staff should be notified at least 24 hours in advance.
- Arrangements may be made for the use of a library projector and other equipment. These will need to be made one week in advance and library equipment cannot be taken outside of the library.
- The library cannot guarantee audiovisual or Internet capabilities. Library staff will not physically handle personal electronic devices during any troubleshooting processes.
- The library is not responsible for the loss or damage to any equipment owned by an individual or group using the meeting rooms.
- Use of the meeting space does not constitute endorsement or sponsorship of the event or information being presented. Organizations may not use the logo or contact information

for Caroline County or Caroline County Library on any publicity for their event. The library does not publicize non-library events.

- If unforeseen circumstances, such as electrical outages or inclement weather, cause the library to be closed or the meeting room to become unavailable, we reserve the right to cancel any scheduled use of the meeting rooms. Staff will attempt to contact registrants, but it is the responsibility of the registrants to confirm that the library is open and the room is available.
- The library director may determine that security services are required during a proposed use of the meeting room. If so, the group will be required to make arrangements and payments to the Caroline County Sheriff's Office and/or Virginia State Police before the meeting takes place. If no arrangements are made, the library director reserves the right to refuse use of the meeting room until such arrangements are made.
- Any violation of these rules and regulations may result in an order to vacate the premises immediately and/or suspension of the privilege of using the meeting room.

Adopted by Caroline Library Inc. Board of Trustees November 14, 2002  
Reviewed, Revised and Adopted September 12, 2009; July 24, 2013  
Amended and Adopted by Caroline County Board of Supervisors January 14, 2020

## Caroline County Library

### PATRON CODE OF CONDUCT POLICY

The following code of conduct was created in accordance with Caroline County Library's *Public Service Policy*. These rules and guidelines are for the safety and protection of all who use the library. It is important that all library patrons comply with these standards of conduct while on library property to ensure that there are no disruptions to normal library business. Anyone found to be in violation of these rules will be asked to leave the premises immediately. For more information, please refer to the *Public Service Policy*, or other appropriate policies as cited below.

#### *Food and Drink*

- Eating and drinking are prohibited with the following exceptions:
  - Beverages with lids, bottled water, baby bottles and toddler spill-proof cups;
  - Food and drink used in library programs and meetings held in the library's meeting rooms as indicated in the *Meeting Room Policy*.
- No food or drink is allowed in library computer labs at any time.
- Smoking or the use of tobacco or tobacco products is prohibited in library buildings, including the restrooms. Devices used for vaping or e-cigarettes are also prohibited.
- Consuming or possessing alcoholic beverages on library property is prohibited.

#### *Noise*

- Conversing, laughing or otherwise talking or shouting in a loud and disruptive manner as well as other noisy activities, to include but not limited to cell phones and other electronic devices used in a manner that disturbs other patrons, shall be prohibited.
- Cell phones must be placed on the vibrate mode while in the library. Patrons who converse loudly, particularly when using a cell phone, may be asked to continue their conversation outside or in the front lobby.
- Radios, personal computers, and other audio devices must be used with headphones.

#### *Respect for Others*

- Loud, aggressive, threatening behavior towards staff or another patron is prohibited. This includes the use of profanity.
- Inappropriate and/or obscene gestures are prohibited.
- Patrons must refrain from excessive displays of affection. This includes any sexual conduct or physical contact that is deemed inappropriate by common standards of decency for a public place.

#### *Hygiene/Proper Attire*

- Shirt and shoes are required in the library.
- Clothing must comport with common standards of decency and may not display symbols, pictures and/or messages that are lewd, obscene, abusive, discriminatory, etc.
- Wet bathing suits or towels shall not be worn or brought into the building.
- Using the public restrooms for shaving, bathing or as laundry facilities is prohibited.

### *Solicitation*

- Selling, soliciting, or mass distribution of unapproved materials is prohibited.
- Fundraising, unless it benefits Caroline County Library, is not allowed. No flyers or containers for collecting donations will be displayed at the library.
- Canvassing of library patrons inside the library is prohibited.

### *Illegal Activities*

- Illegal activities including, but not limited to, abusive or threatening behavior of any kind, littering, robbery, sexual misconduct, stalking, substance abuse and drug dealing, theft or vandalism and using the Internet inappropriately are prohibited.
- Downloading copyrighted material is a violation of the library's *Copyright and Public Use of Copy Machines and Printers Policy*, *Computer Use Policy*, and *Internet Acceptable Use Policy*, as well as federal law. Patrons caught downloading movies, television shows, etc. without the express permission of the copyright holder will have their library privileges suspended and are subject to prosecution.

### *Library Grounds and Parking Area*

- Running, jumping, and other forms of horseplay are prohibited.
- No skate boarding, roller-skating or bicycling inside or outside on library property.
- Camping on library grounds is prohibited.

### *Respect for Materials and Equipment*

- Activities or behavior that may result in damage to library property, including making any attempts to damage computer equipment or alter software configurations are prohibited.
- Patrons should not place their feet on tables and chairs, or stand on library furniture.
- The mutilation or defacing of books and other materials is prohibited. Patrons caught doing so will be charged the full replacement cost of any materials damaged.

### *Emergencies*

- When the alarms sound or in an emergency situation, follow staff directions promptly.
- Patrons may reenter the library only after it has been cleared by the appropriate authorities.

### *Animals*

- Animals of any kind are prohibited unless serving as a service animal or part of a library-sponsored program. For more information, please see our *Animals in the Library Policy*.

### *Unattended Children*

- Children under the age of thirteen (13) must be accompanied by an adult when in the library.
- Children under seven (7) years old must be supervised by an adult at all times.
- All children, regardless of age, must abide by the library's rules and regulations.

Adopted by Caroline County Board of Supervisors January 14, 2020

**Caroline County Library**  
**PUBLIC SERVICE POLICY**

**Policy Statement**

The Caroline County Library seeks to provide quality library service to all patrons and pledges to provide an atmosphere conducive to delivering services to its patrons. Everyone has rights in the library – patrons and staff – and everyone is asked to conduct themselves in an orderly and considerate manner. The following policy has been adopted for the comfort, safety and protection of the rights of all using and working in the Caroline County Library.

**Policy Regulations**

*Patron Rights*

Caroline County Library patrons have a right to expect certain behaviors from staff when they are requesting or using resources:

- The right to equal treatment regardless of race, color or national origin
- The right to reasonable accommodation based on disability
- The right to be treated politely
- The right to conduct research in a safe environment
- The right to request reasonable research assistance
- The right to expect confidentiality when asking for research assistance

*Staff Rights*

Library staff members have rights, which should not conflict with the rights of patrons:

- The right to be treated politely
- The right to work in a safe environment
- The right to ask the patron to abide by the *Patron Code of Conduct Policy*
- The right to ask patrons to abide by all other written policies and procedures of Caroline County Library
- The right to offer options when a patron's request exceeds the library's resources

*Patron Responsibilities*

Library patrons are asked to conduct themselves in an orderly and considerate manner. Any behavior that disrupts the orderly use of the library is prohibited. This includes, without limitation, behavior that constitutes a nuisance, or presents a safety and/or security hazard or affects the ability of the staff to provide service to its patrons. Unacceptable behavior includes but is not limited to:

- Loud talking or other noise
- Physical threats or abuse
- Running and jumping in the library
- Abusive, profane, or offensive language
- Abuse or misuse of library furnishings, equipment or materials
- Congregating in or around entrances or stairways, inside or out
- Loitering

- Commission of an illegal or unauthorized act on library property against the patrons, personnel or property of the library, i.e., theft, trespass, assault, arson, etc.
- Failure to pay fines or proper library costs when due
- Possession or use of alcohol and/or illegal drugs on library property
- Sexual misconduct
- Solicitation, including donation cans
- Use of cigarettes, e-cigarettes, vape pens, cigars, or chewing tobacco on library property
- Eating or drinking inside the library, except in designated areas
- Weapons carried illegally

### *Unattended Children*

Caroline County Library staff wants to welcome all children to the library and we are concerned about their safety and wellbeing. However, parents or caretakers are responsible for monitoring the activities and regulating the behavior of their children while in the library. A responsible adult or caregiver should accompany children while they are using the library. The library cannot assume responsibility for the safety, care, supervision or entertainment of unattended children in the library.

The library staff encourages children to develop a love of reading and learning. We want each child to have a positive experience each time he or she visits the library. The library is, however, a public building that anyone can enter and leave without being observed by library staff. The library staff cannot monitor the safety, behavior or whereabouts of people using the library. The library does not serve in the capacity of providing daycare for unattended children. Children left unattended in the library might become frightened or anxious. It is ultimately the responsibility of the parent or caregiver to ensure the safety of their children both within the library building and on library grounds.

The following policy regulations must be followed by patrons with children:

- Children ages six (6) and under must be in the direct presence of a parent or responsible caregiver at all times.
- Children ages seven through twelve (7-12) may attend library sponsored programming alone, in which case the parent or caregiver must remain in the library building for the duration of the library program.
  - Parents and caregivers should be readily accessible to library staff, in case the child or staff member needs assistance.
  - The parent or caregiver should clearly inform the child of his or her location in the library building before leaving the child alone in any part of the building.
- Children thirteen (13) years old and older may use the library unattended, and are subject to the rules and regulations of the Caroline County Library.
- Persons responsible for children who have special needs related to physical or mental ability, disruptive behavior, emotional problems, lack of adequate attention span, incomplete social skills, etc., must remain with their children at all times.
- Children, as well as their parents or guardians, may be asked to leave the library if their behavior is not acceptable after reasonable warning by library staff.

### *Suspension of Library Privileges and Appeal*

- If a member of staff observes a patron engaging in unacceptable behavior, they may ask the patron to leave the premises with or without prior warning, depending upon the seriousness of the violation. If appropriate, the staff may also inform law enforcement of any violations of the law.
- Suspension of library privileges for a determinate period of time, up to and including a total ban from all Caroline County Library buildings, may occur, at the discretion of the library director. The length of the suspension shall depend upon the nature and seriousness of the offense, the extent of damage or disruption, any history of prior infractions of library policies, and other relevant circumstances.
- Notice of suspension will be provided by telephone, email, or postal mail to the patron or, in case of a minor child, to their parent or legal guardian.
- Suspension of library privileges applies to all library branches, not just the branch where the incident occurred.
- Any patron whose privileges have been suspended has the right to appeal the decision to the Caroline County Administrator's Office. Appeals must be made within ten (10) days of notice of suspension.
- The library director, county administrator, and deputy administrator will assess the appeal. The county administrator may shorten, modify, or terminate the banning period if information submitted by the patron warrants such modification.
- Until such time as any appeal has been reviewed and/or modified by the county administrator, a banned patron may not enter or remain on the library premises.
- The decision of the county administrator is final. Notice of the decision will be provided by telephone, email, or postal mail.
- Any person who is asked to leave the library as a result of the violation of these guidelines and refuses to do so shall be considered to be trespassing and will be subject to arrest and prosecution.

### *Patron Complaints*

While Caroline County Library endeavors to provide the highest quality of service to our patrons, we recognize that a patron may wish to make a complaint. Complaints will be handled in the following manner:

- Patrons may choose to start by making their complaint on an informal basis to the library's staff.
- If patrons do not wish to do so, or if the complaint does not lend itself to informal resolution, the patron should complete a Patron Complaint Form.
- The library director will promptly review the completed form and, where appropriate, attempt to resolve the complaint directly.
- If the patron is not satisfied with the response provided and/or the director feels that the situation warrants the input of county administration, one or both parties may bring the written complaint to the Caroline County Administrator's Office.
- The library director, county administrator, and deputy administrator will review the complaint and any written response to the complaint.
- The decision of the county administrator is final.

Adopted by Caroline Library, Inc. Board of Trustees March 11, 2010

Amended July 2014; September 10, 2015  
Amended and Adopted by Caroline County Board of Supervisors January 14, 2020

## **Caroline County Library**

### **POLICY ON REQUESTS TO READ AT LIBRARY STORY TIME**

#### **Policy Statement**

Children's story time represents one way in which the Caroline County Library works to meet the educational and recreational needs of some of the county's youngest citizens. These programs teach children important early literacy skills, prepare them to enter school, and encourage them to become lifelong readers. Story time is presented by library staff as part of their regular job, but members of the public or other outside presenters may also wish to participate by reading at one or more of these programs. Any requests by anyone other than a library staff member to read to children at the library will be assessed on a case-by-case basis. No reader will be excluded from consideration because of their origin, background, or views, but the library reserves the right to deny any request that does not meet the eligibility requirements listed below.

#### **Eligibility**

Approved requests to read at story time must fall within one of the following categories:

- Professional performers or other presenters as part of a library sponsored or co-sponsored program, e.g. an Extension office employee or an author as part of a book signing program; or
- Students and/or teachers working to complete a mandatory practicum or other educational requirements. Proof of enrollment or some other form of documentation must be provided before such a request will be approved.

#### **Policy Regulations**

- All requests should be directed to the branch manager at the requested branch.
- The branch manager can either approve or deny the request, with the consultation of the library director.
- Approved readers must consult with the branch manager and library staff about the scheduling and content of their story time.
- Any outside books (i.e. not already included in the library's collection) will need to be approved by the branch manager and/or library director before the scheduled story time. Books that do not meet the library's selection principles and/or are inappropriate for the age range of the story time will not be permitted.
- Requests for books from the library's own collection must be made no later than two (2) weeks before the scheduled date. Availability cannot be guaranteed, but the library will do its best to have requested books ready.

Adopted by Caroline County Board of Supervisors January 14, 2020

## Caroline County Library

### STUDY ROOM POLICY

#### Policy Statement

In addition to offering meeting rooms for use by larger groups, Caroline County Library also offers study rooms for use by members of the community. Study rooms are intended for use by small groups or individuals. Study rooms will be available on equal terms to all in the community, regardless of their beliefs or affiliations. It is the intent of the library that the use of these spaces be free and open to the public.

#### Eligibility

- Individuals or small groups of two (2) or more may use the study room. The number of people in the room will be limited to the available seating provided for the room.
- If a study room is needed for library purposes, first priority will be given to the library. All other reservations will be made on a first-come, first-served basis.
- Study rooms are not intended to be used for the following:
  - Private events and social gatherings, including but not limited to birthday parties, wedding or baby showers, business meetings, etc.
  - Events whose sole purpose is fundraising, unless it benefits the library
  - Commercial purposes where buying, selling, or marketing of goods or services takes place
  - Any event where an admission fee is charged, unless it benefits the library
- Some paid services may take place in the study room, such as private tutoring or client meetings, as long as no money is exchanged at the library.
- Political groups and candidates may not use the meeting room for any campaigning or fundraising purpose, but may use the room to meet with constituents or with their campaign staff.

#### Policy Regulations

- Library and government groups may be exempt from these regulations.
- All individuals wishing to use the study rooms must agree to abide by these regulations as well as the library's *Public Service Policy*. Individuals must also abide by all local, state, and federal laws, ordinances, and regulations, including occupancy limits or copyright permissions.
- Individuals wishing to book a study room must be at least sixteen (16) years of age or older.
- Use of the study room for groups under the age of sixteen (16) will be allowed only if an adult over twenty-one (21) years of age accepts responsibility throughout the time in use.
- Study rooms are only available during the library's standard days and hours of operation. They must be vacated and returned to their original state fifteen (15) minutes before closing.
- Individuals or groups may reserve a study room for up to two (2) hours. This time may be extended on an hourly basis. Only one reservation may be made per day.

- Reservations may be made no more than one (1) week in advance. Walk-in reservations may be allowed depending on availability. Patrons with or without prior reservations should check in at the Front Desk before using the room.
- The library reserves the right to limit the frequency of reservations by any group or individual.
- Users of a study room must return the room to its original configuration and condition at the close of a session. Users are also responsible for any damages to the premises or equipment incurred by the individual or group members. Staff must be notified of any damage immediately.
- Food and beverages are not permitted in the study rooms.
- Room reservations will be forfeited after fifteen (15) minutes if the patron(s) fails to appear. Staff should be notified at least 24 hours in advance of any cancellations.
- The library is not responsible for the loss or damage to any equipment owned by an individual or group using the study room.
- The library cannot guarantee audiovisual or Internet capabilities. Library staff will not physically handle personal electronic devices during any troubleshooting processes.
- Use of the meeting space does not constitute endorsement or sponsorship of the event or information being presented. Organizations may not use the library's logo or contact information on any publicity for their event. The library does not publicize non-library events.
- If unforeseen circumstances, such as electrical outages or inclement weather, cause the library to be closed or the meeting room to become unavailable, we reserve the right to cancel any scheduled use of the study rooms. Staff will attempt to contact registrants, but it is the responsibility of the registrants to confirm that the library is open and the room is available.
- Any violation of these rules and regulations may result in an order to vacate the premises immediately and/or suspension of the privilege of using the study room.

Adopted by Caroline County Board of Supervisors January 14, 2020

**Caroline County Library**  
**COMPUTER USE POLICY**

**Policy Statement**

The Caroline County Library provides computers and Internet access available for public use as a service to its patrons. These services support the library's role as a provider of current resources for lifelong learning, social exchange, and entertainment.

The Internet and online environment consists of information on a wide range of topics provided by millions of individuals and organizations around the world. Not all information found on the Internet is accurate, complete, up-to-date, legal or philosophically acceptable to all individuals. Library patrons are encouraged to be critical consumers and to evaluate the validity of information carefully. Patrons are responsible for the access points they reach. Parents and/or guardians of minor children are responsible for their children's use of the Internet.

Computer users are bound by local, state, and federal laws relating to copyright, security, obscenity, materials harmful to juveniles, and other laws regarding electronic media. Any use of Caroline County Library computers and/or Internet service that interferes with the activities of the library, its users, or its network is strictly prohibited. Any violations of law will be reported to the appropriate law enforcement authorities. Prohibited behaviors include, but are not limited to:

- Accessing and/or viewing any graphic material considered obscene, child pornography, or harmful to minors (US Code § 61-8A, VA Code § 18.2-374)
- Accessing interactive Internet games, FTP, or Telnet
- Harassing, bullying, libeling, or slandering
- Using the Internet for any other illegal or unethical purpose
- Damaging equipment
- Altering computer hardware or software, including screen settings
- Downloading files or installing software
- Disrupting electronic communications
- Violating copyright or software licensing
- Distributing unsolicited advertising
- Violating another user's privacy

The use of computers is monitored by library staff. Library staff reserves the right to end Internet sessions when unacceptable behaviors are observed. The library reserves the right to limit or revoke access to its computer and network resources. Misuse or unauthorized use of library computers and information resources may result in the revocation of library privileges.

The standards of intellectual freedom and confidentiality incorporated in Caroline County Library policies for traditional media shall apply to the use of electronic media, including the Internet.

Caroline County is not responsible for any damages that may occur as a result of conditions beyond our control, such as computer viruses, electrical malfunctions, power surges, data security, etc. The library cannot guarantee viewing privacy, nor the privacy of information sent or received over the Internet. The library also makes no guarantees, either expressed or implied, with respect to the computers or programs available, as to their quality, performance, or fitness for any particular purpose.

For more information regarding acceptable Internet use, please consult the library's *Internet Acceptable Use Policy*.

## **Guidelines for Acceptable Computer Use**

### *Authorized Users*

- In order to use library computers, patrons must present his/her own library card or photo ID. Patrons may not check out a computer pass for use by another person.
- Individuals who are visiting Caroline County for a short period of time may be allowed to check out a public computer for use by presenting a current photo ID.
- Users that have blocked accounts will not be allowed to use library computers.
- For minor children:
  - Children under the age of thirteen (13) must be under the direct supervision of a parent or guardian.
  - Children under the age of sixteen (16) may use a computer without direct supervision, but a parent or guardian must be inside the library.
  - All children under the age of eighteen (18) must have parental permission to use the Internet.
- Use of another person's library card or computer pass is prohibited. Computer privileges may be suspended, revoked, or denied to anyone who uses another person's library card or computer pass with or without their permission and to any patron that lends their library card or computer pass to another person in order to evade payment of fines or other fees.

### *Access*

- Computers are available on a first-come, first-served basis.
- To ensure fair access for all patrons, individual branches may enforce time limits of one (1) hour during peak usage.
- All public computers in the Caroline County Library will be turned off ten (10) minutes before closing. All staff computers will be turned off five (5) minutes before closing.
- The library cannot guarantee computer availability, including during adverse weather conditions, power outages, and periods of peak usage.

### *Wireless Access*

- Wireless access is available for those who bring in their own laptop computers or telephone with internet capabilities.
- Like most public wireless networks, the library's network is not secure and appropriate precautions should be made.

- Users wishing to use the library's wireless Internet connections must ask the front desk for the current log-in and password. Library cards are not required to access the wireless network, but patrons will be required to accept this policy as well as the *Internet Acceptable Use Policy* upon connection.
- The library cannot guarantee that patrons will be able to make a wireless connection.
- Electrical outlets are available at study tables for powering laptops and other personal electronic devices.
- Caroline County Library is not responsible for any personal computers left unattended.

#### *Printing and Downloading*

- Users may print electronic files using library computers. Wireless printing is not available.
- Black and white printouts are twenty cents (\$.20) per page. Color printing is not available from library computers.
- Please ask for staff assistance before printing. Computer users are responsible for the cost of all pages printed.
- Certain exceptions or reductions in printing costs may be made, e.g. printing résumés, job applications, and homework for K-12 students. Please note: Caroline County government officials and staff may use printers for official business free of charge.
- Computer users may also save their work to a personal portable storage device. The library may have one available for use inside the library, but that is not guaranteed.
- Any data left on a computer's hard drive will be deleted. Patrons must use their own devices when saving information.
- USB access is only to be used to access information contained on portable thumb drives provided by the patrons. Any other use, e.g. charging cell phones or any other electronic device, may cause damage to the computers and can result in suspension of computer privileges.
- Users must adhere to copyright and software licensing when downloading files.
- The library is not responsible for loss of data that may occur when printing or saving items to a storage device.

#### *Staff Assistance*

- Library staff provides limited assistance for basic start-up procedures, but cannot offer in-depth personal instruction in the use of personal computer or software applications other than the library's own access catalog and electronic databases.
- Help with accessing the library's wireless network may be available, but the library cannot provide technical assistance with configurations or troubleshooting.
- Library staff will not physically handle personal electronic devices while providing assistance.
- Any patron who needs more than basic assistance and guidance is encouraged to attend scheduled library support classes and tutoring sessions.

#### *Patron Responsibilities*

- By registering for a library card, patrons agree to abide by the terms of this policy.
- Users assume complete financial responsibility for any damage they or their children may cause to computer hardware or software.

- To cut down on noise and crowding, no more than two (2) patrons may occupy a computer workstation. The library reserves the right to limit that number when necessary. Staff may make exceptions for special circumstances.
- Patrons are required to use headphones to listen to audio/video files while inside the library.
- Because of bandwidth limitations, patrons may be asked to avoid using nonessential audio/video files or opening multiple applications at the same time during periods of peak usage.

Adopted by Caroline Library, Inc. Board of Trustees July 1, 2013

Amended January 9, 2014; January 8, 2015

Amended and Adopted by Caroline County Board of Supervisors January 14, 2020

## Caroline County Library

### INTERNET ACCEPTABLE USE POLICY

#### Policy Statement

The mission of Caroline County Library is to ensure that the people of Caroline County have the right and means to free and open access to ideas and information. In doing so, the library provides access to a broad range of information resources, including those available through the Internet.

Some Internet sites may contain inaccurate, incomplete, outdated, indecent, controversial or offensive materials. Caroline County Library has no control over the information accessed through the Internet and therefore does not endorse such content. The library will not be held responsible for any inaccuracies or quality of information retrieved. Parents are responsible for monitoring their children's use of the Internet. The standards of intellectual freedom and confidentiality incorporated in Caroline County Library policies for traditional media shall apply to the use of electronic media, including the Internet.

Pursuant to § 42.1-36.1 of the Code of Virginia, Caroline County Library has created this policy in order to “(a) prohibit use by library employees and patrons of the library’s computer equipment and communications services for sending, receiving, viewing, or downloading illegal materials via the Internet, (b) prevent access by library patrons under the age of 18 to material that is harmful to juveniles, and (c) establish appropriate measures to be taken against persons who violate the policy.” For more information on the use of public computers and wireless connections at Caroline County Library, please see our *Computer Use Policy*.

#### Policy Regulations

##### *Filtering*

- Pursuant to § 42.1-36.1 of the Code of Virginia and in compliance with requirements of the Children's Internet Protection Act (CIPA), the library has installed filtering software on those computers that are accessible to the public and have Internet access.
- Filtering software is designed to block access to Internet sites deemed to contain pornographic or obscene content or material deemed harmful to minors.
- Any individual over the age of eighteen (18) may request to disable the filtering software for bona fide research or other lawful purposes.
- The library director and his/her designees will disable the filtering software at the receipt of such a request.
- Because no filtering solution is 100% effective, parents or legal guardians are responsible for monitoring their children's Internet use and deciding which resources are appropriate.

##### *Acceptable Use Guidelines*

- By registering for a library card, patrons agree to abide by the rules and guidelines set down in this policy.

- Individuals accessing the Internet through the library's connections are bound by local, state, and federal laws relating to copyright, security, obscenity, materials harmful to juveniles, and other laws regarding electronic media.
- Any use of Caroline County Library computers and/or Internet service that interferes with the activities of the library, its users, or its network is strictly prohibited. Prohibited behaviors include, but are not limited to:
  - Accessing and/or viewing any graphic material considered obscene, child pornography, or harmful to minors (US Code § 61-8A, VA Code § 18.2-374)
  - Accessing interactive Internet games, FTP, or Telnet
  - Using bit torrent sites
  - Harassing, bullying, libeling, or slandering
  - Using the Internet for any other illegal or unethical purpose
  - Damaging equipment
  - Altering computer hardware or software, including screen settings
  - Downloading files or installing software
  - Disrupting electronic communications
  - Violating copyright or software licensing
  - Distributing unsolicited advertising
  - Violating another user's privacy
- Users may use the library's Internet connection to access accounts, such as email, as long as they do not require any alteration of the computer's resources or files.
- Users also agree to hold harmless Caroline County Library for any liability or damage claim arising from any use or misuse of Internet access. This includes computer viruses, electrical malfunctions, power surges, data security, etc.
- Users should be aware that the Internet is not a secure medium and that third parties may be able to obtain information regarding their activities. Proper precautions should be taken and are the responsibility of the user.
- Caroline County Library will not release information on the use of specific Internet resources by members of the public except as required by law or necessary for the proper operation of the library.
- Library staff reserves the right to end Internet sessions when unacceptable behaviors are observed.
- The library reserves the right to limit or revoke access to its computer and network resources. Misuse or unauthorized use of library computers and information resources may result in the revocation of library privileges.
- Illegal acts involving the library's Internet resources by library staff or the public will also be subject to prosecution by local, state or federal authorities.

### *Access*

- In order to provide quality and fair access to all patrons, the library may place restrictions on Internet users. These restrictions may include, but are not limited to:
  - Establishing time limits to prevent monopolizing of computers or Internet connections during periods of peak usage
  - Asking patrons to avoid using audio and/or video files or opening multiple applications at the same time due to bandwidth limitations
- For minor children:

- Children under the age of thirteen (13) must be under the direct supervision of a parent or guardian.
- Children under the age of sixteen (16) may use the library's Internet connection without direct supervision, but a parent or guardian must be inside the library.
- All children under the age of eighteen (18) must have parental permission to use the Internet.
- Caroline County Library cannot guarantee Internet availability, including during adverse weather conditions, system outages, and periods of peak usage.

*Use of Public Wireless Network*

- Filtering software does not extend to a patron's personal laptop computer but the *Internet Acceptable Use Policy* does govern what is acceptable use when a personal laptop is used within the walls or on the grounds of the library.
- Anyone using the library's connection to access the Internet agrees to abide by the library's *Internet Acceptable Use Policy* and *Computer Use Policy*.
- Wireless access is available during regular business hours.
- Time limits may be enforced during heavy or peak hours.

*Staff Assistance*

- Library staff provides basic assistance to patrons having problems using the Internet, but cannot offer one-on-one instruction.
- Under no circumstances can the library provide instruction or assistance in computer troubleshooting or configurations on library computers or personal electronic devices.
- The library cannot evaluate the validity or appropriateness of Internet resources.
- Help with accessing the library's wireless network may be available, but library staff will not physically handle personal electronic devices while providing assistance.
- Any patron who needs more than basic assistance and guidance is encouraged to attend scheduled library support classes and tutoring sessions.

Adopted by Caroline Library, Inc. Board of Trustees September 10, 2009  
Amended January 8, 2015

Amended and Adopted by Caroline County Board of Supervisors January 14, 2020

## **Caroline County Library**

### **SOCIAL NETWORKING POLICY**

#### **Policy Statement**

Caroline County Library participates in various “social software” applications whereby library staff and community members can interact through virtual (internet) communication. The library regards online social software applications in the same way as its other information resources in accordance with its mission of serving the library’s patron needs for informational, educational, cultural and recreational pursuits. Much of the content will relate to libraries, books, and the book publishing industry; and to programs, events, images, or special topics that the library is sponsoring, holding, or promoting.

Social software is defined as any website or application that allows users to share information. Social software can include, but is not limited to, blogging, instant messaging, social networking sites, and wikis. Many social networking sites allow users of those sites to become a “friend”, “fan” or otherwise associate their own “profiles” or virtual presences with the library’s profile on these sites. Examples of such sites are Twitter, Facebook, Myspace, YouTube, and various blogging sites like Blogger and WordPress.

#### **Policy Regulations**

- As with more traditional resources, the library does not act in place of or in the absence of a parent and is not responsible for enforcing any restrictions which a parent or guardian may place on a minor’s use of social networking sites.
- The library does not collect, maintain or otherwise use the personal information stored on any third party site in any way other than to communicate with users on that site, unless granted permission by users for library contact outside the site. The purpose for contact outside the site may include program promotion, reference help, or other similar activities.
- Comments, posts, and messages are welcome on Caroline County Library social networking sites. Library staff reserves the right to review all comments and postings and delete comments that are inconsistent with the library’s policies or irrelevant to the content created by staff. Comments or postings that fall within one of the following categories will be deleted by the library staff.
  - Obscene, sexist, or racist content
  - Harassing library staff or other social media users- harassing comments or postings include profane or obscene statements or images, threatening physical harm toward another person, and engaging in behavior with the sole intent of annoying another person
  - Libelous and slanderous statements
  - Plagiarizing or posting copy-righted material without permission or authority
  - Private, personal information published without consent
  - Comments, postings, and/or hyperlinks not related to the content created by library staff

- Advertisements and spam
- Organized political activity
- Photos or other images that fall in any of the above categories
- The library reserves the right to edit or modify any postings or comments for space or content, while retaining the intent of the original post.
- The library shall be granted the right to reproduce comments, posts, and messages in other public venues. For example, a response to a YouTube book review may be quoted in a newspaper or on the library website. Identifying information, other than first name, will be removed unless prior approval is granted by the user.
- Caroline County Library assumes no liability regarding any event or interaction that takes place by any participant in any library-sponsored social networking service, and does not endorse or review content outside the "pages" created by library staff.
- Participation in Caroline County Library social networking services implies agreement with all library policies, including its *Social Networking Policy* and *Internet Acceptable Use Policy*, and the terms of service of each individual third-party service. If a user does not agree to these terms, they are not to use the services provided.
- The role and utility of social networking sites will be evaluated periodically by library staff, and may be terminated at any time without notice to subscribers.
- As per the state records retention policy, social networking records are defined as “Transitory Material” (of limited reference value, including general postings and comments, general correspondence, walls, feedback, and related records); or as “non-historic” and/or “duplicate” including press releases, photographs, public service announcements, notices of upcoming events or other related records. Thus such records are not required to be retained after administrative and/or reference value has been served. If the library staff deletes a comment or posting, the library will retain the deleted material for 30 days.

Adopted by Caroline Library, Inc. Board of Trustees February 10, 2011  
Amended and Adopted by Caroline County Board of Supervisors January 14, 2020