

King and Queen County Public Library Policies

Table of Contents

Introduction	2
Customer Service	3
Patron Code of Conduct	4-5
Circulation Policy	6-8
Collection Development Policy	9-12
Book Donations	13
Confidentiality of Library Records	14
Internet and Technology Usage	15-16
Meeting Room Policy	17
Library Programming	18-19
Volunteers	20
Hours of Operation	21

Introduction

The mission of the King and Queen County Public Library is to inspire our community to be life-long learners by offering exceptional library services. The library policies presented in this document reflect our best effort to fulfill this mission.

Customer Service

Policy Statement:

Library staff will strive to deliver the best customer service experience possible for all library patrons.

To ensure that our customer service goals are met, library staff will:

- Greet all patrons when they arrive in the building.
- Offer courteous, prompt service to all library visitors.
- Listen and value input from all library visitors.
- Answer inquiries to the best of their abilities or find someone who can answer the question.
- Help patrons locate items in a courteous manner.
- Respond to behavior or actions inconsistent with the orderly conduct of library operations on the part of library patrons with warnings or other actions as stated in the Patron Code of Conduct.
- Respect patron privacy and confidentiality.

Patron Code of Conduct

Policy Statement:

The purpose of the Patron Code of Conduct is to ensure the library facilities provide a welcoming climate of respect and comfort for library patrons and staff. All library patrons are expected to adhere to the Library Code of Conduct approved by the Library Board of Trustees and display appropriate behavior when using any branch of the King and Queen County Public Library.

Inappropriate Behavior

Depending on the nature of the inappropriate behavior, and when possible, staff will first remind patrons about appropriate library behavior before taking the stronger measures of banning or asking the patron(s) to leave the library.

Inappropriate conduct includes any individual or group activity which is unreasonably disturbing to other library patrons. Threats of any kind, whether imminent or in the future, towards library staff and patrons, are strictly prohibited. These include assault, fighting, and other acts of violence. There shall be zero tolerance for threats, confrontational behavior, or violent actions of any kind toward library staff or patrons, and such actions shall be reported to the police/sheriff.

Irresponsible use of the library and groups include but are not limited to the following:

- Any illegal activity including stealing, damaging, or altering any library property.
- Disruptive, drunken, or threatening behavior including cursing and making obscene gestures.
- Acts of sexual misconduct, including but not limited to indecent exposure; offensive touching; sexual harassment; displaying pornography; stalking or staring; any conduct that alarms, annoys or harasses another patron or staff.
- Unacceptable personal hygiene. Shirt and shoes must be worn in the buildings.
- Possession of a weapon except as permitted by law or exhibiting any item in a threatening manner.
- Consumption of alcohol, intoxicants or tobacco, including e-cigarettes.
- Bring animals into the building except properly identified service animals, or animals used in the library programs.
- Soliciting money, donations, signatures, or other activities that request assistance from the public.
- Entering before opening hours or after the library has closed.
- Using the library when banned.
- Photographing or recording users of the library without their permission and permission of the library staff.
- Performing any illegal act or conduct in violation of federal, state or local law, ordinance or regulation.

All bags are subject to search by staff based on reasonable suspicion. Any patron who has engaged in inappropriate behavior may be asked to immediately leave the building and or grounds. Any person who is asked to leave the library and refuses to do so shall be considered to be trespassing and shall be reported to the police/sheriff and may be subject to permanent banning from the library and or arrest.

The decision to ban a patron based on inappropriate behavior shall depend upon the nature and extent of the inappropriate behavior, the extent of damage or disruption resulting from the behavior, and history of prior infractions of library policies, and other relevant circumstances.

Banning Process for Patrons

Management staff shall issue a written ban letter to the individuals(s). The letter shall indicate the reason for the ban and the time period of the ban. Letters will be copied to all library supervisors, the Director and the police/sheriff department. A written incident report will also be sent to the Director. Any person who enters the library while banned shall be reported to the police/sheriff and will be subject to arrest and prosecution for trespassing. If the Director agrees with the ban and the length of the ban, the Director shall issue a decision in writing confirming the action. If, after consulting with staff and the banned patron, the Director deems it appropriate to rescind or modify the terms of the ban, the director shall notify the banned patron in writing of the Directors decision and specify the reason for the rescission or modification.

A banned patron may appeal the decision of the Director by written request to the Library Board of Trustees. The Library Board of Trustees shall consider the appeal at their next scheduled Board meeting. At that meeting, the library staff/Director and the banned patron shall have an opportunity to provide testimony and other relevant information for the library board of trustees to consider. During the appeal period, the individual may not use the library. If the library patron is under the age of 18, the letter shall be sent to the child's parent.

Circulation Policy

Policy Statement:

King and Queen County Public Library welcomes the use of the library by individuals of all ages to support their personal, educational and professional needs. The purpose of the library's circulation policy is to facilitate community access to the materials and information in the library while protecting these materials. Individuals who are issued a library card agree to abide by these regulations.

Library Card Registration

King and Queen County Public Library cards are available at no charge to all residents of King and Queen County, non-residents who own a business in King and Queen or are employed in King and Queen County. Other non-residents must pay a one-time fee of five dollars (\$5.00) to obtain a library card. For children under the age of 18, non-resident cards will cost one dollar (\$1.00).

Individuals wishing to register for a library card may do so at the King and Queen County Public Library or through the library's Online Public Access Catalog. Verification of identity and residence is required to obtain a library card and must be done in-person at the King and Queen County Public Library or at a designated location determined by the Library Director. Applicants must complete a registration form and present proof of identity and current address. A photo ID with current address is preferred. Identity can be verified by presenting at current driver's license, any current picture ID issued by a governmental agency, school or military ID. Residency can also be established through a piece of mail received at the current street address with a recent postmark, a lease agreement, or current vehicle registration.

Authorized users may be added to a patrons King and Queen Public Library Card **IF** the authorized user has a valid King and Queen Public Library card **and** the authorized user is added by the cardholder. The purpose of authorized users is to pick up books ordered by the card holder.

Non-residents must also present proof of their connection to King and Queen County, such as a current paid tax statement, pay stub, business ID, or other proof of employment.

For Children under 18, applications must be completed and signed by the parent, guardian or other eligible adult as the responsible party. By signing, the responsible party agrees to assume responsibility for proper use of the library card, as well as payment of fees for lost or damaged items. The responsible party must also have a library card in good standing and present their identification as outlined above. Once a child reaches the age of 18, they must re-register under their own signature as an adult. Any fines or other charges become the responsibility of the applicant.

For those patrons experiencing homelessness, the library will accept proof of school enrollment or temporary or transitional housing access as proof of residence. A valid active email address or cell phone number is preferred as a point of contact to the account holder.

All library cards update every two years. Library cards can be renewed by verification, in person, or by telephone of current address and/or other identification used to establish eligibility. Accounts that have not been renewed, and have no other activity, may be deleted after five years. Accounts that are blocked due to lost or damaged book fees will not be deleted until account is rectified.

No fee shall be charged for the initial library card for county residents. A one dollar fee will be charged for any replacements. Lost or stolen cards should be reported as soon as possible to prevent unauthorized use of the library card account. Patrons are responsible for any items checked out on their library card before the card is reported lost or stolen. To get a replacement card, patrons will be asked to show their current photo ID.

By registering for a library card, individuals agree to abide by the policies of King and Queen County Public Library. Any person who wishes to borrow materials, use public computers, or utilize the library's e-resources must have their own card. Sharing library cards or checking out materials or computer passes for another individual will not be permitted, except when a parent or guardian borrows materials for their young children. All cardholders agree to return all materials in good condition and to pay all fees associated with the account.

Check Out Privileges

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

Patrons are limited to having 10 items checked out at any one time. Patrons are limited to having 3 new books checked out at any one time.

The following loan periods have been established to provide library patrons with an adequate amount of time to both use library materials and return them, so they are available to be used by other patrons.

- Books and audiobooks are due three weeks after the checkout date.
- Movies are due five days after the checkout date.
- Items designated as Reference or Genealogy cannot be checked out and must be used while inside the library.

If the due date falls on a Sunday or holiday when the library is closed, the due date will be extended to the following day.

Items may be renewed twice in person, over the phone, or using the library's website. After the second renewal, patrons must return the items to the library. These items may not be checked out again on the same day by the same patron. The Library Director may, at their discretion, override this limitation if the patron can demonstrate a need for the particular item. Items that are reserved for another patron may not be renewed.

All circulating items may be reserved or placed on hold for patrons to pick up. The patron must have a valid library card in good standing to place a hold. They must also have a phone number or valid email address on file. Items will be held at the front desk for five days. If not checked out within five days, items will be returned.

Items not returned or renewed by the due date are considered overdue. Notices may be sent via telephone, email or postal mail to recover items. Library materials are considered lost six months or 180 days after their due date. Patrons may also notify the library that they have lost an item before that period has ended. Damaged materials are those that are returned in poor or otherwise unusable condition. Patrons are responsible for the full replacement cost of any lost or damaged items. If no price is listed on the record, then the Library Director will determine the cost. No refunds will be offered if a lost item is found and returned later. Replacements of lost or damaged items will not be accepted as payment under any circumstances. Unpaid charges for lost or damaged items remain on the patron's account indefinitely and may be reported to a collection agency.

If a patron notifies staff that their returned an item that has not been checked in, staff will check the shelves at all branches for the item. If the item is found on the shelf, the item will be checked in and any fines removed from the patron's account.

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

Collection Development Policy

The goal of the collection is:

1. To facilitate continuing education, both formal and informal;
2. To supply sources of information in all fields of knowledge in order to meet the basic informational needs of the community;
3. To provide practical and vocational information that will improve occupational capabilities;
4. To encourage the development of reading skills;
5. To encourage informed discussion of contemporary problems by providing materials on different or innovative cultures, experiences and thinking;
6. To support the educational, civic and cultural activities of groups and organizations;
7. To encourage intellectual, aesthetic, creating and spiritual growth;
8. To promote and market the use of books and other library materials for recreation and enjoyment;
9. To encourage maximum use of the collection by the greatest number of persons;
10. To support the democratic process by providing materials for the education and enlightenment of the community.

The King & Queen County Public Library believes that confidential and unrestricted access to information is essential for people to exercise their constitutional rights, that reading, listening and viewing are individual matters and adheres to the principles of the American Library Association outlined in its Freedom to Read statement. Only parents or guardians have the right and responsibility to restrict the material for their own minor child(ren). The library does not stand in place of parents (in loco parentis).

Selection

The initial responsibility for materials selection lies with the Library Director or their designees. All staff members and the general public may recommend materials for consideration. The ultimate responsibility for material selection, as for all library activities, rests with the Library Director.

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

The following principles will guide the selection of materials in all formats:

- Anticipated demand
- Physical space limitations
- Relevance to community needs and interests and also to Library's mission and service roles

- Accuracy
- Reputation and/or authority of author, editor or illustrator
- Library merit
- Relation to existing collection and to other materials on the subject
- Price and availability
- Format and ease of use
- Scarcity of information in the subject area
- Attention of critics, reviewers, media and public
- Specialized library staff development materials

The following types of selection aids may be used in the collection of materials:

- Professional Journals
- Databases
- Local and national periodicals
- Online sources

Collection Maintenance

It is necessary to continually maintain a library collection. New materials will be added according to the above principles, and older materials containing outdated information may be removed. Materials may be removed from the library's collection based on age, accuracy, condition or lack of space. In accordance with library guidelines, staff will make every effort to transfer items in usable condition but no longer needed in the library to the Friends of King & Queen Public Library.

Reconsideration

Once an item has been accepted as qualifying under the selection policies and rules it will not be removed at the request of those who disapprove of its selection unless it can be shown to be in violation of these policies and rules.

There is a formal procedure for the reconsideration of materials. Library personnel are available to discuss the interpretation and application of these selection principles. Individual items, which in and of themselves may be controversial or offensive to some people or staff, may be elected if their inclusion will contribute to the range of viewpoints in the collection as a whole. Materials under consideration will remain available to patrons until a decision has been made.

For a reconsideration to be considered, the "Request for Reconsideration Form" must be completed in full. The patron submitting the request must hold a valid King & Queen County Public Library card and the title must have been reviewed by the patron. Upon receipt of the completed and signed Request for Reconsideration Form, the Library Director will respond to the complainant in writing (either by email or regular mail) within thirty days. The response will indicate the action to be taken, if any, and the reasons for or against the request.



King and Queen County Public Library
Request for Reconsideration Form

Please complete this form and return to the Library Director.

Date _____

Name _____

Phone: _____

Address _____

City _____ State _____ Zip _____

Email _____

Are you a member of King and Queen County Public Library?

- Yes
- No

King and Queen Library Card # _____

Title of item of concern _____

Author of item of concern _____

What brought this item to your attention? _____

What concerns you about this item? _____

Did you read, listen or watch the entire work?

- Yes
- No

If not, what parts did you read/view/hear? _____

What do you find objectionable about this item? _____

Have you read any professional reviews of this work? If so, please describe.

What action are you requesting the Library consider? _____

Are you willing to meet with the Library Director to discuss this item?

- Yes
- No

Patron Signature: _____

Library Director Signature _____

Date Received _____

Donation of Books or Other Printed Material

Policy Statement:

King and Queen County Public Library welcomes the donations of books and other printed materials from our library card holders.

Use of Donations

Patrons donating materials to the library should understand that those materials could be added to the collection, placed on the sale shelf, or disposed of by library staff. Library administration has final say on how the materials should be used. Patrons are asked to keep donations to less than 25 items. Library staff will provide a Materials Donation Form that includes the number of items donated. However, staff may not itemize or estimate the value of the donation. Donations should be in good condition with no markings, tears, or damage.

Confidentiality of Library Circulation Records

Policy Statement:

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

Library Records

According to the provisions of the Virginia Freedom of Information Act (§ 2.2-3705.7.03), access to library records, including borrowing records, of patrons under 18 years of age shall not be denied to the parent, including a noncustodial parent, or guardian of such library patron.

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

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

Internet and Technology Usage Policy

Policy Statement:

King and Queen County Public Library offers computers to meet the needs for legitimate Internet and computer usage by our Library's card-holding members. Use of these computers is a privilege that may be revoked if they are used in an inappropriate, irresponsible, or unacceptable manner, or for illegal acts or purposes (which may be subject to prosecution by local, state or federal authorities). Examples of such prohibited behavior include:

- Damaging or altering software components of any network or database.
- Downloading to the hard drive of the library's computers.
- Unauthorized use of computer accounts, access codes, or network identification numbers.
- Attempting to modify or gain unauthorized access to files, passwords, computer security, or data deemed unavailable for public use.
- Destroying or damaging equipment, software or data belonging to the library or others.
- Unauthorized copying of copyright-protected materials.
- Using Library computer equipment and communication services to send, receive, view or download illegal materials via the Internet.
- Harassing, bullying, libeling or slandering.
- Using Library computers, whether on or off the Internet, to interfere with the activities of the library or its network or to violate Virginia Code S 18.2-374. 1.1 (child pornography), Virginia Code, S 18.2-372 – S 18.2-374 (obscene materials) or S 18.2-390 (materials deemed harmful to juveniles). Violations of the law will be reported to appropriate law enforcement authorities.
- Violating network usage policies and regulations as posted

Guidelines for Acceptable Computer Use

To use library computers, patrons must present their own library card or photo ID. Patrons may not check out a computer pass for use by another person. Individuals who are visiting for a short time may be allowed to use a library's computer by presenting a current photo ID. Users who have blocked accounts will not be allowed to use library computers. Children under the age of thirteen must be under the direct supervision of a parent or guardian. Children thirteen to fifteen may use a computer without direct supervision but a parent or guardian must be inside the library.

Use of another person's library card or computer pass is prohibited. Computer privileges may be suspended or denied to anyone who uses another person's library card or computer pass with or without their permission.

Computers are available on a first-come, first-served basis. To ensure fair access for all patrons, all computers will have a limit of one hour use. If no one is waiting for access to a computer, patrons can continue to work after the one-hour limit. All public computers will be turned off 10 minutes before closing.

Wireless Access

Wireless access is available for those who bring in their own laptop computers or telephone with internet capabilities. The public wireless network is not secure and appropriate precautions should be made by the user. Users wishing to use the library's wireless network must ask the front desk for the current log-in and password. Library cards are not required to access the wireless network, but patrons will be required to accept the Internet Acceptable Use Policy upon connection.

Printing and Downloading

Users may print electronic files using library computers. At this time, wireless printing is not available. Black and white printouts are 20 twenty cents per page. Color printing is not available from library computers. Please ask for assistance before printing. Computer users are responsible for the cost of all pages printed.

Any data left on a computer's hard drive will be deleted. Patrons must use their own devices when saving information. Users must adhere to copyright and software licensing when downloading files. The library is not responsible for loss of data that may occur when printing or saving items to a storage device.

Staff Assistance

Library staff provides limited assistance for basic start-up procedures but cannot offer in-depth personal instruction in the use of personal computers or software applications other than the library's own access catalog and electronic databases. Help with accessing the library's wireless network may be available, but the library cannot provide technical assistance with configurations or troubleshooting.

Patron Responsibilities

By registering for a library card, patrons agree to abide by the terms of this policy. Users assume complete financial responsibility for any damage they or their children may cause to computer hardware or software. To avoid crowding, no more than two patrons may occupy a computer workstation. The library reserves the right to limit that number when necessary. Staff may make exceptions for special circumstances. Patrons are required to use headphones to listen to audio/video files while inside the library.

Meeting Room Policy

Policy Statement:

The King and Queen County Public Library meeting rooms will be available on equal terms to all community members regardless of their beliefs or affiliations.

Library Meeting Room Availability

Library meeting rooms are available to non-profit organizations, civic and community groups, educational and school groups; study and tutoring groups; religious groups; government agencies; and businesses meetings for non-commercial purposes. Persons aged 18 and over may reserve meeting rooms.

Meeting rooms may not be used for social gatherings; fund raising events (except those benefitting the library) the sale, advertising, or promotion of commercial products or services; solicitation for offsite sales; nor any event where an admission is charge.

Library and Library-sponsored activities have priority in advance scheduling of meeting rooms. King and Queen County Public Library limits the amount of time in advance rooms may be requested to ensure room availability for library programming and equitable availability of the rooms. Use of the meeting rooms must not interfere with, impede or disrupt the public's normal use of the library. The library Director may deny a meeting room reservation request if a meeting may cause a substantial disruption in regular library services.

Registrants using the library meeting rooms must have a valid Library card in good standing. Use of the rooms will be assigned on a first come/ first served basis. Meeting rooms are only available during the library's standard days and hours of operation. Meetings must conclude and the meeting room returned to its original state 15 minutes before closing time. Registration may be made up to 3 months in advance and must be made by completing the Meeting Room Registration form online.

Programs and activities sponsored by the library take precedence in scheduling. Registrants must attend the meetings for which they have reserved the room. Users of the meeting room must abide by all local, state and federal laws, ordinances and regulations, including occupancy limits. In case of unforeseen circumstances such as weather or facility issues, the meeting room may be unavailable, or the library

may be closed. Staff will attempt to contact registrants; however, it is the responsibility of registrants to confirm that the library is open and the facility is available.

Library Programming

Policy Statement:

The King and Queen County Public Library provides free and open access to services, resources, and programs that foster literacy, cultural appreciation, personal growth, and community connections.

Programming Guidelines

Programming is a fundamental component of library service that services many purposes including introducing attendees to library resources and materials, providing learning and entertainment opportunities to meet the informational and entertainment of those in attendance, and raising awareness and visibility of the library within the community.

Programs are free and open to all individuals and may be offered on, or off-site at the discretion of the library. The library partners with other agencies, organizations and individuals to present programs that further the library's mission.

The following criteria will be considered by staff in making decisions about programming topics, speakers and performances:

- Community needs and interests
- Budget
- Availability of space and staff
- Presentation quality and suitability for the intended audience
- Presenter qualifications
- Educational significance
- Relation to library collection, resources and mission

Unsolicited offers from individuals and organizations to present programs will be evaluated by the same standards used when planning Library programming. Programs will not be offered or approved that support or oppose a specific religion or political view. Library programs may address religious or political themes to educate and inform, not to promote, observe or proselytize a particular religious or political

conviction. Holiday programs may be offered for the entertainment of library customers. Reasonable accommodations will be made to ensure that programs are accessible to all who wish to attend and participate. When limits must be established, attendance will be determined on first come, first serve basis, either with advanced registration or at the door. Library staff has the discretion to cancel programs, to be rescheduled or not.

Presenters may not solicit business before, during or following a program. However, recognizing that program attendees may wish to purchase items by performers, the library may permit the sale of such items in conjunction with a library-sponsored program. All plans to sell such items must be arranged in advance and approved by the library Director. Program presenters are responsible for handling of all sales.

The library reserves the right to use video or photographs taken of program participants for internal use, publication, and use in library promotional outlets, and for evaluation purposes. Presentations at the library by any groups or individuals should not be considered evidence of the library's endorsement of the ideas expressed in the programs.

Library Volunteers

Policy Statement:

King and Queen County Public Library encourages the assistance of volunteers to help the library fulfill its mission.

Library Volunteer Guidelines

Volunteers are to supplement, extend and enhance the services and activities of the library, not replace, the work of staff. To ensure a successful volunteer program, the library will: consider any individual for participation in the volunteer program, provide volunteers with specific job assignments, and schedule and train all volunteers.

All volunteers must agree to follow all library policies and procedures, particularly those relating to confidentiality of library records.

Library Hours of Operation

Monday 10am-6pm (8 hours)

Tuesday 10am-6pm (8 hours)

Wednesday 12pm-8pm (8 hours)

Thursday 12pm-8pm (8 hours)

Friday 10am-2pm (4 hours)

Saturday 10am-2pm (4 hours)

40 hours total