

# **Boone County Library**

## **Patron Policy Manual**

**Effective 8/1/2023**

# Table of Contents

<b>Circulation Policies</b>	<b>3</b>
Library Cards	3
Loan Periods, Limits and Renewals	4
Interlibrary Loan Policy	5
Overdue Materials, Fines and Fees	6
Overdue Notices	6
Damaged Materials	7
Reserving Materials	7
<b>Code of Conduct</b>	<b>8</b>
Patron Rights	8
Staff Rights	8
Code of Conduct	9
Loss Of Privileges	10
<b>Administrative Policies</b>	<b>10</b>
Patron Confidentiality, Librarian Code of Ethics, and the Patriot Act	10
Video Security Footage	11
Collection Agency/Criminal Charges	11
Counterfeit Money	11
Closing Procedures	11
Unattended Children	12
Tax Forms	12
Inclement Weather Closures (Snow Days)	12
Pandemic Policy	13
Service Animals	13
Website	14
<b>Resource Use</b>	<b>14</b>
Computer and Internet Access	14
Termination of Internet Privileges	16
Wireless Access	16
Displays/Mezzanine Policy	17
Display/Mezzanine Application & Policy Agreement	20
Meeting Room Policy	21
Meeting Room Application & Policy Agreement	23
Programming	24

Bulletin Board	24
Copier, Printers & Fax	25
Public Use Telephone	25
<b>Gifts, Memorials, and Donations</b>	<b>25</b>
American Library Association Policy Regarding Gifts	25
Materials Gifted	26
Memorials	27
Art Donations	27
Major Gifts	28
Special Collections	28
Letters to Donors	28
<b>Reference Policy</b>	<b>28</b>
Reference Requests	28
<b>Services Provided</b>	<b>29</b>
Homebound	29
Proctoring Exams	29
Genealogy/Research	30
<b>Volunteers</b>	<b>31</b>
Volunteer Guidelines	31
Orientation for Volunteers	32
Examples of Dismissal	32
Responsibilities of Staff Working with Volunteers	32
Library Bill of Rights	33
Volunteer Application	34
<b>Collection Development</b>	<b>35</b>
Collection Weeding	35
The ALA Freedom to Read Statement	36
Selection Objectives	39
Selection Criteria	39
Library Board Delegation of Selection Responsibility	39
Controversial Material	40
Challenged Material Policy	41
Challenged Material Form	42

# Circulation Policies

## ***Library Cards***

If you are a **resident** of Boone County you are eligible for a free library card. People who reside in the Newton, Searcy, Carroll, Madison & Marion Counties are eligible for a free card. People who attend school, work or own property in Boone County are also eligible for a free library card.

Those who are **non-residents** and do not meet the qualifications for a free card may obtain a Library card for a \$20.00 annual fee per person.

To obtain a library card, you must present both of the following:

1. Photo identification, e.g. driver's license, passport, school ID, etc
2. one proof of address, e.g. utility bill, property tax receipt, rental agreement, etc

Non-residents eligible for a free library card because they own property, work or attend school in Boone County must also show proof, e.g. tax bill, school registration or pay stub.

**Children** under 18 or dependents must be accompanied by a parent or legal guardian when applying for a library card. The parent or legal guardian must provide the documents listed above. The records of family members will be linked together within the Circulation system. Children who have cards without a parent in the system will be linked together.

**Cards will expire** every two years. At that time, patrons will be asked to provide proof of current address e.g. driver's license, utility bill, property tax receipt, rental agreement, etc. Renewals may not be done over the phone.

**Probationary patrons** are patrons who receive a new card or have had issues on their account or fines over \$100. These patrons will be placed on probationary status for one year. The checkout limits on these patrons will be lower than patrons with long good standing accounts. See chart in loan periods, limits and renewals. After one year, patrons may request to be removed from probationary status. Probationary patrons may not join book clubs.

New applications will not be processed 30 minutes or less before closing

Ebooks are available to patrons with a valid Boone County Library card.

**Internet cards** are given to local students. These cards may be used to access the computers and internet at the library and access all online databases including Ebooks.

**When checking out items**, patrons are required to present his/her card or photo identification at the circulation desk. Patrons are responsible for notifying the library of any change of name, address, or phone number. Patrons may **checkout on another patron's account** only with **written consent** of the other patron. This includes picking items up, to address issues with an account, and all inquiries

of an account. The patron giving consent is responsible for all fines and lost items. The patron giving consent must come in person to the Boone County Library and present the written consent to library staff. The written consent will be attached to the patrons library card and a note will be added to their account. The owner of an account must come into the Library and request in writing to remove any patrons who were previously given permission to use their account. Guardians of minors under eighteen (18) are entitled to see the minor's library record and are responsible for all charges and lost items.

Patrons may make payments toward their accounts but are prohibited from using the library or library resources until the balance is below \$5.00, including use of family/friends accounts.

Patrons who have **lost** his/her Boone County Library card may apply for a new card by showing photo identification.

Cards for in library use may be created by staff for such activities as programming and repairs. These accounts will have checkout periods longer than the patron accounts.

### ***Loan Periods, Limits and Renewals***

<b>Material Type</b>	<b>Maximum Items Out Long Good Standing Accounts</b>	<b>Maximum Items Out Probationary Accounts New &amp; Patrons Repairing Accounts</b>	<b>Maximum Items Out Per Family</b>	<b>Maximum Days Out</b>	<b>Renewable *</b>
Books	Unlimited	10	N/A	21	Yes
Dvd/Blu-ray	4	2	N/A	7	Yes
Audio Books	4	2	N/A	21	Yes
Music CD's	4	2	N/A	21	Yes
Magazines	6	2	N/A	21	Yes
Kindles	1	0	N/A	21	Yes
Computers	1	0	1	7	Yes
Console Games	1	0	1	7	Yes
Fishing Poles	1	1	N/A	14	Yes
Reference	0	0	N/A	0	N/A
Genealogy	0	0	N/A	0	N/A
*Items with requests are not renewable					

All materials except those that are in special demand, those that cannot be replaced, including rare and fragile items, or of a special format, will be loaned for home use under library regulations and procedures. Items that **do not circulate** include reference materials, the genealogy collection, FOL daycare books, challenged materials and the archived collection.

Eligible items may be **renewed** in the library, by telephoning the circulation desk, by using the card catalog or by auto renewal. In order to renew via the card catalog, library patrons must set up a password by contacting the circulation desk. Library patrons who wish to renew by phone or via the card catalog are advised to do so in advance of the due date in case his/her items cannot be renewed.

In situations where library patrons have not met cardholder responsibilities, the Library reserves the right to **adjust loan rules** or further limit the number and type of items that can be borrowed. During emergency situations such as internet failure, power failure or pandemics loan rules will be adjusted.

Drive Thru - All items must be reserved in advance using our online system or by calling the library at 870-741-5913. Limit 4 checkouts per card. Drive thru may be closed during some hours at the discretion of the Director.

### ***Interlibrary Loan Policy***

To obtain ILL loan materials, patrons must fill out an interlibrary loan request. Patrons must have a valid Boone County Library card in good standing before the request will be processed. Patrons under 18 years old must have a parent or legal guardian fill out the request form. Requests must be readable, signed and adequate information listed. Requests may take several weeks.

Loan requests will be assessed a **\$5** per item fee which will be payable when the requested item is picked up and will be charged to the patron whether the item is picked up or not. Patrons who fail to pick up two times will result in suspension of Interlibrary Loan privileges for 6 months.

**ILL due dates** are set by the lending library; ILL items will be checked out with the due date given by the lending library regardless of when the patron checks the item out.

Items borrowed from another library may be **renewed** if the lending library allows renewals. If an interlibrary loan item is not returned by its due date, it will be considered **overdue** and the library will charge a late fee of \$5 plus any additional charges from the lending institution. Items returned **damaged** will result in a \$5 processing fee plus any additional charges from the lending institution.

Patrons may not have more than 5 **pending ILL requests** at a time.

## ***Overdue Materials, Fines and Fees***

It is the responsibility of the library to maintain a collection of materials to be shared by library patrons. It is also the responsibility of the library to govern the use of such materials shared with, or borrowed from, other libraries. The goal of the library is to recover materials held beyond the agreed loan period, in good condition, for further use by the community.

Fines, fees and other charges are set by the Boone County Library Administrative Board. Patrons are responsible for all items checked out on his/her card. Unpaid fines and charges may be turned over to a collection agency. At that time, a non-refundable and non-negotiable collection fee will be added to the patron's account. Only days the library is open will count toward the number of days items are **overdue**. The library may choose to set an **amnesty** period during which overdue materials may be returned without charges. As of 2020, the amnesty period is 5 days. After the amnesty period, the fine will be calculated from the first overdue day. A charge of ten cents per day is charged for each overdue item up to a **maximum of \$5.00 per item**. Overdue charges are waived for **seniors** over age 60.

If an item is **overdue** more than **three months** it will be withdrawn from the collection and the patron charged the publisher's/manufacturer's retail price. If the item is **returned** to the library in good condition **within six months** after it has been withdrawn, the Library Director or a designated staff member will make a determination as to the fees to be charged. The value of the item to the collection and whether it has already been replaced will be considered in this evaluation. Patrons with **account balances of \$5.01 or more** will be denied borrowing privileges and computer use until the debt is paid below \$5. If an item is paid for; the late fee will be waived. A patron may **replace a lost item** at the discretion of management.

Patrons may **request a refund** of payments made for lost items. They must have a receipt, wait until 10 business days have passed and no more than 60 calendar days.

## ***Overdue Notices***

A first notice listing overdue materials will be sent by phone/text/email to the patron approximately one week following the date due. The auto calling feature may be used.

A second notice listing overdue materials will be mailed to the patron approximately one week after the first notice. The auto calling feature may be used.

A final notice listing overdue materials will be mailed to the patron approximately one week after the second notice.

For patrons without a phone/text/email, a letter will be sent for all notices. It is the patrons responsibility to ensure contact information including phone numbers, email address and mailing address are updated.

## ***Damaged Materials***

When items are returned damaged, the patron will be notified by phone.

Items **damaged beyond repair** will be kept at the back circulation office for 3 months. After that time, a photo will be taken and kept on file for 1 year. After 1 year, patrons are not eligible to request removal of charges.

Items with **minor damage** will be charged \$5. This charge is to pay for missing parts and the supplies/employee time of small repairs. Examples of minor damage include but not limited to missing case, water damage dvd case inserts, stickers, corner chew, dog ears, etc. **Major damage** will result in a charge of item replacement value. Examples of major damage include but not limited to urine, feces, food, bugs, writing, highlighting, wet books, chew marks affecting more than corners, etc.

Missing and damaged items of special collections such as **computers and kindles** will be charged the current replacement cost.

## ***Reserving Materials***

Reserves may be placed on all circulating items. A reserve is a hold placed for an item in the collection that is checked out or otherwise unavailable. A **reserve may be made** by contacting library staff in person, by phone or online using the card catalog. A **maximum of four holds (two for probationary patrons)** are allowed per patron including online, phone or in person. Patrons may fill out a blue suggestion to purchase form (**Limit 5 per month per family/address**), however purchases are not guaranteed. Once the reserve arrives in the library, the patron will be contacted via phone, email or text. Employees will attempt to call a patron three times where there is not an answer. The item will be **held at the circulation desk for seven days**. Patrons must wait seven days after the hold has expired to request the item be placed on a new hold. When more than one reserve is placed on an item a queue will be established, each hold will be filled in the order it was received from patrons.

# Code of Conduct

## ***Patron Rights***

Boone County Library patrons have a right to expect certain behaviors from staff when they are requesting or using resources:

- The right to equal treatment regardless of race, color, gender or national origin.
- The right to reasonable accommodation based on disability.
- The right to be treated politely.
- The right to conduct research in a safe environment.
- The right to request reasonable research assistance.
- The right to expect confidentiality when asking for research assistance.
- The right to submit a Suggestion Form.

## ***Staff Rights***

Boone County Library Staff have rights that should not put them in conflict with the rights of patrons:

- The right to be treated politely.
- The right to work in a safe environment.
- The right to ask the patron to abide by the rules of the library.
- The right to offer options when a patron's request exceeds agency resources.

Staff have the right to contact authorities for individuals who are on Library grounds who are wanted by authorities or are suspected of illegal activities.

The Boone County Library follows the Arkansas Materials Security Law 13-2-805. If library staff have reason to believe that a person has committed or has attempted to commit any offense under this subchapter or that a person has concealed any library material upon his or her person or within his or her belongings, then the person may be detained and questioned in reasonable manner for the purpose of ascertaining whether or not an offense has been committed. The detention and questioning shall not render the employee civilly liable for slander, false arrest, false imprisonment, malicious prosecution, unlawful detention or otherwise, if the library employee or person charged with the supervision of the library acts in good faith and in a reasonable manner. For the purpose of ascertaining whether or not an offense has been committed, the Boone County Library staff will require persons entering or exiting the premises to open or disclose the contents of any bags, purses, briefcases, and other containers which are being carried by or are in the possession of the person.

## ***Code of Conduct***

The Boone County Library seeks to provide quality library service to all patrons. The following code of conduct has been adopted for the comfort and protection of the rights of all those using and working in the Boone County Library. The library staff will enforce this code in a courteous but firm manner. We ask for your cooperation in helping us provide a safe and pleasant environment for all our patrons and staff. Unacceptable behavior is not permitted. Unacceptable behavior includes, but is not limited to:

- Adults are not allowed in the children's/YA library unless they are accompanied by a child or require access to the children's/YA collections to select items. Adults are not allowed on computers in the children's/YA area without gaining permission from the children's library attendant. Adults will be asked to make their selections and move on. No loitering will be allowed unless accompanied by a child.
- Smoking, soliciting, selling, skateboarding or skating, consuming intoxicants, intoxication, spitting, sleeping, loitering, petitioning or campaigning on premises.
- Leaving bags and items unattended.
- Annoying, harassing or threatening another person.
- Abusing another person either physically, sexually or verbally.
- Interfering with others' use of the Library through poor personal hygiene.
- Eating and/or drinking except in the approved areas.
- Leaving automobiles in the parking lot overnight or for extended periods when the Library is closed.
- Demonstrating or picketing inside the building or in such a way as to block access to the building.
- Carrying weapons of any type.
- Defacing, damaging, rearranging or stealing Library property.
- Uttering profane, obscene or injurious language.
- Failing to follow the Library's "Computer Resources and Internet Access" policy.
- Failing to wear proper attire.
- Disturbing public peace by persistent loud, annoying or aggressive conduct.
- Bringing animals into the building after animals have been asked to not return due to unacceptable animal conduct.
- Tying-up dogs or cats on Library property.
- Being in an unauthorized area of the Library, or remaining in an area after its closing; staying in the building when requested to leave during emergency situations or drills.
- Engaging in any activities while on Library premises that are not related to the proper use of the Library including suspicious activity or suspicion of illegal activity.
- Displaying other behaviors inappropriate in a public setting including but not limited to bathing in public restrooms and running.
- Inappropriate cell phone use. Cell phone use will be short, quiet and not disturbing to other Library customers or outside.

- Violation of any federal or state statutes or local ordinances will be regarded as a violation of Library rules and may subject the individual(s) involved to exclusion from the Library premises. Premises are defined as all property up to, but not including, the public sidewalk.

Notwithstanding the above provisions, any person may, without prior notice or warning, be immediately removed from the Boone County Library if his or her presence or conduct on the premises poses an immediate and imminent danger to any person or property on such premises.

### ***Loss Of Privileges***

**First, inappropriate behavior** incident will result in the staff requesting that unruly patrons leave for the day and the patron is given a formal warning. A note will be placed in the user's personal library account. **Second, inappropriate behavior** incident will result in the staff requesting that unruly patrons leave and the patron's library privileges will be suspended for six months. A note will be placed in the user's personal library account. Any inappropriate behavior after the patron returns will be considered a **Third, inappropriate behavior** incident and will result in permanent suspension of library privileges. The patron must make an appointment with the Library Board to request a hearing to reinstate library privileges. This meeting will determine whether access to the Library will be reinstated or permanently denied.

For **severe infractions**, law enforcement will be contacted and patrons will be permanently trespassed from the property.

## **Administrative Policies**

### ***Patron Confidentiality, Librarian Code of Ethics, and the Patriot Act***

The Boone County Library's policy is to preserve the privacy of its patrons' circulation, borrower registration, and usage records and to treat them with confidentiality. These records include, but are not limited to: patron registration data, circulation records, overdue and reserve records, and/or any data that contain information that links a specific patron to specific materials or services used. Each patron has individual control over his or her Library card, and presentation of the card permits access to information about the borrower's current circulation record. The Library has no control over any data that a Library computer user sends to another computer server during an Internet session. Users must erase and logoff computers to ensure information is secure. To gain access to the above information, a valid court order, warrant or subpoena, must be properly presented to the Library Director. Nothing in this policy shall prevent authorized Library personnel from using Library records in the administration of their regular duties. Staff will not disclose personal information collected from patrons to any other party except where required by law or to fulfill service requests. Library resources and services may not be used to conduct illegal activities. Nothing in this policy prevents the Library from exercising its right to enforce the approved rules of behavior, to protect its facilities, computer network, and equipment from harm, or to prevent the use of Library facilities and equipment for illegal purposes. Any employee or volunteer who discloses information in violation of this policy is subject to disciplinary action.

## ***Video Security Footage***

Cameras may be installed in locations where staff and customers would not have an expectation of privacy. Examples include common areas of the Library such as entrances, near book and media collections, public seating, and parking lots. Cameras will not be installed in areas where staff and public have a reasonable expectation of privacy, such as restrooms; nor are they positioned to identify a person's reading, viewing or listening activities in the library. Only the Director or Assistant Director is authorized to access the recorded digital video images in pursuit of incidents of criminal activity or violation of the Library Code of Conduct. Other staff members may be given authorization to access this equipment on a limited basis. Images will be viewed and monitored in real time by the Director, Assistant Director and other staff members who are given authorization. Video records and still photographs may be used by authorized individuals to identify those responsible for library policy violations, criminal activity on library property, or actions considered disruptive to normal library operations. Video security footage may be released without a court order to law enforcement officers in an emergency situation solely to identify a suspect, victim, or witness to a crime. Confidentiality/privacy issues prohibit the general public from viewing security camera footage.

## ***Collection Agency/Criminal Charges***

Accounts with a balance of \$15 or more for more than 30 days may be turned over to a collection agency. Notification will be sent to customers before the account is turned over to the library's collection agency. A \$20 non refundable service fee will be automatically added. The library shall require that no accounts turned over for collection be reported to credit reporting agencies unless they are at least \$75 or more. Notices to patrons concerning overdue fines in addition to advising that they may be turned over to collection, shall specifically state that overdue fine amounts in excess of \$75 may be reported to the credit reporting agencies. Customers should resolve disputed fees before paying for them. Once payment for library fees has been accepted, monetary refunds will not be issued.

Accounts with balances more than \$500 as of 2019 are considered a felony. The library reserves the right to bring criminal charges against users with balances over \$500.

## ***Counterfeit Money***

Staff will check all bills \$10 and larger for security features. Staff will utilize money pens, black lights and other security features to make a determination as to the legitimacy of the bill. If bills are suspected to be counterfeit, the police will be contacted immediately and all information of the patron who submitted the bill will be turned over to the police.

## ***Closing Procedures***

The upstairs closes 15 minutes before the building closes. No patrons will be allowed upstairs. New applications will not be processed 30 minutes or less before closing. The Cash Register will close 15 min before closing. The doors will be locked 2 minutes before closing time. Items must be checked out 5 minutes before closing.

## ***Unattended Children***

The Boone County Library strives to provide a safe and clean environment for all its patrons. However, library staff cannot supervise children. The library will not serve as a day care center.

1. Parents and/or adult caregivers are responsible for ensuring appropriate and non disruptive behavior and safety of their children while in the library.
2. Children ages 6 and under must be accompanied by a parent or adult caregiver at all times. Young children cannot be left in the Children's Library while the adult browses other areas of the Library. Children may use computers in the Children's Library by their parents/guardians logging on for them and accepting the internet policy.
3. Children ages 7 to 9 may be left in the Children's Library while the adult browses other areas of the Library. Children may use computers in the Children's Library by their parents/guardians logging on for them and accepting the internet policy.
4. Children ages 10 and over may be left at the library. They are expected to adhere to Library rules and expectations of acceptable behavior. Children may log on to computers in the Children's Library using their own library card, internet card or guest pass. Adherence to the Library's computer and internet policy is required.
5. Children must be picked up before the library closes. Staff may call the police to pick up the child.
6. Vulnerable adults will be supervised and attended to by a responsible party
7. Staff members may not transport children.

## ***Tax Forms***

The Boone County Library provides a convenient location for distribution of many tax forms and publications. This distribution service does not replace the services of the Internal Revenue Service. There may be times that the tax form distribution services of the library are not sufficient to meet the public's need for certain forms or publications. Information about how to request items from the Internal Revenue Service and other distribution locations, including the State Department of Revenue office, will be made available to the public. Library staff members are not authorized to issue tax advice.

## ***Incllement Weather Closures (Snow Days)***

The following are general guidelines for snow closures:

1. Closings (full day and partial days) will be at the discretion of the Director.
2. The library may be closed on days in which Harrison Public Schools are closed. Consideration will also be given to other County entities, closing or late openings.
3. Closings will be called into the local radio station by the Director or designated employee and posted to Facebook.

## ***Pandemic Policy***

1. Closings (full day and partial days) will be at the discretion of the Director.
2. The library may be closed on days in which Harrison Public Schools are closed. Consideration will also be given to other County entities, closing or late openings. Patrons are encouraged to call for hours of operation.
3. If lack of staff will weaken the proper operation of the library; the library will close
4. If patrons show symptoms of illness; a staff member can politely suggest they leave the premises
5. Signs will be placed on the doors asking patrons to refrain from entering if they have symptoms of the illness
6. Employees will be encouraged to be immunized and stay home if they are sick

## ***Service Animals***

The Boone County Library accepts all service animals including emotional service animals; however unacceptable animal behavior is not permitted. Unacceptable behavior includes, but is not limited to:

- Uncontrolled barking, growling, jumping on other people or running away
- Threatening behavior toward other animals or people
- Unvaccinated
- Uncontrolled bodily fluids including blood, urine, vomit, etc

Animals must be under the control of the handler by using a harness, leash or other tether. If the handler is unable to hold a tether because of a disability or its use would interfere with the service animal's safe, effective performance, the animal must be under the handler's control by other means such as voice control.

Owners of service animals shall be liable for any and all damages caused to the premises, facilities, staff or other users caused by the animal.

If other library users have allergies or fear of dogs, staff will attempt to find a way to accommodate both the individual using the service animal and the individual with the fear/allergy.

On the first occurrence of animal unacceptable behavior patrons will be asked to clean up any mess and leave. On the **second** occurrence, animals will not be allowed to return to the library for six months. For **severe infractions**, law enforcement will be contacted and patrons will be permanently trespassed from the property. If damage is caused in which the owner is not able to clean up, the owner will be billed for any damages/cleaning charges.

## **Website**

The staff of the Boone County Library has developed a variety of Web pages with recommended links in order to facilitate use of the Internet. Users should recognize, however, that the library is not responsible for changes to the content of linked sites, nor for the content of sources accessed through subsequent links.

## **Resource Use**

### ***Computer and Internet Access***

The Boone County Library supports the principles expressed in the American Library Association Library Bill of Rights, Freedom to Read and Freedom to View statements. The Boone County Library adheres to relevant provisions of federal and state law.

Anyone using the Boone County Library computers must have a valid Boone County Library library card or obtain a visitor pass. Visitor passes are available to anyone 18 and over with a valid photo identification. Visitors name, date of birth and address will be recorded and kept on file. A visitor pass will be valid for two years.

Computer users must agree and adhere to the following conduct and select agree on the computer use acceptance screen:

"I do hereby agree to adhere to the following code of conduct:

1. Users may be monitored by staff.
2. Computer use is for lawful purposes only. Unlawful conduct will be reported to authorities and all computer evidence will be turned over to authorities.
3. Viewing of pornographic materials or content which by community standards would be considered obscene is forbidden.
4. Users will access computer resources with their own library card or visitor pass
5. Users must wear headphones or earbuds.
6. Data may not be saved to library hard drives.
7. Copies may be released and paid for at the circulation desk. All copies including copies not to the user's liking must be paid for.
8. Users will respect the privacy of other users.
9. Users will respect other users. This includes viewing other users information, making excessive noise, physically crossing into another user's workspace, etc.
10. Users are responsible for any damage caused to computer equipment, hardware, or software caused by themselves or minor dependants.
11. Users will not make any attempt to gain unauthorized access to restricted files or networks.

12. Users will not damage or modify computer equipment or software.
13. Users will respect and abide by copyright laws and licensing agreements.
14. Users will comply with time limitations on computer access and usage.
15. Boone County Library content is filtered.
16. Boone County Library computers may be zoned with access restrictions based on age or other factors as necessary.
17. Boone County Library is not responsible for damage to or loss of data while using computers.
18. Workstations with dedicated functions will be restricted to those functions.
19. Staff assistance is provided to users to the extent time and customer demand allows. Staff may discontinue or refuse assistance to discourteous users.
20. Use of library computers is on a first come, first serve basis.

Users will have internet or library privileges suspended or revoked for failing to comply with library policies or staff decisions.”

#### In Special Regards to Minors:

The Library’s policy shall not relieve parents and legal guardians of their ultimate responsibility to monitor and guide their own children’s use of all library resources, including the internet. Parents are encouraged to take an active role in their children’s use of the Internet and talk about their children’s use of the Internet and talk about their personal values and expectations for their children’s use of this resource. Federal law has been implemented to provide a Children’s Internet Protection Act (CIPA) which mandates filtering on all library internet terminals.

1. Minors will not be allowed to access inappropriate or pornographic materials. This means all Young Adult and child computers will have “PG-13” profile blocks in place and certain websites or applications may be blocked. Avoiding the blocks and accessing these materials is strictly prohibited and could lead to suspension of privileges.
2. While minors access chat rooms, chat applications, or any other form of direct electronic communications through library computers they shall keep in mind their safety and security.
3. Unauthorized access including “hacking” or other unlawful activities by minors online is strictly prohibited.
4. Unauthorized disclosure, use, and dissemination of personal information regarding minors is prohibited.
5. Any material harmful to minors is strictly prohibited.
6. Children over 6 may not access the Library computers or internet without a Library Card and parent signature allowing their children full access to all Library resources including the computers/internet. Children under 5 may receive a guest pass with a signed Minor Internet Agreement form filed with the Library Children’s Department.

Users will have internet and library privileges suspended or revoked for failing to comply with library policies or staff decisions.

## ***Termination of Internet Privileges***

**First, inappropriate behavior** incident will result in termination of the session and formal warning. Note is placed in user's personal library account.

**Second, inappropriate behavior** incident will result in termination of the session and prohibition of access to library computers for six months. This incident will be noted in user's personal library account.

Any inappropriate behavior after the patron returns will be considered a **Third, inappropriate behavior** incident will result in permanent suspension of internet privileges. The patron must make an appointment with the Library Board to request a hearing to reinstate computer privileges. This meeting will determine whether access to the Internet will be reinstated or permanently denied.

This policy applies to library computers and all patron personal devices connected to the library's WIFI.

## ***Wireless Access***

Anyone using the Boone County Library wifi must have a valid Boone County Library library card or obtain a visitor pass. Visitor passes are available to anyone 18 and over with a valid photo identification. Visitor's name, date of birth and address will be recorded and kept in the file. A visitor pass will be valid for two years.

If the library has the technological ability, wifi access will be limited to card holders and visitors who have set a visitor account. If the library does not have the ability to limit wifi access it will continue to provide wifi access as open access or password required access.

Wifi users must agree and adhere to following conduct and select agree on the computer use acceptance screen:

"I do hereby agree to adhere to the following code of conduct:

1. Users may be monitored by staff.
2. Wifi use is for lawful purposes only. Unlawful conduct will be reported to authorities and all computer evidence will be turned over to authorities.
3. Viewing of pornographic materials or content which by community standards would be considered obscene is forbidden.
4. Users will access wifi resources with their own library card or visitor pass.
5. Users must wear headphones or earbuds
6. Copies may be released and paid for at the circulation desk. All copies including copies not to the users liking must be paid for.
7. Users will respect the privacy of other users.

8. Users will respect other users. This includes viewing other users information, making excessive noise, physically crossing into another user's workspace, etc.
9. Users will not make any attempt to gain unauthorized access to restricted files or networks.
10. Users will respect and abide by copyright laws and licensing agreements.
11. Boone County Library content is filtered.
12. Boone County Library is not responsible for damage to or loss of data while using wifi.
13. Staff assistance is provided to users to the extent time and customer demand allows. Staff may discontinue or refuse assistance to discourteous users.
14. Boone County Library is not responsible for equipment including but not limited to laptops, phones, charges, etc which are stolen or damaged while on library premises.

Users will have internet or library privileges suspended or revoked for failing to comply with library policies or staff decisions.”

### ***Displays/Mezzanine Policy***

The primary use of Boone County Library is that of public library. When designated exhibit spaces within the library are not in use for library displays, space may be made available for other displays, dependent upon the availability of staff resources to preview and coordinate displays and library programming needs.

#### General Terms and Conditions of Use

- Permission to use exhibit space is at the discretion of the Library Director and may be made available to organizations engaged in educational, cultural, intellectual or charitable activities on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
- Permission may be denied to, or revoked for any exhibit whose purpose is personal, commercial and/or has the potential to cause, or causes, substantial disruptions or material interference with the functions of the library or is not in compliance with the Library Exhibit Policy.
- Permission to exhibit materials does not imply library sponsorship, endorsement of content or responsibility for representation of all points of view. All proposed displays must be consistent with the requirements. The exhibitor accepts full responsibility for his/her/their exhibit including but not limited to content and/or accuracy of any statements or representations made in such materials.
- Permission to use exhibit space is conditional upon user agreement to save, hold harmless, and indemnify the Boone County Library from any claims, law suits, or judgments arising from loss, damage to property, injury to persons from or during their exhibit, and/or their exhibit material(s) or any part thereof. A signed “release” form is required.

- A completed and signed “Exhibit Application” form is required for consideration of a request to exhibit. The “Exhibit Application” must include the exhibit title, location requested, begin and end dates, name, address and telephone numbers and signature of the contact person in charge of the proposed exhibit. [must be consistent with application form]
- All measures necessary to ensure installation and removal of displays are the physical and financial responsibility of the exhibitor including but not limited to, shipping, packaging, storage, signage, labels, framing, installation and removal and equipment /supplies needed for the same.
- Exhibitors agree to be responsible for and to pay for any and all damages to library property including displays, display/exhibit spaces, walls, floors, grounds and furniture resulting from the installation or removal of an exhibit and that any damage or loss thereto occasioned by fire, theft, or in any manner, to the exhibit, shall be sustained by the exhibitor.
- Installation and removal of displays must be accomplished during library open hours and in such a manner that causes the least possible disruption or material interference with library business. Exhibit items may not be unpacked or repackaged within the library proper. Hanging order and/or arrangement is to be arranged prior to installation by the exhibitor. Items for hanging may be leaned against walls in preparation for hanging, but may not be spread out on the floor, leaned against bookshelves, service desks or be placed in such a way so as to interfere with normal traffic flow. Any children accompanying individuals involved in installation/removal of an exhibit must be directly supervised by an adult not involved with the installation/removal of the exhibit.
- Exhibit photos, artworks etc., must be framed, mounted or packaged and displayed in a safe and attractive manner. No heavy items may be placed over entrance, exit or elevator doors. Any electrical connections are to be hidden from public view as far as possible and may not be placed so as to cause or create a safety hazard.
- Labels, posters and or signs, used to identify items or the exhibit, must be clear and legible, preferably accomplished by computer or neat calligraphy. Each exhibit must contain an informative explanation to assist the general public in discerning subject material or purpose of the exhibit. This information may be provided by explanatory labels on individual items, in poster or sign form or be contained within the exhibit itself. Exhibitors are encouraged to provide a contact phone number as part of the exhibit on label, posters or signage for members of the general public who may wish for more information about the exhibit. Events associated with the exhibit or items in the exhibit that may be for sale may not be advertised with the exhibit. Displays that include informational brochures pertaining to the exhibit are acceptable. In addition the library encourages the use of bibliographies and books relating to the subject matter of the exhibit as part of the exhibit.

- Video taping, cameras on tripods, television filming or interviewing arranged or accomplished by the exhibitor is not allowed within the library property without the express advanced written permission of the Library Director.
- Arrangements must be made in advance, with the Outreach Coordinator or Director, for exhibit(s) and/or items that are too large to be hand carried into the library. No exhibit item or packaging may be stored in any area of the library pre, post or during an exhibit. No exhibit, items or material used in installation may be shipped directly to the library.
- Access to display space is on a first come, first serve basis.

**Boone County Library**  
**Display/Mezzanine Application & Policy Agreement**  
Please Print

Date of application \_\_\_\_\_

Month/Date of Exhibit \_\_\_\_\_

Organization Affiliation \_\_\_\_\_

Person applying for application \_\_\_\_\_

Address \_\_\_\_\_

Contact Phone number \_\_\_\_\_

Description of Exhibit \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Is the exhibit insured? \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_

**Boone County Library Rules and Regulations**

Videotaping, cameras set on tripods, television filming or interviewing arranged or accomplished the exhibitor is prohibited within the library without the express advance written permission of the Library Director and the Outreach Coordinator.

Arrangements must be made in advance with the Outreach Coordinator for exhibit(s) and/or items that are too large to be hand carried into the library.

Hanging displays, art, or exhibits have a maximum limit of 15 lbs. The applicant will be responsible for damages or injuries.

No exhibit item or its packaging may be stored in any area of the library: pro, post, or during the exhibit.

No exhibit, items or material used in installation may be shipped directly to the library.

**I have read all of the above and understand the exhibition policy; and comply with all.**

Applicant signature \_\_\_\_\_

Today's Date \_\_\_\_\_

## ***Meeting Room Policy***

The Boone County Library has meeting rooms for library programs and makes these facilities available to other organizations.

The library reserves the right to schedule and make room assignments according to the library's needs. Additionally, the library reserves the right to alter the meeting room schedules according to the library's needs. In general, the library allows groups to reserve meeting rooms on a first-come, first-served basis, or (in case of conflict) according to the following order of priority:

1. Library Programs and Meetings—which involve efforts of library staff, Library Board, Friends of the Boone County Library or Library Foundation.
2. Local Government Meetings/Programs—official meetings or programs of Boone County agencies/departments.
3. Meetings or Programs of Nonprofit Educational, Cultural, Civic or Social Organizations—open to the public.
4. Activities of For-Profit Organizations/Businesses—classes, workshops, and meetings, excluding activities that result in direct profit, promotion, sales solicitations, or requiring a fee to attend. Any advertisement for the meeting or program must include the following disclaimer: "The Boone County Library is not sponsoring or endorsing this program or any goods or services offered."
5. Other entities. Any advertisement for the meeting or program must include the following disclaimer: "The Boone County Library is not sponsoring or endorsing this program or any goods or services offered."

Permission to use the rooms does not constitute endorsement or sponsorship of any program or event by the library. The library's name may be used only in reference to location, not sponsorship. Applications for use of the rooms must be submitted at least 10 days in advance of the proposed meeting. The library may cancel any reservation in the event of a conflict with a library program. Notice of such cancellation will be given as soon as possible. Organizations must notify the library of any cancellation on their part as soon as possible. The library cannot be responsible for items left in the rooms.

- The organization/person conducting the meeting shall be financially responsible for damage to walls, floor covering, tables, chairs, kitchen equipment and/or fixtures and any other content of the rooms.
- The organization/person in whose name the reservation has been confirmed shall be the same organization conducting the meeting for which the application is made. Applicants must be at least 21 years of age and must be residents of Boone County. No admission fee may be charged..
- Library meeting rooms may only be scheduled for use during regular library operating hours.

- After the meeting, a representative of the organization must meet with a library staff member to check the room, and record the number of participants at the meeting.
- Programs or meetings may not disturb the use of the library by other patrons.
- Smoking and/or alcoholic beverages are not permitted.
- Groups using the kitchen must furnish their own supplies such as cooking and eating utensils, cloths, cleaning supplies, paper goods, etc, and must leave the kitchen in an orderly fashion.
- Use of the room by the library or the county governing authorities for any purposes shall be permitted.

The fact that a group is permitted to meet at the library does not imply library approval of the group or of the ideas presented at the meeting. Publicity for meetings or programs must make it clear that the library is not a sponsor of the event.

**Boone County Library**  
**Meeting Room Application & Policy Agreement**

Please Print

Name of Applicant \_\_\_\_\_

Home Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_ Zip Code \_\_\_\_\_ Home Telephone \_\_\_\_\_ Business Telephone \_\_\_\_\_

Name of Non-Profit Organization \_\_\_\_\_

Small Study Room \_\_\_\_ Public Meeting Room (75 people) \_\_\_\_ Small Room (10 people) \_\_\_\_

Date needed \_\_\_\_\_ (Must be at least 10 days in advance)

Time Needed:        Start \_\_\_\_\_ Finished \_\_\_\_\_

Number of participants expected \_\_\_\_\_

Equipment needed \_\_\_\_\_

Purpose of meeting \_\_\_\_\_

\_\_\_\_\_

I have read the attached Boone County Library Meeting Room Policy and agree that my organization will abide by these rules. I further agree that the organization/myself will be responsible for any damages to library property which may occur as a result of my organization's use. I certify that I am authorized to make these representations on behalf of my organization.

Signature \_\_\_\_\_ Date \_\_\_\_\_

For Library Staff

Tentative reservation by:

Signature \_\_\_\_\_ Date \_\_\_\_\_

Confirmed reservation by:

Signature \_\_\_\_\_ Date \_\_\_\_\_

Walk-through after meeting:

Staff \_\_\_\_\_ Participant \_\_\_\_\_

## ***Programming***

The Boone County Library offers programs that support people in their home lives, their learning, and their leisure activities. In planning programs, the library will consider:

- Public feedback - surveys
- The library's Long-Range-Plan
- Regional needs
- Purpose of the program
- Quality of the presentation
- Appropriateness of content to the audience
- Other programs are available in the community.

Attendance statistics, and evaluations are kept to determine the impact of the program on the audience, to help in preparing budgets, and to aid in future planning. In addition to program time for the presenter, there may be other staff requirements. Programs with anticipated large attendance may require additional staff or volunteer help to assist with the program. It is important that ample staff be available to provide assistance to library audiences before, during, and after the program. Due to space limitations programs with anticipated large attendance may be moved to a different location. Access will be determined on a first come, first served basis.

## ***Bulletin Board***

The library bulletin board is to be used for the posting of notices of Library programs/activities and public service items of educational or cultural interest to the community.

Notices are not allowed if they are considered offensive, discriminatory, controversial, etc.

Notice size (physical dimensions) can be restricted if deemed necessary to maximize available space.

Notices may be removed if they are deemed to violate Boone County Library policy. Notices will be removed after two weeks, when they are no longer timely or when space is required for more current items.

The library does not advocate or endorse the viewpoints of organizations permitted to post notices on the library bulletin board. The library accepts no responsibility for loss or damage to any item accepted for posting.

Failure to comply with these rules may result in denial of future posting privileges.

## ***Copier and Printers***

Black & White copies and prints are 10¢ per page. Color copies are 25¢ per page. All printing will be picked up at the Circulation Desk and paid for at that time. Fax will be 25¢ per page.

U.S. copyright law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of “fair use.” Users may not copy or distribute electronic materials (including electronic mail, text, images, programs, or data) without the explicit permission of the copyright holder. Any responsibility for any consequences of copyright infringement lies with the user; The Boone County Library expressly disclaims any liability or responsibility resulting from such use.

## ***Public Use Telephone***

Library telephones shall be used by library patrons in emergency situations only. A public use telephone, located at the circulation desk is available to patrons making local calls only.

# **Gifts, Memorials, and Donations**

## ***American Library Association Policy Regarding Gifts***

The Board of Directors of the Boone County Library subscribes to the policy stated below regarding gifts and bequests to libraries as adopted by the Council of the **American Library Association**. The library has long been favored by public-spirited citizens as a beneficiary of gifts because it is a democratic, educational institution carrying on from generation to generation a great, free, humanitarian service to young and old, sick and well, rich and poor of every race, creed, and station of life. Changing social and economic conditions have produced a need for new ideas, for testing methods, and for departure from previous practices in this field of private benefit. Although the American Library Association believes and declares that the community served is primarily responsible for the financial support of its public library, it further believes that private philanthropy and private initiative still have important roles to play in the building of library resources in America, and in extending, enriching, and improving the service of the library.

The Association, therefore, believing that gifts and bequests to libraries, both tax-supported and privately endowed, and to libraries of colleges, universities, and other institutions, should be encouraged, invites the attention of library trustees, lawyers, trust officers, and other Friends of Libraries to the following considerations:

- The Association recommends that, in recognition of the economic situation, any program for gifts and bequests should be formulated carefully and with long-term objectives, which should be kept constantly in the public mind.

- The Association believes that memorials in the form of funds for library purposes have a strong appeal to many people because they present the opportunity to carry on the life interest of an individual or a group and can continue a beneficial service through the years. It recommends, therefore, the encouragement of such memorials.
- The Association believes that the development of trust funds presents a field for constructive work on the part of library boards and recommends to such boards, or to others responsible for the administration of libraries, that the possibilities and opportunities presented by such funds be called to the attention of their constituencies.
- The Association believes that one way to broaden the base of giving to libraries is to interest a large number of people in writing bequests into their wills, and it recommends that libraries let it be known that a modest bequest may be made with just as much sincerity and dignity as a large one and that it is just as acceptable to the library.
- The Association believes that insurance policies, including annuities, offer a form of gifts to libraries, the possibilities of which have as yet not been fully explored, and it recommends that libraries be suggested as the beneficiaries of such policies.
- The Association strongly urges that in considering any gift or bequest, the donor be asked to consult the library administration in order to make the benefaction of the greatest possible use both for the present and for the future and that he be asked to protect his gift legally in such a way that changed conditions in future years may be met without impairing the usefulness and general purpose of the gift.

### ***Materials Gifted***

The library gladly accepts the donation of books and other items with the understanding that the library may do with them as it sees fit.

Gift materials will be added to the collection if they are needed and if they meet the selection standards that are applied to all materials added to the collection. Gifts accepted for the collection become the property of the Boone County Library. Gifts not added to the collection will be disposed of in a way that will be most advantageous to the library.

## **Memorials**

The library actively encourages donations as memorials and as tributes to living individuals on special occasions. Such acts provide the library with an opportunity to add materials or equipment which it might not otherwise be able to afford. In addition, it is felt that such donations provide individuals with a rich opportunity to honor loved ones with a lasting statement of admiration and respect. Except in rare circumstances, memorials and tributes are accepted in the form of monetary donations to the library. The library will make every effort to honor the donor's wishes regarding the selection to be purchased. However, the final decision rests with the library in accordance with its needs and selection criteria.

A bookplate will be placed in the item purchased with the memorial and tribute gift funds. The bookplate will record the honoree as well as the donor. The library will send letters to notify all parties of this gift.

In those instances where an individual wishes to donate a memorial book from his personal library, the decision to accept the gift will be based on the accepted Collection Development policy. If accepted, the bookplate and notification will be handled in a normal manner.

## **Art Donations**

The library has stated responsibility for providing facts, ideas, and creative expression. These responsibilities are reflected in the library service, the materials collections, the architecture of the library and the utilization of decorative and display objects within the library. In keeping with these responsibilities, the library will avoid the installation of permanent displays or artistic decorations, in favor of rotating displays and works of art that will serve to stimulate and renew interest. The following points must be considered by the library before accepting a gift of this kind. Evaluation of the object itself will be based upon several considerations:

- Does it conform to the general architecture of the building?
- Will it fit comfortably into the space available?
- Does the object make optimum use of the space available?
- Is the object appropriate to library objectives, or would it be better elsewhere?
- Will it cost more to accept the gift than it is worth to the library?
- Cost of insurance.
- Cost of restoration.
- Cost of display.
- Cost of material and labor maintaining the gift.
- Cost of disposing of it or storing it.
- Is it generally acceptable to the Board?
- No gift will be accepted by the library unless it is freely given to the extent that the library may dispose of the gift as it sees fit (selling it, discarding it or giving it away, etc.).
- Store the gift or move it to various locations.

All gifts shall be acknowledged by a personal note from the librarian to the donor.

## ***Major Gifts***

Major gifts to the library may be accepted by the Library Board and the Library Director. Major gifts may include but are not limited to land, buildings, art objects, and substantial collections of books or other materials that have either a significant monetary, historical, or literary value.

## ***Special Collections***

The library will put a bookplate into books purchased with donated monies when appropriate; however, the library will not agree to form separate collections of either donated materials or materials purchased with donated money, with the exception of the Friends of the Library Honor book program.

## ***Letters to Donors***

Upon receipt of gift materials a receipt is given to the donor acknowledging the gift items. Due to Internal Revenue Service regulations, the library is prohibited from providing an estimate of monetary value of the donation.

Memorials and similar gifts will be recognized with sent letters to notify all parties of this gift.

Major gifts will be recognized by sending a thank you letter to the donor which should include date gift received, amount of gift, plans for gift, and tax identification number.

# **Reference Policy**

## ***Reference Requests***

All requests for public information are legitimate. All questions must be either answered or redirected. The basic function of the Reference staff is to provide information, not opinions. Questions should not be answered on the basis of personal experience. It is the staff's responsibility to provide information in an impartial and businesslike manner even when contrary to personal beliefs. When patrons try to engage in conversation of political, religious or personal matters, staff should politely change the subject or inform patrons they are not allowed to discuss controversial topics.

Staff members serve as the link between resources and the patron. As such, it is important that staff members be:

- Open and approachable; friendly but professional
- Able to communicate effectively with all library users
- Discreet in the handling of questions that might be confidential or sensitive
- Impartial in dealing with all patrons
- Able to instruct the public in the use of print and electronic resources
- Able to evaluate the Internet for authority, accuracy, currency, and content

The Children's Services function of the Boone County Library provides library service to children and adults working with children in order to promote a more literate public. The Boone County Library will promote reading and library use by:

- Providing a pleasant, stimulating atmosphere at the library including a knowledgeable staff who make children feel their requests are significant and their presence is welcome.
- Offering programs and tours that encourage children and their families to come to the library.
- Cooperating with individuals and groups with similar goals.
- Extending library services (small collections and reading promotion programs) into the community emphasizing contact with children who need literacy support.

## **Services Provided**

### ***Homebound***

This program is designed to provide library materials to anyone who is a resident of Boone County and is confined to their home due to illness, injury or disability. Each homebound patron will complete a survey to help the library staff make informed decisions regarding reading materials. The library staff will select reading and other materials for a homebound person. Materials include large-type books, regular print books, audio books and music. Once library materials have been selected and checked out using the patron's own library card, library staff or volunteers will then contact their patron and deliver the books.

### ***Proctoring Exams***

The Boone County Library will provide proctor service for tests to the extent time allows. A written request and instructions should be received by the library from the testing agency and an appointment set up well in advance of the test date.

## Genealogy/Research

The Boone County Library will provide limited research, look ups, answer your genealogy-related questions, and provide suggestions to break those brick walls. **EACH REQUEST MUST BE LIMITED TO NO MORE THAN 3 EVENTS OR TASKS.** Requests are answered in the order in which they are received.

**We cannot locate living friends or relatives for you. Records of living persons are not easily accessible due to privacy laws.**

Please ensure that your requests follow these guidelines:

- Requests should be **specific** in nature. General requests may be returned without action. Family group sheets or other appropriate identifying information; i.e. exact date and place of birth, a spouse, children, location, etc., should be included with the request as appropriate. **Our staff does not conduct general research and will consult indexed materials only.**
- Examples of **acceptable requests**:
  1. Please locate John Hudson b. 1883, TN. In the 1910, 1920 and 1930 census, he lived in Boone County, AR. Wife, Loretta; Children James, Elizabeth and John.
  2. Please check for burial information for Ralph Snow and his wife Nelda in Newton County cemetery records. They were in the 1910 census but not the 1920.
  3. Can you locate an obituary for Fred JOHNSON who d. 15 Jan 1923 in Harrison, Arkansas? (Obituary requests should be limited to Boone, Carroll, Marion, Newton, and Searcy Counties area and contain the exact date of death)

Examples of **unacceptable requests**:

4. Will you check your records for any information on the Joseph Smith Family of Harrison, Arkansas?
  5. Can you locate the parents of Sarah JAMES b. ca. 1838 Smith Co., TN? (Parental searches other than in indexed census data (post 1850) often fall into the "General Research" category)
  6. My grandmother died in Lead Hill, Arkansas but I don't know when. Can you find her obituary?
- **Copyright laws**: Please also keep in mind that federal copyright laws may prevent us from fulfilling a request (we cannot photocopy an entire book, or significant portions of the book, without permission from the author and/or publisher).
  - **FEE**: A donation to the Boone County Library is encouraged in recognizing staff time dedicated to answering your request (generally 15-30 minutes per request).
  - **US POSTAL (MAIL) REQUESTS**: Please submit to: Boone County Library 221 W. Stephenson Avenue Harrison, AR 72601 Attn: Research Request
  - **TELEPHONE REQUESTS**: Please call 870-741-5913. Telephone requests are not recommended but may be answered as time and staffing allow. Individuals inquiring by phone may be asked to submit the request by mail or e-mail.
  - The library reserves the right to discontinue or disregard requests from professional genealogists, fee researchers or other individuals who attempt to use our reference services for monetary gain or from customers who utilize these services excessively.

# Volunteers

## ***Volunteer Guidelines***

The Boone County Library welcomes members of the community serving as volunteers. The services volunteers perform are valued and valuable.

Volunteering is a serious business. To the public, a volunteer is part of the library's staff and represents the library. The library makes an investment in the training and experiences of the volunteer so that the services offered meet the needs of the public.

Volunteers are viewed as the most valuable resource of this agency, its staff, and its clients. Volunteers have the right to be given meaningful assignments, the right to be treated as equal co-workers, and the right to effective supervision. Volunteers have the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to perform their duties to the best of their abilities. They will remain loyal to the goals of the agency and operate according to its policies and procedures.

The following guidelines have been established to provide consistent information to volunteers, and to assure that volunteers fully understand the commitment they are making:

- A volunteer represents the library district to the community while actively serving as a volunteer.
- A volunteer is expected to follow approved policies and procedures of the library district during the time of volunteering within library buildings and at library events elsewhere.
- A volunteer is oriented, trained, supervised, and evaluated on a continual basis concerning those policies and procedures necessary for the activities carried out.
- Since volunteers represent the library they must dress in accordance with the Boone County Library employee policy.
- Of special importance in carrying out volunteer activities is observance of the Library Bill of Rights, adopted by the Library Board of Directors. Under the Library Bill of Rights, the library must protect the confidentiality of each library user, and assure equal access and the freedom to read and inquire of each user regardless of age, religion, race, nation of origin, background and views.
- In carrying out the requirements of the Library Bill of Rights, volunteers actively working in a community library may not express their religious, political, social or other personal views to members of the public. They must protect the confidentiality of each library user. Violation of these special trusts, policies, or procedures is reason to discontinue the volunteer services.
- In light of the time and expense involved in training and supervising volunteers, the library may decide to discontinue or change a volunteer's service assignment, which it determines is not beneficial.
- Volunteers fill out an information form, which is used by the library to assure that the volunteers are involved in activities appropriate to their skills, experience, and interests.

- Volunteers are not employees and are limited to specific duties that are assigned, such as shelving, cleaning, processing books, assisting patrons with book selections. Volunteers are not allowed to be in the check out area or assist patrons with checking items out.
- Checkout duties may be done by staff only. Staff who are volunteering may check out items but must be clocked in as a volunteer and wear a volunteer badge.

### ***Orientation for Volunteers***

- Introduction of person doing orientation and introduction of volunteers.
- Discuss specific job description and parameters of that job.
- Introduction to time cards for volunteers, location, where and to whom it is to be turned in.
- Inform volunteers of appropriate work attire.
- Inform volunteers about breaks.
- Discuss with volunteers the seriousness about the Library Bill of Rights, confidentiality, and policies and procedures and what constitutes dismissal.
- Hand out volunteer badge.
- Be sure volunteers have filled out Volunteer Information Form, have been given Library Bill of Rights, and have been given the procedures for the job they are to do.
- Checkout duties may be done by staff only. Staff who are volunteering may check out items but must be clocked in as a volunteer and wear a volunteer badge.

### ***Examples of Dismissal***

- Giving out a patron's address or phone number to another person.
- Not letting a person check out a book of their choice (it does not matter what the volunteer thinks about the book).
- Discussing with anyone what someone else has checked out.
- Violating library policies.
- Performing check out duties - only staff may perform checkout duties. See orientation for volunteers.
- Volunteers are expected to volunteer on the agreed upon days and times. Failure to come or call to inform Management of inability to come in; will result in dismissal.

### ***Responsibilities of Staff Working with Volunteers***

- To provide an accurate job description.
- To prepare all participants—through an orientation.
- To offer a well-planned program of training and supervision.
- To treat volunteers as co-workers with acceptance and trust.
- To give the volunteer a significant task.
- To evaluate the volunteer.

## ***Library Bill of Rights***

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

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.

- I. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- II. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- III. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- IV. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- V. 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 January 23, 1980,  
inclusion of "age" reaffirmed January 23, 1996,  
by the ALA Council.*

**Boone County Library**  
***Volunteer Application***

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ E-Mail \_\_\_\_\_

Emergency Contact: \_\_\_\_\_

Highest Education Level

1-8 \_\_\_\_\_ 9-12 \_\_\_\_\_ HS Diploma \_\_\_\_\_ College \_\_\_\_\_

Special Skill / Interests \_\_\_\_\_

Please check all the programs you would like to join:

Clerical \_\_\_\_\_ Outreach \_\_\_\_\_ Computer Tutor \_\_\_\_\_

Homework Helper \_\_\_\_\_ Literacy Volunteer \_\_\_\_\_ Programs \_\_\_\_\_

Book Sale \_\_\_\_\_

What days would you be available:

Monday \_\_\_\_\_ Tuesday \_\_\_\_\_ Wednesday \_\_\_\_\_

Thursday \_\_\_\_\_ Friday \_\_\_\_\_ Saturday \_\_\_\_\_

Have you ever been convicted of a crime? Yes \_\_\_\_\_ No \_\_\_\_\_

I authorize the library to conduct a background check.

All statements made are true.

Signature \_\_\_\_\_

# Collection Development

## ***Collection Weeding***

- To identify and withdraw incorrect or outdated materials. Users are dependent on us to provide up-to-date information. Outdated medical, legal, travel, tax and educational information specially can cause serious problems for our users.
- To remove from the collection those materials that are no longer being used. If we kept every item we bought we would probably need to build a new library every ten years. If the collection is full of materials that are not being used, our users cannot find the materials that they do want. Optimally, shelves should not be more than three-fourths full.
- To remove worn or damaged materials. Attractive, clean materials are preferred by all users and give the message that the library is a modern, up-to-date source of information. Well-maintained collections send the message that we expect users to treat our materials with respect and return them in the good condition in which they were borrowed. Users appreciate a well-maintained collection and are more likely to support it with their tax dollars than they would support a library collection that looks like someone's old attic. Popular worn titles should be withdrawn and replaced with attractive newer editions. Classics will circulate heavily if they are clean and inviting.
- To increase circulation, paradoxically, decreasing the size of the collection often results in increasing circulation. Users find it difficult to find useful materials when the collection is overcrowded with outdated, unattractive, irrelevant materials. Weeding makes the "good stuff" more accessible. Death from overcrowding is a common result of collections that are not properly and regularly weeded.

Weeded items will be withdrawn from the collection. The Friends of the Library will be given the opportunity to sell withdrawn items before they are given away to the public or discarded in the trash/recycling.

## **The Boone County Library adheres to the ALA Freedom to Read Statement.**

### ***The ALA Freedom to Read Statement***

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label “controversial” views, to distribute lists of “objectionable” books or authors, and to purge libraries. These actions apparently arise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We, as citizens devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary citizen, by exercising critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow citizens. We trust Americans to recognize propaganda and misinformation and to make their own decisions about what they read and believe. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be “protected” against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose

freely from a variety of offerings. The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox or unpopular with the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept with any expression the prejudgment of a label characterizing it or its author as subversive or dangerous.

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one; the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires all publishers and librarians the utmost of their faculties, and deserves all citizens the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

*This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers. Adopted June 25, 1953, revised January 28, 1972, January 16, 1991, July 12, 2000, by the ALA*

*Council and the AAP Freedom to Read committee.*

## ***Selection Objectives***

The objectives of the library as factors in selection are as follows:

- To help people know more about themselves and their world.
- To supplement formal study and encourage informal self-education.
- To meet the information needs of the community.
- To stimulate thoughtful participation in the affairs of the community, the country and the world.
- To support educational, civic, cultural and recreational activities within the community.
- To aid in learning and improving job-related skills.
- To assist the individual to grow intellectually and spiritually and to enjoy life more fully.

## ***Selection Criteria***

The following are the criteria for materials selected for inclusion in the library's collection, whether through purchase or gift:

- Accuracy and timeliness
- Appeal and relevance to community interests
- Format suitable for library use
- Price and availability of funds
- Unless part of a series, donated books will only be added if published in the donation year or the year before.
- Unless part of series, purchased books will only be added if published within the past 20 years
- Unless part of a series, DVDs will only be added if released within the past 10 years. TV series will only be added which are still currently in production. TV series with more than three seasons produced will not be added. For TV series already in the collection, the newest released season will be added. Movies will not be replaced if a copy is located in the library. The format of the copy BLU-RAY or DVD will not matter.
- Advance copies will not be added.

## ***Library Board Delegation of Selection Responsibility***

The Library Board delegates to the Library Director the authority and responsibility for selection and management of all print, non-print and electronic materials, within the framework of this policy. Actual selection and management activities are shared among trained designated library staff.

## ***Controversial Material***

Boone County Library does not promote particular beliefs or views. Rather, it provides a resource for the various opinions which apply to important, complex, and controversial questions, including unpopular and unorthodox positions. Language, situations, or subjects which may be offensive to some community members do not disqualify material. Materials are not marked or identified to show approval or disapproval of contents, no materials are marked to restrict their use by ages, and no materials are sequestered except to protect valuable items from injury or theft. To allow patrons to quickly identify the rating, rated R movies and games will be marked.

It is the view of the Trustees that responsibility for the reading of children rests with their parents or legal guardians. The selection of materials for the adult collection is not restricted by the possibility that children may obtain materials their parents consider inappropriate. The Library does comply with Arkansas Act 372 of 2023

In the interest of protecting the individual's right to have access to materials, the library supports the following documents:

The First Amendment to the U.S. Constitution.

The Library Bills of Rights—Adopted June 18, 1948, amended February 2, 1967, and June 23, 1980 by the American Library Association Council.

The Freedom to Read Statement—Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, by the ALA Council and the AAP Freedom to Read Committee.

## ***Challenged Material Policy***

Boone County Library Card Holders who wish to object to an item in the library's collection must request a meeting with the Director. The staff will at this time provide a copy of the policy and a *Challenged Material Form*. If the person who requested the meeting wants to formally challenge the appropriateness of the material, the person must complete and submit the request using the Challenged Material Form. The Director will select a committee of library personnel and serve as chair of the committee. The committee members shall have knowledge appropriate for the material being challenged and be representative of diverse viewpoints. Challenged materials will not be available for checkout during the challenge process. The committee will determine if the material being challenged meets the criteria of selection: the material being challenged may not be withdrawn solely for the viewpoints expressed within the material and it must be reviewed in its entirety and not have selected portions taken out of context. The committee shall convene a meeting after allowing a reasonable time for all committee members to adequately review the material being challenged. The committee will allow the person who submitted the challenged material form to present his/her request to the committee. The person submitting the challenged material will not be a member of the committee. After hearing from the person who submitted the challenged material form, the committee will meet to discuss the material being challenged. The committee will vote to determine whether the material being challenged will be relocated to an area that is not accessible to minors under the age of eighteen (18) or will stay in the general collection. All committee members voting with the majority must write a summary of the reasons for the majority's decision. Notice of the committee's decision must be given by hand or by certified mail to the person who submitted the request. If the committee decides not to relocate the material being challenged, the person submitting the request may appeal the committee's decision to the governing body of the county within five (5) working days of the committee's decision or written receipt of the committee's decision. If a person appeals the decision of the committee, the Director will submit the appeal, material being challenged, the committee's decision and the summary prepared by the committee to the County Judge. The decision of the governing body of the county will be final. All meetings held regarding a challenge or an appeal will be a public meeting and the records submitted will be public records under the Freedom of Information Act of 1967, 25-19-202 et seq.

All documentation of the complaint will be retained in the Director's office for a period of ten years.

## Challenged Material FORM

### Material Information:

Author: \_\_\_\_\_ Title of Book: \_\_\_\_\_

Publisher: \_\_\_\_\_ Call # \_\_\_\_\_

Type of Material:    \_\_\_\_\_ Book (hardcover, pb, etc.)    \_\_\_\_\_ DVD    \_\_\_\_\_ Audiobook  
                                 \_\_\_\_\_ Video Game                                    \_\_\_\_\_ Other

### Request initiated by:

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Phone: \_\_\_\_\_

This complaint represents:    \_\_\_\_\_ Individual    \_\_\_\_\_ Organization (Name \_\_\_\_\_)

Please answer the following questions about the material:

To what in this item do you object? (Please be specific – cite pages, scenes, etc.) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Did you read/view/listen to the entirety of this item? If not, what parts? \_\_\_\_\_

\_\_\_\_\_  
What do you believe is the theme or intent of this item? \_\_\_\_\_

\_\_\_\_\_  
What harmful effect do you feel might be/was the result of reading/viewing/listening to this item or site?

\_\_\_\_\_  
\_\_\_\_\_

Do you believe this item or site serves any of the following purposes? (circle)

A. Promotes understanding of other cultures or lifestyles?                                    Yes    No

B. Promotes discussion of societal issues?    Yes    No

C. Provides information about a subject unavailable from another source?    Yes    No

In its place what other source would you recommend that would convey valuable information or perspective on this subject? \_\_\_\_\_

Signature of Complainant: \_\_\_\_\_

Date: \_\_\_\_\_