



Liberty Center Public  
**LIBRARY**

## **Public Services Policy Manual**

Approved August 22, 2011

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# Introduction

## ***Purpose of Policies***

The Public Services Policies of the Liberty Center 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 Liberty Center Public Library Board of Trustees and are reviewed and revised as necessary.

## ***Service Philosophy***

The Liberty Center Public Library provides free, open, and equal access and service to all individuals and groups in the community. In the selection of library materials and the use of the library by the community, the Liberty Center Public Library subscribes fully to the principles adopted by the American Library Association in *The Library Bill of Rights* (Appendices 1), and in *Libraries: An American Value* (Appendices 2) and its subsequent interpretations. Copies of these documents are in the appendices.

# **PS 1 Operations Policies**

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

The Liberty Center Public Library (hereafter referred to as the library) is organized as a School District Library. Its legally defined service area is the Liberty Center School District. As a recipient of Public Library Fund monies from the State of Ohio, the library extends its services to any inhabitant 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 Liberty Center Schools Board of Education for terms of seven years. The board's operating policies are described in its bylaws.

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

Liberty Center Public Library  
124 East St.  
PO Box 66  
Liberty Center, OH 43532  
Phone: 419-533-5721  
Fax: 419-533-4849  
[director@libertycenterlibrary.org](mailto:director@libertycenterlibrary.org)  
<http://www.libertycenterlibrary.org>

The library is open to the public:

Monday 10-8  
Tuesday 10-8  
Wednesday 10-5  
Thursday 10-8  
Friday 10-5  
Saturday 9-3  
Sunday closed

## **PS 1.21 Holidays**

The library is closed for the following public holidays:

New Year's Day (January 1)  
Memorial Day (last Monday in May)  
Independence Day (July 4)  
Labor Day (first Monday in September)  
Thanksgiving Day (fourth Thursday in November)  
Friday following Thanksgiving (fourth Friday in Nov)  
Christmas Eve Day (December 24)  
Christmas Day (December 25)

## **PS 1.22 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 or her designee, is authorized to close the library in emergencies or exigent circumstances.

## ***PS 1.3 Staff in Charge***

The board has the final responsibility for establishing policies for the library. Daily operations and general supervision of the library fall to the library director (hereafter director), with the Children's Services Coordinator, Young Adult Services Coordinator and then the Library Assistant with the longest employment history, acting as person in charge in the director's absence.

## ***PS 1.4 Public Information and Media Relations***

### **PS 1.41 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 or her designee, or the children's librarian 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 1.42 Newsgathering in 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 children's librarian, or to the staff member in charge of the building in the director's absence. 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 further conducting newsgathering in the library.

## **PS 1.43 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. 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.

## **PS 1.5 Meeting Rooms and Exhibit Spaces**

The primary purpose of the meeting room at the Liberty Center Public Library is to provide facilities for the use of the library and library-related organizations. As a community service, the library makes its meeting room available for use by nonprofit community groups. Library activities always take precedence in the use of the meeting room. It is encouraged that the meeting room be used for the benefit of the people of Liberty Center and Henry County.

Groups may use the meeting room for both private meetings or to present programs for the general public. Programs which are open to the general public must be open to all, consistent with the information, education, or cultural purposes of the library and must be non-soliciting in nature. During a meeting or program that is open to the public, no admission fee or donations requests are permitted. However, groups may charge a reasonable fee to recover the cost of materials, hand outs, craft making supplies, refreshments, etc. Arrangements for any such fees have to be approved at the time of booking the room reservation.

The Library Board of Trustees neither approves nor disapproves, of content topics, subject matter, or point-of-view of individuals or groups using the meeting room. Meeting room use shall not be publicized in such a way as to imply Library sponsorship.

Applications must be submitted by an adult who shall be personally responsible for the conduct of the meeting, adherence to these regulations, and for any damages.

Non-profit 501(c)(3) groups can make reservations for 2 hours free of charge and \$5 per hour thereafter. The use of rooms for a social purpose (birthday parties, wedding showers, family reunions, etc.) will be allowed for a fee of \$5 per hour. For-profit groups may request a room for events that are not commercial in nature for a fee of \$15 per hour. The room can only be reserved in 1 hour blocks.

A deposit of \$20.00 and the room fee must be paid prior to picking up the key or using the room. The room will not be reserved until a deposit is made and the Meeting Room Policy Agreement (Appendices 16) has been signed. This deposit will be refunded in full if the room and kitchenette are picked up and cleaned to the Director's satisfaction. It is understood that inquiries concerning meetings in question may be referred to the person signing the agreement. The library will make three phone calls to attempt to return a deposit. If library phone calls are not returned 30 days after the group uses the room, the deposit will be donated to the library.

The key to the rear entrance of the meeting room may be obtained from the librarian in charge by a responsible adult the day of the program. After locking the meeting room door following use, the key is to be returned through the book drop. Failing to do so may result in forfeiture of ones deposit.

Groups are responsible for setting up the meeting rooms to suit their needs as well as putting away furniture and equipment after their meetings. Tables and chairs are available. The room must be left in a clean and orderly condition. Any unusual expenses incurred by the library because of the meeting will be charged to the person reserving the room. The library is not liable for injuries to people, damage to their property, or loss of property belonging to individuals or groups using the meeting rooms.

Attendance is limited by maximum room capacity of 30 adults. The use of illegal drugs, alcoholic beverages and use of tobacco are strictly prohibited on library premises. The library will not provide dishes, silverware, table covers, or any other kitchen utensils, towels or dishcloths.

No decorations, posters, or any other materials may be installed or displayed in the meeting room without prior library approval. An adult leader shall be present at all times and be responsible for the supervision of any groups of children under the age of eighteen using the meeting room.

Prompt notification to the library of cancellation of a meeting is required. An Attendance Tally Sheet (Appendices 13), found in the kitchenette, must be filled out and left behind indicating the number of people in attendance. This is for statistical purposes. The board of trustees reserves the right to refuse use of the room to any individual or persons.

Inability to comply with any of these policies may result in forfeiture of the groups deposit.

## **PS 1.51 Annex Space**

The primary purpose of the annex space at the Liberty Center Public Library is to provide facilities for the use of the library and library-related organizations. As a community service, the library makes its annex space available for use by nonprofit community groups and for-profit entities. Library activities always take

precedence in the use of the annex space. It is encouraged that the annex space be used for the benefit of the people of Liberty Center and Henry County.

Groups may use the annex space for both private meetings or to present programs for the general public. Programs which are open to the general public must be open to all, consistent with the information, education, or cultural purposes of the library.

The Library Board of Trustees neither approves nor disapproves, of content topics, subject matter, or point-of-view of individuals or groups using the annex space. Annex space use shall not be publicized in such a way as to imply Library sponsorship.

Applications must be submitted by an adult who shall be personally responsible for the conduct of the meeting, adherence to these regulations, and for any damages.

Non-profit 501(c) (3) groups can make reservations for a charge of \$30 per hour. The use of the Annex for a social purpose (birthday parties, wedding showers, family reunions, etc.) will be allowed for a fee of \$30 per hour. For-profit groups may request the Annex for a fee of \$40 per hour.

A deposit of \$20.00 and the room fee must be paid prior to using the Annex. The Annex will not be reserved until a deposit is made and the *Meeting Room/Annex Policy Agreement* (Appendices 16) has been signed. This deposit will be refunded in full if the Annex is picked up and swept to the Director's satisfaction and all trash is disposed off site

During cold weather months groups may request the annex space heater be turned on prior to occupying the space. A charge of \$10 per hour will be added to the hourly rate to offset the cost of running the heater. The heater will be turned on no earlier than one hour before an event is to begin.

Groups are responsible for setting up the annex space to suit their needs as well as removing furniture and equipment after their meetings. Tables and chairs are not available. The space must be left in a clean and orderly condition. Including sweeping and removing any tape from the floor. Trash must be disposed of off site. Any unusual expenses incurred by the library because of the meeting will be charged to the person reserving the space. The library is not liable for injuries to people, damage to their property, or loss of property belonging to individuals or groups using the meeting rooms.

Attendance is limited by maximum room capacity of 120 adults. The use of illegal drugs, alcoholic beverages and use of tobacco are strictly prohibited on library premises. The library will not provide dishes, silverware, table covers, or any other kitchen utensils, towels or dishcloths.

No decorations, posters, or any other materials may be installed or displayed in the annex space without prior library approval. An adult leader shall be present at all times and be responsible for the supervision of any groups of children under the age of eighteen using the annex space.

An *Attendance Tally Sheet* (Appendices 13), found at the circulation desk, must be filled out and left behind indicating the number of people in attendance. This is for statistical purposes. The board of trustees reserves the right to refuse use of the room to any individual or persons.

Inability to comply with any of these policies may result in a \$30 charge and loss of the groups future privileges.

## **PS 1.52 Exhibits and Displays**

Exhibit and display spaces are used primarily for the promotion of library materials, programs, and services, and preference shall always be given to library needs. When these spaces are not otherwise in use, the library may provide, at its discretion and subject to the stipulations below, space for the display or exhibit of collections or materials which are of general interest to the public.

Displays or exhibits promoting local educational, cultural, or recreational opportunities are encouraged. A personal or private collection must be of interest and acceptable to the general public. The following categories of exhibit material are specifically excluded: displays which only serve to advertise active business or commercial ventures; and partisan materials which promote current political candidates, campaigns, parties, or issues. The library reserves the right to approve the content and arrangement of all exhibits, and the director shall make the final determination as to whether materials comply with these guidelines.

Requests for display space will be made with the *Display Case Release Form* (see Appendix 14) and approved by the director. The presence of a particular display in the library does not necessarily indicate that the library either advocates or endorses the viewpoints of exhibits or exhibitors.

The library assumes no responsibility for the preservation, protection, or possible damage or theft, of any item exhibited or displayed. Items are placed on display in the library at the owner's risk. All exhibitors will sign a form that releases the library from any responsibility for exhibited items.

## **PS 1.53 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.

The following are examples of the types of decorations that may be used: Santa Claus, Easter bunnies, Easter eggs, candy canes, snowmen, wreathes, Christmas trees with ornaments that are not representations of religious figures or objects, Chanukah dreidels, happy holidays signs or banners for Christmas, Chanukah, Kwanza, and Easter.

Secular decorations may be displayed for other holidays such as Valentine's Day, the 4<sup>th</sup> of July, Halloween, Thanksgiving, etc.

## ***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 should be compatible with the library's purpose of providing educational, cultural, recreational, and information services to the community. The presence of a poster, brochure, flier, or any other notice in the library does not necessarily indicate that the library either advocates or endorses the viewpoints expressed.

Materials to be posted must be approved by the director or his or her designee. Materials posted without approval will be removed. Permission shall be given based upon the limitations of display space, the timeliness of the material, and the relevance of the material to the civic, educational, informational, cultural, recreational, or vocational life of 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

Commercial or classified announcements will be posted only in the designated area of the literature rack and may advertise available or needed goods or services under the following restrictions:

- A service, business, or vendor may post only one notice at time.

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

The Library encourages the interest and involvement of citizens and organizations in its service program through contributions of book or non-book collections, appropriate gifts which will enhance the physical environment, and bequests, trusts, or donations of monetary or other assets for Library purposes.

## **PS 1.71 Materials in General**

Gifts of library materials will be accepted and added to the collection only if they are needed and meet the criteria of the collection development policy. Items not added to the collection will be sold by the Friends of the Library, given to other libraries or discarded.

## **PS 1.72 Collections**

Gift collections will be accepted only by the Director, with the counsel of the Board of Trustees as appropriate, and with the understanding that the collection may not be kept intact.

## **PS 1.73 Periodicals**

Gift periodicals will be evaluated to determine their sustainability for adding to the collection.

## **PS 1.74 Return of Items**

Once a gift is accepted by the library it will not be returned. See *Donation of Materials Form*. (Appendix 15)

## **PS 1.75 Recognition Gifts**

The library welcomes monetary gifts for purchase of library materials given in recognition of individuals or organizations. The names of the donor(s) and the individuals or organizations recognized by the gift will be listed on a bookplate and affixed to the material when appropriate.

## **PS 1.76 Other Monetary Gifts**

The library welcomes gifts of cash for the direct purchase of library materials and will try to accommodate the subject or title preferences of the donor. A bookplate recognizing the donor will be affixed to the material if desired when appropriate. Substantial cash offerings, securities and bequests will be handled by the Director, who, with the Board of Trustees, will work out terms of acceptance that are compatible with library policies, the donor's intent, and applicable laws.

## **PS 1.77 Real Estate or Other Personal Property**

The Library will accept gifts of real property that support the mission of the library. Such offers will be handled by the Director, who, with the Board of Trustees, will determine the sustainability of the gift and work out terms of

acceptance that are compatible with library policies, the donor's intent and applicable laws.

### **PS 1.78 Evaluation**

The Library will, if requested, provide a written acknowledgment of the receipt of gifts, but in accordance with income tax regulations will leave the determination of a value of the donation to the donor.

### ***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 has 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. That organization or governmental unit's mission must be in line with the mission of the library, and preference is given to qualifying agencies serving residents of the library's service area. Staff will not be given preference in the sale of surplus goods.

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; that evaluation process may require the services of a professional appraiser or outside expert opinion.

### ***PS 1.9 Recruitment and Use of Volunteers***

The library's volunteer program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff and/or work on special projects. Volunteers learn more about the library and its place in the community and observe first hand the way the library serves the community's needs.

A person who would like to volunteer at the library must contact the director or children's services librarian. That individual will assign tasks for the volunteer and supervise their work.

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

The goal of the Liberty Center Public Library is to provide the best library materials within its resources to all the members of the community. The library board supports *The Library Bill of Rights* (Appendix 1), and strongly believes that every one should have the freedom to read. All members of the community are encouraged to make use of the various facilities the library has to offer. The following guidelines are designed to further the library's goal by insuring continued improvement of the library's collection.

### ***PS 2.1 Selection Agent***

The library will provide any materials which may help to meet its stated objectives. Materials include: books, periodicals, DVDs, audiobooks, pamphlets, newspapers, pictures, slides, recordings, maps and other items needed in the public library. The library will also collect materials dealing with the history of Liberty Center, its surrounding area, and its residents, past and present.

In selecting materials, the Director or Children's and Young Adult Services Coordinators will consider the strengths and weaknesses of the collection, along with the needs, attitudes and interests of the community. Reviews and recommendations in the standard reviewing tools will also be sought in the selection process. In evaluating any type of library material, primary consideration must be given to authoritativeness and effectiveness of presentation. Each work must be considered as a whole and not judged by any one of its parts. In all cases, requests for materials from patrons will be welcomed. If the materials desired cannot be purchased, efforts will be made to secure them for the patron through interlibrary loan.

### ***PS 2.2 Books***

#### **PS 2.21 Fiction**

In selecting fiction, the chief consideration is literary quality. Those works that portray life, explain points of view and experiences, and broaden the reader's understanding of himself and those with whom he lives will be selected. Books of divergent ideas must be given consideration without prejudice. Best sellers will be considered on their individual merit. Only in cases where unusual demand can be seen will duplicate copies of books be purchased. Recreational reading materials of the highest quality should be provided.

#### **PS 2.22 Non-Fiction**

Authoritativeness and readability are of prime importance in selecting non-fiction materials. Since our fund of knowledge is ever expanding and changing in these fast-paced times, the library must maintain a collection sound in the fundamental

materials in each area and strive to update its holdings with the best new materials. In selecting materials on controversial topics, the library will attempt to present as many sides of the issues as possible. An unbiased and open-minded collection is our goal.

### ***PS 2.3 Non-Book Materials***

Periodicals, primarily those indexed in the *Abridged Reader's Guide to Periodical Literature*, which provide a broad general usefulness will be selected. Back issues of those periodicals that the director deems most useful for reference materials will be preserved for two years. A file of pamphlets, pictures, maps and ephemeral materials will be maintained. Other forms of media may be added to the collection when appropriate.

### ***PS 2.4 Request for Reconsideration***

Every individual should have the freedom to reject, for oneself, library materials of which that individual does not approve. However, that individual cannot exercise this right of censorship to restrict the freedom of others to access to those materials. Patron are encouraged to become familiar with the selection procedures of the library. These procedures are designed to protect the patron's right to access of quality informational materials. However, the library board recognizes that concerns may arise as to the appropriateness of certain materials in the collection. Such concerns deserve prompt and fair disposition. Therefore, the board establishes the following procedure to insure a proper hearing of any complaints concerning materials in the collection of the Liberty Center Public Library:

1. The complainant will be asked to complete a *Library Material Reconsideration Form* (Appendix 11) for each item of library material in question.
2. This form must be completed in full and submitted to the director before any action can be taken.
3. The board will consider the complaint at its next regular meeting.
4. The materials in question will remain in circulation until a final decision on the disposition of the matter is made by the board. (The board may vote to waive this stipulation if conditions warrant it).
5. The board will attempt to reach an amicable settlement of the question within the terms of its policies.

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

A library card is a valuable resource. A library patron is responsible for all materials checked out on his or her library card, and if such materials are returned late, damaged, or lost, the patron is responsible for paying fines or replacement fees. The parent or legal guardian of a minor patron is responsible for all materials checked out on the minor patron's card.

A patron must present a library card or photo identification in order to check out materials. Because minors do not usually have access to photo identification, library staff will provide services to a minor for that minor patron's account, provided that minor patron can verify his or her name, address, and birth date.

### ***PS 3.1 Borrower Registration***

Persons residing, owning property, working, or attending school in Ohio are eligible, with proper identification, to register for a Liberty Center Public Library card.

Adults, patrons age 18 and over, must present valid photo identification with the current, correct, mailing address. If the photo ID does not have the current mailing address, the patron may present a utility bill, bank mailing, or other business mail as proof of address.

A patron under age 18 may register for a library card, but must have the signature of his or her parent or guardian on the registration form, and the parent or guardian must present the required identification as outlined above; the signature will satisfy the requirement for identification for the patron under age 18.

Temporary residents must provide both permanent and temporary or school addresses. Out-of-state students attending an institution of higher learning in Ohio must provide their permanent and their college addresses, as well as a student ID.

### ***PS 3.2 Lost, Stolen, or Damaged Cards***

A patron should report a lost or stolen library card to the library as soon as possible. The owner of a lost or stolen library card is responsible for all material checked out on that card up to the time that he or she reported to the library that it is lost or stolen. The patron may request a replacement for a lost or stolen card in person at the library. The first lost card will be replaced for free. All following replacements will cost \$1.00. Badly damaged cards will be replaced upon request.

### ***PS 3.3 Restrictions of Borrowing Privileges***

After a patron has accumulated \$5.00 or more in fines, that patron will forfeit their access to borrowing materials. Computer access, copying, faxing, laminating and community room access will still be available.

### ***PS 3.4 Borrowing Periods***

Most items in the library are charged for 28 days. Entertainment videos and DVDs and magazines may be borrowed for 7 days. Television series DVD collections can be borrowed for 28 days.

New Fiction titles under 300 pages may be borrowed for 14 days. This will apply until 4 months after the month the title was entered into the system.

### **PS 3.41 Borrowing Limits**

There is a limit 99 items a patron can checkout at one time. However, in special circumstances (homeschool, etc.) this may be overridden. Patrons can only check out 3 DVDs at a time.

With interlibrary loans, patrons will be subject to the circulation policies of the lending library.

### ***PS 3.5 Fines and Fees***

A 2 day grace period will be allowed for overdue material. A fine of \$0.05 per day will be charged for each item overdue after the grace period. A fine of \$0.10 per day will be charged for juvenile and adult DVDs. Adult borrowers are held responsible for items charged out on their cards. Parents or guardians will be responsible for the payment of charges incurred by their minor children.

The amount of postage needed to notify the patron of overdue materials will be added to the patron's fine.

Patrons owing five dollars or more in fines and/or charges will be prohibited from borrowing. The maximum fine shall not exceed the price as given in the following chart.

1. adult book	\$5.00	
2. audio cassette	\$5.00	
3. CD-ROMs	\$5.00	
4. juvenile/intermediate book		\$5.00
5. periodical	\$3.00	
6. pamphlet	\$2.00	
7. paperbacks (non-cataloged)		\$3.00
8. videocassette and DVD		\$5.00

### **PS 3.51 Fees for Lost or Damaged Materials**

If an item is damaged the borrower may be charged up to the retail value of the item, as well as any accrued fines. An item is considered “lost” after being overdue for 90 days.

A borrower who cannot locate an item at the time an overdue notice is received may formally report it “lost” thereby stopping the fine. If the item is not found within two months, the price of the item will be charged to the borrower.

### **PS 3.52 Refunds**

Upon payment of a “lost” item, an official receipt will be issued to the patron. If within six weeks of payment, the item is returned in good condition along with this official receipt, the amount paid by the patron shall be refunded by check at the time of the next regularly scheduled payment of library bills.

### **PS 3.53 Overdue and Fine Notices**

When an item is 14 days overdue, a notice is mailed or e-mailed to the patron.

## ***PS 3.6 Placing Holds or Requesting Materials from other Libraries***

### **PS 3.61 Placing Holds**

Patrons may place holds on most materials found in the library catalog. The library belongs to the Serving Every Ohioan (SEO) consortium and thereby shares a catalog and materials with more than 175 libraries. There is no charge for borrowing materials from other SEO member libraries, and patrons may initiate their own requests through the library catalog or website or ask for staff to help request materials from consortium member libraries.

### **PS 3.62 Interlibrary Loan**

Materials may also be requested from libraries outside of SEO.

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

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

It is the policy of the Liberty Center Public Library that openness leads to a better informed citizenry, which leads to better government and better public policy.

In accordance with the Ohio Revised Code and applicable judicial decisions, records are defined as any item that (i) contains information stored on a fixed medium (such as paper, electronic – including but not limited to email – and other formats); (ii) is created or received by, or sent under the jurisdiction of a public office and (iii) 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**

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 requester 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 or 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 requested.

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.

Those seeking public records will be charged only the actual cost of making copies.

The Liberty Center 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 by United States mail, and to pay in advance the costs incurred for other supplies used in the mailing, delivery, copying, or transmission.

## ***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 Releasing Patron Information**

- Library staff will provide access to patron account information at a service desk to a patron who has the library card in hand for that account. Staff may choose to ask for additional identification.
- Library staff will release library information or library records pertaining to a minor child to that child's parent, guardian, or custodian upon presentation of the child's library card, or patron number, or sufficient information to both identify the child's library record, and to provide library staff with a reasonable assurance that the person requesting the information is indeed the child's parent, guardian, or custodian.
- Library staff will provide access to patron account information over the telephone to a caller who can provide both the library account number and the patron's birth date associated with that account.
- When a lost card is reported over the telephone, the patron account associated with that card will be blocked.
- Because identification is difficult to verify over the telephone, library staff will provide only limited access to patron account information to the caller who does not have the patron's library account number but can provide the patron's name, address, and birth date.

## **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***

#### **PS 5.21 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.

#### **PS 5.22 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.

#### **PS 5.23 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 or her how to use them, and check periodically to make sure the patron is progressing well. When a research request is phoned in, staff 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 may 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***

This service may be used to access any resource, engage in any communication, or conduct any activity available on the worldwide Internet or the Ohio Public Library Information Network provided such activity can be done with standard web browsers, with these exceptions:

- You may not send, receive or display text or graphics that may reasonably be construed as obscene.
- You may not use this resource for any illegal purpose.
- You may not in any way alter, reconfigure or damage the public access workstations of the Liberty Center Public Library.
- You may not modify or gain access to files passwords, or data belonging to others, by seeking unauthorized access to any computer system, or damaging or altering software components of any network, host server or database.

Because this is a public resource, the rights of others must be respected. Therefore:

- Time will be limited to 30 minutes if other users are waiting.
- Only two people are allowed per workstation in an effort to reduce noise.

In order to prevent viruses, protect the integrity of our workstations, and ensure that workstations will serve the greatest number of people, we ask that the following guidelines be observed:

- Do not install software of any kind.
- Do not download any plug-ins without consultation with library staff.

#### **DISCLAIMERS:**

The Library's OPLIN computer accesses the Internet, which is a global identity, with a highly diverse population. The Internet and its available resources contain a wide variety of material and opinions from varied points of view some of which may contain controversial, sexually explicit, offensive, or inappropriate material.

The Liberty Center Public Library cannot control sites which often change rapidly and unpredictably. Library patrons use it at their own risk.

As with other library materials, it is the parent or legal guardian of minor children who must assume ultimate responsibility for supervising access to Internet resources in the Library.

Misuse of the Library's OPLIN computer or Internet access will result in the loss of Internet privileges.

## ***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 may use social networking software to facilitate communication and encourage collaboration between library staff and library patrons. The library reserves the right to monitor content before it is posted on all of its social networking software websites and accounts, and to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of copyright, trademark right or other intellectual property right of any third party, or otherwise inappropriate for the service. 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 accessible from all areas of the library. Properly equipped laptop and notebook computers will connect to the network in the same manner they would to other typical wireless networks. The wireless network is unsecured and patrons should use appropriate caution when transmitting personal information over unsecured networks.

## ***PS 6.4 Equipment Available for Public Use***

### **PS 6.41 Laptop Computers for Borrowing**

A limited number of notebook computers are available for a guaranteed hours of usage by one individual at a time. Patrons age 18 and older must check these computers out as well as leave state issued picture ID with staff. These computers must remain within designated areas of the building and the borrowing cardholder will be financially responsible for any damage that occurs while in his/her use.

## ***PS 6.5 Use of Personal Technology***

### **PS 6.51 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 6.52 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 outside the building.

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

### ***PS 7.1 Rules for Behavior***

Any misconduct that hinders use of the library or library materials is prohibited. Such misconduct might include but is not limited to:

1. Possession of weapons or of objects which might be used as weapons.
2. Loud or boisterous behavior.
3. Fighting on library property.
4. Conversation that is disturbing to other individuals or employees.
5. Profanity or other abusive language toward other individuals or toward employees.
6. Abusing library furniture, equipment, or materials.
7. Running in the library building.
8. Harassing others, either verbally or through actions. Harassment may include initiating unwanted conversations, impeding access to the building, etc.
9. Using tobacco in any form while inside the library building.
10. Possession, sale, or use of alcoholic beverages or illegal substances on library property.
11. Eating or drinking in the library building except for groups which are using meeting rooms and have properly requested the available kitchen facilities.
12. Buying or selling of any kind, or soliciting for personal gain or charitable purposes.
13. Using radios, tape players, or other personal listening equipment at a level that can be heard by other individuals.
14. Skateboarding or rollerblading anywhere on library property.
15. Bringing boom boxes, skateboards, basketballs, or other athletic equipment into the library building.
16. Distributing literature, taking surveys, or asking individuals or employees to sign petitions or similar activities.
17. Bringing animals other than guide dogs and the like into the library building without prior permission.
18. Not wearing a shirt or shoes.

### ***PS 7.2 Consequences of non-compliance***

If change in behavior is not evident or forthcoming that individual will be asked to leave the library building and library property. If the individual does not leave on his own, police may be called for assistance.

Depending on the severity of the misbehavior, individuals who have been asked to leave the building and property may be barred from returning to the library. Individuals who have been barred may be asked to talk to the director or her designee before being readmitted. Juveniles may be asked to bring a parent or guardian to such a conference.

***PS 7.3 Additional Library Authority***

The library reserves the right to limit the number of individuals who may sit together.

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

## **PS 8 Special Services**

### ***PS 8.1 Fax Service***

The expense of using the fax machine by the staff of the library for the purpose of aiding a patron with reference or ILL material will not be charged to the patron.

The use of the fax machine by a patron for personal use is allowed using the following fee structure.

1. Sending faxes to a local or 800 number
  - a. \$0.50 for the first page and \$0.25 for each following page with a maximum fee of \$5.00
  - b. no charge for cover sheets
2. Sending faxes to a long distance number
  - a. \$1.00 for the first page and \$0.50 for each following page with a maximum fee of \$5.00
  - b. no charge for cover sheets
3. Receiving faxes
  - a. \$0.20 per page

### ***PS 8.2 Copy Service***

Photocopies are \$0.20 per black and white page and \$0.50 per color page regardless of the size of the paper. Two sided pages will be charged for each side.

### ***PS 8.3 Laminator Service***

Laminating services are available at a cost of \$1.00 per linear foot.

### ***PS 8.4 Printer Service***

The library provides networked printers so that patrons may print documents from the library-provided computers. The cost is \$0.20 per page for black and white and \$0.50 per page for color.

### ***PS 8.5 Scanning Services***

The library has the ability to electronically scan and e-mail documents for patrons. This service is free to the public.

### ***PS 8.6 Genealogy Requests***

The library will locate and copy records requests relating to genealogy research. There is a flat fee of \$2.50 per request.

### ***PS 8.7 Income Tax Forms***

The library provides a basic selection of Federal, State, and local Income Tax forms free of charge during tax season. At request, the library will also offer to print single forms for patrons at no cost. This does not include complete booklets, but would allow no more than 3 pages from one booklet.