

Public Library Policies

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PREFACE

Purpose and Scope of the Manual

The Caroline Library's Policy Manual represents an ongoing commitment of the Library Board of Directors to integrity, excellence, accountability and professionalism.

This manual sets forth policies adopted by the Caroline Library Board for the governance of the system and has been prepared as a guide for the Board and staff in carrying out its responsibilities.

It also serves as a source of information for others concerning the fundamental policies of the Library and the operational procedures of the Board.

Effective Date

The policies contained in this manual become effective on the date the policy is adopted by the Library Board. 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 Library's 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 Library, Inc.
P. O. Box 9
Bowling Green, Virginia 22427**

ANNOUNCEMENTS, DISPLAYS, EXHIBITS POLICY

The use of the library's facilities for posting of announcements, displays, etc., other than those of the library, is not a right but a privilege, which is subject to the review of the Director or Assistant Director, or to those designated by the Director.

In some branches, space is a deciding factor. It does not follow that because a poster is displayed in one branch that the same poster will be displayed in other branches. Library displays have priority over all other displays. Availability of multiple copies of any materials depends on space limitations at any given time in each branch library.

Removal of announcements from bulletin boards is at the discretion of the Director, Assistant Director or Branch Manager because of limited space and the need to share this space with others. These announcements will not be held for pickup, but will be destroyed after one month.

Materials being considered for display, exhibit or distribution in multiple copies must fall within one of the following categories:

- 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 political programs where both sides of an issue will be presented, or non-partisan candidate forums
- Library-sponsored programs – information which complements, or is used in conjunction with, a program or display sponsored or co-sponsored by the library or Friends of the Caroline Library
- Library and library service promotional materials – items such as bibliographies, bookmarks, and brochures which promote books, reading, writing, literacy, library service, etc.

If in the judgment of the Library Director an exhibit is deemed inappropriate or with a purpose to incite adverse reaction among library patrons, the library reserves the right to refuse an exhibit.

Locked Display cases

Locked display cases are available in the Bowling Green and Ladysmith Branches to individuals and organizations for the purpose of displaying objects of educational, artistic or cultural nature. Ideas and concepts conveyed by an exhibit or display are those of the exhibitor and are not necessarily endorsed by the Caroline Library or the Board of Directors. Exhibitors wishing to

use the display cases should contact the Director, Assistant Director or Branch Manager to schedule the display.

Although the display case is kept locked at all times, the Library will not be held responsible for any damages or losses resulting from theft, fire, vandalism, or any other cause. Exhibitors requesting use of the display cases are required to sign a waiver releasing the Caroline Library and its employees from any such claims (see Exhibit Application Form, next page). In addition, any damage to the display cases during display set-up or take-down of the exhibit is the responsibility of the exhibitor.

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. Displays may be scheduled for no more than a one-month period. If Library staff dismantle a display because the exhibiting person or organization has not removed it on time, the Library will not be held responsible for any damage or loss.

No prices, sale notices, or advertising other than the artist's name, address, and phone number may be included with the exhibit.

Adopted July 8, 2010

Caroline Library, Inc.
P. O. Box 9
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EXHIBIT APPLICATION

Date of Application: _____ Branch: _____

Exhibitor: _____

Representative (if applicable): _____

Address: _____

Telephone No. _____ Cell No. _____

Type of Exhibit: _____

Dates for Exhibit Installation: _____ Date of Removal: _____

Contents of Exhibit: _____

LIABILITY WAIVER

_____ requests permission to display the above

described items in the Caroline Library from _____ to _____.

For consideration of such permission, the exhibitor hereby fully releases and discharges the Caroline Library Board and employees from any and all claims from injuries, damages or losses to the items displayed, which may arise or which may be alleged to have arisen out of, or in connection with, this display in the Caroline Library by reason of fire, theft vandalism or any other cause.

Signature of Director

Signature of Exhibitor or Representative

Date: _____

Date: _____

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Bowling Green, Va. 22427

CIRCULATION POLICY

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. The Caroline Library welcomes the use of the Library by individuals of all ages to support their personal, educational, and professional needs. Per the *Library Card Policy*, library cards, with borrowing privileges, are issued to Caroline county residents without charge.

CHECK-OUT PRIVILEGES – A patron must present his/her own Library card in order to check out library materials. Patrons who forget his/her card will be allowed to check out materials with identification. Patrons who have lost their library card must get a replacement card for \$1.

CHECK-OUT LIMITS – 10 item limit; within this limit, you may check out up to 5 movies or 10 audio books. Limits may be overridden at the branch's discretion, or may change as defined by the current library automation system.

LOAN PERIOD – Items in the Library are circulated for a three week period, except for visual materials which are five days; and may be renewed twice in person, over the phone, or online.

OVERDUE ITEMS & FINES – Items not returned or renewed by the due date are overdue. Multiple notices by telephone, email, or postal mail are performed weekly (or as defined by the current library automation system) in an effort to recover items. Patrons are responsible for having current information on file. The library allows a five (5) day grace period for returned items. Fines for items returned after the grace periods are automatically added to patron account when checked in. Overdue fines need to be paid in full before checking out more items or using the computer. Payment arrangements or waiving of fines only made with approval of the branch manager. Fines are 10 cents per day for books and audio material, and \$1 a day for VHS and DVDs.

LONG-OVERDUE MATERIALS – A patron is responsible for all materials charged to his/her borrower's card. The patron will be billed for replacement and/or processing charges for long-overdue and lost items (as defined by the current library automation system and current library vendor). If the actual cost is unknown, the Library Director will determine prices. Unpaid charges remain on the patron's record indefinitely and are subject to possible reporting to national collection agencies.

CLAIMS RETURNED – when a patron notifies the circulation staff that he/she has returned materials that are not checked in, the staff will change the status of the material to 'claims returned' (or similar status as defined by the current library automation system). After three incidents for any one patron, borrowing privileges will be suspended.

SUSPENSION OF CHECK-OUT PRIVILEGES - Check-out privileges, including public

computer usage, are suspended when a patron has overdue material or fines and privileges will only be resumed when all overdue materials are returned and any fines or charges are paid. Payments arrangements or waiving of fines only made with approval of the branch manager.

LOST OR DAMAGED ITEMS – Lost or damaged materials will be handled the same as long-overdue materials. If a paid for item is found within 6 months from date of payment, **and** is in good condition, fees may be refunded at the branch’s discretion. Brand new items with exact ISBN numbers of lost/damaged items may be accepted in lieu of payment per management approval.

INTERLIBRARY LOAN – A patron may request material through interlibrary loan when the material is not available at the Caroline Library. The Interlibrary Loan fee is \$ 2.00 per book. Upon arrival, patrons are called and if not collected by five days, the material is returned to the lending library. Patron is responsible for the \$2.00 Interlibrary Loan fee whether or not the book is picked up.

RESERVED MATERIALS - All circulating items may be reserved and can be reserved or placed on hold in person, over the phone or online. Patrons will be called when reserved/hold items arrive in the respective branch and will be held for five (5) days. If not checked out within five days, items will be returned to the borrowing branch.

Adopted July 24, 2013
Amended January 9, 2014
Amended January 8, 2015

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COLLECTION DEVELOPMENT POLICY

The Caroline Library, Inc. Collection Development Policy is prepared by the Director and adopted by the Library Board. Its purpose is to provide a framework for the acquisition and retention of all library materials. The collection development policy supports the mission of the Library by ensuring that appropriate, quality, up to date materials are carefully organized and available to the public. The Collection Development Policy will be reviewed annually along with all policies as dictated by the Library of Virginia.

The American Library Association declares as a matter of firm principle that it is the responsibility of every library to have a clearly defined materials selection policy in written form which reflects the LIBRARY BILL OF RIGHTS, and which is approved by the appropriate governing authority. (Quoted from the American Library Association Council statement on CHALLENGED MATERIALS; AN INTERPRETATION OF THE LIBRARY BILL OF RIGHTS, adopted June 25, 1971; amended July 1, 1981; amended January 10, 1990 by the Council)
Details found at <http://www.ala.org/advocacy/intfreedom/librarybill>

LIBRARY BILL OF RIGHTS

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

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries that make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

A history of the Library Bill of Rights is found in the latest edition of the [Intellectual Freedom Manual](#).

PROCEDURE

The Director selects and maintains library resources in all formats, including books, periodicals, electronic resources, eBooks, CD audio books, DVDs, and music CDs. Material selection is intended to respond to the educational, informational and recreational needs of our library community. Core collections are as follows:

- **Popular Materials:** The Library strives to provide popular best selling fiction and non-fiction in all formats and for all ages.
- **Youth Materials:** The Library strives to provide a broad coverage of fiction and non-fiction resources that support homework assignments, test preparation, and current subject resources.
- **Lifelong Learning:** The Library maintains a broad core collection of timely resources in all subjects for all ages.
- **Law Library:** The Library houses a law collection.
- **Genealogy and Local History:** The Library provides support for patrons wishing to conduct genealogical research and browse local history.
- **eBooks and Audiobooks:** The Library provides access to downloadable fiction and non-fiction e-books and audio books through the Library of Virginia.

Criteria for Material Selection:

The following criteria as a whole are taken into consideration in selection:

1. Merit of the individual item
2. Popular appeal and demand
3. Currency, timeliness, and accuracy of nonfiction
4. Suitability of material for the library service community
5. Existing library resources
6. Annual amount budgeted for the collection category
7. Availability from standard publishers and vendors
8. Availability in Caroline Libraries

METHODS OF ACQUISITIONS

The majority of library materials are purchased from a library vendor for reasons of economy, consistency and expediency.

Donations

The Library accepts donations of materials with the understanding that donated items are added to the library collection if the three conditions are met:

1. Satisfies materials selection criteria of items purchased for the Library
2. Is in good condition.
3. Enhances the collection or fills collection gaps

Donated items that are not added to the library collection will be sold at Friends of the Library book sales or discarded. Donated items will not be accepted on condition that they are returned

to original owners if they are not added to the collection. Donated gift items are reviewed and handled by the Director and staff.

Monetary donations are accepted by the library to purchase memorial books or materials. Donation bookplates are placed in the item. Memorial library items on specified subject areas or particular titles can be ordered for inclusion in the library collection at the request of a patron provided they meet the library's material selection criteria.

Professional Selection Tools and Resources

The Library relies on nationally published, reputable review sources for each subject area and format within the collection; along with publisher catalogs and professional networking.

Fiction

Guiding Factors:

1. Wide variety of popular fiction in all genres
2. Award winning titles and best sellers
3. Selected large print in multiple genres
4. Titles and authors of local interest

Non-Fiction

Guiding Factors:

1. Currency, timeliness, and accuracy
2. Multicultural, diversity of opinions and viewpoints
3. Award winning and bestselling titles

Youth

Guiding Factors:

1. Award winning books, including Caldecott, Newbery, Geisel, Belpre and other recognized award winners
2. Recommendations and reviews from library review sources
3. Bestselling titles
4. Non-fiction titles to support arts, science, nature, history, geography and current events and school projects

Periodicals

The library provides some print and online access to a general selection of popular living and business magazines and newspapers for the informational and recreational needs of the community through the Library of Virginia.

Guiding Factors:

Annual circulation statistics and available funding.

Music

The library provides a broad general collection of compact discs for the recreational and educational enjoyment of its patrons.

Guiding Factors:

1. Selection from all music styles, with a balance of new releases and traditional classics
2. Popular and bestselling artists of all genres
3. Clean lyrics
4. Cost

Audiobooks

The library collects books on compact disc for the recreational and educational enjoyment of patrons of all ages in CD format and downloadable audio through the OverDrive collection.

Guiding Factors:

1. Current releases in fiction and non-fiction
2. Language learning materials
3. Reputation of the narrator
4. Print version located in the fiction or non-fiction collections
5. Unabridged versions
6. Cost
7. Quality of vendor packaging and replacement disc policy

Audiovisual Resources

The library collects and maintains current AV technologies in use by the general public. At present, we provide VHS and DVDs for the recreational and informational needs of the community.

Guiding Factors:

1. Ratings and age recommendations provided by the filmmaker determine whether the film is cataloged in the adult or youth areas of the library.
2. X-rated films are not selected for the collection
3. Cost

Reference Materials- Print Format

Accurate and current reference materials are provided for all ages on all subjects. Print reference materials are for in-library use only. The library print reference materials include a broad overview of all subject areas, including encyclopedias, dictionaries, atlases, and almanacs. The Library also houses a Law Library, a Genealogy Collection, and a Local History Collection.

Electronic Resources

The library provides access to the electronic resources to supplement print reference works, to provide K-12 and distance learning homework support, and to enrich the lives of the general public of all ages and backgrounds via:

1. The Internet (see Computer Internet Access Use and Internet Access Policies)
2. Library computer use of word processing, spreadsheet, and related Microsoft software
3. Technologies for printing electronic data.
4. State funded *Find It Virginia!* Electronic library

Guiding Factors:

1. Scope and coverage
2. Ease of use by general public
3. Accuracy and quality of content
4. Licensing restrictions
5. Remote or in-library access
6. Cost

Removal and Weeding of Library Materials

As the technology changes, the information provided by the Library takes on many different forms, including electronic resources and ebooks, Print books however become outdated, worn, ripped, and sometimes the information is no longer accurate and the book is “weeded” or removed from the collection. These outdated books or those that are tattered or irrelevant, are sometimes sold in the Friends of the Library book sales. Disposal of books can be misinterpreted by taxpayers. Shelf space is one of the public library’s most expensive costs and shelf space must be used for books that are factually correct, current, and in good condition and used by the community. The public library’s role in our society is that we provide our community with the best possible current collections. This means that some of our collections must be discarded. The staff makes difficult disposal decisions as stewards of the public dollar, keeping in mind that some material may be kept as cultural record even as it contains outdated material in today’s context.

Guiding Factors:

CREW: A Weeding Manual for Modern Libraries endorsed by the American Library Association, 2012 version

Drafted and Adopted July 24, 2013

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COMPUTER USE POLICY

It has been the mission of the Caroline Library to provide free and equal access to information, knowledge and independent learning via printed and non-printed formats. One such source of information is the Library's public computers and the Internet.

DISCLAIMER

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.

Users access the library computer hardware, software and documentation at their own risk. Every reasonable step has been taken to protect the privacy of your information, however information contained on USB thumb drives or other media inserted in library computers may be viewable by other patrons. The Caroline Library is not responsible for equipment malfunction, loss of data, any damages to the user's disks, data etc. or electronic transactions of any type which are related to the public use of library computer resources.

Since software and information downloaded from any sources, including the Internet, may contain computer viruses, users are advised to utilize virus checking software on their home computers.

EXPECTATIONS OF COMPUTER USERS

- The Library requires that the public comply with all applicable federal, state and local laws, including laws governing the transmission and dissemination of information while accessing the Internet, and with all library policies and procedures.
- Computer users will refrain from any activity that unreasonably interferes with Library patron/staff comfort, safety, use or quiet and peaceful enjoyment of the library. Particular unacceptable behaviors are addressed in the Public Service Policy.
- 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
- Library staff reserves the right to end Internet sessions when these unacceptable behaviors are abused.
- Library staff is trained on the operation of Caroline Library computers but cannot assist with technical questions regarding library or personal computers as they may not be qualified.

COMPUTER USE PROCEDURES

Access: All users must have and present their personal library card to sign on to the computer. Use of another person's library card is prohibited. Users who allow others to use their library card are liable for any and all charges and damages.

Time Limits: To ensure free access for all patrons, individual branches may enforce time limits during peak usage. Precedence may be given to job seekers or students. Computers are available on a first-come, first-served basis.

Hours of use: All computers in the Caroline Library will be turned off 10 minutes before closing. All staff computers will be turned off 15 minutes before closing.

Internet Safety: In compliance with requirements of the Children's Internet Protection Act (CIPA) the Library filters all Internet computers. Any Adult patron age 18 years and older who feels a site is unlawfully blocked may request it be unblocked by management. Parents and guardians are responsible for supervising their children's Internet sessions and for letting their children know if there are materials children should not use or view.

Internet Agreement: Adults agree to responsible use of the Internet and all applicable regulations as one of the conditions of applying and signing for a Library card. Children under 13 years of age must be accompanied by a parent to use a library computer, and must have a library card on record. The parent/guardian must remain on the premises while they are using the computer. Library staff cannot supervise children's use of the Internet and parents are encouraged to supervise their children's use of the Internet, whether at home or at the library.

Blocked Accounts: Any users who owe money to the library, or have blocked accounts will not be allowed computer privileges.

Wireless Access: Wireless access is available for those who bring in their own laptop computers.

Printing: There is a printing charge per page which applies whether the user brings paper or uses library paper. The Caroline Library is not responsible for loss of data that may occur when printing.

Saving Files and Documents: Caroline Library computers do not allow the user to save documents or personal files to the hard drive. All documents that are saved must be saved to a USB drive belonging to the user. Upon availability, public use USBs may be borrowed at the library check out desk. The Caroline Library is not responsible for loss of data that may occur when saving documents.

Software/Hardware: Library software is copyrighted and may not be reproduced. Users may not load their own or any other software on library equipment. Users are not permitted to store any software or other data on the hard drives of the library's computers or alter the programs currently installed on the systems. Anyone tampering with any library hardware or software will be denied access to library computers in the future, and also may lose their library privileges.

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

Financial Responsibilities: Users assume complete financial responsibility for any damage they or their children may cause to computer hardware or software. Users are not to tamper with library computers in any way.

COMPLIANCE

Failure to comply with this policy or with library staff directions may result in restriction or termination of the user's library privileges and may result in prosecution under local, state or federal laws.

**Caroline Library, Inc.
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Bowling Green, Virginia 22427**

CONFIDENTIALITY OF LIBRARY RECORDS POLICY

The Code of Virginia, Section 2.2-3705.10 provides: “Library records that can be used to identify both (i) any library patron who has borrowed material from a library and (ii) the material such patron borrowed,” are exempt from the Virginia Freedom of Information Act (FOIA) and do not need to be disclosed, but may be disclosed at the discretion of the Library Director.

Accordingly, circulation records and other records identifying the names of library users with specific materials are confidential. Such records shall not be made available to, anyone, except pursuant to such legal process, order or subpoena which specifically identifies the information required and the purpose for such a request, or as required by the Director. Individuals seeking data from library records shall be referred to the Library Director.

Upon receipt of any process, order or subpoena seeking library records, no records shall be released until the Library Director has been notified.

Any problems or conditions relating to the privacy of a library user’s personal information not provided for in this policy statement shall be referred to the Library Director.

Individuals may have access to their own records and parents or legal guardians may have access to the records of their children aged 17 or under.

Adopted March 11, 2010

Caroline Library, Inc.
P. O. Box 9
Bowling Green, Virginia 22427

CONFLICT OF INTEREST POLICY

No member of the Board of Directors, or any of its Committees, shall derive any personal profit or gain, directly or indirectly, by reason of his or her participation with the Caroline Library, Inc. Each individual shall disclose to the organization any personal interest which he or she may have in any matter pending before the organization and shall refrain from participation in any decision on such matter.

Any member of the Board, any Committee, or Staff who is an officer, board member, a committee member, or staff member of a client organization or vendor of the Caroline Library, Inc. shall identify his or her affiliation with such agency or agencies; further, in connection with any committee or board action specifically directed to that agency, she/he shall not participate in the decision affecting that agency and the decision must be made and/or ratified by the full board.

Any member of the Board, any Committee, Staff, and certain Consultants shall refrain from obtaining any list of clients for personal or private solicitation purposes at any time during the term of their affiliation.

CONFLICT OF INTEREST STATEMENT

At this time, I am a board member, committee member, or an employee of the following organizations:

Now this is to certify that I, except as described below, am not now nor at any time during the past year have been:

- 1) A participant, directly or indirectly, in any arrangement, agreement, investment, or other activity with any vendor, supplier, or other party doing business with the Caroline Library, Inc. which has resulted or could result in personal benefit to me.
- 2) A recipient, directly or indirectly, of any salary payments or loans or gifts of any kind or any free service or discounts or other fees from or on behalf of any person or organization engaged in any transaction with the Caroline Library, Inc.

Any exceptions to 1 or 2 above are stated below with a full description of the transactions and of the interest, whether direct or indirect, which I have (or have had during the past year) in the persons or organizations having transactions with the Caroline Library, Inc.

Date: _____ Signature: _____

Printed: _____

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DONATIONS POLICY

The collection of the Caroline Library has been developed by the Director and through the acceptance of gift materials over many years. The Library Board is grateful for and appreciates the generosity of persons that donate materials to the library, however to maintain a quality collection for all, the Caroline Library has established some basic Collection Development guidelines.

Donations of Goods

The Library's collections, furnishings, and equipment consist of both purchased and donated items. The Library considers book and audiovisual donations for the collection as well as other equipment and furniture items. The Library will endeavor to accept gifts so long as the gift is consistent with the Library's designated needs. Library donors may include individuals, businesses, civic organizations, or foundations. Tax benefits may accrue to donors, but it is the responsibility of the donor to ascertain the value of donated goods.

The Library reserves the right to accept or to decline acceptance of any gift. Once accepted, gifts and donations become the sole property of the Caroline Library. The Library reserves the right to decide upon the disposition of all gifts received.

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 are sold to generate funds for Caroline Library services and programs. Materials that are not normally accepted as donations include magazines, newspapers, Reader's Digest abridged books, and textbooks.

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.

Individuals, businesses, civic groups, or Foundations may contribute funds to benefit the Library in the following ways:

- **Memorial Donations and Other Gifts**

The Library's memorial programs allow for individuals to contribute funds in memory of a family member who has passed away. The pet memorial program receives funds to purchase materials for the Library's collection in memory of beloved pets. Finally, individuals may name the Library as a beneficiary in their will which might stipulate that

the funds (or interest from part of the estate) be used to purchase particular items or materials in certain subject areas. In all cases, materials purchased with donated funds will be selected in accordance with the Library's collection development policy. Furnishings and equipment will be purchased in accordance with the Library's needs.

- Unrestricted Contributions

The Library may receive contributions with the instructions to use the funds for whatever purpose the Library deems is most useful. In those cases, the monies will be used either for Library collections or to purchase furniture, equipment, or other items. Unrestricted contributions may come from individuals, as part of an estate, or from organizations.

- Fundraising Campaigns

The Library may initiate various fundraising campaigns. Members of the public and businesses may donate monies to the Library in response to these promotions.

- The Friends of the Library

The Friends of the Library groups raise monies for the Library through the sale of used books and other annual events. Individuals and businesses may make donations to the Friends of the Library.

Once a financial gift is used to purchase materials, furniture, equipment, etc., the items become the sole property of the Caroline Library. The Library reserves the right to decide upon the disposition of all property.

All financial donations will be acknowledged by a letter of thanks. If the gift is used to purchase books, a bookplate may be placed inside each book with the donor's name, unless that person wishes to remain anonymous. Furniture purchased with donated funds may have a plaque placed on the item with the name of the individual or corporate donor unless anonymity is desired. Donors who make cash contributions will be given receipts upon request.

Adopted January 14, 2010

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INTERNET ACCESS POLICY

Mission Statement

It is the mission of the Caroline Library to meet the educational, information, recreational and cultural needs of the citizens of Caroline County by providing quality service as a multi-media center storing a wide range of information in printed and non-printed formats.

Content Issues

Some Internet sites may contain inaccurate, incomplete, outdated, indecent, controversial or offensive materials. The Caroline Library has no control over this Internet information and therefore does not endorse such content. Also, the Library will not be held responsible for any inaccuracies or quality of information retrieved.

The Internet may contain material that is inappropriate for viewing by children. Following public policy of The Commonwealth as stated in Section 18.2-390, et seq. of the *Code of Virginia* "to insulate minors from materials that may be harmful to them" the Caroline Library has *found it necessary to install a filtering program* which will apply to all Internet users.

Procedure Issues

The Caroline Library computers on which the public can access the Internet are located in public areas shared by patrons of all ages, backgrounds and sensibilities. Use of the Internet is a privilege, not a right, and inappropriate use will result in a suspension, and eventual cancellation, of this privilege. Illegal acts involving Library computer resources by Library staff or the public will also be subject to prosecution by local, state or federal authorities. Examples of inappropriate use include, but are not limited to the following:

- Violation of computer system integrity
- Unauthorized tampering with computer hardware or software
- Storage of data to anything other than a personal diskette or equivalent
- Violation of software license agreements and copyright laws
- Violation of another user's privacy
- Use of sounds or visuals that might be disruptive to others

Fair Access

In order to make the Caroline Library's resources available to the patrons there is a need to place restrictions so as to provide quality and fair access to all patrons.

- The Library will restrict periods of use to prevent monopolizing of computers
- Access will be left to the discretion of the staff or Director
- Library is not intended to be a telecommuting station
- Access to gaming will be allowed, with priority (as bandwidth allows) to educational/job seeking activities, and in alignment with Library Internet use policy.

Access by Youth

Parents are strongly advised to monitor their children's Internet use and children under 13 must be accompanied by a parent or adult guardian who will be responsible for supervising that child or children while they are on the Internet seeking information.

Wireless

The Caroline Library is a wireless environment. Filtering software does not extend to a patron's personal laptop computer but the Internet Access 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 policy. Users also agree to hold harmless the Library for any liability or damage claim arising from any use or misuse of Internet access.

Wireless access is available during regular business hours. Time limits may be enforced during heavy or peak hours.

The Library Director or Assistant Director have been designated by the Library Board to disable any filtering at the request of a patron for bonafide research or other lawful purposes.

The Caroline Library's primary role in offering Internet resources is not to restrict them but to offer the public user assistance in locating, interpreting and appreciating resources. The Library does not have sufficient personnel to adequately supervise the Computer Lab therefore the foregoing restrictions will apply. Full consideration will be given to any and all suggestions that might be presented to the Library Director in connection with the above.

Adopted on September 10, 2009
Amended January 8, 2015

**Caroline Library, Inc.
P. O. Box 9
Bowling Green, Virginia 22427**

LIBRARY CARD POLICY

Registration for a library card is required to borrow materials from the Caroline Library.

Any resident of Caroline County who can furnish a current home mailing address and telephone number may register and borrow library materials.

Minors (under 18) who wish to register must be accompanied by an eligible parent, guardian or other eligible adult willing to assume responsibility for proper use of the library card, as well as payment of fines or lost or damaged materials fees. These applications must be completed and signed by the parent, guardian or eligible adult as the responsible party.

New library cards are issued at the time of application either in person or online.

No fee shall be charged for the initial card; however, one dollar (\$1.00) will be charged for replacements.

Any individual who works for the County of Caroline but resides outside of the area, will be issued a library card upon presentation of their employee identification or pay stub.

Any individuals who live outside of the County of Caroline but have library cards from Pamunkey Regional Library (PRL) or Central Rappahannock Regional Library (CRRL) may be issued a library card upon presentation of their PRL or CRRL library cards. Otherwise, individuals who live outside of the County of Caroline will pay a fee of \$25.00 for their library card.

A patron shall be responsible for all materials charged on his card even if he lends that card or materials to another person. Lost or stolen cards will be replaced for a fee of one dollar (\$1.00) when reported to the circulation desk.

Borrowing privileges may be suspended, revoked or denied to anyone whose current or previous record as a library borrower reveals willful or habitually careless regard for the protection and return of borrowed material, or for the evasion of payment for assessed damage to Library property.

Adopted March 11, 2010

Caroline Library, Inc.
P. O. Box 9
Bowling Green, Virginia 22427

MEETING ROOM POLICY

Mission Statement

It is the mission of the Caroline Library to meet the educational, informational, recreational and cultural needs of the citizens of Caroline County by providing quality service as a multi-media center storing a wide range of information in printed and non-printed formats. It is within this context that the Caroline Library offers its meeting room for programs that enhance the lives of library patrons. It is the goal to make the use of the meeting room free of charge.

Policies

- Any organization willing to abide by the library's rules may book the meeting rooms for a meeting on a first-come, first-served basis.
- All meetings must be open to the public and free.
- Rooms are not available for commercial profit making events.
- If security is found to be necessary by the Library Board or Staff, arrangements and payments must be made to the local Sheriff's Department and/or Virginia State Police. This must be done prior to the meeting.
- The Library Director and the Library Board reserve the right to decline to allow any person or entity to use the room for any reason in their sole discretion.

Rules

- The Library's own meetings, both for staff and the public will be given priority in meeting room booking.
- No alcoholic beverages are allowed in library facilities as per County policy.
- Prior to scheduled meeting, organization and library staff will review room for Pre-requisite conditions and Pre-Requisite form will be signed by all parties involved.
- Rooms must be left neat and kitchenette facilities, if used, must be cleaned. A fee may be charged for any cost of clean-up or repairs.
- If the meeting is expected to last beyond the library's normal closing time, a \$50.00 fee may be charged per hour.

The Library's primary role in providing meeting room space is to offer a pleasant environment or setting for the sharing of information. Full consideration will be given to any and all suggestions that might be presented to the Library Director in connection with the above.

Adopted November 14, 2002
Reviewed, Revised and Adopted September 12, 2009
Reviewed, Revised and Adopted July 24, 2013

Caroline Library, Inc.
P. O. Box 9
Bowling Green, Virginia 22427

EXAM PROCTORING POLICY

As part of its mission to support lifelong learning, the Caroline Library provides proctoring services for registered library card holders in good standing. Proctoring is a value added service that the library offers free of charge. The purpose of this policy is to state the conditions, guidelines and responsibilities of this service.

Conditions

The Library Director or Branch Managers, hereafter referred to as “Proctors,” will proctor exams by appointment only. Exams must be taken during library open hours and must be completed 15 minutes prior to library closing time. It is the test-taker’s responsibility to notify the Library if they are unable to make the appointment.

The test-taker may use a Library computer for online tests. All other needed equipment or tools must be provided by the Test-taker or testing institution.

Proctors proctoring the exam will complete appropriate documentation forms provided by the institution. The Library will mail or ship completed exam to institution if a postage paid envelope is provided or test-taker or institution has made prior prepaid arrangements with another commercial carrier. The Library is not responsible for any costs in obtaining or returning the examination.

Guidelines

- The student will allow sufficient time to take the examination before the deadline that has been established by the institution.
- The student will be required to present a valid picture I.D. at the time of the exam.
- Proctors will not monitor a student continuously during an exam, but may check on the student periodically. The Library does not guarantee that a quiet study room will be provided.
- Proctors will enforce any time limits that are placed on the exam, as well as other rules set forth in the examination materials. The use of cell phones or visiting with others is prohibited. Any perceived violation of the posted rules for the exam will be reported to the educational institution.
- Tests offered in a computer format must be compatible with the hardware and software available on the Library workstations.
- Prior contact between the testing institution and the proctor is required so that credibility and testing requirements can be verified.
- Proctors cannot proctor exams that students bring in themselves.
- Proctors will not sign a proctoring verification that attests to more than the library has been able to do.

- The Caroline 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.

Responsibilities of the test taker

- Your school may have specific requirements for proctoring. Check with the Proctor to make sure the Library can meet all of the requirements.
- Call prior to your test to make sure the test or login information has arrived. The Proctor does not contact you when the exam arrives.
- Provide necessary postage for mailing back the test to your school
- Arrive promptly at the agreed-upon time, prepared with the items required for taking the test. These may include picture I.D., money, pens/pencils and calculator. Only items listed in the instructions will be allowed in the test area. You are responsible for securing personal items before the test begins.
- Exams not taken by the date on which they were to be completed are either discarded or returned.
- The finished exam will be handled with other library mail including electronically.

Responsibilities of the Proctor

- The Library Director or Branch Manager will proctor the exam.
- The Proctor will observe the student while performing other tasks and assisting other patrons. Proctoring at the library will include issuing the exam, being aware of the student taking the exam, periodically observing the student. If an institution requires the student to receive constant uninterrupted observation the library will be unable to proctor the exam.
- The Proctor will not sign any statement required by the educational institution inconsistent with our policy or with how the test is administered.
- The Library may refuse to proctor an exam too burdensome or exacting in its demands.
- The library cannot provide proctoring for groups of students.
- The library is not responsible if the institution's web site or e-mail is not working.
- The library is not responsible for exams that are lost by the postal system or electronically.
- The Library will not provide supplies to Test-takers such as test booklets, paper, pencils, etc.
- The Library will not guarantee quiet work spaces, although we will make every effort to set test-taker apart from high traffic areas of the Library.

Proctoring is provided subject to the availability of staff and computers.

Adopted: November 8, 2012

Caroline Library, Inc.
P. O. Box 9
Bowling Green, Virginia 22427

PUBLIC SERVICE POLICY

The Caroline 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 Caroline Library – patrons and staff – and everyone is asked to conduct themselves in an orderly and considerate manner. The following Code of Conduct has been adopted for the comfort, safety and protection of the rights of all using and working in the Caroline Library.

The Staff may require a patron to leave the library premises and may call the police for noncompliance with these guidelines for behavior. Continued violation of library policy will result in a patron being banned for a period of time depending on the nature and severity of the violation.

Patron Rights

Caroline 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
- The right to submit a Suggestion Form

Staff Rights

Caroline Library staff has rights that should not put them in 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 customer to abide by the rules of the library
- The right to ask customers to abide by the written policies and procedures
- The right to offer options when a patron's request exceeds agency resources

Unacceptable Behavior

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 roaming
- Abusive or foul language
- Abuse or misuse of library furnishings, equipment or materials
- Congregating in or around entrances or stairways, inside or out

- 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 or illegal drugs on library property
- Sexual misconduct
- Solicitation
- Use of cigarettes, e cigarettes, cigars, or chewing tobacco
- Eating or Drinking
- Sleeping
- Loitering
- Weapons carried illegally

A responsible adult or caregiver should accompany children while they are using the library. While in the library, parents and caregivers are responsible for monitoring and regulating the behavior of their children.

Unacceptable Behavior Procedure and Appeals Process

Library staff may ask a patron to leave the premises with or without prior warning, depending upon the seriousness of the violation. The length of the eviction shall depend upon the nature and seriousness of the offense, the extent of damage or disruption caused, any history of prior infractions of library policies, and other relevant circumstances.

- Any patron whose privileges have been suspended has the right to appeal the decision to the Library Director. A patron may appeal in writing or in person after scheduling an appointment with the Director. The Director may shorten, modify, or terminate the banning period if information submitted by the patron warrants such modification. The Director will respond in writing and notify the patron of the appeals process. Until such time as the determination has been reviewed and/or modified by the Director or reversed on appeal by the Caroline Library Board, a banned patron may not enter or remain on the library premises.
- The Director's written determination may be appealed to the Caroline Library Board if the patron files a written notice of appeal within ten (10) days after he receives the Director's determination. Such notice shall be filed with both the Library Director and Library Board President, P. O. Box 9, Bowling Green, Virginia 22427. The Board shall hold a hearing within thirty (30) days after the patron's notice has been filed. The patron shall be notified at least ten (10) days before the hearing. Failure to appear on the assigned day of the hearing without prior notification to the Library Board President will result in a denial of the appeal.
- The Board President shall conduct the hearing and within thirty (30) days of the completion of the hearing, the Board shall issue a written decision stating the reasons therefore.

Noncompliance with Eviction of Ban

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.

**Caroline Library, Inc.
P. O. Box 9
Bowling Green, Virginia 22427**

RAINY DAY / EMERGENCY FUND

The Caroline Library Board established a Rainy Day / Emergency Fund to be used in times of unexpected budgetary shortfall when revenues will not match expenditures. This policy is formulated to assist the Library Board with a means to fund the reserves and as an operational guide for expenditures.

Purpose of Emergency Fund

The Rainy Day Fund is essentially a savings account that exists to fund unbudgeted revenue shortfalls.

Conditions for Uses of Fund

The Rainy Day is to be used to preserve important services and limit additional cuts for budget shortfalls during any given year.

Expenditure Authorization

All Rainy Day Fund expenditures must be approved by the Library Board.

Replenishment

The Rainy Day Fund is to be replenished when the economy recovers or additional funds can be allocated from fundraisers.

Adopted: November 8, 2012

Caroline Library, Inc.
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SOCIAL NETWORKING POLICY

The Caroline 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.

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. 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 this resource.

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, volunteer opportunities, reference help, or other similar activities.

Comments, posts, and messages are welcome on Caroline Library social networking sites. While the Library recognizes and respects differences in opinion, all such interactions will be regularly monitored and reviewed for content and relevancy (before publishing when possible). All postings which contain any of the following will be removed and the poster barred from posting any subsequent messages to library social networking sites:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized or copy-written material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam
- Organized political activity
- Photos or other images that fall in any of the above categories

In addition, the Caroline 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 also 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.

The Caroline 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 Caroline Library staff. Participation in Caroline Library social networking services implies agreement with all Library policies, including its *Social Networking Policy* and *Acceptable Use of the Internet and Public Computers 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.

Adopted February 10, 2011

Caroline Library, Inc.
P. O. Box 9
Bowling Green, Virginia 22427

SAFE CHILD POLICY *formerly policy on unattended children*

Children of all ages are welcome in the Caroline Library and are encouraged to use the library as a place of study and inquiry. Parents, guardians and caregivers are encouraged to use the library with their children.

The staff of the Caroline Library is concerned about the welfare of all children, but cannot assume responsibility for the safety, care, supervision or entertainment of unattended children in the Library. Parents or caretakers are responsible for monitoring the activities and regulating the behavior of their children while in the Library, and staff cannot be expected to prevent children from leaving the building. 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.

Hours Open Procedure

- Children 6 years old and younger must be in the direct presence of a parent or responsible caregiver at all times.
- Children 7-12 years old 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, readily accessible to library staff if staff requires assistance with the child. 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 13 years old and older may be present in the library unaccompanied by a parent or caregiver. The child who is consistently unattended in the Library should have emergency contact information on file for his or her parent or caregiver at all times.
- Unaccompanied children are required to abide by Caroline Library's Public Service Policy, and may be asked to leave the library if their behavior is not acceptable after reasonable warning by library staff.
- 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.

Unattended Child in Distress Procedure

If it has been determined that a child under 13 has been left unattended in the library and:

- The child appears frightened or is crying, the child will be comforted by the staff.

- The child will be questioned as to the location of his/her parents or responsible party and parents retrieved immediately regardless of any meeting the parent may be attending.

Closing Time Unattended Child Procedure

If unattended minor children remain in the Library after closing, the following procedure will be followed:

- Staff members will attempt to contact the child's parent or caregiver.
- If a parent or caregiver is contacted, staff will wait inside the Library with the child until the parent or caregiver arrives to pick up the child.
- If unable to contact a parent or caregiver within 15 minutes or if a parent or caregiver does not arrive as agreed, the staff members will contact the Sheriff's Department to take custody of the child.
- Under NO circumstances is staff to leave the Library with the child.
- If a child is reported missing:
 1. All Library exits will be locked.
 2. Staff will call 911.
 3. Staff will obtain name, age and a description of child
 4. Staff will check all possible areas (restrooms, etc.) within the library and notify responsible party of extensive search.Staff will practice Missing Child routine as they would a fire drill.

Adopted March 11, 2010
Amended January 8, 2015

Caroline Library, Inc.
P. O. Box 9
Bowling Green, Va. 22427

Library Volunteers Policy

The Caroline Library Board recognizes that volunteers are a valuable resource for the Library. Their energy and talents help the Library meet its commitment to providing quality service to the public.

Volunteers enhance, rather than replace, adequate staffing. Their services aid the Library in making the best use of its fiscal resources and help connect the Library to other community groups and organizations. Volunteers can also be valuable advocates for the Library in the community.

The Library and its volunteers work together to ensure a successful relationship. Library staff will continually work to recognize the contributions of Library volunteers and seek to expand the Library volunteer group as needed.

Caroline Library volunteers are coordinated by the Assistant Director and must complete an application which will be kept on file in the Library. Volunteers under the age of 18 must also have parental consent on file. Application forms are available at the Library or on our website, carolinelibrary.org. In some cases, volunteers will also be interviewed to better determine their interests and levels of experience. Individual talents, experience, availability and interests will be considered in placement and job assignments.

Caroline Library volunteers are bound by the rules contained in all Library policies and guidelines as applicable, especially as they relate to patron privacy and confidentiality.

Volunteers working in the Library have liability coverage for property damage and/or bodily injury to others which results from the performance of their volunteer duties, and to themselves, if the Library is negligent.

Caroline Library volunteers are recognized by the public as representatives of the library and shall be guided by the same work and behavior codes as employees. The Caroline Library has the right to terminate the volunteer's working association with the Library at any time, for any reason. Volunteers working in the library are covered by the Caroline Library's Property and Liability Insurance policy.

Volunteers are asked to record their hours of service in the Volunteer Log Book as these statistics are reported to the Library Board.

The Library refers volunteers requiring court ordered community service to other agencies. Volunteers under the age of 18 must have parental consent.

Volunteers under the age of 14 required to perform service for specific programs are accepted on a short-term basis. Parents must sign the application forms as an indication of consent for their children to perform service hours at the Library.

Adopted: August 21, 2012, proofread and amended for clarity August 30, 2013.
Amended January 8, 2015