

## **Public Service Policies**

### **Introduction**

#### **Purpose of Policies**

The Public Services Policies of the Guernsey County District Public Library explain and regulate the manner in which the library directly interacts with library patrons and the community it serves. These policies describe the variety, extent, and limit of services and materials offered by the library, and ensure that patrons and staff alike may understand what those opportunities and limits are. Policies are approved by the Guernsey County District Public Library Board of Trustees and are reviewed and revised as necessary.

#### **Mission Statement**

The mission of the Guernsey County District Public Library is to provide:

- General information and answers to questions on a broad array of topics related to work, school and personal life.
- Access to a wide selection of current popular library materials in a variety of formats.
- Opportunities for anyone to learn more about their own history, the community's shared history, and the history and culture of all people
- Adequate facilities for providing library information, services and materials to meet the needs of citizens in the 21<sup>st</sup> century.
- Library service to the entire county through outreach services such as homebound delivery.

#### **Library Board Meetings**

Meetings of the Board of Library Trustees are held at 5:00p.m. on the second Thursday of each month. Meetings are held in the Board Room of the Crossroads Branch Library, unless otherwise stated. More information about how library Board meetings are run can be found in the library Board bylaws.

### **PS 1 Operation Policies**

#### **PS 1.1 Service Area and Governance**

The Guernsey County District Public Library (hereafter referred to as the library) is organized as a County District Library. Its legally defined service area is Guernsey County. As a recipient of Public Library Fund monies from the State of Ohio, the library extends its services to the inhabitants of Guernsey County and to other residents of the State of Ohio. The library is governed by a Board of Trustees (hereafter referred to as the Board) which consists of seven members appointed by the Common Pleas Court Judge and the County Commissioners for terms of seven years.

#### **PS 1.2 Location and Hours of Service**

Guernsey County District Public Library

(Downtown Location)

800 Steubenville Ave.

Cambridge, OH 43725

(740) 432-5946

(740)-868-1089 Fax

Contact Luke Bentley, Asst. Director [luke.bentley@gcdpl.org](mailto:luke.bentley@gcdpl.org)

Monday – Friday 9:00 a.m. to 5:30 p.m., Saturday 10:00 a.m. to 2:00 p.m.

Finley Room: Monday – Friday 9:00 a.m. to 5:30 p.m., Saturday 10:00 a.m. to 2:00 p.m.

#### Byesville Branch Library

100 Glass Ave.

Byesville, OH 43723

(740) 685-2236

(740)-868-1446 Fax

Contact: : Luke Bentley, Asst. Director [luke.bentley@gcdpl.org](mailto:luke.bentley@gcdpl.org)

Monday – Friday 9:00 a.m. to 5:30 p.m.

Saturday 10:00 a.m. to 2:00 p.m.

#### Crossroads Branch Library

(Administration Office Location)

63500 Byesville Rd.

Cambridge, OH 43725

(740) 432-7536

(740-868-1038) Fax

Contact: Michael Limer, Director [michael@guernseycountylibrary.org](mailto:michael@guernseycountylibrary.org)

Monday – Wednesday 9:00 a.m. to 8:00 p.m.

Thursday – Friday 9:00 a.m. to 5:30 p.m.

Saturday 10:00 a.m. to 2:00 p.m.

### **PS 1.21 Holidays**

The library is closed for the following public holidays:

New Year's Day

Martin Luther King Day

President's Day

Saturday before Easter

Memorial Day

Independence Day

Labor Day

Veterans Day

Thanksgiving Day

Friday after Thanksgiving

Christmas Eve Day

Christmas Day

The library will be closed or reduce hours of operation on Staff In-service Days in order that all staff may participate; the date is set by the Board upon the recommendation of the library director.

### **PS 1.22 Additional Scheduled or Emergency Closings**

The Board reserves the right to close the library at additional times when appropriate, When possible, the public will be notified in advance of closings that fall outside the regular library schedule. The library director, or his/her designee, is authorized to close the library in emergencies or exigent circumstances.

## **PS 1.3 Public Information and Media Relations**

### **PS 1.31 Library Spokesperson**

In order to provide the most current and consistent information about the library, the director is the official media spokesperson for the library. In the event of an emergency, the director, or his/her designee will be responsible for all official statements to the public and the media. Questions from the public regarding the general operations or direction of the library should be referred to the director.

### **PS 1.32 Newsgathering at the Library**

Members of the media who wish to conduct newsgathering in the library in any manner disruptive to the operation of the library or its use by other patrons (e.g., interview at other than normal conversational voice level, photograph, video record, or audio record patrons or staff), must make themselves known to either the director or his/her designee. Staff members witnessing members of the media in this situation must inform them of the policy and ask that they request and gain permission from the director before conducting newsgathering in the library. This policy does not apply to a member of the media in his/her capacity as a patron using the library's resources.

### **PS 1.33 Photography or Video Recording in the Library**

Photography or video recording in the library is generally permitted if it is for library promotion, a student project, or strictly for personal use. However, staff are empowered and encouraged to ask any patron why they are taking a photograph or video. In order to protect the rights of individual patrons and to reduce distractions, photographing and video recording on library property is restricted as follows:

- Under no circumstances may the public, members of the media, or library staff take photographs or record video without the express permission of any library patron or staff member who would be prominently included within the composition.
- Photography or video recording for commercial purposes is not permitted without approval by the director; such approval must be requested in writing and in advance.
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## **PS 1.4 Meeting Rooms and Exhibit Space**

### **PS 1.41 Meeting Rooms**

The primary purpose of the library's meeting room is to provide a space for library and library related activities. The needs of the library and the Friends of the Library will take precedence. The library reserves the right to cancel or reschedule any meeting.

Meeting rooms can be reserved by calling the Crossroads Branch at 740-432-7536. Individuals or groups who reserve a meeting room are expected to leave a contact name and phone number for themselves. For library planning purposes, individuals or groups may not reserve meeting rooms more than three months in advance. Each library location provides meeting room access. All meetings and events held in the library meeting rooms must be open to the public. Groups whose purposes are non-profit, civic, cultural, or educational are encouraged to use the various meeting rooms for group meetings when the rooms are not being used for their primary purposes. Library meeting rooms may not be reserved by the public for the purposes of a party. A "party" as used above shall be understood to mean a gathering with no educational, organizational, or civic benefit.

The library does not endorse the views expressed by any group or individual using its meeting rooms. The library does endorse the right of those individuals or groups to express their views so long as they abide by the policies and rules governing the use of library meeting rooms.

The use of the meeting rooms by a non-library group shall not be publicized in such a way as to imply library sponsorship of the group's activities.

Announcements or publicity must include an address or telephone other than the library as contact information.

Groups should allow time to arrange the room to meet their needs. Groups are also responsible for leaving the room in good order. Failure to abide by the rules may be justification for restricting the group's future use of a room.

Groups are responsible for notifying the library of cancellation of a meeting, in addition to notifying group members and/or audience.

An adult leader shall be present at all times and responsible for the supervision of any groups of children, who are under the age of 18, using the meeting rooms.

Non-library groups may not charge admission fees or make commercial solicitations on library premises.

Childcare for children of adults attending meetings in library meeting rooms is the responsibility of those adults. The library is not responsible for children in the facilities during meetings, and these children will be considered unattended minors. Please refer to PS 7.3, the Unattended Minors policy.

The library assumes no responsibility for hats, coats, or other personal belongings of persons attending meetings.

Groups using the meeting rooms must leave when the library closes.

The library will attempt to reach the contact person for the group if the library closes for an emergency.

The library reserves the right to terminate any group meeting, if the director or his/her designee determines that the group meeting constitutes a nuisance or that the meeting disrupts library services.

The term "nuisance" as used above, is defined as creating a condition that jeopardizes the health or safety of library patrons and/or staff, or that creates an unreasonable risk of harm to patrons or staff, or that interferes with or annoys other patrons in the enjoyment of using library services.

The term "disrupts library services," as used above, includes, but is not limited to the following:

- Disrupting access to library services.
- Requiring an inordinate amount of staff involvement or resources.

- Disturbing core library functions: accessing information, collection, programming, staff services, providing a place of quiet contemplation.
- Violating any laws of the State of Ohio or any policies of this library/

Tables and chairs are available for the group to set up.

The library has limited audio-visual equipment. Groups should provide their own equipment and must provide their own operator. If the meeting room users require extensive assistance with A/V needs, please contact the library I.T. coordinator prior to the meeting.

### **PS 1.42 Exhibits and Displays**

The library develops displays and exhibits on a regular basis. This is done to promote use of the collection and to highlight its diversity; to bring attention to special or under used aspects of the collection; to make it easy to find information on topics of current issue; to celebrate special occasions. Such displays will, where applicable, reflect a variety of viewpoints and cultures. Permission for the public (groups or individuals) to use the library's display space may be given for educational, artistic and cultural materials. Permission may also be given to groups to use the libraries to serve as collection sites for civic endeavors.

Display requests will be considered in the order in which they are received and the following factors will be examined:

- Relevance to community need.
- Suitability of physical presentation.
- Suitability of the subject matter.
- Quality of the presentation.
- Space requirements.
- Timeliness.

The following categories of exhibit material are specifically excluded:

- Commercial exhibits.
- Partisan political exhibits or exhibits advocating a position on ballot issues, except for library issues.

Exhibits and displays not sponsored or created by the library may remain for a maximum of sixty (60) days, unless otherwise arranged by the library. This is to keep displays current, of interest to the public, and fresh.

The library assumes no insurance liability for materials on display.

The library may request a sample of the work to be shown before granting permission to display.

Materials should be picked up the first working day after the end of an exhibit. If not claimed within one (1) week (or if arrangements have not been made), the material becomes the property of the library and may be discarded.

The library reserves the right to approve the content and arrangement of all exhibits.

The library reserves the right to limit the size, number of items, the schedule of any display and the

frequency with which an individual or group may have a display or exhibit.

Exhibits cannot in any way disrupt the normal routine of the library. The director has the right to decide if an exhibit (or portion of one) is disruptive.

Exhibits and displays will not include the prices of any objects.

### **PS 1.43 Display of Holiday Decorations**

The library may decorate the building or grounds in an attractive manner to reflect the various holidays and celebrations of the community. In its decorations, it will refrain from using any symbols or items that are specifically religious.

### **PS 1.5 Lost and Found**

Each branch of the library will maintain a Lost and Found for items that may be abandoned by patrons. There is no set limit of time an item may be kept in Lost and Found; abandoned items are kept as a courtesy to patrons. Staff are empowered to dispose of items in the Lost and Found after those items have been kept for 4 weeks. Patrons should strive to keep all of their items with them at all times.

### **PS 1.6 Display and Distribution of Non-library Materials**

#### **PS 1.61 Bulletin Boards and Literature Racks**

Some bulletin Boards and display racks in the library are set to allow community groups and individuals space to publicize information of general interest to area residents.

Programs and events publicized through the library's community information areas will be compatible with the library's purpose of providing educational, cultural, recreational, and information services to the community. The presence of a poster, brochure, flyer, or any other notice in the library does not indicate that the library either advocates or endorses the viewpoints expressed.

Materials to be posted must be approved by the director or his/her designee. ~~Permission shall be given based upon display space and the timeliness and relevance of the material to the community.~~ Local organizations and events may be given preference. The library will not display personal advertisements, or for profit or commercial materials. Political materials may provide information on ballot issues only and will be non-partisan.

### **PS 1.7 Gifts and Donations**

The library welcomes citizens and organizations to support its service programs through contributions of book or non-book materials for library collections, contributions of appropriate gifts that will enhance the library's physical environment, and bequests, trusts, or donations of monetary or other assets for library purposes. Materials and equipment given to, and accepted by, the library shall become the sole property of the library to be managed as the director or his/her designee deems appropriate. The library is unable to furnish appraisals of donated items, and reserves the right to refuse any donation.

Many used items are not appropriate for inclusion in the library's collection because of age,

condition or duplication of materials already owned. Textbooks are generally not added due to specificity of content; encyclopedias are generally not added because of space issues. The library may accept gifts of miscellaneous books or other materials with the understanding that items not added to the library's collection will be disposed of at the discretion of the library. The library may then use any proceeds for library improvement or staff development.

Patrons or organizations who wish to donate gifts of a more specific nature, such as works of art, furniture, equipment, special collections, and real property, shall be referred to the director who, in consultation with the Board, will determine whether or how to accept such gift. If a patron or organization wishes to donate funds for specific purposes, the amount and nature of the expenditure must be approved by the Board before the gift is accepted; items so purchased become the property of the library and may be disposed of accordingly.

The Board accepts and acknowledges gifts monthly.

### **PS 1.8 Disposal of Surplus Materials and Equipment**

The director is authorized by the Board to dispose of library materials, furniture, or equipment that staff have determined is no longer functional or useful. The director may sell or discard such items, or, when an item can not be readily or practicably sold by the library, may give such items to an organization or governmental unit. Preference is given to qualifying agencies serving residents of the library's service area.

If an item of surplus inventory is believed by the director or fiscal officer to have unusual, historic, or artistic value such items may be referred to the Board for determination of value which may require the services of a professional appraiser or outside expert opinion.

### **PS 2 Library Materials Evaluation and Selection**

Building a library collection is an ongoing activity: the collection evolves as the needs of the community evolve and as changing technology provides additional or alternative resources. Because no library budget or building is large enough to permit the purchase of every worthy resource, this policy guides the library staff in most effectively using library's financial resources to meet the present and anticipated needs of the community it serves. Staff are trained to make the best selections possible; this policy serves as a guide to aid them in that process.

The Board has adopted both the Bill of Rights and the Freedom to Read statement of the American Library Association as general statement of philosophy for material selection.

The use of the word "materials" in this policy is meant to include books, pamphlets, periodicals, and newspapers as well as non-print records of knowledge such as DVD's, eBooks and compact discs. This description is neither exclusive nor all-inclusive.

Three basic criteria determine the selection of all materials for the library collection; these criteria are purpose, need, and quality. Purpose criteria are met if the item contributes to the stated purpose of the library and community. Need criteria are met if it is determined that the library is lacking in the

type of content the material provides; this can be genre, subject, delivery method (audio/video/print), or other factors.

Quality criteria are met if the item is well-written, if the book is well-researched, if the book is accurate, and/or if the book is physically sturdy enough for circulation.

Librarians and other staff members are expected to use selection aids such as book reviews, annotations, and bibliographies. They are also expected to read, hear, and see materials. Opinions and recommendations from expert sources in the community are to be considered in the selection of materials.

One of the main functions of the library is to provide as many ideas and opinions as possible in order that each individual can become better informed and can participate more intelligently in the activities of society. Items considered "controversial" by some are included in the collection when they meet the standards for selection.

The strength of a library's collection lies first in its quality and second in its size.

### **PS 2.1 Responsibility to the Community**

The Guernsey County District Public Library plays an active and positive role in the community. The Board of Trustees, administration, and staff of the library are committed to providing free access to a wide variety of facts, opinions, and ideas; this helps the library to create a well-informed and enlightened populace who makes choices for themselves.

The library fulfills its mission when it selects and makes available materials for the education, recreation entertainment, and enrichment of the public: that public includes patrons of all ages, of many levels of interest and ability, and of differing views and opinions. The library's collection should include both materials that represent topics of current interest, as well as those of enduring value.

Material that inspires one patron may also sometimes offend another. However, by providing free and open access to diverse information and viewpoints, the public library serves as a cornerstone of the principles of democratic society. Inclusion of materials in the library's collection acknowledges the importance of a diversity of views and interests; it does not represent an endorsement or imply agreement with any particular viewpoint, or suggest approval or certification of the content of any item.

The library does not label materials except to aid the public in finding them in the library. Labels or ratings that provide assessments such as "This material contains language which some may find offensive" are not applied by the library.

The responsibility for monitoring a child's reading, listening and viewing rests with the parent or legal guardian. Selection of materials for the library is not restricted by the possibility that children may obtain materials that their parents or guardians consider inappropriate. The library staff is willing to work with the parent or guardian to determine what materials are best suited for a child's needs, within the framework or guidelines established by the parent or guardian.



All libraries are likely to contain some materials that some patrons may find objectionable. In addition, collections may not contain all materials that some patrons feel are important.

### **PS 2.2 Responsibility for Selection**

The policies and mandates of the Board govern the inclusion of materials in the library collection. Overall responsibility for the collection is delegated to the director and through him/her to library staff who are qualified by education, training, interest, experience, and job classification to select materials.

### **PS 2.3 Criteria for Addition and Retention of Library Materials**

Because its ability to purchase and store materials is limited by the size of both its budget and its building, the library has established criteria for the addition and retention of library materials. These criteria may be applied to all formats, and include, but are not limited to:

- Current interest
- Timeliness
- Patron requests
- Educational significance
- Positive reviews
- Recommendations by professionals
- Accuracy
- Whether or not the material's viewpoint is represented in the collection
- Value commensurate with cost and/or need
- Reputation of author/publisher/producer
- Physical condition; ability to hold up to wear and tear

The library strives to provide material that promotes continuing, independent learning, and makes an effort to provide some curriculum-related materials for area schools and other teaching situations. However, the library does not usually acquire textbooks, subscriptions to professional or academic journals, or other materials that directly support a particular curriculum except as such materials might also serve the general public, e.g. basic science books. Nor does the library purchase multiple copies in sufficient quantity to meet the assigned demands of local institutions, schools and colleges, or non-library reading groups.

### **PS 2.4 Collection Maintenance**

In order to maintain a collection that is current and relevant to the community's needs, library staff periodically evaluate the collection as a whole and specific items within it. When deciding what items to withdraw from the collection, staff may consider the material's condition, use, timeliness, and accuracy, among other factors. When withdrawn materials can not be readily or practicably sold by the library, it may offer withdrawn materials to the library Friends Group or other groups or organizations whose purpose is consistent with, or furthers, the library's mission. These groups may resell these materials, or use them for other purposes consistent with the library's mission.

### **PS 2.5 Request for Purchase**

The library serves a diverse public, and, on occasion, a patron may think that the library should add a particular title to the collection. Patrons may request the addition of a title by contacting library staff in person, by mail, or by e-mail.

## **PS 2.6 Request for Reconsideration**

The library serves a diverse public, and, on occasion, a patron may believe that a specific title or source should not be in the collection. In this instance, the patron should first discuss his/her concerns about the material with the library staff. If, following the discussion, the patron still wishes the library to reconsider the title or source, he/she must fill out a "Request for Reconsideration of a Title" form. Forms are available at the library service desks. Because items are evaluated as a whole, a title will not be reconsidered unless the patron making the request has read/viewed/heard the entire item. A reconsideration form submitted without the name of the person making the objection will not be considered. Also, if the material has been previously reconsidered, it will not be reconsidered again unless the more recent request is based on substantially different reasons than an earlier request.

The request will be referred to the director for review. The patron will be informed in writing of the receipt of the request and the decision. If the patron is not satisfied with the decision, he/she may appeal in writing to the Board of Trustees. The letter should be addressed to "President, Board of Trustees, Guernsey County District Public Library, 63500 Byesville Road, Cambridge, Ohio 43725." The Board will make a decision and inform the patron in writing, usually following the next regular scheduled Board meeting.

The title under consideration will remain in the collection throughout the process to support the freedom of other patrons to read, view, or listen.

## **PS 3 Circulation of Library Materials**

### **PS 3.1 Library Cards**

The Guernsey County District Public library permits all Ohio residents, regardless of age, the privilege of obtaining a library card. Out-of-state patrons may obtain a card, provided proof of employment within Guernsey County is shown.

Adult applicants must present identification showing current name and mailing address. This may include, but is not limited to, a driver's license, photo ID, bank statement, or utility bill. Note or unmetered letters do not constitute proper identification. Questions concerning acceptable identification should be forwarded to the Director or designee.

For children, ages 17 or under, a parent or legal guardian must be present and able to provide the same type of identification required in the above paragraph and assume responsibility for items checked out on the child's card. For information on Scholastic Cards, please refer to PS 3.7.

Patrons are responsible for all materials checked out on their library cards. If materials are lost, damaged, the patrons are responsible for paying fees. Cardholders must be present to check items out on their card.

The owner of a lost or stolen library card is responsible for all materials checked out on that card up to the time it was reported lost or stolen. There may be a fee to replace it.

In the event that a patron's card becomes damaged or unreadable in the library's automation system, the card will be replaced at no charge to the patron.

It is the responsibility of the card owner to advise library personnel of changes to their name, mailing address, or phone number. A new application card should be completed and updated documentation provided if the changes involve a new name.

### **PS 3.2 Circulation Limits**

Up to 100 books owned by GCDPL may be charged to any 1 card for a period of 28 days.

10 periodicals may be loaned to any 1 card; periodicals are loaned for 28 days. The newest copy of adult periodicals does not circulate.

10 total DVD's may be loaned to any 1 card.

- DVD's are loaned for 7 days. Juvenile cards may be used to check out children's DVD's only.

10 adult and juvenile books on audio cassette/CD may be charged to any 1 card and are loaned for 28 days.

10 compact discs may be charged to any 1 card and are loaned for 7 days.

- Teen cards may be used to check out teen CD's. Juvenile cards may be used to check out children's CD's only.

One wi-fi hotspot can be checked out onto an adult card at a time for a period of 14 days.

Three Launchpad devices can be checked out for 7 days; these may only be checked out on adult cards.

All library cards have access to digital materials the library provides access to, provided the cards are in good standing.

### **PS 3.3 Renewals**

All items will be renewed automatically, up to 4 times provided they are not on hold/reserve for someone else. Patrons may renew items in person, by telephone or at the library's web address. A library card number may be required if library staff cannot verify patron's identity.

### **PS 3.4 Holds/Reserves**

Patrons are permitted to place up to 50 holds/reserves on any one library card. This can be done in person, by telephone or at the library's web address.

### **PS 3.5 Overdue, Lost, or Damaged Items**

GCDPL does not charge fines for overdue materials. The fees and charges outlined below will be levied for lost or damaged materials.

Borrowers are responsible for all items checked out on their library card. Current list price will be charged for all lost or damaged materials.

Loans will not be made to any patron who has overdue materials, fees in excess of the limit of \$5.00 in any SEO network library and/or unpaid lost or damaged materials fees of any amount.

### **PS 3.6 Reference**

Reference materials from the library collection and Finley Room (genealogy) do not leave the library.

### **PS 3.7 Teacher Cards and Scholastic Cards**

Patrons holding Teacher Cards have the same borrowing privileges as adult borrowers. Fines will be calculated in the same manner.

Scholastic cards may be issued to juveniles without parental input. Because of this, these cards have limited borrowing privileges. Only seven books may be checked out on a Scholastic card at a time.

## **PS 4 Public Access to Library Records**

### **PS 4.1 Public Records Policy**

It is the policy of the Guernsey County District Public Library that openness leads to a better informed citizenry, which leads to better government and better policy.

In accordance with the Ohio Revised Code and applicable judicial decisions, records are defined as any item that (1) contains information stored on a fixed medium (such as paper, electronic – including but not limited to email – and other formats); (2) is created or received by, or sent under the jurisdiction of a public office and (3) documents the organization, functions, policies, decisions, procedures, operations or other activities of the office.

As required by Ohio law, records will be organized and maintained so that they are readily available for inspection and copying. Records will be available for inspection and copying at all reasonable times during regular business hours.

### **PS 4.12 Record Requests (rev. 11/2017)**

All requests for open records will be forwarded to the Director or designee. The Director will respond to the person requesting the records within a reasonable period of time and indicate the request has been received and provide an estimate of the time needed to fulfill the request. Response will be made in the same format as the request.

Although no specific language is required to make a request, the requester must at least identify the records requested with sufficient clarity to allow the public office to identify, retrieve, and review the records. If it is not clear what records are being sought, the records custodian may deny the request, but shall provide the requester with an opportunity to revise the request by informing the requestor of the manner in which the library keeps its records and how those records are accessed. The requester does not have to put a records request in writing, and does not have to provide his/her identity or the intended use of the requested public record.

Public records responsive to a request are to be available for inspection during regular business hours, with the exception of published holidays. Public records must be made available for inspection promptly. Copies of public records must be made available within a reasonable period of time. "Prompt" and "reasonable" take into account the volume of records requested; the proximity of the location where the records are stored; and the necessity for any legal review of the records request.

Board minutes will be made available online and can be printed by request at any library location for free. To meet the requirements of "prompt", minutes will be made available by the date of the next regularly scheduled Board meeting.

Each request should be evaluated for an estimated length of time required to gather the records. Any denial of public records requested must include an explanation, including legal authority. If the

request is in writing, the explanation must also be in writing. If portions of a record are public and portions are exempt, the exempt portions are to be redacted and the rest released.

The Guernsey County District Public Library requires the person making the request to pay in advance the cost of postage if the copy is transmitted by United States mail or the cost of delivery if the copy is transmitted other than United States mail, and to pay in advance the costs incurred for other supplies used in the mailing, delivery, copying, or transmission. Actual cost of making copies will also be charged.

## **PS 4.2 Confidentiality of Library Records**

### **PS 4.21 Confidentiality of Patron Records**

The Board recognizes that library records and patron information are confidential. According to Ohio Revised Code 149.432 library records are defined as a record in any form that is maintained by the library and that contains any of the following types of information:

- Information an individual is required to provide in order to be eligible to use library services or borrow materials.
- Information that identifies an individual as having requested or obtained specific materials or materials on a specific subject.
- Information that is provided by an individual to assist a staff member to answer a specific question or provide information on a particular subject.

Information that does not identify an individual, and that is retained for studying or evaluating the use of the library is not considered confidential and is not subject to this policy.

### **PS 4.22 Exceptions to Confidentiality**

Under Ohio law, a patron's library records or information shall not be made available to any agency of federal, state, or local government, or to any spouse or other individual other than the individual who is the subject of the record or information, except as follows:

- For the records or patron information pertaining to minor children when requested by parents, guardians, or custodians.
- In accordance with a subpoena, search warrant, or other court order, or to a law enforcement officer who is investigating a matter involving public safety in exigent circumstances.
- Upon the request or with the consent of the individual who is the subject of the record or information.
- For library administrative purposes as defined by Ohio Revised Code 149.432.

### **PS 4.23 Personnel Records**

There is one personnel record for each employee of the Guernsey County District Public Library. This record is housed in the Fiscal Officer's office.

The personnel record may include such information as letters of reference; performance evaluations; documented discussions; corrective actions; recommendations; applications for employment; applications for promotion or transfer; certificates and records of attendance at job-related workshops, conferences and courses of study; proof of education; and miscellaneous personnel

forms and records authorized by the Director as information necessary and relevant to the function of the Library.

Medical release forms and other health records are kept in a separate file.

A person supplying personal information must do so, if the personal information is legally required.

The personnel records of Ohio public employees are public records. Employees or any member of the public may request to examine the personnel files (except references, citizenship, and medical information) in the presence of the Director, Assistant Director, Fiscal Officer or the Director's designee. According to Ohio Sunshine Law, personal information that is not related to the operation of the library that is included in personnel files are not public records; this includes but is not limited to personal address, telephone number, or social security number.

The Director will notify an employee if anyone other than a supervisor asks to view the employee's records.

Employees must notify the Director, Assistant Director, or Fiscal Officer of any change in name, address, home telephone number, marital status, citizenship, tax exemptions, or affiliations with any branch of the armed services as soon as is practical.

## **PS 5 Reference and Information Services**

### **PS 5.1 Service Standards**

The library recognizes and respects that each question is important to the patron who asks it. Library staff will use authoritative and appropriate sources to respond to all patron questions. In some cases, staff may refer a patron to other agencies that can more completely answer a question. The number of patrons waiting for help may restrict the time available to help any one patron; however, staff will strive to provide effective service to all patrons. During busy periods, preference may be given to the patron in the library over the patron on the phone.

### **PS 5.2 Service Limitations**

- **Legal and Tax Information:** Staff provide legal definitions and specific citations from the codes, but do not interpret passages. Staff do not recommend specific attorneys, but may suggest the patron contact an attorney or the local bar association for further assistance. Staff assist patrons in locating specific tax forms and publications. Staff do not interpret tax regulations or provide tax advice.
- **Medical Information:** Staff will assist patrons in finding information about diseases, medical conditions, tests, and treatments in print and electronic resources. Staff do not interpret the information found in these medical resources. Staff do not make diagnoses, give advice, or recommend specific health care professionals.
- **Research Requests:** If the information needed to answer a question is very lengthy or must be compiled from several sources, staff help the patron to locate appropriate materials, show him/her how to use them, and will check periodically to make sure the patron is progressing well. When a research request is phoned in, staff may encourage the patron to come to the library in person if the appropriate materials are accessible in the library. Staff may

recommend electronic resources and borrowing from other libraries, and make referrals to other libraries and organizations when those collections would better meet the patron's needs.

## **PS 6 Technology**

### **PS 6.1 Internet Access Policy**

In keeping with the Library's objective to make accessible the broadest range of information in a variety of formats, the Guernsey County District Public Library (GCDPL) provides public access to the Internet.

The Library provides this access at no charge to all patrons. As with all Library materials, restriction of a minor's access to the Internet is the responsibility of the parent or legal guardian.

Use of an Internet computer may be restricted to 1 hour time slots depending upon demand. Continued use beyond this time is permitted as long as no one is waiting. Once beyond your 1 hour time slot you may be asked to end your session if another patron is waiting.

There is a cost for each page printed. Materials obtained or copied on the Internet may be subject to copyright laws which govern the reproduction of copyrighted works. Patrons must comply with all international, national and state laws governing copyrighted materials.

The following activities are prohibited:

- Any activity which constitutes violation of local, state, and/or federal laws, including those prohibiting the transmission of threatening, harassing, sexually explicit, or sexually suggestive material
- Sending, receiving or displaying text or graphics which may be construed as obscene under Section 2907.32 of the *Ohio Revised Code*
- Any attempts to enter computer system files or alter system setups

Users who do not follow the Internet Access Policy will be instructed to choose another site or terminate the Internet session. Repeated violations of this policy and/or misuse of the computer may result in loss of Internet privileges.

All users of this service agree to hold the GCDPL harmless from any and all claims, losses, damages, obligations, or liabilities directly or indirectly relating to the use of the Internet, caused thereby or arising there from.

### **PS 6.12 Use Of Electronic Resources**

The mission of the Guernsey County District Public Library is to provide access to information, in any format. Information available via electronic resources not generated by the Guernsey County District Public Library is not warranted by the library to be accurate, authoritative, factual or complete. The availability of networked information via the Guernsey County District Public Library does not constitute any endorsement of that information.

### **PS 6.2 Library Website**

The library maintains a website to further communication with its patrons and to provide remote access to its resources. In choosing resources to link directly to its website, the library follows its materials selection policy. However, the library does not monitor or control information accessible through the Internet and is not responsible for the content of that information.

### **PS 6.21 Social Networking Software**

The library uses multiple social networking channels to facilitate communication and encourage collaboration between library staff and library patrons. The library reserves the right to monitor content before it is displayed publicly on any official, library-managed social media outlet and to modify or remove any messages or postings.

The Library also reserves the right to edit or modify any submissions in response to requests for feedback or other commentary. Notwithstanding the foregoing, the library is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message Board, or other area within the service.

### **PS 6.3 Wireless Internet Access**

The library provides wireless Internet access in all of its locations in the form of an open, public network. The library in no way warrants the security or safety of the public wireless network, and will not be responsible for any damage to devices, exposure of data or other loss or harm resulting from use of public wifi. Use of public wifi to capture data from other users or to intrude on or alter others' devices is prohibited, and may result in consequences including, but not limited to, loss of privileges and prosecution under the law.

### **PS 6.4 Use of Personal Technology**

#### **PS 6.41 Plugging In**

A limited number of electrical outlets are available near several seating areas, and patrons are welcome to plug in their laptops or other personal electronic devices. However, power cords and other cables may not obstruct traffic, seating, or tables.

#### **PS 6.42 Personal Communication or Entertainment Devices**

Items such as, but not limited to, cellular phones, personal computers, portable listening devices, hand-held game consoles, pagers, and radios, should be kept at a volume that does not disturb other patrons or staff in the library. In general, headphones or similar equipment should be used by patrons who wish to listen to broadcast or recorded materials inside the library. Cellular phone users are asked to converse quietly and briefly on them while inside the library, and to hold longer, louder conversations in the entryway or outside the building; we ask that patrons not use speakerphone inside the library. Patrons are not permitted to use staff telephones, except in an emergency or at the discretion of the staff. Patrons will not be paged.

### **PS 7 Patron Conduct and Library Security**

#### **PS 7.1 General Code of Conduct**

The Guernsey County District Public Library Board of Trustees is responsible for determining the rules for public behavior in the library that are necessary to:

- Protect the rights of individuals to use library property, materials, and services.
- Protect the rights of library employees and volunteers to conduct library business without interference.
- Ensure the use of the facilities, materials, and services by the greatest number of individuals.
- Preserve materials and facilities from harm.



- Ensure the safety of library patrons, employees, and volunteers.

The rules for public behavior are listed below. Any individual who repeatedly violates the library rules and regulations shall be denied the privilege of access to the library by the Board of Trustees, on recommendation of the library director. In case of emergency, the director may take immediate action and inform the Board as soon as possible afterward. Any individual whose privileges have been denied may have the decision reviewed by the Board. The Board authorizes the library director to bring to the attention of law enforcement authorities the identity of any circumstances involving those individuals who violate these rules.

Library employees are authorized to bring to an individual's attention any act or omission which violates these rules and detracts from the decorum of the library. Such an individual will be asked to change the problem behavior to conform to the rules. If such change is not evident or forthcoming, that individual will be asked to leave the library property. Failure to leave if asked will result in law enforcement authorities being called. A violation of section 2911.21 of the Ohio Revised Code (Criminal Trespass) will be considered if the individual does not leave of his/her own accord.

Any misconduct that hinders the use of the library materials or services, that disturbs the use of the library by other patrons or library staff, or endangers the safety of the patron in question or other patrons or library staff, is prohibited. Such misconduct might include but is not limited to:

- Illegal activities
- Loud or boisterous behavior.
- Conversation that is disturbing to other individuals or employees.
- Profanity or other abusive language
- Abusing library furniture, equipment, or materials.
- Running in the library.
- Harassing others, either verbally or through actions. Harassment may include but is not limited to initiating unwanted conversations; impeding access to the building; menacing behavior; or other actions another individual reasonably perceives to be hostile, threatening or offensive.
- Fighting and horseplay on library property.
- Using tobacco in any form while on library property.
- Vaping on library property.
- Possession, sale, or use of alcoholic beverages, illegal substances, or weapons on library property.
- Eating and/or drinking in non-designated areas.
- Solicitation.
- Buying or selling anything for illegal personal or commercial gain.
- Using radios, tape players, or other personal listening equipment at a level that disturbs other individuals.
- Bringing animals other than service animals into the library.
- Not wearing shirt, shoes, and/or garments covering the lower body.
- Using the emergency exits at times other than during an emergency.

The library does not permit weapons of any kind, either concealed or in plain view, on its property or in its buildings, unless the owner of the weapon is a law enforcement officer.

The library reserves the right to limit the number of individuals who may gather together where space is limited, specifically when entrance to and exit from the building are blocked.

The library reserves the right to inspect all bags, purses, briefcases, packs, personal listening equipment and overcoats for library materials.

The above rules are based on powers granted to a public library Board of trustees under the Ohio Revised Code, Section 3375.40 (H). They will be posted prominently in the library building.

### **PS 7.11 Refusal to Leave the Library**

Library staff may ask a patron who violates the policies regarding patron conduct to leave the library. Any patron refusing to leave the library at the request of library staff or after hours of business set by the library Board for closing is considered in violation of Ohio Revised Code 2911.21 regarding trespass. Staff may ask law enforcement to assist them if the situation warrants.

### **PS 7.12 Food and Drink**

See the Code of Conduct. Spills should be wiped up immediately with paper towels and reported to staff for more extensive cleaning.

### **PS 7.13 Personal Transportation Items**

For public safety, movement within the library by skateboard, scooter, roller blades, shoes with wheels, or roller skates, or other similar devices is not permitted. The only wheeled vehicles that can be used in the library are baby buggies, strollers, or other similar devices, or wheelchairs and other assistive devices for the disabled. Bicycles are to be parked outside of the library in the bike rack.

### **PS 7.14 Animals in the Library**

Patrons may not bring animals, except for service, support, or helper animals, into the library; such animals must be on a leash. A service or helper animal must stay with its owner while in the library. Service or helper animals that are disruptive may be removed from the building at the staff's discretion.

### **PS 7.15 Possession of Weapons**

See the Code of Conduct. A weapon is defined as a handgun, rifle, knife and/or any object whose purpose or intended use is to inflict physical harm to another individual.

### **PS 7.16 Soliciting, Surveying and Signature Gathering**

Neither soliciting nor pan-handling is permitted on library property. Petitions or surveys may not be displayed, nor signatures or information collected, in the library. The only exceptions will be surveys performed by the library or its designee.

### **PS 7.2 Eviction and Suspension of Library Privileges**

A patron who has been evicted from the library and permanently refused admission may request both re-evaluation of the banning and the reinstatement of his/her library privileges. Requests must be submitted in writing to the director and should include a statement demonstrating that the patron understands why the conduct that resulted in the loss of privileges is unacceptable in the library or on library grounds,

The director may consider any of several factors when deciding to reinstate library privileges including: the details of the incident that led to the suspension; the length of time since the initial eviction and suspension; the patron's completion of any requirements imposed by the court as a result of the incident; and any other information provided by the patron that suggests that he/she is unlikely to engage in the conduct that led to the suspensions of privileges.

The director will make decisions about reinstatement of privileges in all cases except those based upon threats or physical harm to another person or possession of a weapon within the library or on its grounds. Decisions to reinstate privileges of patrons banned for possession of a weapon or because of threats or physical harm to another person will be made by the Board.

### **7.3 Unattended Minors**

The library welcomes and encourages patrons of all ages to visit the library and take advantage of the programs, services and resources that it offers. Responsibility for the safety and behavior of minors always rests with the parent, guardian, or assigned adult caregiver, and not with the library staff. Staff cannot act *in loco parentis* (meaning as a parent when the parent is not present), nor can library staff supervise unattended youth. Children under age 6, especially, should be closely supervised by a parent or responsible caregiver. Parents or guardians will be held responsible for damage to items or equipment caused by their minor child.

Staff will take note of disruptions caused by children who are apparently unaccompanied. Children displaying inappropriate or destructive behavior will be informed of the rules. If inappropriate behavior continues, the child may be asked to leave the library. If a child is unaccompanied by an adult or appropriate-aged caregiver, and, in the judgment of the staff, is too young to travel the streets alone, the staff will attempt to contact a parent, guardian, or assigned caregiver. Local law enforcement may be asked to intervene if the situation warrants.

#### **PS 7.31 Unattended Minors at Closing Time**

No stranded child 12 or under shall be ejected from the library at closing time. The library staff will attempt to contact a parent or guardian or assigned caregiver up to 15 minutes after closing. After that time, staff will call local law enforcement and ask them to assume responsibility for the unattended child.

#### **PS 7.4 Personal Property Disclaimer**

Patrons should be attentive to their property while in the library or on library grounds. The library is not responsible for a patron's lost, damaged, unattended, or stolen property. Unattended property may be confiscated by staff in order to maintain an orderly library; if that property is perishable, it may be immediately disposed of.

#### **PS 7.5 Surveillance**

The library's surveillance system shall be used exclusively for the protection and safety of patrons, employees, assets, property, and to identify persons breaking the law or violating the library's Code of Conduct. Information obtained through library surveillance will be used exclusively for security and law enforcement purposes.

Surveillance must be conducted in accordance with the laws of the State of Ohio. (Including, but not limited to [ORC § 149.432, "Releasing Library Record or Patron Information"](#)).

Reasonable efforts shall be made to safeguard the privacy of patrons and employees. Devices shall not be installed in areas where staff and public have a reasonable expectation of privacy, such as restrooms, nor are they positioned to identify a person's reading, viewing or listening activities in the library. Device locations shall not be changed or added without the permission of the Library Director and Library Board.

The public shall be notified, using clearly worded signs prominently displayed so that library visitors have reasonable and adequate warning that surveillance is in operation before entering any area under surveillance. Signage shall be posted at the library entrance at all times, disclosing this activity.

Surveillance shall be used only where it is necessary for the purposes of enhancing the safety of persons, or for the deterrence of theft or destructive acts, such as vandalism and graffiti. Surveillance devices shall not be used for the purpose of monitoring staff performance.

Surveillance shall be used only by law enforcement, or employees authorized by the Library Director. Surveillance shall only be used where less intrusive means of deterrence has been shown to be ineffective or unworkable.

All requests for security footage or still shots by law enforcement will be referred to the Library Director. In their absence, direct requests to the Senior Administrative Person may be made. Under certain circumstances, individuals authorized under this policy may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a crime on library property.

Confidentiality/privacy issues prohibit the general public from viewing security footage that contains patron information. If the library receives a request from the general public to inspect security footage which contains patron information, the general public will be advised to file a police complaint.

The Library Director may ask other staff to review recorded data in order to ascertain security concerns related to a specific incident, in accordance with this policy.

Employees and service providers shall have access to information collected through surveillance only where necessary in the performance of their duties.

Surveillance footage shall not be retained for an extended period or archived unless it is needed to document possible criminal activity or violations of Library Policies. Security footage shall be kept confidential and security recording equipment will be housed in a locked area.

When surveillance footage is being viewed by authorized employees or law enforcement, the monitors shall be in a position that cannot be viewed by others. Logs shall be kept of all instances of access to, and use of, recorded data to enable a proper audit trail. Recordings are kept in accordance with the library's approved records retention schedule, unless required as part of an ongoing investigation or litigation.

The surveillance system shall be subject to periodic audit.

## **PS 8 Outreach Services and Interagency Relationships**

## **PS 8.1 Homebound Delivery**

The Guernsey County District Public Library is committed to providing library materials and information to all residents of its service area. Delivery of materials to residents who are unable to visit a fixed facility due to illness or disability is part of that commitment.

Library staff members provide that service on a 3 week schedule. Residents receive materials on a regularly scheduled basis.

Homebound service may be discontinued or modified for safety reasons. Service may also be discontinued if the purpose of the service is not being met. Service is either temporary or permanent depending on patron wishes.

To be eligible for home delivery of library materials, a patron must:

1. Reside in Guernsey County, and;
2. Be unable to get to a fixed library facility due to a health or related circumstance.

Patrons who receive materials through the Homebound Delivery services may borrow any circulating items that may be loaned out for 28 days. If at all possible, items should be reserved from the Guernsey County Library's collections. Items from outside our system may be used as needed, but not as an advertised part of this service.

Library staff will set up routes for delivery. Patrons may call to place holds/reserves for specific items to be delivered on their next route date. Popular items may not be available immediately, but the patron's request will be placed in the system holds list. All previously listed item circulation rules are still in effect regarding homebound service.

## **PS 8.2 Interagency Relationships**

The library strives to cooperate with area agencies and maintain good working relationships with all county entities. Staff may refer a patron to various other agencies for assistance, if the patron's needs would be better met elsewhere.

## **PS 9 Special Services**

### **PS 9.1 Printing and Related Services**

#### **PS 9.11 Photocopiers**

The library provides photocopiers for public benefit staff will operate this equipment. There is a charge for this service.

#### **PS 9.12 Printing from Public Computers**

The library provides networked printers so that patrons may print documents from the library provided computers.

#### **PS 9.13 Fax Service**

Fax service is available to the public during the library's regular business hours. Library staff members operate the fax service; patrons are not permitted in the staff work area. There is a charge for this service.

Patrons expecting an incoming fax should notify the library in advance. Any fees charged by the sender will be passed on to the recipient. Unclaimed faxes will be destroyed after 10 working days.

## **PS 9.2 Exam Proctoring**

Proctoring is available for students in accredited degree or certificate granting programs. The student should discuss with the director the conditions for proctoring and the arrangements for taking the exam. The library may not be able to meet the proctoring requirements for all institutions.

## **PS 9.3 Notary Service**

Certain library employees are public notaries and can provide notary service. The library cannot guarantee the presence of notaries at any specific branch or at any location; patrons should call ahead to check if a notary is available. Notary services are provided free of charge.

## **PS 9.4 Forms and Registration Services**

### **PS 9.41 Voter Registration**

The library provides both Voter Registration and Absentee Ballot Request forms, and will transmit Registration forms to the Ohio Secretary of State's Office or the Board of Elections.

### **PS 9.42 Golden Buckeye Cards**

Ohio residents who are at least 60 years old or disabled can register for a Golden Buckeye Card at the library. Staff members must verify proof of age or disability in accordance with the instructions on the registration form. Completed forms are faxed to the State of Ohio at no charge to the patron; no copies of the completed forms are retained by the library.

### **PS 9.43 Income Tax Forms**

The library cannot guarantee that tax officials will send physical tax forms to be readily picked up; because of that, the library provides digital access to Federal, State, and Local Income Tax forms. During tax season (January 1 to the date taxes are declared due), the first ten pages of tax forms will be free to print. Any tax forms beyond this that require printing will have a cost.

### **PS 9.44 Tours and Special Programs**

Requests for library tours must be made in advance. Every effort will be made to assign a staff member appropriate to the age or interest of the group requesting the tour. Some tours may need to be scheduled around the availability of various staff. The library reserves the right to determine an acceptable size for a group. Staff assistance may be limited. Any tour group is welcome to stay longer to work independently.

Children should meet designated age requirements for programs which have published age requirements. The library reserves the right to turn away unregistered patrons at those programs for which pre-registration is required.

Visits to schools in Guernsey County by library staff will be scheduled as time and staff schedules permit. Visits to schools are subject to change based upon scheduling and staff needs at each library. Visits and programs for institutions will be scheduled as time and staff schedules permit.