

**POLICY MANUAL
OF THE
FRANKLIN COUNTY PUBLIC
LIBRARY**

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**ADOPTED BY THE LIBRARY BOARD
OF TRUSTEES
AUGUST 5, 2004**

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MISSION STATEMENT

The mission of the Franklin County Public Library is to provide access to informational, educational, cultural and recreational materials and services in a variety of formats and technologies; to promote reading, literacy, and lifelong learning; and to protect the public's right to know by resisting censorship and providing equal access to information.

GENERAL POLICY STATEMENT

This library is supported by the people of Franklin County to help in answering the information needs of individuals and organizations in the county. It serves as a repository for print and non-print materials, as a center to respond to inquiries and to locate needed information, and as a liaison furnishing access to statewide and national library resources through such media as interlibrary loan and telecommunications.

The library's assistance to county residents includes but is not restricted to the following types of services:

- The library supports educational, civic, and cultural activities of groups and organizations in the county;
- The library provides opportunities for people of all ages to educate themselves continuously;
- The library seeks to identify community information needs, to provide programs of service to meet those needs, to co-operate with all county agencies and organizations which can assist in successfully conducting such programs;
- The library provides opportunities for recreation through the use of its print and non-print collections.

Mindful of its role as an agent of the community, the Franklin County Library encourages all citizens to participate in library activities and to suggest additions to its collections or services which will improve the library's effectiveness in the community.

COUNTY POLICIES AND HOURS OF OPERATION

The Franklin County Library adopts the personnel policies set forth in the “County of Franklin Employee Handbook.”

The Library, therefore, adheres to the county government’s schedule during the normal business hours of 8:30 AM—5:00 PM Monday through Friday. The Library Board of Trustees sets hours after 5:00 PM and on weekends. In case of inclement weather or other unforeseeable circumstances, i.e. the electricity goes out, the Library Administration makes the decision about remaining open after 5:00 PM and on weekends.

The Library will be closed on the Saturdays of the Memorial Day Weekend, Labor Day Weekend, and Thanksgiving Day weekend. If county offices are closed on either the Friday or Monday for the Fourth of July, Christmas, or New Years , the Library will be closed on the appropriate Saturdays as well.

CIRCULATION

I. RESIDENCY REQUIREMENTS

- A) Any permanent resident of Virginia may fill out an application for a borrower's card.
- B) Long term students, i.e. those who will reside in the county for a semester or longer, are considered residents.
- C) Non-residents of Virginia may not get a borrower's card. Individuals whose permanent residence is outside of Virginia may receive a borrower's card if they own real property in the county.

II. REGISTRATION

- A) All potential borrowers must complete an application form and present either a photo ID with the borrower's current address or two non-picture forms of ID (social security card, utility bill, etc.), one of which shows the borrower's current address. The name supplied on the application form must be the legal name on the borrower's ID and must include the individual's full middle name. Nicknames on the application form are not acceptable.
- B) Persons under sixteen years of age must have their *parent's or guardian's* signature on the application form. Only the signature of the parent or guardian is acceptable. The person signing the card must have a library card in good standing (see five and five rule under Section IV). If the parent or guardian does not have a library card, he or she must register for one as well. Children under the age of five can not register for a card. Persons aged sixteen and seventeen who do not have an ID may have a parent sign instead. Persons aged eighteen must present proper ID and sign for themselves.
- C) A limit of three (3) items is placed on a borrower's card at the day of registration, with no limits on subsequent checkouts.
- D) The first library card is free. The replacement fee for a card is two dollars (\$2.00).
- E) A patron must have only one card. Registration for the card may be completed at either the main Library or on the bookmobile. Patrons have full privileges at each location, no matter where they registered.
- F) Adults who are residents of daycare centers or are in some other form of custodial care or institution may receive their own card, but must have a co-signer from the appropriate institution. The co-signer may be held responsible for any lost or

damaged materials. Residents of such facilities who are capable of filling out their own registration cards do not need a co-signer. A counselor or other official from an institution may vouch for a resident's identity in lieu of an ID.

- G) Any current borrower in good standing is grandfathered against new restrictions imposed during a re-registration period and may get a new card, with the following restriction: a child under sixteen years of age will be assigned the lowest level of Internet and A-V access until a parent specifies otherwise. There is no charge for cards issued during a re-registration.

III. USE OF LIBRARY CARD

- A) A patron is responsible for all materials checked on his or her card. If a card is lost or stolen, it must be reported to the Library immediately.
- B) It is assumed that a person with a card in hand is either the card's owner or has authorization to use it.
- C) At registration, patrons may authorize other members of their immediate household to use their card. Patrons without a card in hand may check out a maximum of three items if: (a) they have a valid borrower's card, or (b) they are authorized to use a family member's card.

IV. LOSS OF BORROWING PRIVILEGES

- A) A patron may not check out additional materials if he/she has five or more items overdue, or the patron owes at least five dollars (\$5.00) in overdue fines.
- B) A patron may not check out any additional materials if he/she has any item out (60) sixty days overdue. Borrowing privileges will be reinstated when the patron:(1) has paid for the item in full or (2) has returned the item and paid the overdue fine.
- C) Any damage to materials amounting to a charge of \$5.00 (five dollars) or more must be paid before the patron may check out additional items.

V. LENGTH OF CHECKOUT

<u>ITEM</u>	<u>CIRCULATION PERIOD</u>
A) Bestsellers *	14 days
B) All other books	28 days
C) Special use items**	7 days
D) A-V materials except videos***	28 days
E) Videos and DVDs	7 days

- | | |
|-----------------------------|---------|
| F) Back issues of magazines | 28 days |
| G) Pictures | 90 days |
| H) A-V Equipment***** | 1 day |

*Bestsellers: Items for which the library has more reserves than copies. It also includes current test books kept at the desk.

..**Special use items: Current tax guides and other materials for which there is a short period of high demand.

.***A-V Materials: CDs, CD-ROMs, Books on Tape, phonograph records, kits.

*****Overhead projector, film strip projector, slide projector, movie projector, screen, record players. With advanced permission from the administration, equipment may be kept out up to a week.

VI. NON-CIRCULATING MATERIALS

- A) Items catalogued as reference or local history.
- B) Current issues of magazines.
- C) Newspapers.
- D) Magazines.
- E) Certain types of A-V equipment: TV, VCR, camcorder, tape player, etc.

VII. FINES

<u>ITEMS</u>	<u>PER DAY OVERDUE CHARGE</u>
A) Bestsellers	5¢
B) All other books	5¢
C) Special use items	25¢
D) A-V materials except videos and DVDs	5¢
E) Videos and DVDs	50¢
F) Back issues of magazines	5¢
G) Pictures	25¢
H) A-V- equipment	\$1.00

Fines are assessed from the first day an item is overdue. The maximum fine for all items is: \$3.00 except for a maximum of \$2.00 on magazines.

VIII. OVERDUE NOTIFICATION

- A) Phase one: Computer generated overdue notices are mailed out on the following schedule: (1) first notice—item is fourteen days overdue; (2) second notice—item is twenty one days overdue; (3) third notice—item is twenty eight days overdue.
- B) Phase two: Action to follow after three overdue notices: (1) letter from administration—item is thirty five days overdue; (2) phone call from staff—item is forty-nine days overdue; (3) registered letter from administration citing possible legal action—item is forty-nine days overdue.
- C) Phase three: The Library may file a civil and/or criminal complaint against patrons with items sixty days overdue totaling \$200 in value.

IX. RENEWALS

- A) An item may be renewed if another patron does not have it on reserve.
- B) Items may be renewed for one loan period only.
- C) All overdue charges must be paid before an item can be renewed.
- D) A patron does not have to bring an item to the library to renew it. Overdue charges, however, must be paid first.
- E) Items may be renewed over the phone unless they are overdue or on reserve.

X. RESERVES

- A) Patrons who cannot pick up an item when it is their turn but want to remain on reserve for it will be placed at the bottom of the list.
- B) Within twenty-four hours, patrons will be notified by phone or other electronic media of materials on hold.
- C) The schedule for items staying on reserve is: (1) bestsellers and DVDs—5 days; (2) tax books and other special use items—5 days; (3) all other materials—7 days.
- D) A patron may not have more than 3 DVDs or blu-rays or a combination thereof on reserve at any one time.
- E) If a patron does not pick up a reserve item in the allotted time, it goes to the next patron or back to the shelf.

- F) Leaving a message on an answering machine or with other family members constitutes notification.
- G) Reserves will be handled on a first come, first serve basis across the library system. When a 4 to 1 ratio of reserves to copies is exceeded for a title, an additional copy or copies may be purchased at the discretion of the library director.

XI. COMPACT DISCS, CD-ROMS DVDS AND VIDEOS

- A) There is no age restriction to check out a CD, CD-ROM, DVD or video. A-V materials are housed in both the adult and children's areas depending on the developmental level of the intended users.
- B) Households may not have more than three items from each of these types at any one time.

XII. A-V EQUIPMENT

- A) The borrowing organization assumes responsibility for returning the equipment—and all related materials, films, tapes, etc.—in good condition. Projector lamps and other items that wear out under normal use will not be charged to the organization.
- B) Only organized nonprofit groups may borrow equipment without charge.
- C) Profit-making businesses may borrow equipment, but will be charged a \$5.00 fee per checkout.
- D) Individuals may not borrow equipment.

XIII. CONFIDENTIALITY OF PATRON RECORDS

- A) The Library will not release to any third party information from a patron's library record. This includes items checked out and any related information, reading habits, and personal data.
- B) Inquiries by the police or any other government agencies must be accompanied by an order from a court of competent jurisdiction.

XIV. CLAIMS RETURNED

- A) Patrons may have a maximum of two claimed returns on their records. After that, no more items may be set to this status. Magazines do not count against the totals for "claims returned."

PAYMENTS/REFUNDS

I. POLICIES

- A) Staff members must write a receipt for all payments on lost or damaged items.
- B) The charge for a lost item is the price of the item plus a \$3.00 service fee. A 25¢ service fee will be charged on lost magazines.
- C) Charges for damaged items will be on a prorated basis depending on the amount of damage.
- D) If a lost item is recovered, the patron will be refunded the cost of the item but not the service charge. Refunds will be issued with the county government's next payment of accounts. No refunds will be made from petty cash. A notice to this effect will be clipped with each receipt.
- E) Refunds will be issued to the individual named on the receipt.
- F) To be issued a refund for a recovered item, the patron must not have any lost materials on his/her card or any item out more than sixty days overdue.
- G) Overdue fines are waived on lost items for which the patron has made restitution to the Library.
- H) Checks may be written to pay for lost or damaged items, fines, copies, etc. Checks will only be accepted for the amount owed to the Library. A service fee of twenty dollars will be charged on all returned checks.

MATERIAL SELECTION, RETENTION, AND RECONSIDERATION

I. INTRODUCTION

Materials are selected to appeal to patrons of different ages and interests. Therefore, not everything in the library will be appropriate for all patrons. Library staff members will help parents and children locate materials, but they cannot presume to make decisions for parents as to which library materials are appropriate for their children.

II. SELECTION

Principal standards considered in recommending materials for purchase are (in priority):

- A) Potential or known use by patrons (or perceived community need);
- B) Authoritativeness of author or publisher;
- C) Significance of subject matter or author;
- D) Importance to total collection development;
- E) Current and/or permanent values;
- F) Appearance of item on important bibliographies, lists, and in recognized book reviewing media;
- G) Cost benefit;
- H) Format, i.e. CD-ROM, books on tape, videos, etc.
- I) Within the limits of its budget and its stated policies, the Franklin County Library will attempt to respond to all recommendations from county residents; however, the library has no mandate to purchase all patron requests. Esoteric items will be referred to ILL.

III. RETENTION

- A) The collection will be weeded of outdated and damaged materials on a periodic basis. Weeding should be done to meet the needs of the Library, based upon the requisite guidelines. (See appendix A).

- B) The Library will retain at least one copy of a book by a Virginia author. Additional copies of the book may be weeded out as need dictates. All materials dealing with Virginia history or genealogy will be retained.
- C) Books with some distinguishing characteristic (i.e. an autograph) which might increase its value will be retained.

IV. RECONSIDERATION

- A) The Franklin County Library subscribes to the Library Bill of Rights. (See appendix B). The Library also embodies the principles found in the Freedom to Read Statement prepared by the American Library Association and the American Book Publisher's Council.
- B) Any individual objecting to the inclusion of an item in the Library's collection may complete a form for the reconsideration of materials. (See appendix M)
- C) After the submission of the form to the Library Administration, the reconsideration process is as follows:
 - 1. The Library Administration will send a completed copy of the form to each Library Board member.
 - 2. Library Board members will review the form and material in question
 - 3. As expediently as practical, the Board will consider the matter at its regular monthly meeting . The patron completing the form will be notified of this meeting and may address the Board.
 - 4. The Board will vote on the matter. To remove an item from the collection requires a three-fourths majority vote.
 - 5. If the patron who initiates the complaint is unable to attend the Board meeting, he or she will be notified of the decision by regular mail.

REFERENCE

I. POLICIES

- A) The purpose of the reference staff is to put patrons in touch with the appropriate materials for their needs. It is not the duty of the staff to do homework assignments or give lengthy training sessions on a computer.
- B) All patrons should receive the same level of reference service, no matter what their informational request.
- C) Library staff must not dispense opinions or advice on medical, legal, and tax issues. The staff may only address the authoritativeness of the source, i.e. year of publication, publisher, etc.
- D) The Library may determine in what format information will be dispensed, i.e. copies mailed, e-mailed, kept at the desk, etc.
- E) Phone requests for information from the city directory will not be answered verbally. Patrons may use this item in the building or mail the Library a stamped, self-addressed envelope. Copies will be made from the directory at 10¢ per copy and sent to the patron.
- F) The staff will photocopy a maximum of ten pages to answer requests through the mail or over the phone. The cost per page is ten cents, plus fifty cents postage.

SHORT TERM SPECIAL COLLECTIONS

I. POLICIES

- A) Any teacher who wants the library to set aside a collection of materials for use by his/her students must fill out the appropriate form. (See Appendix C).
- B) The designated collection will be housed at the front desk and is for in-library use only.
- C) To avoid confusion with other materials, short term collection items will be identified in the the appropriate manner.

ACCEPTABLE INTERNET USE POLICY

I. OVERVIEW

The Franklin County Library provides public access computers in both the children's and adult sections of the Library. Patrons using Library Internet computers are expected to act in a responsible, ethical, and legal manner. Any use of the Library's computers that violates a law or interferes with the activities of the Library or its network may result in the loss of Library and/or Internet privileges. Violations of United States, Virginia, or local laws, including (but not limited to) the following, may lead to prosecution:

USC Title 18 Chapter 110 regarding the Sexual Exploitation and Other Abuse of Children.

USC Title 18 Chapter 71 Sections 1465-1468 regarding distribution of obscene materials.

The U.S. Copyright Act.

Code of Virginia Section 42.1-36.1

Code of Virginia Title 18.2 Article 7.1 regarding computer crimes.

Those portions of the Code of Virginia in Title 18.2 regarding obscenity and related offenses.

Those portions of the Code of Virginia in Title 18.2 regarding juveniles.

II. USAGE POLICY

1. Computer usage is on a first come, first served basis. The time limit is two hours when others are waiting. If no one is waiting, the patron may have an additional hour. Reservations and time limits will be handled by the PC management software.
2. Copies are 25 cents each. A patron must have credit on his account or make payment at the desk before making a copy. A patron may have no more than \$5.00 credit on his account at any one time. The credit is non-refundable, but may be transferred to a patron's new card.
3. The laws on illegal use of the Internet sited in the 'Overview' section will be prominently posted.
4. At registration parents must decide what level of Internet access their children ages 6-15 (inclusive) may have. The public access computers in the children's area cannot access the full Internet, no matter what level of access a patron's card

- provides. While full Internet is available in the adult section, these computers will not access Internet levels above the patron's prescribed access level. Adults at sign-in may choose to have a filtered or unfiltered Internet session.
5. All adults aged 16 and above will be issued a library card with no restrictions on Internet access level. It is the responsibility of the patron with a restricted level to provide proper ID at age 16 in order to have the restriction removed.
 6. Sign-in on a public access computer is completed by the patron in-putting his library card number and a pre-selected PIN on the screen. County residents must have a library card to use the Internet. Adult non-county residents may have full Internet access by showing a picture ID and signing-in the log book. Restricted Internet access will be provided for non-resident children and adults who do not provide proper ID. All non-residents who use the Internet must sign the log book.
 7. Downloads to floppies, CD-ROMs, and other types of removable media are permissible.
 8. Management software will be turned off all public PCs fifteen minutes before closing.
 9. Patrons are responsible for any damage they cause to the library's computers.

III. PENALTIES

1. Any patron caught by the staff intentionally viewing blatantly pornographic material must leave the building immediately. The patron will then have his/her computer privileges suspended for six months.
2. For a second offense, the patron will have his/her computer privileges suspended for a year.
3. For a third offense, the patron will have his/her computer privileges suspended permanently, subject to review by the Library Board.

INTERLIBRARY LOAN

I. POLICIES

- A) On interlibrary loan items the Franklin County Library must follow the policies of the lending library, including but not limited to the length of checkout, in-house use, etc.
- B) A fine of 25¢ a day per item, not to exceed five dollars per item, will be charged on all overdue items.
- C) A patron who returns an interlibrary loan item more than two calendar weeks past the due date will have his/her interlibrary privileges suspended for not less than six months.
- D) At the discretion of the Library administration, a patron's interlibrary privileges may be suspended for more than six months or revoked permanently if the patron continually abuses his/her borrowing privileges or if the abuses are of a more severe nature.
- E) If a patron needs to renew an interlibrary loan item, he/she should notify the library seven days before the due date. Overdue interlibrary loan materials will not be renewed. Interlibrary loan materials may only be renewed one time.
- F) Patrons may borrow a specific title on interlibrary loan only one time in a twelve month period.
- G) Interlibrary loan should be used to borrow research and scholastic materials, as well as items that are out of print or not readily available otherwise. Current materials will be considered for purchase.
- H) To request an interlibrary loan, a patron must fill out the appropriate form (see Appendix G) and sign it. No requests will be taken over the phone.
- I) A patron may have out no more than five interlibrary loan items at any one time.
- J) A patron must have a library card to order interlibrary loan materials.

LOCAL HISTORY ROOM

I. COLLECTION DEVELOPMENT

- A) Materials for inclusion in the Mann Room shall fall within the stated purpose and guidelines of the room.
- B) Irreplaceable materials will be given first priority for inclusion in the room.
- C) Any items donated for display in the room (i.e. artifacts, memorabilia, etc.) shall not be of a size and configuration that interferes with the normal operation of the room.
- D) The Library Administration will make the final decision on what materials, display items, etc. are to be included or excluded from the Mann Room.

II. RESTRICTIONS ON USE OF THE ROOM

- A) No coats, hats, briefcases, or outside materials (books, loose leaf binders, etc.) may be taken into the room with the exception of a pen or pencil and a note pad or paper. A laptop and one family history notebook may be taken into the room.
- B) No materials may be taken from the room. A coin-operated copier is provided in the room.

III. PROCEDURES FOR USE OF THE ROOM

- A) Patrons wishing to use the Mann Room must sign in at the front desk. The sign in sheet will include the patron's name, patron ID # or address and phone # for users from out of town, and the time the person entered and exited the room.
- B) If a patron wishes to lock up his/her coat, briefcase, etc. before entering the Mann Room, he/she will be given a locker key.
- C) Patrons must sign out and return their locker keys when they are finished.
- D) A patron may bring his/her laptop or other type of computer into the room, but the carrying case must be left in a locker.
- E) The PC provided in the room is for genealogy and local history research only.

MEETING ROOM AND CONFERENCE ROOMS

MEETING ROOM

I. ELIGIBILITY

The Franklin County Library adheres to the American Library Association's guidelines regarding the use of its meeting room. The room is available to all non-profit civic, cultural, and educational organizations in the county with the exceptions noted under section II. Tutors through the local school system, colleges, literacy volunteers, or similar non-profit organizations may use the room for tutoring sessions even if a fee is involved.

II. INELIGIBLE

The meeting room may not be used by or for the following:

- A) Social gatherings.
- B) Profit-making organizations or any commercial purpose.

III. SCHEDULING

- A) The meeting room will be scheduled on a first come, first served basis with the exceptions noted under section IV.
- B) Groups must schedule the room at least twenty-four hours in advance of their meetings. Sign up for the room will be at the main desk.
- C) Reservations for the room cannot be made further than three months ahead of time.
- D) If an organization must cancel its use of the meeting room, it should notify the Library immediately.
- E) A group may only use the meeting room twice during a calendar month. The library administration may waive this requirement for a multi-session class. (A multi-session class is defined as one where the subject matter from the first class is absolutely essential as a building block for the next class.) Government and government sponsored programs are exempt from the twice a month restriction.
- F) The Library reserves the right to move any meeting from its large meeting room to the small, glass conference room without prior notice to the group using the facility.

IV. PRIORITY

Library functions will have priority over any other use of the meeting room. Second priority will be given to other agencies and departments of the county, state, or federal government and organizations receiving funds from the county, state, or federal government.

X. REGISTRATION

- A) Before the first scheduled use of the meeting room by an organization, its appointed representative must fill out a registration slip (see Appendix H) and meet with the Library Director or his representative. The purpose of this meeting is for instructions in the lighting systems, door locking system, heating/cooling system, etc. of the room and is considered a necessity before an organization's first use of the room.
- B) At registration, each organization's representative will receive a copy of the meeting room's regulations. It is the responsibility of each organization that its members understand and obey the regulations.
- C) Approximately one year after the initial registration, the staff will contact the group's representative and update the information.

VI. DAMAGE

- A) While using the meeting room, organizations may not engage in any activity that could be physically harmful to the facility or to any individual, i.e. lighting candles, hazardous demonstrations, etc.
- B) Organizations will assume full responsibility for any damage to the room, its contents, or any part of the Library that results from their use of the meeting room,
- C) After their meetings, organizations are responsible for leaving the meeting room neat, clean, and returned to its original set-up. A representative from the group must fill out and sign a checklist form.
- D) The Library will assume no responsibility for damage to personal items of equipment used in the meeting room by an organization.
- E) The Library will assume no responsibility for personal items left in the meeting room after an organization's meeting.
- F) Non-profit cultural, civic and educational groups may have no more than eighty (80) persons in the room at any one time. Government and government sponsored programs are exempt from this restriction.

- G) The Library reserves the right to have law enforcement officers present at any meeting.
- H) A representative from a group using the meeting room must complete and submit to the Library a 'Checklist' form after the group's meeting. (See appendix.)

VII. EQUIPMENT

- A) The Library has A-V (projectors, record players, etc.) and other types of equipment available for use with the meeting room. If an organization wishes to use any of this equipment during its meeting, it should make arrangements for the equipment when it schedules the meeting room.
- B) A representative from the organization should receive instructions in the use of the desired piece of equipment from the Library staff prior to the organization's meeting.
- C) A group may use its own small items of equipment, i.e. laptops, projectors for Powerpoint presentations, etc. A group may NOT bring in any large pieces of equipment or furniture, such as portable partitions.
- D) Organizations are responsible for any damage to Library equipment that they use in the meeting room.

VIII. FEES AND ACCESS

- A) The Library does not charge a fee for the use of the meeting room, with the exception noted under the section on 'Hours Of Use.'
- B) Organizations may not charge an admission fee to their meetings or other activities in the meeting room.
- C) All meetings and programs in the meeting room must be open to the public, no matter what organization sponsors the event.

IX. HOURS OF USE

- A) The meeting room may be scheduled for use by an organization during regular Library hours and up to one hour after closing without charge. Government and government sponsored programs are exempt from this restriction.
- B) A group that meets on Sunday or outside of normal business hours, with the exception noted in A, will be charged \$10 per hour, with a minimum charge of \$10. Payment must be made prior to a group's meeting.

- C) A regular staff member must be in the building at all times when a group meets outside of normal business hours. Keys will NOT be given out to representatives of any group.
- D) A group meeting during regular Library hours must inform the staff when its meeting is done.
- E) With the exception of government agencies and government sponsored programs, groups may not use the meeting or conference rooms past 9PM or before 8:30AM.

X. REFRESHMENTS

- A) ABSOLUTELY NO SMOKING in the meeting room or any other part of the Library.
- B) Light refreshments (i.e. coffee, cookies, etc.) may be served in the meeting room, but the group using the room is responsible for immediately cleaning up any spills, crumbs, etc.
- C) No alcoholic beverages may be served in the Library.

XI. PENALTIES

A group or organization that does not adhere to the meeting room's regulations or doesn't require its members to adhere to the regulations may lose its meeting room privileges for a specified time or permanently, as directed by the Library Administration.

XII. ENDORSEMENTS AND SPONSORSHIP

The fact that a group is permitted to meet at the Library does not in any way constitute a Library endorsement of the group, or its activities and beliefs.

CONFERENCE ROOMS

I. AVAILABILITY

Two small, glass encased conference rooms are available on the second floor for public use.

- A) The conference room containing leisure furniture will be open all the time and is to be used for quiet study and leisure reading. This room is not available to be reserved.

- B) The conference room with the large table will be open at all times for use by the general public; however, it can be reserved for small meetings by non-profit cultural, civic, and educational groups, and meetings between government agencies and their clients.
 - 1. Reservations are on a first come, first serve basis. Reservations are made at the main desk.
 - 2. The room can not be reserved more than three months in advance.
 - 3. An organization must reserve the room at least twenty-four hours in advance of its meeting.
 - 4. A sign will be posted in the room, noting the times for which it has been reserved.

II. GENERAL REQUIREMENTS

- A) No food or drinks are permitted in the conference rooms.

- B) No more than ten persons can attend a meeting held in the conference room with the table. The Library Administration may waive this restriction.

- C) The Library does not charge a fee for the use of the conference room, with the exception noted under 'Hours Of Use.'

- D) Organizations or individuals who reserve the conference room are responsible for any damage they cause to the room.

- E) A-V presentations may be done in the conference room with the table.

- F) The rules of general conduct for the rest of the Library apply to the conference rooms as well.

PATRON CONDUCT

I. POLICIES

- A) To enter the building, a patron must have on shoes and a shirt, as per county government policy.
- B) Smoking is not permitted in any part of the library at any time. Food and drink are not permitted in the main reading room of the Library. Under certain circumstances, food and drink are permitted in the meeting room (see Meeting Room Policies).
- C) No animals are permitted in the building except for human assistance animals, i.e. seeing eye dogs, and animals that are part of a specific library sponsored program.
- D) Parents are responsible for the conduct of their small children.
- E) Patrons must remember that the Library is a public place for the use and enjoyment of everyone. Noisy, disruptive behavior cannot be tolerated in the building. Staff will take corrective measures, such as verbal warnings, when a patron's behavior becomes unacceptable.
- F) If a patron continues his/her conduct after repeated verbal warnings, or if the initial misconduct is abnormally disruptive, or if the patron is abusive to staff or other patrons, he/she will be told to leave the building. Under this condition, the patron must exit the Library immediately. Failure to do so will be considered trespassing, and the patron will be removed by the town police.
- G) The police should be called immediately if a staff member witnesses illegal activity, i.e. drug deal, lewd behavior, etc. The staff will not file a police report on an unsubstantiated patron complaint of illegal activity.

UNATTENDED MINORS

I. POLICIES

- A) Approximately a half hour before closing, staff should ascertain if any young child is unattended. If so, the child may use the Library phone to call a parent or guardian.
- B) Staff must never take a child home. Moreover, staff must never transport a child except for Library sponsored field trips, where prior approval has been granted by the parent or guardian.
- C) If, thirty minutes after closing, a young child has not been picked up and there has been no communication with the parent or guardian, the staff should call the dispatcher in the sheriff's office for assistance.

COMMUNITY SERVICE WORKERS

I. POLICIES

- A) The Library accepts only community service workers that have been to court and are assigned hours by a judge in Franklin County.
- B) No more than ten individuals may be signed up to do community service hours at the Library at any one time.
- C) Community service workers must follow the rules and regulations outlined in the agreement they sign.(See appendix I). If a worker violates the regulations of their agreement, he/she may lose the privilege of completing the required community service hours at the Library. In this event the worker's case will be referred to the appropriate authority.
- D) At the completion of the required hours, the worker will receive his/her time sheet (see appendix J). A copy will be kept on file at the Library.

FAX

I. POLICIES

- A) The FAX machine is to be used for Library business only. The answers to reference questions may be FAXed to individuals, but staff members will not make transmissions for private citizens.
- B) The Franklin County Library will FAX materials for other county agencies for free if their FAX machines are not in operation. The Library Administration may set a limit or impose a fee schedule if the transmission is more than 10 pages.

PHONES

I. PATRON USE

- A) All telephones in the Library are for staff use only.
- B) Library staff will make phone calls for patrons in emergency situations.
- C) A sign will be at each entrance instructing patrons to turn their cell phones to vibrate and to conduct cell phone conversations outside.

II. MESSAGES FOR PATRONS

- A) While the staff will take messages for patrons, this practice should not be encouraged.
- B) If the number of calls or messages for a patron becomes excessive or interferes with Library function, the staff may curtail this service. Emergency calls or messages will be exempted from this rule.

BULLETIN BOARD

I. ELIGIBILITY

- A) The Franklin County Library adheres to the guidelines of the American Library Association in providing public bulletin board space for announcements.
- B) Public bulletin board space at the Library is reserved for announcements, fliers and other appropriate documents from government agencies, cultural, civic, and educational groups, and other non-profit organizations.
- C) Announcements, advertisements, commercial endorsements, etc. for profit-making purposes (such as flea markets, yard sales, tutoring services, babysitting or cleaning services, etc.) or other announcements by profit-making organizations (such as business hours, coming events, etc.) may not be displayed .
- D) Notices from the FCC, the state Water Control Board, and other government agencies regarding radio station licenses, water company permits, or other activities which, by law, require public notification will be kept at the front desk with a notice to this effect posted on the bulletin board, If a government announcement is required by law to be posted in plain view, it will be placed on the bulletin board, regardless of its length or the number of pages involved.

II. POLICIES

- A) Announcements, fliers, etc., must be one page or a one-sided surface, such as a poster, and may not be of a size and configuration that interferes with the other items on the bulletin board.
- B) Announcements for specific events may not be placed on the bulletin board more than two weeks in advance of the event. As a general rule, these will be placed on the flat bulletin board near the front door.
- C) When announcements are posted on the bulletin board, they will be dated. No announcements may stay on the bulletin board for more than two weeks. Notices, announcements, fliers, etc. from the county, state or federal government are exempt from this restriction.
- D) All items must be approved by the staff before being placed on the bulletin board. Any notice placed on the bulletin board without approval from the Library staff will be removed, regardless of its intellectual content.
- E) As a general rule, newsletters and any other multi-page type of fliers, announcements, etc., will be displayed on the circular bulletin board.

DISPLAY CASE

I. POLICIES

- A) The Franklin County Library has priority on the use of the display cases and may exhibit items that it deems to be in the public interest.
- B) Second priority will be given to agencies and departments of the county, state, and federal governments and organizations receiving funds from the county, state, or federal governments. Non-profit cultural, civic, and educational groups and individuals with collections of public interest can exhibit in the display cases. The display cases may not be used for any commercial purpose. An artist may place a card containing his/her name and phone number with the display but not the cost of an item.
- C) Item(s) may not be of a weight and configuration beyond what the cases can tolerate.
- D) An exhibit by an individual or an organization will be displayed for thirty days. This period may be extended with approval by the administration.
- E) The Library is not liable for any damage that may occur to exhibits displayed in the cases.
- F) An organization or individual may not display any exhibitions that are potentially physically harmful to the building or to an individual.
- G) Exhibiting items from an organization in the display case(s) does not constitute an endorsement by the Franklin County Library of that organization, its beliefs or activities.
- H) The Franklin County Library subscribes to the guidelines established by the American Library Association regarding display areas.

DISPLAY OF ART WORK AND OTHER ITEMS OF CULTURAL, CIVIC, AND EDUCATIONAL INTEREST

I. DEFINITION

- A) Art work” is defined as paintings, drawings, photographs, sculptures, handicrafts, and other items deemed suitable for display by the Library Administration. “Items of cultural, civic, and educational interest” is defined as objects that promote an understanding, appreciation, or knowledge of history, civics, government, science, or other areas of human endeavor.

II. POLICIES

- A) Art. Work or other objects may be displayed for a period of thirty days, unless otherwise specified by the Library Administration.
- B) Art work which appeals strictly to prurient interests is not suitable for display. The Library Board of Trustees will judge whether or not a particular item meets community standards. Art work and other objects of a non-sexual nature may be rejected for display if, in the opinion of the Library Board of Trustees, the items are insensitive to community standards.
- C) A card with the artist’s name, address, and phone number may be placed with each art item; however, a price tag or other form of “for sale” designation may not be displayed with an art item or at any other location in the Library.
- D) The Library Administration will make the final decision as to where and in what manner all art works and other items will be displayed.
- E) Art work and other display items may not be of a size and configuration that interferes with the normal operation of the Library.
- F) The Library Board of Trustees may reject any potential donation of art work.

**DISPLAY AND DISTRIBUTION OF PAMPHLETS, FLIERS,
HANDOUTS, BOOKMARKS, AND OTHER
INFORMATIONAL MATERIALS**

I. POLICIES

- A) The Franklin County Library adheres to the guidelines of the American Library Association regarding the distribution of pamphlets, fliers, bookmarks, and other informational material.
- B) Material to be distributed must be produced by non-profit educational, cultural, or governmental agencies, groups or organizations. Profitmaking groups or organizations may not distribute pamphlets, fliers, handouts, bookmarks, etc. in the Library. Individuals may not disseminate personal information, opinions, advice, etc. via handouts, fliers, pamphlets, bookmarks, etc. in the Library.
- C) Items to be displayed and distributed must be of an educational, cultural, or informational nature.
- D) All items must be approved by the Library Administration before display and distribution.
- E) Pamphlets, handouts, fliers, bookmarks, etc. may be displayed and distributed only in the designated area for this purpose.
- F) Materials may not be of a size or quantity that interferes with the display and distribution of other materials.
- G) The display or distribution of pamphlets, handouts, fliers, bookmarks, etc. by an organization on Library property does not constitute an endorsement of that organization, its beliefs, or activities by the Franklin County Library.

GIFTS AND DONATIONS

I. POLICIES

- A) The Library reserves the right to add to its collection only those donated books and materials which meet its selection criterion. Moreover, the Library reserves the right to place any donated item in its book sale.
- B) The Library may reject any gift materials that are wet, moldy, or bug infested; and any gifts, including donations of money designated for a specific purpose or unsolicited magazine subscriptions, that conflict with the Library's mission or standards of service.
- C) The Library will decide about the placement and manner of display of any gift materials, including magazine subscriptions.
- D) Unless prior arrangements are made in writing with the Library Administration, all items housed at the Library become the property of the Library. The exception to this rule is short term displays, i.e. items for the display case, school projects, and other items displayed for less than two months.
- E) Individuals who donate new materials, items for the local history room, monetary gifts, or other items of substantial value, will receive a letter receipt. Upon request, individuals who donate used materials, i.e. boxes of old books, paperbacks, bundles of magazines, etc. will receive a form receipt. (See Appendix).

INCLUSION ON THE AGENDA

POLICIES

- A) Meetings of the Library Board of Trustees are open to the public, and any individual may attend as an observer.
- B) Citizens must request a spot on the agenda from the Library Administration not less than seventy-two hours before the meeting, accompanied by a brief written statement of the individual's position and what action he or she wants the Board to take.
- C) An individual must limit his or her talk or presentation to the Board to ten minutes.
- D) These requirements may be waived at the discretion of the Chairman of the Board of Trustees.
- E) (See Library Board by-laws. Appendix L)

SKATEBOARDING, BICYCLING, ETC., AND LOITERING

I. POLICIES

- A) Skateboarding, rollerblading, and other forms of “gravity sports” will not be permitted in the Library’s parking lot at any time.
- B) Loitering around the Library building after business hours and on Sundays and holidays will not be permitted.
- C) Bicycles are to be used as transportation to the Library only. They are not to be ridden in the parking lot for sport.

BOOKMOBILE

I. SCHEDULING

- A) The schedule will be strictly adhered to except for reasons beyond the control of the staff, i.e. weather, mechanical, failure, etc.
- B) The bookmobile will not run on days when county schools are closed because of weather or road conditions.
- C) Monthly, the Director will provide the local radio stations and newspapers with a copy of the schedule.
- D) The Bookmobile Driver will inform the radio stations of any changes in the schedule because of weather, mechanical failure, etc.

II. REGISTRATION

- A) All patrons must register for a card in order to borrow materials from the bookmobile. (NOTE: If a patron has already registered at the main Library, he/she may use that card on the bookmobile. Conversely, a patron who registers on the bookmobile may use that card at the Library. Patrons need one and only one card to use both service outlets.)
- B) A patron is responsible for all materials checked out on his/her card.
- C) Parents must sign the registration card for children under the age of sixteen.
- D) Parents are responsible for all materials checked out on the card of a child under age sixteen; however, a teacher, program coordinator, etc. may have one card for his/her class, group, etc. The teacher, program director is responsible for all materials checked out on the card.
- E) An institution—i.e.. nursing home, day care center, etc. —that checks out books for its patrons, clients, patients, etc. will need one and only one borrower's card for the institution. The card must be in the name of the institution, and the registration must be signed by the institution's director, coordinator, etc.
- F) An institution is responsible for all materials checked out on behalf of its patrons, clients, patients, etc.
- G) The initial borrower's card is free. A two dollar fee is charged for replacement cards.

III. CIRCULATION

- A) Borrowed materials are due the next time the bookmobile returns to a particular stop, approximately one month. Borrowed items automatically renew until the next month's stop if they are not returned. No further renewals are available.
- B) Fines will be assessed on items that are not returned after the automatic renewal period. In addition, the patron will receive a phone call from the staff. Postcards will not be sent to bookmobile patrons. In the event the patron does not have a phone, a letter will be sent.
- C) A patron who has a bookmobile item sixty days overdue will lose his/her borrowing privileges on the bookmobile and may not check out items from the main Library.
- D) When a reserved bookmobile book is returned to the main library, the staff will call the patron and inform the individual of the book's availability during the next run. If the book cannot be picked up then, it will be held at the main library for seven days. After that time, the book goes on to the next patron or back on the shelf of the appropriate agency.
- E) Patrons may return bookmobile items to the library and pay any fines there. Conversely, library materials may be returned to the bookmobile and any fines paid there.
- F) The bookmobile will not carry A-V materials on a regular basis, but will fill special requests for A-V items. Videos and DVDs will check out for one week, and it is the responsibility of the patron to return them to the main library by the due date.

IV. GENERAL REGULATIONS

- A) By making use of the bookmobile and its services, the patron agrees to abide by any and all rules and regulations set forth by the Franklin County Library Board of Trustees for the safe and efficient use of the bookmobile by all patrons.
- B) No food or drinks are permitted on the vehicle.
- C) No smoking on the bookmobile.
- D) No pets allowed on the bookmobile.
- E) Only staff members are permitted on the bookmobile when it is in motion.
- F) Only staff members are permitted in the driver's compartment.

- G) Parents must control their children at all times. Parents are financially responsible for any and all damages their children cause to the bookmobile or its contents. If a child persists in his/her behavior after being asked by a staff member to stop, then the parent will be asked to remove the child from the bookmobile.
- H) Inappropriate behavior by adults will not be tolerated either. Any adult who refuses to cease such activity will be asked to exit the bookmobile.
- I) Patrons must exit promptly at the end of the allotted time for a particular stop.
- J) If a patron cannot meet the bookmobile in person and wants the staff to pick up books at a certain spot, i. e. from the porch, the patron must notify the bookmobile staff not less than twenty-four hours ahead of time. (NOTE: The patron is responsible for any damage/loss of items left at a particular location for the bookmobile until the items are physically retrieved by the staff.)

LOST AND FOUND

I. GENERAL REQUIREMENTS

- A) A 'lost and found' of items left by the public in the Library will be maintained in the workroom.
- B) All 'found' items will be tagged with a date.
- C) The staff will try to contact the owner of an item if that item is identified with a name, phone number, etc.
- D) Articles of clothing, notebooks, toys, and other items of lesser value will be kept for thirty days and then given to Good Will, the women's shelter, or placed in the dumpster, depending on the item and its condition.
- E) Wallets, jewelry, car keys, documents such as birth certificates, eyeglasses, and any other items of greater value will be kept for six months and then will be disposed of in the same manner as described in paragraph (D).

APPENDIX

<u>A</u>	Weeding Guidelines	A1-A2
<u>B</u>	Library Bill of Rights	B1
<u>C</u>	Special Collection Request	C1
<u>D</u>	Unlawful Use of Internet	D1
<u>E</u>	Interlibrary Loan Form	E1
<u>F</u>	Meeting Room Registration	F1
<u>G</u>	Agreement between Community Service Workers and the Franklin County Library	G1
<u>H</u>	Community Service Worker Time Sheet	H1
<u>I</u>	Receipt of Gifts and Donations	I1
<u>J</u>	By-laws of the Library Board of Trustees	J1-J3
<u>K</u>	Request for Reconsideration of Library Materials	K1
<u>L</u>	Meeting Room Checklist	L1
<u>M</u>	Closing Checklist	M1
<u>N</u>	Adult Volunteer Application	N1
<u>O</u>	Young Adult Volunteers	O1
<u>P</u>	Photo Release Form	P1
<u>Q</u>	Emergency Plan	Q1-Q7

WEEDING GUIDELINES

1. Use the same guidelines for Children's, Young Adult, and Large Print collections as for Adult materials.
2. Retain all items purchased during the current fiscal year. This includes duplicates.
3. Retain classics & standard Library books.
4. Retain price guides for 5 years.
5. Weed duplicates judiciously. Consider number of titles, current demand, and circulation.
6. Retain computer books for 5 years.

FICTION

Retain fiction for 10 years with the following exceptions:

1. Classics
2. Popular authors
3. Regional authors and/or settings

GENERALITIES (DICTIONARIES, ENCYCLOPEDIAS, GENERAL KNOWLEDGE)

Retain generalities for 5 years.

PHILOSOPHY/PSYCHOLOGY

Retain Philosophy/Psychology for 3 years with the following exceptions:

1. General philosophy, including biographies
2. General psychology, including biographies

RELIGION/MYTHOLOGY

Weed judiciously. Consider current circulation, demand, and relevance.

SOCIAL SCIENCES

Retain for 5 years with the following exception:

Folklore

LANGUAGES

Retain languages with the following exceptions:

1. Dictionaries (10 years)

2. English Grammar (10 years)

PURE SCIENCES

Retain pure sciences for 5 years with the following exceptions:

1. Field guides
2. General scientific principles
3. Biographies of scientists and inventors

APPLIED SCIENCES

Retain applied sciences for 5 years with the following exceptions:

1. Anatomy
2. Automotive repair
3. General scientific principles
4. Cookbooks (Retain for 10 years.)

ARTS AND RECREATION

Retain 5 years with the following exceptions:

1. Art and music books
2. House plans (10 years)
3. Crafts (10 years)
4. Sports (10 years)

LITERATURE

Retain literature with the following exceptions:

1. Market guides (5 years)
2. "How To" books (10 years)
3. "Pop" literature (10 years)

HISTORY/GEOGRAPHY

Retain history and collective biographies with the following exceptions:

1. Geography (10 years)
2. Travel (5 years)

BIOGRAPHY

Weed judiciously. Consider current circulation, demand, relevance, and historical importance.

LIBRARY BILL OF RIGHTS

Books and other library resources should be provided for the interest, information and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

Libraries should provide materials and information representing all current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

Libraries should challenge censorship in fulfillment of their responsibility to provide information and enlightenment.

Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

A person's right to use a library should not be denied or abridged because of origin, age, background or views.

Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

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

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SPECIAL COLLECTIONS REQUEST

TO THE TEACHER:

Please complete this form to have the Library set aside materials on a specific subject area for your class. Materials will be housed at the Library's front desk on a short term basis. Materials will be for in-library use only.

REQUEST DATE -----

NAME----- HOME PHONE-----

-

SCHOOL----- SCHOOL PHONE-----

SUBJECT TO BE SET ASIDE-----

--

--

BEGINNING DATE-----

ENDING DATE-----

UNLAWFUL USE OF INTERNET

Patrons using Library Internet computers are expected to act in a responsible, ethical, and legal manner. Any use of the Library's computers that violates a law or interferes with the activities of the Library or its network may result in the loss of Library and/or Internet privileges. Violation of United States, Virginia, or local laws, including (but not limited to) the following, may lead to prosecution:

USC Title 18 Chapter 110 regarding the Sexual Exploitation and other Abuse of Children.

USC Title 18 Chapter 71 Sections 1465-1468 regarding distribution of obscene materials.

The U.S. Copyright Act.

Code of Virginia Section 42.1-36.1.

Code of Virginia Title 18.2 Article 7.1 regarding computer crimes.

Those portions of the Code of Virginia in Title 18.2 regarding obscenity and related offenses.

Those portions of the Code of Virginia in Title 18.2 regarding juveniles.

INTERLIBRARY LOAN is a service the Franklin County Public Library offers its patrons by which we borrow books and/or photocopies of magazine articles from other libraries. Interlibrary Loan (ILL) is a costly and time-consuming process. Because we are responsible to the libraries from which we borrow items, the following policies must be observed:

1. When requesting an ILL item, give as much information as possible. We especially need the correct title and author, and any other information you might have, such as the date of publication or and ISBN number. For magazine articles, we need the correct title of the magazine, issue date, title of article, page numbers, and how much you are willing to pay for photocopies (some libraries charge for their service).
2. When your ILL item is received, you will be notified by phone or mail. You have 10 days after notification to pick up your ILL. Items not picked up after 10 days will be returned. **PLEASE NOTE:** Your check-out time begins when you are notified—not when the item is picked up. Please pick up your ILL item ASAP.
3. The date your ILL is due will be on the cover slip of the book, underlined in red. There is a 25 ¢ charge for each day the book is overdue. If you receive more than one ILL, please note that they will have different due dates, depending on the policies of the lending libraries.
4. If you need to renew your ILL, contact the library one week before the due date to give us time to process a renewal. Renewal requests received later than one week prior to the due date may or may not be honored at the discretion of the ILL librarian. Requests made on or after the due date will not be honored and the book must be returned. When we receive the new due date on renewed items, you will be notified. ILL items may be renewed only once. Please note that some libraries do not renew ILLs.
5. Take care of your book! Some libraries charge a \$15.00 (or more) processing fee in addition to the replacement cost if a book is lost or damaged.
6. Failure to pick up your ILL item will result in the loss of ILL privileges. Also, returning an ILL two weeks or more late will result in the loss of ILL privileges.
7. You may request no more than five ILL books at a time.

***I have read and understand the above policies and authorize the Franklin County Library to search and retrieve the following item.

Signature

PLEASE PRINT the following information.

Date: _____

Book Title: _____

Author: _____

Patron Name: _____ **Library Card No.** _____

Home Phone: _____ **Work Phone:** _____

Address: _____

FOR STAFF USE ONLY

Lenders:

ID: _____ **Due Date:** _____

OCLC: _____ **Renewal:** _____

Requested: _____ **New Due Date:** _____

Received: _____ **Returned:** _____

MEETING ROOM REGISTRATION

ORGANIZATION _____ **PHONE** _____

ADDRESS _____

**I am an authorized representative of the organization listed above. I have received and read a copy of the regulations for the use of the meeting room as adopted by the Franklin County Library Board of Trustees. Prior to my organization's first use of the meeting room, I have received a tour of the room and an explanation of the lighting, heating, door locking system, bathroom access, kitchen facilities, etc. I understand all of the regulations and the mechanical/plumbing etc. systems associated with the meeting room. I understand that groups/organizations using the meeting room are responsible for any and all damage to the meeting room or the rest of the Library that results from their use of the room. I further understand that groups/organizations using the meeting room are responsible for their individual members knowing the meeting room regulations and adhering to them. I understand that the Library reserves the right to move my organization's meeting to a smaller conference room without prior notification. There is no charge for using the meeting room during normal business hours and for up to one hour after closing. For use outside of normal business hours and the one hour grace period, the charge is \$10 per hour, with a \$10 minimum. Government agencies and government sponsored programs are exempt from any charges. Groups may not meet past 9PM in the evening or before 8:30AM in the morning.

****SIGNATURE** _____ **DATE** _____

NAME: (PRINT) _____

ADDRESS _____ **PHONE (h)** _____

_____ **(w)** _____

ALTERNATE CONTACT PERSON (PLEASE PRINT):

NAME _____ **PHONE(h)** _____

(w) _____

ADDRESS _____

STAFF USE ONLY:

UPDATED _____

INITIAL _____

UPDATED _____

INITIAL _____

UPDATED _____

INITIAL _____

UPDATED _____

INITIAL _____

AGREEMENT BETWEEN COMMUNITY SERVICE WORKER AND THE
FRANKLIN COUNTY LIBRARY

➤ **COMMUNITY SERVICE WORKERS MUST BE AT LEAST 16 TO WORK
AT THE LIBRARY!**

In exchange for the privilege of doing my community service hours at the Franklin County Library, I _____ will adhere to the following rules and regulations.

1. To be alcohol and drug free at all times while working in the Library.
2. To be neat and clean and observe the rudiments of personal hygiene. Furthermore, hats will not be worn in the building. T-shirts with inappropriate or offensive slogans are not acceptable. Torn jeans and slacks cannot be worn. No body piercing except ears.
3. To always be polite and courteous with the Library staff and members of the public.
4. To never use profane language.
5. To always demonstrate a good attitude towards the Library, its staff and members of the public while doing my community service work.
6. To not receive personal calls or visits while working.
7. To realize that I'm at the Library to work and to avoid distractions, including Ipods, MP3 players, CD players, etc.
8. To not take 'cigarette breaks' or use tobacco products while doing community service hours if I'm under the age of eighteen.
9. It is critically important that community service workers fill out their time sheets daily and that the hours and dates are correct. Finishing time should not be filled out until it's time to leave. If there is a problem with the time sheets, the community service worker should see a Library staff member immediately.
10. Community service workers must work three continuous hours before they take a 'break.' This 'break' will be ten minutes only, and the community service worker must check with a staff member first. If a community service worker needs more than a ten minute break (as an example, for lunch), he or she must sign out and then sign back in when starting work again.
11. Community service workers must begin work within 72 hours of committing to work at the Library, and they *MUST* complete at least 5 hours of work per week.

Address: _____

Phone: _____

Parent or guardian (if under 18) _____

Referred by _____

Hours _____ Hours to be completed by: _____

Tentative Schedule::: _____

I REALIZE THAT IF I BREAK ANY OF THE RULES ABOVE OR ENGAGE IN ANY OTHER ACTIVITY THAT THE STAFF MAY DEEM INAPPROPRIATE OR DETRIMENTAL TO THE LIBRARY, I MAY LOSE MY PRIVILEGE OF DOING COMMUNITY SERVICE HOURS AT THE LIBRARY AND MY CASE MAY BE REFERRED TO THE APPROPRIATE AUTHORITY.

Community Service Worker

Date

Library Representative

Date

RECEIPT OF GIFTS AND DONATIONS

DATE _____

NAME _____

ADDRESS _____

THE INDIVIDUAL CITED ABOVE DONATED THE FOLLOWING ITEMS TO THE FRANKLIN COUNTY LIBRARY:

PAPERBACK BOOKS _____

HARDBACK BOOKS _____

OTHER _____

STAFF SIGNATURE _____

TITLE _____

BY-LAWS OF THE LIBRARY BOARD OF TRUSTEES

1. Pursuant to the requirements of the general Code of Virginia, the Board of Trustees of the Franklin County Public Library shall consist of seven members or trustees, appointed by the governing body from the citizens at large. Each Magisterial District shall be represented by one trustee on the Board, and trustees must reside within the district they represent. The term of office shall be four years. No member may serve more than two complete successive terms. Vacancies shall be filled for unexpired terms as soon as possible in the manner in which members of the board are regularly chosen. A member shall not receive a salary or other compensation for services as a member but necessary expenses actually incurred shall be paid from the Library fund. A member of a Library Board may be removed for misconduct or neglect of duty by the governing body making the appointment.
2. Upon appointment, the following oath of office shall be taken by each member:
“I do solemnly swear (or affirm) that I will support the Constitution of the United States and the Constitution of the State of Virginia and that I will faithfully and impartially discharge and perform all the duties encumbered on me as a member of the Franklin County Public Library Board of Trustees according to the best of my ability, so help me God.
3. Regular meetings shall be held on the Thursday before the second Monday of each calendar month, in the Library, or at such other time and place as the Board may determine.
4. Special meetings may be held ant any time at the call of the Chairman or Secretary or at the call of any two members of the Board, provided that notice thereof be given to all members at least twenty-four hours in advance of the special meeting.
5. A quorum at any meeting shall consist of four or more members.
6. The officers of the Board shall be a Chairman, a Vice Chairman and a Secretary. Their term of office shall be for one year coinciding with the fiscal year, and they may succeed themselves one time.
7. The duties of all officers shall be such as by custom and law devolve upon such officers in accordance with their names. The Chairman shall be, ex officio, a member of all standing committees.
8. The order of business at all regular meetings of the Board shall be as follows:
 - Roll call
 - Disposition of minutes of previous meeting
 - Financial report
 - Communications

- Report of librarian
 - Reports of committees
 - Unfinished business
 - New and miscellaneous business
9. Robert's Rules of Order shall govern in the parliamentary procedure of the Board.
 10. The Library Director shall be the executive director of the policies adopted by the Board. His or her duties and responsibilities will include: (a.) the direction and supervision of all staff members in the performance of their duties, and (b) the submission to this Board of regular reports and recommendations for policies and procedures.
 11. Amendments to these rules may be proposed at any regular meeting but may become effective only after a favorable vote at a subsequent meeting. Any of the foregoing rules may be temporarily suspended by a unanimous vote of all the members present at any meeting and the vote on such suspensions shall be taken by yeas and nays and entered in the official record.

GENERAL DUTIES OF THE LIBRARY BOARD

- A. To hire a capable, trained librarian subject to approval by the governing body.
- B. To determine Library policies.
- C. To approve expenditures of Library funds.
- D. To receive gifts to the Library.
- E. To work actively for the improvement of all libraries by supporting library legislation in the state and nation.
- F. To become familiar with the State and Federal aid program and with state and national library standards.
- G. To attend Board meetings regularly.
- H. To become familiar with what constitutes good library service by reading, attending library meetings and visiting other libraries.
- I. To support the Library's service program in daily contacts with the public at large.

GENERAL DUTIES OF THE LIBRARIAN

- A. To administer the Library.
- B. To be technical advisor to the Board.
- C. To hire the staff for established positions according to the recommendations of the State Library Board.

- D. To direct the activities of the staff.
- E. To prepare the budget in consultation with the Board.
- F. To keep financial records of the Library.
- G. To select and purchase books, Library materials and supplies.
- H. To prepare and release all Library publicity.
- I. To stimulate growth of Library service.
- J. To keep the board informed about changes in library legislation and standards.
- K. To attend Library meetings.

Adopted June 6, 1985

REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

Title _____ Book ___ Periodical ___ Other _____

Author _____

Publisher _____

Request initiated by (your name) _____

Your address _____

Town _____ State _____ Zip _____ Telephone _____

Do you represent:

___ Yourself

___ An organization (name) _____

___ Other group (name) _____

1. To what in the work do you object? (Please be specific. Cite pages.)

2. Did you read the entire work? _____ What parts? _____

3. What do you feel might be the result of reading this work? _____

4. For what age group would you recommend this work? _____

5. What do you believe is the theme of this work? _____

6. Are you aware of judgments of this work by literary critics? _____

7. What would you like the library to do about this work? _____

8. In its place, what work would you recommend that would convey as valuable a picture and perspective of the subject treated?

Signature _____ Date _____

MEETING ROOM CHECKLIST

Organization's name _____

Representative's name _____

Representative's phone# _____

Date _____

Meeting start time _____

Meeting completion time _____

_____ A-V equipment turned off.

_____ Coffee pot unplugged and cleaned.

_____ Sink cleaned.

_____ Counter top cleaned.

_____ Trash placed in trash cans.

_____ Staff notified of any spills, accidents, or maintenance problems.

_____ All personal belongings removed.

_____ Furniture returned to its original set up.

_____ Lights turned out.

Comments _____

Representative's
signature _____

Turn in this sheet to a staff member at the end of your meeting.

CLOSING CHECKLIST

DATE _____

TOP FLOOR

- _____ Count money and lock in director's desk.
- _____ Check meeting room, especially after use by a group. (Check A-V closet. Make sure coffee pot is unplugged, lights out, etc.)
- _____ Check bathrooms. (Toilets flushed, lights out.)
- _____ Check large storage room.
- _____ Check hall leading to computer room, storage room, etc.
- _____ Check Story Hour Room, including A-V closet. Turn out lights.
- _____ Log off Dynix terminals.
- _____ Walk down foyer staircase. Turn out lights.

BOTTOM FLOOR

- _____ Count money and lock in director's desk.
- _____ Log off Dynix terminals.
- _____ Check bookmobile room, entrance way to basement.
- _____ Check leisure area behind biographies.
- _____ Walk through stacks.
- _____ Check bathrooms. (Toilets flushed, lights out.)
- _____ Check kitchen area. (Coffee pot unplugged. Sink and counter clean.)
- _____ Make sure patrons exit the foyer.
- _____ Unlock book drop.
- _____ Begin 'Day End.'
- _____ Turn out the lights.
- _____ ***LOCK AND CHECK ALL OUTSIDE DOORS.***

Franklin County Library System

Emergency Operations Plan, 2013

Emergency Contact Numbers

Fire/Police/Rescue	9-1-1
Franklin County Public Safety	540-483-3091
Franklin County Sheriff's Office	540-483-3000
Rocky Mount Police Department	540-483-2975
Franklin County Library Director	540-493-3098

INTRODUCTION

The purpose of the Franklin County Library System Emergency Operations Plan (EOP) is to provide guidance and direction for the libraries and staff in the event of an emergency affecting the system. The goal is to be as prepared as possible for emergencies.

It is a responsibility of all Library personnel to try to promote and protect the safety of everyone in the library—patrons and other members of the public, fellow staff, and themselves.

The senior staff person on duty in the library is responsible for coordinating the response to emergency situations. If subordinate staff members are first to become aware of an emergency, they should immediately alert the senior staff person. As soon as the senior person becomes aware of an emergency, he or she should take action or direct other staff members to take action to implement the emergency procedures outlined in this plan. (In case subordinate staff members cannot immediately locate the senior staff person on duty, they should begin implementing the emergency procedures, informing and deferring to the direction of the senior staff person when the senior is located.)

Staff members working in the children's sections of the library should give priority to locating, protecting, and directing to safety any children in their area.

This plan addresses general emergency procedures and procedures for some specific emergencies, as follows:

- A. General Emergencies (pp. 2-3)
- B. Medical/Trauma Emergencies (p. 3)
- C. Fire Emergencies (pp. 3-4)
- D. Tornado/Severe Weather Emergencies (p. 4)
- E. Earthquake Emergencies (p. 5)
- F. Vandalism/Firearms/Assault Threat Emergencies (p. 5-6)
- G. Bomb Threat/Explosion/Incendiary Devices Threat Emergencies (p. 6)
- H. Hazardous Materials Threat Emergencies (p. 7)

A. GENERAL EMERGENCY PROCEDURES

1. **Call 911** to request help.
2. **Give an alert and directions** to staff and patrons.
 - a. As appropriate, activate the fire alarm, make announcements over the public address system, and/or shout notices and directions.
 - b. Direct people away from danger and toward safety.
 - c. Cease all normal, non-emergency library operations during the emergency.
3. **Assist** patrons and staff in avoiding any or further harm and injury.
 - a. Give special attention to any injured people, children, the disabled, and the aged.
 - b. Do not use the elevator in case of fire or other emergencies where people might get trapped in the elevator. (If there are one or more handicapped people on the 2nd floor unable to exit via the stairs and in imminent danger, use your best judgment to direct or assist them.)
 - c. When evacuation is warranted:
 - (1) assist people in exiting;
 - (2) direct people to selected safe assembly area(s) outside. Evacuees should be encouraged to go to and remain in the assembly area(s), as this may help in accounting for people who were in the library, help family members find one

another, and help emergency responders in gaining information about the emergency. If there is danger in the assembly area(s), it may be best for people to flee the entire area. (The selected assembly area for the Main Library is in front of the main door of the Franklin Center; if evacuation is warranted from the Franklin Street door of the library, the assembly area is in front of the door of Angle Hardware. For the Westlake Library, the selected assembly area is in front of the Sweet Frog frozen yogurt store; if evacuation is warranted from the back door of the library, the selected assembly area is near the back door of Sweet Frog.)

(3) if reasonable, try to check all rooms, so no one is left behind;

(4) provide leadership at the outside assembly area(s).

4. **Try to restrict and limit the source of danger**, if reasonable.

5. **Inform the chain of supervision.**

B. MEDICAL/TRAUMA EMERGENCIES

Call 9-1-1. Inform the operator of the location and situation.

Make an announcement in the library asking anyone with medical training to report to the office or specific area to help.

Clear the area around the victim.

Do not move the victim.

Provide medical care for which you are trained.

Do not attempt to provide medical care for which you have not been trained.

Have a staff member meet the responding public safety unit outside and direct them to the victim.

C. FIRE EVACUATION PROCEDURES

Call 9-1-1. Inform the operator of the location and situation, including severity of fire if known.

Activate the fire alarm system by pulling the handle in the fire alarm box.

Cease all normal library operations at the outset of a fire.

Announce over the intercom or by shouting that patrons and staff should exit the building immediately.

Ask people on the 2nd floor on the main library to use the safest stairway. Warn people not to use the elevator. (If there are one or more handicapped people on the second floor who are in imminent danger and unable to use the stairs, use your best judgment on how to direct or assist them to safety.)

If the fire is small and the risk is reasonable, use a fire extinguisher to try to extinguish the fire.

Assist patrons and staff in exiting the building, giving special attention to anyone injured, children, the disabled, and the aged. Within reasonable regard for personal safety, attempt to ensure that no one is left in any room or area of the library.

In a smoke-filled area, stay low and crawl to the nearest exit.

Close all interior doors if it can be done quickly and safely. Do not lock.

Direct patrons and staff to the pre-designated, safe meeting area outside the library and encourage them to remain there until further directed by the Incident Commander.

D. TORNADO/SEVERE WEATHER PROCEDURES

When you are notified of or otherwise learn of a severe weather WARNING for tornados or thunderstorms for Franklin County, including warnings issued by the National Weather Service:

a. Cease all normal library operations.

b. Use the intercom or shout to inform all patrons that a severe weather warning has been issued.

c. Ask all people to move immediately to the lowest level of the structure, preferably to an inner room or area that does not contain windows.

d. Help direct people to this area. Movement from floor to floor should be done by stairways. Warn people not to use the elevator. (If there are one or more handicapped people on the 2nd floor unable to exit via the stairs and in imminent danger, use your best judgment on how to direct or assist them.)

e. Ask everyone to remain in the building and in the safest area there until the threat has passed. Once the WARNING has expired, give an ALL CLEAR announcement

f. After the ALL CLEAR is given, perform a walk thru of the facility, checking for any damages. Report any damages up the chain of supervision and to the Franklin County Department of Public Safety. If no damage is found, resume normal operations.

E. EARTHQUAKE EVACUATION PROCEDURES

During the shock phase, direct patrons and staff to get underneath a sturdy table or stairwell and place their hands over their heads and remain in that position until shaking ceases.

If earthquake damage is visible, or if medical needs arise because of an earthquake, call 9-1-1.

Evacuate the building as soon as the shock phase is over.

Assist individuals in evacuating the building, especially any injured people, children, the disabled, and the aged. Ask people on the 2nd floor on the main library to use the safest stairway. Warn people not to use the elevator. (If there are one or more handicapped people on the second floor who are in imminent danger and unable to use the stairs, use your best judgment to direct or assist them to safety.)

Be alert for the possibility of structural damage, including downed electrical wires, broken pipes, cracked floors, and unstable walls.

Evacuees should be encouraged to meet outside safely away from the structure in the pre-designated meeting area and await guidance from authorities.

F. VANDALISM/FIREARMS/ASSAULT RESPONSE PROCEDURES

If there is use or threat of use of vandalism, firearms, or assault, proceed as follows:

Call or ask another staff member to call 9-1-1.

If no physical violence has been used against others:

- Speak calmly to the individual or individuals in an attempt to defuse the situation.
- Remain calm. Try calmly to alert and warn patrons and staff. Use your judgment in deciding whether to try to get patrons and staff to leave the area or to remain in the area to avoid worsening the situation and possibly serving as a deterrent against violence.

If physical violence has been used against others:

- Alert the staff and patrons, using whatever means are available, that one or more individuals are present who have used violence in the library.
- Using your judgment of the situation, including such things as (a) the level of violence, (b) the location of the violent individual or individuals in terms of proximity to the exits, and (c) expectations about the arrival of law enforcement officers, advise patrons and staff whether to proceed with caution to the exits or to seek security within the library.
- Use your judgment about whether or not to try to interfere physically.

For both cases of no violence and violence, provide needed information to the responding law enforcement agencies.

Follow directions from responding law enforcement concerning the need to evacuate the building.

If necessary to evacuate the building, follow the fire evacuation procedures addressed earlier, except that a decision on remaining in a designated area outside the building may depend on the situation with respect to violence and police presence.

Provide law enforcement as much information as possible. If the threatening individual or individuals have fled, use the attached "Suspect Description Form" and complete as much as you can.

G. BOMB THREAT/EXPLOSIVES/INCENDIARY DEVICES RESPONSE PROCEDURES

If staff receives via phone or otherwise a warning of a threat of use of a bomb or other incendiary device in or near the library, or if a suspicious package (e.g., one labeled incorrectly or one with excessive postage, exposed wiring, duct tape, or otherwise unnormal wrapping), follow these general procedures:

Follow Directions on "Bomb Threat Checklist"

Immediately call 9-1-1.

Evacuate the building following the same guidelines as for fire evacuations.

The staff member who accepted any such call should be prepared to provide a full description of the conversation to the investigating law enforcement agency.

The building should remain evacuated until law enforcement issues an all-clear notice.

H. HAZARDOUS MATERIALS RELEASE RESPONSE PROCEDURES

Contact 9-1-1.

Follow the same procedures for evacuations as you would for a fire.

Mobile Media Services Priorities and Guidelines

Mission statement

The Franklin County Public Library's Mobile Media Services (Bookmobile and Library Express) deliver library services to persons who are not served or who are underserved by traditional branches because of physical, economic, social, geographic or other barriers. Mobile Media Services provides library materials and services to people of all ages.

The Bookmobile and Library Express are committed to serving as an effective extension of the Franklin County Public Library by providing library materials and timely personal services to communities, neighborhoods and individuals.

The Bookmobile is committed to promoting early childhood literacy development by providing services and age appropriate materials to daycare providers and elementary schools. The Franklin County Library also believes that school media centers are essential for supporting the curriculum needs of a school; the bookmobile will not be used to supplant those efforts. The Bookmobile provides complementary services to schools and will target schools in areas where there are economic, geographic, or other barriers to student access to the traditional library.

The Bookmobile is a branch of the Franklin County Public Library system and you can use it similarly to a fixed branch. Materials borrowed from the Bookmobile can be returned on the subsequent visit. Materials borrowed from the Bookmobile can be returned to it or any of the other branches. Likewise, materials borrowed from other branches can be returned to the Bookmobile. You can also renew materials on the Bookmobile or request specific titles that you can pick up at the next visit to your stop. The Bookmobile does not carry cash or

accept riders. The Bookmobile is a wireless hot spot and provides internet service during its stops.

Bookmobile Service priorities

- Outlying communities with limited access to an established library.
- Senior/Care/Youth facilities.
- Community Events.
- Provide information to people of all ages and abilities for their recreation, education and lifelong learning
- Introduce non-users to library collections and services
- Conveniently provide popular materials in a variety of formats that will increase library use and encourage a lifelong desire to read
- Support mini-branches and pre-school outreach
- Increase visibility of the library and the Friends of the Library by generating a positive image throughout the entire community

Guidelines

Stops range from 30 to 180 minutes depending on usage and need. The schedule will be arranged to provide optimum and visible service to the largest number of residents as efficiently as possible.

Criteria to establish, modify, or discontinue bookmobile stops

Due to limited staffing, operating hours, and budget constraints, the bookmobile cannot visit all areas of potential need. The following criteria are typically used to select bookmobile stops.

- Bookmobile stops must be within the Franklin County Library service area.
- The stop should reflect the mission of Franklin County Public Library Mobile Media Services
- Potential stops will be evaluated and selected according to their service priority.

- Sufficient staff and resources must be available to add a stop.
- The stop must provide ample room to maneuver and park the bookmobile on a level, solid parking area.
- The stop must provide maximum accessibility and safety for customers and staff; and sufficient parking area for patrons.
- Population density and proximity of other library facilities or stops will be considered in establishing or continuing bookmobile stops.
- Maximum efficiency of bookmobile routes and travel time throughout the area served will be considered in adding new stops.
- Easily integrate into the existing schedule.
- The stop can be advertised and promoted by the Library
- Preference is given to visible locations that are community centers and/or provide other community services.
- The Bookmobile schedule will be adapted to respond to usage of service including circulation, door count, reference questions, and other library services.
- Stops are evaluated in an ongoing basis. The library reserves the right to cancel/change/move a stop at any point if it feels the arrangement is not the best use of library resources in order to allow service to other areas.

Library Express

The Library Express service seeks to provide library materials to Franklin County Residents who are unable to visit the library according to the criteria below.

Library Express delivery includes the selection of materials by library staff and delivery of those materials by library employees.

Eligibility

If you live in Franklin County and are restricted to your home temporarily or permanently because of illness, disability, or related issues, you may use the Franklin County Library Express service.

- To receive services, you must be a homebound resident of Franklin County and unable to visit the library due to physical disability or chronic illness.
- Residents are to be considered homebound if they have a condition (due to illness or injury) that restricts their ability to leave their place of residence, except with the aid of a supportive device such as crutches, canes, wheelchairs, and walkers, the use of special transportation, the assistance of another person or if leaving home is medically contraindicated. In most circumstances, if a resident drives he/she would not be considered homebound.
- You'll also need a library card in good standing to receive services. If you do not currently have a library card, we can sign you up for one.
- Library materials are delivered once a month, at present based on a seasonal schedule.
- There is no charge to participate, if eligible. Because we schedule pick-up of materials, there are no overdue fines. However, you are responsible for the care of library materials and for ensuring they are available at the scheduled pickup time and location. If you lose or damage materials, you will be charged the cost of the item.