Revised 3/17/22

Stone County Library Policies

Stone County Library

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Stone County Library

Program Policy

# Mission Statement

A place to learn, connect, create, and grow. (updated 11.18.21)

# Vision Statement

The library strives to be at the heart of the community, a trusted resource and partner known for excellence, creativity and open, equitable access that connects every person to opportunities for a lifetime of discovery, learning, and joy. (updated 11.18.21)

# Library Bill of rights

Stone County Library serves the informational, cultural, educational, and recreational needs of all Stone County residents. All county residents shall have free and equal access to all Library materials, and facilities shall be as accessible and convenient to residents as funding allows. Stone County Library uses the American Library Association’s Library Bill of Rights as a guide for library best practices. The Bill of Rights states:

The [American Library Association](http://www.ala.org/advocacy/intfreedom/librarybill) affirms that all libraries are forums for information and ideas and that the following basic policies should guide their services.

1. 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.
2. 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.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.
6. 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.
7. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people’s privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

# Library Cards

## Introduction

Library cards issued by any of the public libraries within Stone County or by mail will be honored by all the Stone County public libraries provided that the borrower is in good standing with the library.

## Resident Cards

Library cards are issued to residents, property owners, or employees of the library in Stone County. Applicants for a library card are required to present proof of residency or property ownership. Required proof may be in the form of any one of the following items.

* A valid driver’s license with a current address.
* A state issued identity card
* Current property tax receipt. A personal property tax receipt, a real property tax receipt or a certificate of non-assessment is acceptable.
* A valid voter's registration card
* A current utility bill showing patron's name and address

If non-picture identification is presented staff may also require a picture ID as additional proof.

Patrons must keep the library informed of changes in their name or address. The receipt of a card constitutes an agreement by the borrower to abide by current and future library rules and regulations.

Adults who are unable to visit a branch location to obtain a library card may request an application form be mailed to them. Once the completed application form is returned, along with a photocopy of the applicant’s driver’s license, a library card will be issued and mailed to the applicant. The Missouri Driver’s license, used as proof of residence, must be currently valid and have a Stone County address. If a state issued identity card is substituted, it must have a Stone County address.

## Minor Cards

For persons under ~~17~~ 18, a Juvenile designation will be added to the account. Before a minor can be issued a card, they must be accompanied by a parent or legal guardian who can provide proof of residency in Stone County. Adult patrons with fees beyond $10.00 will not be allowed to open new accounts for minor children.

Minor cards will be linked to the account of a parent or legal guardian. Only one adult is necessary per family group, however, the adult linked on the account is assumed to have the legal right to access the minor’s library account. Parents or legal guardians not linked to a minor will have to show proof of guardianship before accessing the account. In the event that a parent or guardian loses custody of a child, the guardian who does have custody much notify the library if access should be restricted.

An adult may have more than one minor linked to their account, which constitutes a “family group” The adult on file will be responsible for any items checked out on a minor’s card. If one card in a family group is blocked because of a bill, all of the cards will be considered blocked until the items are returned or paid for. When a minor turns 18 their account will be unlinked from their parent/guardian and they will become responsible for their own account.

## Non-Resident Cards

The Stone County Library is supported by a county wide library tax. Each Stone County property owner pays this tax annually.

Non-residents are required to pay a $30 fee per year per household. The non-resident fee will be waived for residents who live in a library district that have a reciprocal agreement waiving non-resident fees for Stone County residents. (Updated 1-25-2016).

The fee may also be waived for teachers who currently work for a school in Stone County, but reside in a different county. Proof of employment in the form of a paystub or work ID is required before waiving the fee. Proof of employment must be shown annually when the card is renewed. In addition, employees of county departments who reside in another county are eligible to have the non-resident fee waived, when a paystub or work ID is provided.

Only one (1) card will be issued to each non-resident family. The regular per card limits for residents apply equally to non-resident borrowers.

The non-resident fee is not prorated and covers the calendar year January through December. This fee is not refundable.

A non-resident card will be issued to a patron with proof of address in their home county. See Resident Cards for acceptable forms of identification.

## Library e-Cards

Library E-cards may be issued to all residents in Stone County or adjacent counties. E-cards are only valid for the library’s online resources, downloadable e-books, music, audiobooks, and videos.

E-card patrons may not checkout physical items but may upgrade to a resident or non-resident card with acceptable proof of residency. See Resident Cards for acceptable forms of identification. (Section added 3-16-2017)

## Lost and Damaged Cards

If patron should lose his card, he may be issued another card for a charge of $1.00. It is the patron’s responsibility to report lost cards; until the card is reported lost, the patron is responsible for all items charged.

A library card that is damaged may be replaced free of charge provided that the patron brings the damaged card to the library to be replaced.

# Materials and Their Circulation

Patrons must present their library card when checking out material. Patrons who wish to allow another person to pick up holds must notify the library in advance, and the library card associated with the patron account must be presented at the time of pick up. The library reserves the right to refuse to check out materials on any card presented other than the patron’s own card.

## Lending Limits

The maximum number of items borrowed on a library card at any one time is 30. Limits on items are as follows:

* Video 5
* Magazines 5
* Audio Books 5
* New Books 5

## Holds and Renewals

Patrons may place ten (10) holds on materials in person, over the phone, or via the online catalog.

Items may be renewed one (1) time in person, over the phone, or via the online catalog if another patron has not placed a hold on the item.

## Overdue Material

All library materials are due on the due date. There is no grace period.

The library has no obligation to remind patrons to return library materials. The library sends a reminder as a courtesy to the patron. Overdue notices will be sent by mail or by email. Overdue notices are sent out when items are seven (7) days overdue and again at fourteen (14) days.

The library does not charge a late fee on items. Checkout privileges will be suspended when a patron has an overdue item; it will be re-instated when overdue items have been renewed or returned. (Updated 2-21-19)

## Lost Items

The purchase price shall be used as the replacement cost for lost items. At the patron's option, they may substitute identical items in new condition; library administration will determine the substitute item suitability. No substitutions may be made in lieu of payment on Interlibrary loan or Evergreen materials.

The library will add a $5.00 processing fee to all lost items.

## Damaged Items

Patrons are responsible for the cost of repair for any material returned with damage not resulting from normal use.   When items are damaged and are part of a set, the cost for replacing the complete set may be assessed if the library is unable to replace the particular damaged item individually. The cost is determined by the price of the specific damaged item, as recorded in the library's computer system database. A $5 processing fee may be added. After payment is made, the patron may keep the damaged item.

Examples of damage may include, but are not limited to:

* Ripped pages
* Stains
* Smoke/pet smells
* Chewed pages or covers
* Liquid damage

The significance of the damage will be assessed by the branch manager or director. Patrons will be contacted in a timely manner to notify them of the damage and to provide replacement information. Updatedn10-20-22

## Refunds

The library does not issue refunds for lost materials that have been paid for by patrons. If found, the item becomes the property of the patron.

# homebound & outreach delivery

Residents of Stone County who are physically unable to visit the Library can request to have Library materials delivered to them at home or in a care facility. “Homebound” is defined as being generally confined to the residence either temporarily - due to illness or accident; or permanently - due to age, disability, or other mobility problems.

Potential applicants should contact the Outreach Coordinator to determine whether their situation qualifies. In order to ensure equitable use of Library resources available to support this program, Stone County Library reserves the right to refuse service based on availability of staff and the feasibility and cost of travel required.

Once service has been established, Library representatives are only permitted to remain in the residence for as long as it takes to deliver and collect Library materials. Though Library representatives may occasionally move or remove obstacles in or near the dwelling in order to complete the service or for personal safety reasons, it is not within the scope of this program to assist patrons with any other personal needs or errands, or to spend an excessive amount of time with any one patron.

## fines and fees

Stone County Library does not charge overdue fines to patrons, but patrons are responsible for the replacement cost of damaged or lost items in their custody. If an item or items are continually returned with damage the patron delivery services may be restricted or withdrawn. If there is evidence of a pest infestation, the patron may lose delivery services until there is proof of professional remediation.

## conditions for homebound deliver

Patrons and facilities requesting homebound services must provide a safe and appropriate environment for Library representatives who make deliveries. Library representatives may choose not to enter a residence, to leave immediately, and/or to recommend suspension of the service if any of the following conditions exist:

Any person in the residence is dressed in inappropriate attire.

Any person in the residence presents threatening behavior.

Any person in the residence uses abusive or obscene language, makes obscene gestures, or displays obscene images.

Any person in the residence harasses the Library’s representative.

Any person in the residence exhibits signs of illness they are not advised of in advance that may jeopardize the health of the Library’s representatives.

Any person is smoking inside the residence at the time of the Library’s delivery.

Any person is engaging in any illegal activity in the residence at the time of the Library’s delivery.

Any Library material currently in the possession of the homebound patron appears to have been willfully defaced, mutilated, or damaged while in the custody of the homebound person.

Conditions in the residence are unsafe or unsanitary.

Pets (or service animals) create an unsafe environment, actual or perceived, for the Library representative.

Patrons request that Library representatives assist them with anything outside of the delivery and pick-up of Library materials.

Patrons keep Library representatives in the home longer than is necessary for the delivery and pick-up of Library materials.

Patrons must be continually reminded to correct any of the above conditions.

## suspension of service

If a Library representative recommends suspension of service, they shall provide their Supervisor with written notice of the reason. If suspended, the Library Director shall send written notice to the patron of the reason for, and the length of, any continuing suspension of service. Any homebound patron may request in writing that the suspension of service be reviewed by the Library Board.

## mandated reporting

If a Library representative suspects or witnesses any evidence of illegal activities or abuse while making a delivery, they are required to immediately leave the premises and report the situation to the appropriate law enforcement and regulatory bodies, as well as to Library Administrators.

In addition, library staff may request a welfare check for homebound patrons, if there is sufficient cause to be concerned for their health or welfare.

## emergency medical intervention policy

Library representatives are not trained medical professionals. Their only role is to deliver and pick up Library materials. If a medical emergency unfolds while a Library representative is present, they must immediately leave the domicile and call 9-1-1, attending nursing or medical staff, and/or the appropriate law enforcement officials. A written report of any such incidents must also be provided to Library Administrators.

(Updated 3/19/2020)

# Borrowing Beyond Stone County

## Interlibrary Loans

Stone County Library adheres to the policies and regulations set forth by the Missouri Evergreen Consortium to allow resource sharing between participating Missouri public libraries and to the policies.

Interlibrary loan service is available to patrons with Stone County Library cards. In order to submit a request for an item, the patron’s card must be a valid, unblocked card.

If the item is available from an Evergreen library, there will be no fee associated with interlibrary loan service. A hold may be placed directly from the library’s catalog. A patron may have ten (10) Evergreen holds on their account.

However if the item is not available through the Evergreen, the patron may request traditional Interlibrary loan service, if available, by filling out an Interlibrary loan form. Only materials available through Mid-America Library Association multi-state courier service will requested via interlibrary loan. ~~.~~ The lending library sets the due date of the material.

A patron can have up to five (5) traditional interlibrary loan requests in process at any given time.

Renewal of all Interlibrary Loan material at the discretion of the lending library. Patrons must request renewal at least 3 days prior to the due date on traditional Interlibrary loan.

## Interlibrary Lending

The Stone County Library honors Interlibrary loan requests from Missouri Evergreen Lending time for materials is set by the borrowing library in Missouri Evergreen

The Stone County Library will not lend:

* Non-circulating items including special collections, genealogy and reference
* Material that the library has owned less than six months
* Material with local circulation restrictions
* Kits or non-traditional collections

The borrowing library is responsible for the safety of the item from the time the item leaves the Stone County Library until it is returned. If damage or loss occurs, the borrowing library is responsible for the cost of items and the processing fee.

The Stone County Library charges a $5.00 processing fee on all lost material, in addition to the item cost.

(Revised 5-2015)

# Faxes and Photocopies

Charges for the computer printouts and photocopies include paper, toner, and equipment maintenance. Fees are twenty cents (20¢) for black and white and fifty cents (50¢) for color copies per page.

Charges for sending faxes are $1.00 for first page and 50¢ per page thereafter. Receiving incoming faxes is 50¢ per page.

(5-2015)

In the event that the vendor charges a convenience fee for debit and credit card transactions, that fee will be passed on to the patron. A minimum charge of $1 is required to utilize debit/credit payment.

# General Internet Access Statement

The Stone County Library is committed to the mission of providing informational, educational, cultural, and recreational material to Stone County residents. In keeping with this mission, the library offers public electronic resources available on the Internet.

The library has no control over the information on the Internet. Although the Internet offers access to many valuable local, national, and international sources of information, not all sources are accurate, complete, current, or appropriate for all users. The library is not responsible for the accuracy of Internet resources and databases. The library is not responsible for any material transmitted electronically by users of its public Internet terminals.

As an unregulated medium, it is possible to intentionally or inadvertently find material on the Internet that is deemed offensive or disturbing to some users. The library’s Internet service is equipped with filtering software designed to block access to sites that contain visual depictions and/or information which is unlawful, which may reasonably be construed as being obscene, child pornography, or materials “harmful to minors” as currently defined by law, or outside the scope of the library’s collection. Filtering software, however, is not 100% effective, thus users may still encounter sites they find personally offensive or be blocked from sites containing requested research information. For this reason, patrons are responsible for their own use of the Internet. Parents are strongly advised to closely supervise their children’s use of the Internet. The monitoring of a minor’s access to the Internet is the responsibility of that person’s parent or legal guardian, not library staff. Authorized library staff may disable the filtering software, during use by an adult, to enable access for research or other lawful purposes.

Because of the many different Internet and electronic applications available, the library cannot provide complete technical or training support. The library is not responsible for loss of data, damage, or liability that may occur from customer use of the library’s computers. Provision of networked information services does not constitute any endorsement of the contents of the information by the library.

## Computer Use Rules

All patrons who wish to use the computers shall agree to accept and govern themselves according to the rules and regulations set forth by the Stone County Library. Patrons who do not comply with, or deliberately violate the library’s Internet and computer use policies, forfeits computer privileges in the Stone County Library.

The Stone County Library is not responsible for anything lost due to computer problems. This includes anything done in word processing programs or on the Internet.

Computers are available on a first-come, first-served basis. There is a time limit of two hours per day. Any patron who refuses to vacate a computer when asked to do so after the allotted time will automatically forfeit their rights for the rest of the day. Continual refusal will result in a longer forfeiture, as determined by the Library Director.

Computer generated print jobs are assessed 20¢ per black and white printed page and 50¢ per colored page. The library cannot control how websites print, so it is advised for patrons to print preview before printing. Regardless, patrons are required to pay for all pages printed, including color copies when the patron meant to print black & white.

Patrons are expected to comply with all copyright and licensing agreements and computer protection laws.

The library does not allow copyrighted material to be downloaded, and violations will result in a loss of computer privileges.

## Internet Use

Parents or legal guardians of a minor are responsible for supervising the minor’s Internet activity.

Viewing online materials deemed obscene, viewing pornography of any kind, or exposing a minor to pornography is prohibited. Sexual misconduct, such as indecent exposure, touching or harassing patrons or staff, and sexual acts of any type are not permitted.

Current virus protection software is maintained on public access computers; however, this is not completely effective. The library is not responsible for the transmission of a virus from a library computer.

Installation, downloading or modification of software is prohibited.

The staff of the Stone County Library may provide basic instruction to patrons on computer and Internet use as staffing permits. The staff will show patrons where they may locate books on computer and Internet use. Additional assistance may be provided through one-on-one appointments, as staffing allows.

## Minor Computer Use

Minors who wish to utilize the public computers must have a library card. A guest pass may be issued to a minor without a library card, provided they have a parent/guardian over the age of sixteen in the library with them.

## Computer Assistance

Library staff are available to assist with basic computer questions. For in-depth computer assistance, or lessons, patrons may request an appointment through the Book-A-Librarian program. Appointments are limited to one hour per session, and must be made in advance so that a staff member will be available. Every effort is made to protect patron’s private information, so staff will not type patrons’ work, fill out job applications, file taxes, etc.

## Wireless Access Point Policy

The library will provide an Internet access point for users with electronic devices capable of receiving wireless signals. This access point will allow users to access the Internet from their devices when sitting within range of the access point.

Library staff will provide general information on the settings necessary to access the Internet via this connection. If a user has problems accessing the Internet over this connection, staff will verify the library’s connection is operating correctly, but cannot perform any troubleshooting or instruction on the user’s personal device.

Printing is not available to patrons using the wireless Internet connection. As part of the library’s network, the wireless connection falls under the filtering.

## Penalties for Computer Non-Compliance & Appeals

Consequences for violation of the Stone County Library Rules for Behavior/Conduct or the commission of other illegal conduct in the library may include:

Verbal warning;

Instruction to leave the library immediately and not to return to any SCL facility for the rest of the day;

Suspension of library privileges, including removal from, and denial of access to, all library services, facilities and grounds, including computer use, for a period ranging from one day to 3 years based on the severity of the violation. Guardians of minors will be notified;

Criminal sanctions; and/or

Permanent suspensions in extreme cases involving illegal behavior or repeated suspensions with no positive change in behavior.

The above consequences may be applied cumulatively.

The library may suspend use of computers for patrons who have fees in excess of $10.00.

Patrons may appeal all denials to the Library Director and subsequently to the Board of Trustees in accordance with policy.

This policy is enacted to comply with statutory requirements as expressed in Missouri 15 CSR 30­200.030 Public Access Computers in Public Libraries.

(Revised 5-2015)

# Volunteer Policy

ers

The Stone County Library offers the opportunity for members of the community to volunteer service to the Library and become knowledgeable about the Library’s services and needs. Library volunteers assist the Library staff in their efforts to provide comprehensive services to the community.

A "volunteer" is anyone who chooses to perform services for the Library without compensation or expectation of compensation and who performs volunteer services at the direction of the Library staff. A volunteer is not an employee of the Library.

The Library may use volunteers to assist with routine duties such as assisting at library programs, shelving library materials, straightening shelves, displaying books, assisting staff with preparations for programs, dusting shelves, and performing other clerical tasks. Volunteers will not receive training in the Library’s circulation system nor will they be allowed access to the patron database.

Individuals interested in volunteering must fill out an application available at each of the SCL branches. Volunteers will be accepted based on their qualifications in relation to the Library’s needs at any given time, and the Library reserves the right not to accept volunteers at its sole discretion.

The Library also provides an opportunity for individuals to volunteer to meet a community service work requirement set by an outside agency. All requests to receive credit toward a community service work requirement will be considered on a case by case basis, subject to this policy.

The Library does not guarantee the placement of any person seeking to volunteer with the Library. Volunteers are subject to the same rules of conduct and ethics as Library staff, including but not limited to its policies forbidding harassment, discrimination or workplace violence or threats of violence. Volunteers shall not use their positions for unauthorized personal gain.

Volunteers will not be allowed access to non-public areas of Library facilities when not volunteering.

A volunteer must be at least 12 years of age to volunteer service to the Library. Those under the age of 18 must have written permission from a parent or guardian to perform volunteer services, and such volunteer services shall comply with applicable law. Volunteers age 18 and older must agree to a criminal background check prior to beginning service. A criminal background investigation shall be completed on all adult volunteers and updated at reasonable intervals in the sole discretion of the Library.

Nothing in this policy or in the volunteer’s service to the Library shall create a contract or employment relationship between the volunteer and the Library. The volunteer relationship can be terminated at any time, for any reason, by either the Library or the volunteer. Stone County Library does not provide health, worker’s compensation, or any other benefits for volunteers. Volunteers do not accrue, earn, or become entitled by reason of performing volunteer service for the Library any benefits afforded by the Library to its staff.

# Library Programming

The Stone County Library provides a wide variety of programs that promote the enjoyment of reading and provide cultural, educational, and recreational enrichment to the community. Programs will be planned to meet the interests and needs of community members and will represent the wide range of ideas and views of our patrons. Presentation at the library of any specific idea, strategy, financial plan or investment does not constitute endorsement. Organizations or business affiliations used by the library in our promotions also do not constitute endorsement, merely acknowledgement.

## Content

The library staff uses the following criteria in making decisions about program topics, speakers, and accompanying resources:

* Community needs and interests
* Availability of program space
* Treatment of content for intended audience
* Presentation quality
* Presenter background/qualifications in content area
* Budget
* Relevance to community interests and issues
* Historical or educational significance
* Connection to other community programs, exhibitions or events
* Relation to library collections, resources, exhibits and programs

In addition, the library draws upon other community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for library programs; performers and presenters will not be excluded from consideration because of their origin, background, or views, or because of possible controversy. Library staff who present programs do so as part of their regular jobs and are not hired as outside contractors for programming.

Library programs must be non-commercial. No solicitation for business will be permitted. The sale of products at a library program is not allowed except for the following:

* Because the library wants to encourage reading, writing, and an appreciation for culture, writers, performers, and artists may sell their own works at library sponsored programs.
* Programs designed specifically to raise funds for the library.

The library may partner with another agency or community organization when these programs are central to the library’s mission. Co-sponsored programs must include participation by library staff to plan and develop program content, provide logistical support, or include information about library collections relevant to programs.

In general, library programs are free. However, a materials fee may be requested to cover the cost of materials used in the program (i.e. craft supplies); this fee will not exceed the cost of materials and will be stated upfront.

Some programs may require pre-registration.

Attendees are requested to silence electronic devices and refrain from accepting calls during programs.

Adult programs are intended for an adult audience and are typically restricted to adult participants.

## Comments

The library welcomes expressions of opinion from customers concerning programming. If a patron questions a library program, he/she should first address the concern with a library staff member. Patrons who wish to continue their request for review of library programs may submit a letter to the director requesting reconsideration. Requests for review of programs will be considered in the same manner as requests for reconsideration of library materials.

(5-2015)

# Meeting Room

The purpose of this policy is to insure an orderly, peaceful and efficient use of the library meeting rooms so as to accommodate and provide equal access to as many groups and organizations as is reasonably possible. The use of the meeting room does not imply the library’s endorsement of any ideas expressed in the meeting.

Library meeting places shall be made available free of charge to groups and organizations whose members are comprised primarily of residents of the county. Organizations shall be non-profit in nature and objectives must be in the public interest. The use of the meeting room shall not result in financial gain for the organization or its members. Personal events including but not limited to birthday parties, wedding receptions, and reunions are not considered appropriate use of the meeting rooms. Library programs, Friends of the Library meetings, and governmental meetings will receive highest priority in making reservations (Updated 4-18-19).

An adult over the age of 18 must be responsible and in attendance at the meeting.

Users cannot sell any products or services in the rooms. Admission charges, sales, and participation fees of any kind are prohibited. Political candidates, political action committees, and other political advocacy groups, either issue-related or candidate-driven, may not solicit or receive campaign contributions on Library property. Fundraising events of any kind are not permitted unless organized with advance Library approval to raise money for the Library.

No meeting shall cause undue interference with library operations. Meetings shall not conflict with library sponsored programs and in the event of such conflict the library program shall receive priority.

Application to use a meeting room shall be made in writing on forms available at the library. The group must sign a “Hold Harmless” agreement. The user agrees to hold harmless the Stone County Library or the Library Board of Trustees for any injury or damage to the person or property of said premises and to defend at user’s expense any legal action that may brought against the Stone County Library, Stone County Government, the City of Galena, Crane, or Blue Eye or any of its agents, officers, board members, or employees for personal injury and/or property damage during the period of use.

If weekly meetings are required by the nature of the program the duration shall not exceed eight consecutive weeks. This privilege may be extended only by the library director.

Users of the meeting room are expected to observe the rights of other library users to use the library for its intended purposes and to leave the meeting room in condition it was found. Users are expected to abide the library’s Rules of Behavior policy.

If an organization elects to serve light refreshments, they are responsible for cleaning up afterwards. Groups that leave a mess will lose meeting room privileges, unless approved by the director. A refundable cleaning deposit may be charged to these groups. This deposit will be returned provided the meeting room and kitchen are left in a clean condition after the meeting.

Equipment or furnishings belonging to any group shall not be stored in library buildings without the permission of the Library Director. The library will not assume responsibility when materials are left on the premises.

Any group desiring to use library owned equipment in the meeting room must make a written request for its use. Groups using such equipment shall assume financial responsibility for any damage to, or theft of, equipment in their possession.

Groups using the meeting room are responsible for reasonable care of the room, and will be held financially responsible for any damage and the general condition of the room following use.

Meetings shall be held during hours when the library staff are on duty and shall be finished in sufficient time to vacate the building no later than closing time. Special arrangements may be made for after-hours meetings.

Meetings held by outside groups are not programs sponsored by the library. All advertisement, announcements, press releases, flyers, etc. must clearly state that the event is not sponsored by the Stone County Library. All advertisements and public notices must clearly designate the organizational sponsorship. An organization may not use the library’s phone number on any advertisement.

The library administration shall be the final authority in granting or refusing permission for meeting room use. The library reserves the right to refuse future bookings to groups that fail to appear or do not abide by any of the above policies.

(Revised 05-2015)

## Study room Reservations

Library study rooms are available during Library operating hours on a walk-in basis, or may be reserved in person, by phone, or by email up to one week in advance. Exceptions may be approved by Library Administrators.

An individual or group may reserve study rooms no more than three times per week for no more than four hours per use without advance approval by the Branch Manager or their designee.

# Rule of Behavior/Code of Conduct

## Parental Responsibility - Unattended Minors and vulnerable adults

In order to ensure the safety of all library visitors, Stone County Library requires that children under the age of nine (9) be accompanied by a parent, guardian or responsible adult age fourteen (14) or older while on library property. The library is not responsible for caring for children who are left unattended in the library or who come to the library without an adult or other responsible person.

Persons of any age with mental, physical or emotional needs who require supervision or personal assistance must also be accompanied and adequately supervised by a responsible adult or caregiver.

Unattended children exhibiting behavior in violation of library policy or the law may be asked to leave the library. Children being asked to leave library property or remaining on library property at closing time may be offered assistance in contacting a parent or guardian prior to being allowed to leave.

If an unattended child behaves in a disruptive manner, the child may be warned, and if behavior continues, asked to leave the library.

If unattended children are left at library closing time they may be offered assistance in contacting a parent or guardian. If no one is able to be contacted, and it is unsafe for the minor to walk, the police will be called. There should always be a staff member waiting with an unattended child. Two staff members are preferred. Under no circumstances should staff take a child off library property; they should wait for the police to arrive. If police take the child into custody a note should be posted on the front door of the library for parents regarding where to pick up the child.

Staff should always inform the Librarian under these circumstances whether or not the child is taken into custody.

# Firearms and deadly weapons in library buildings (updated 1-20-2017

In accordance with RSMO 571.030, firearms or any other weapons readily capable of lethal use are not permitted in the Stone County Library with exception of persons with a valid concealed carry permit issued pursuant to sections RSMO [571.101](http://www.moga.mo.gov/mostatutes/stathtml/57100001011.html) to [571.121](http://www.moga.mo.gov/mostatutes/stathtml/57100001211.html).

Signs shall be posted at each entrance of a building owned, leased or controlled by the library stating that firearms or any other weapons are prohibited.

Persons violating the provisions of this section will be asked to either leave the premises or remove the weapon from the premises. Individuals who fail to immediately comply with such a request shall be removed from the building. On duty personnel are authorized to summon such assistance as is necessary to insure compliance with this policy.

# rules of behavior

The Stone County Library strives to provide an atmosphere that is conducive to the appropriate use of library services and resources. The public is required to comply with the library use and behavior guidelines. All users and staff have the right to a safe and comfortable environment, as well as facilities and materials which are in good condition.

BEHAVIOR OR ACTIONS WHICH ARE CONSIDERED TO BE DISRUPTIVE OR UNSAFE **ARE PROHIBITED** ON LIBRARY PROPERTY. THESE MAY INCLUDE:

* Cellphone conversations in all service areas.
* Any loud, unreasonable, repetitive or disruptive noises created by persons, sound devices and other equipment.
* Engaging in disorderly conduct, fighting or challenging a fight, or using offensive language that is likely to provoke violence.
* Running in or around the library. Skateshoes are not allowed inside building.
* Exhibiting offensive personal hygiene i.e. strong smell of body odor or other strong/unpleasant smells
* Clothing which exhibits obscene or sexually explicit content
* Indecent exposure
* Bringing in large bundles or personal possessions (for example: items too large to fit under a study chair);
* Misusing or abusing furniture
* Bringing animals or pets into the library except service dogs or animals participating in library programs.
* Following a person around the library, staring at a person, or persistently asking a person questions.
* Distributing or posting printed material / literature that have not been approved by the library.
* Soliciting money or items or services.
* Panhandling inside the library or in parking lot or on library grounds.
* Leaving a child or young adult (up to the age of 17) on library property after closing time.
* Misuse of public restrooms. Restrooms are for library patron use only. Changing clothes and bathing in restrooms are not permitted.
* Entering non-public areas such as staff workrooms, break room, offices, and storage areas.
* Acts involving computer fraud or abuse of library network computers or display of obscene materials on computer equipment.
* Willful concealment and/or unauthorized removal of library property
* Bringing food or beverages into the library (permitted in the meeting rooms only).
* Intoxication and/or use of tobacco, alcohol or illegal substances.
* Damage, destruction, theft or improper use of library property or facilities, including tampering with fire alarms.

This list is not meant to be comprehensive in nature. Any behavior deemed disruptive, harmful to patrons or staff, or destructive.

The library reserves the right to require anyone violating these rules of conduct to leave the library. The library may withdraw permission to re-enter library facilities for serious or repeated misconduct.

Communication of threats, physical violence or sexual misconduct (indecent exposure, unwelcome touching, or sexual harassment toward staff or patrons, including inappropriate comments) will result in permanent exclusion from the library and notification of law enforcement authorities.

Engaging in any other illegal acts or conduct in violation of federal, state or local law, ordinance or regulation will result in notification of law enforcement authorities.

Any person who disregards a request by a staff member to leave the building will be immediately reported to the local law enforcement agency.

# Response to Policy Violations

Any person not abiding by these or other rules and regulations adopted by the Library Board may be denied the privilege of access to the library or its resources, by the library director or designee. Library employees will contact law enforcement authorities if illegal activities are observed or reported or as otherwise deemed advisable. Based on the nature of the offense, warnings and other preliminary steps may be bypassed.

The library reserves the right to evict and/or ban in accordance with this policy, any person not abiding by the published Library Program Policy, including the Code of Conduct, and any other library policy adopted and published by the library Board of Trustees from time to time.

## Banning Process

Consequences for violation of the Stone County Library Rules for Behavior/Conduct or the commission of other illegal conduct in the library may include:

Verbal warning;

Instruction to leave the library immediately and not to return to any SCL facility for the rest of the day;

Suspension of library privileges, including removal from, and denial of access to, all library services, facilities and grounds, including computer use, for a period ranging from one day to 3 years based on the severity of the violation. Guardians of minors will be notified;

Criminal sanctions; and/or

Permanent suspensions in extreme cases involving illegal behavior or repeated suspensions with no positive change in behavior.

The above consequences may be applied cumulatively.

Library card privileges will be revoked during the period of suspension. Parents of minors will be contacted.

Indefinite suspensions may result from recurring, frequent, or serious infractions of library policies.

## Notification of Action

Any patron who has been evicted and/or prohibited from returning to the library shall be provided with written notification indicating the reasons for the ban, the library policy violated, the duration of the ban and the appeals process.

An incident report is to be filed by library staff immediately to the library director, in addition to verbal notification of the action to the administrator or supervisor in charge.

## Immediate and Permanent Eviction

Communication of threats, physical violence or sexual misconduct (including, but not limited to, indecent exposure, unwelcome touching or sexual harassment toward staff or library patrons) and engaging in any illegal acts or conduct in violation of federal, state, or local law, ordinance or regulation will result in immediate and permanent eviction from the library and the notification of law enforcement authorities.

## Appeals Process

Any patron subjected to specific enforcement of this policy may file a written appeal to the Director. The Director will review any appeal made and provide a written response affirming, overturning, or modifying the enforcement action. Patrons objecting to the director’s decision may make a written appeal to the Library Board within 10 days of receiving the Director’s determination. The Library Board will review any appeal made to them at the next regularly scheduled Board meeting and provide a written response affirming, overturning, or modifying the enforcement action. Failure to appear at the scheduled hearing will result in the denial of the appeal.

## Noncompliance with Eviction or Ban

Any person who disregards a request by a staff member to leave the building and/or premises for a violation of Library Policy or who enters the library or premises while banned will be considered a trespasser and will be immediately reported to local law enforcement authorities and subject to arrest and prosecution for trespassing.

(Revised 5-2015)

# Collection Development

## Material Selection

It is our objective to provide reading and reference material to our patrons, on all subjects and interest levels.

The responsibility for selecting materials lies with the librarian. Selectors make recommendations from their knowledge of a book or by the general public references.

All selectors must consider availability of space and budgetary restrictions when choosing resources for the Library. In addition, selectors consider the following criteria. These criteria apply to all materials, regardless of format or intended age level.

* Accessibility of format
* Accuracy and creative, literary, and technical quality
* Authority and reputations of authors, composers, directors, and/or publishers
* Availability of material elsewhere (area libraries, online, etc.)
* Historical value
* Initial and ongoing costs
* Local or regional interest and significance
* Need for collection breadth, depth, variety, and diversity of viewpoint
* Public demand, both current and anticipated
* Physical qualities that may affect suitability for Library circulation or housing
* Recognition as award-winning or classic work
* Relation of work to existing collections
* Significant literary, artistic, political, or scientific value
* Support of Library programs or initiatives
* Timeliness
* Uniqueness of information

No materials that meet the Library’s selection criteria will be excluded because of the race, religion, nationality, origin, background, sexual orientation, or political views of those contributing to its creation or the material’s frankness of language, controversial content, or endorsement of an individual or group.

Deselection of materials is an ongoing process for the Library, to maintain the currency, appeal, and usefulness of its collections. The following factors are considered in identifying materials for withdrawal:

* Appropriateness of the material in relation to the long-term development of the collection
* Availability elsewhere in the community
* Duplication of the same item
* Historical value
* Customer demand and usage
* Physical condition
* Timeliness and accuracy of information

Withdrawn materials become surplus property of the Library and may be sold, donated, or discarded at the Library’s discretion.

## Minors and Materials

The Stone County Library has adopted the American Library Association Freedom to Read and Freedom to View statements. Parents—and only parents—have the right and responsibility to restrict access of their children—and only their children—to library resources. Parents who do not want their children to have access to certain library services, materials, or facilities should so advise their children. Librarians and library governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between a parent and child.

# Gifts

The Stone County Library welcomes gifts and donations to the library. All donations must be made with the understanding that the donated material becomes the property of the library and that the library has the authority to make whatever disposition of the donated property it deems advisable. The library may sell the item for value and use the proceeds for any purpose appropriate to the library’s mission or otherwise dispose of the item. All gifts and donations must be unconditional, transferring ownership and all rights of ownership to the library.

Gifts and donations must be made without reversionary clauses or restrictive covenants.

Acknowledgment of gifts for tax records is provided upon request; however, the Library does not provide monetary appraisals of gifts for tax or other purposes. The Library may refuse a donation for any reason.

## Donated books and related materials

Books and other materials will be evaluated using the same standards that are applied to materials purchased with public funds. No special housing will be provided as a condition of acceptance.

Gift materials that do not meet the library’s standards, those that are out of date, in poor condition, duplicates of items already owned, textbooks or those in a format unsuitable for library use, may be sold, exchanged, given to other organizations or discarded. They will not be returned to the donor.

## other gift item criteria

The library makes the final decision on its own use or other disposition of the gift.

The library reserves the right to decide the conditions of display, housing, and access to the materials.

Any offers of substantial worth (i.e., equipment, art objects, special collections, etc.) should be referred to the Library Director. Such offers will be accepted/rejected based on considerations of need, appropriateness, maintenance, precedence, etc. Any gift accepted shall be subject to the conditions of acceptance outlined above.

## determining value for gifts

The library shall not affix a value for income tax purposes to any gift accepted. This is the responsibility of the donor. It is the donor's responsibility to maintain all personal records pertaining to a gift for which she/he is claiming a tax deduction.

(Revised 05-2015)

# Community Bulletin Board Guidelines

The community bulletin boards available for public use; materials posted or left in other areas of the library will be removed by library staff and thrown away.

Individuals/businesses may post one sign or one flyer advertising their services or an event; library staff reserves the right to remove additional materials left.

Advertisements will be cleared from the bulletin board monthly.

Library staff reserves the right to monitor the bulletin board and remove undated and/or out-of-date materials.

(5-2015)

# Social Media

## Purpose of the Library’s Social Media Sites

The Stone County Library has established social media sites primarily in order to inform library users about library programs, events (including those co-sponsored with other organizations), and materials, and to encourage dialogue and the exchange of information and knowledge between users and library staff about these programs, events and materials. The library’s social media sites are not intended to be traditional public forums for the general exchange of ideas and viewpoints, but a limited forum for discussing library programs, events and materials. Courts have recognized that libraries are limited purpose public forums, and as such, are only obligated to permit the public to exercise rights that are consistent with the nature of the library and consistent with the government’s intent in designating the library as a traditional public forum. All postings related to this mission statement (as so determined by the library in its sole discretion) are permitted except as otherwise stated in this policy.

## Agreement

By joining, utilizing and/or posting on the library’s social media sites, you agree to comply with this policy, and the Stone County Library’s policy on Internet and Computer Use, as applicable.

## Disclaimer

The library is not responsible or liable for the content of postings by third parties on any library sponsored social media site, and postings do not reflect the opinions or positions of the Stone County Library, its employees, or Board of Trustees.

## No Privacy

You should have no expectation of privacy in postings on library sponsored social media sites, and by utilizing these sites, you consent to the library’s right to access, monitor and read any postings on the sites. All postings on library social media are subject to Missouri Sunshine Law requests.

## Ownership

By posting on the library’s social media sites, you give the library permission to use your name, profile picture, and the content of any posting you make without compensation to you or liability on the part of the library. This permission ends when you delete your posting.

## Posting

Any postings inconsistent with the purpose of library’s social media site, as determined by the Library in its sole discretion, may be removed in accordance with the process set forth in this policy. Examples of postings not permitted include, but are not limited to:

* Advertisements
* Spam
* Postings which contain obscene matter
* Disparaging, harassing, abusive, profane or offensive postings
* Postings that are hateful, threatening, pornographic, that contain graphic or gratuitous violence
* Potentially libelous or defamatory postings
* Postings which contain privileged, proprietary, or confidential information about any person, business, or entity, including, without limitation, patrons, vendors, the library or library partners
* Postings which violate or potentially violate local, state, or federal laws, including, without limitation, intellectual property and copyright laws
* Posting which discriminate on the basis of race, color, religion, national origin, sex, handicap, age, sexual orientation, creed, or ancestry
* Postings which are sexually harassing, including, without limitation, epithets, slurs, negative stereotyping, sexual rumors that show hostility toward individuals based on gender, derogatory comments about individuals’ body or appearance, unwelcome sexual compliments, innuendos, suggestions or jokes.
* Promote alcoholic beverages, cigarettes or other tobacco products, or any illegal product, service, or activity
* Support or opposes any labor organization or any action by, on behalf of, or against any labor organization
* Support or opposes the nomination or election of a candidate for public office, the investigation, prosecution, or recall of a public official, or the passage of a levy or bond issue.

The library will share informational posts that meet the needs of Stone County Library patrons, at the discretion of the social media manager and/or Director.

# photography

The Board authorizes filming and photography in Library facilities as follows:

1. Classes or events sponsored by Stone County Library may be photographed or video-recorded by the Library’s staff or its representatives. Attendance at an SCL-sponsored class or event constitutes the consent of all attendees, and the consent of the parents or legal guardians of any minor children in attendance, to the future broadcast, publication, or other use of photographs or videos at the sole discretion of Stone County Library.
2. Casual amateur photography, filming, and videotaping is permitted in the lobby, study and program areas of Library facilities for customers and visitors wanting a remembrance of their visit, provided that the photography does not interfere in any way with Library operations or capture any identifiable likenesses of individuals without their permission. Any such photographers are responsible for arranging all necessary releases and permissions from persons who are filmed or photographed. Except as otherwise permitted in paragraph 3 by the Library itself, in no circumstances may anyone take a photo or film a Library customer without the consent of the customer, or their parent/guardian, if a minor.
3. Except as permitted by applicable law, no commercial or media photography or filming may occur in Library facilities without the prior written permission and approval of the Library Director. Such approval shall contain the conditions under which the commercial/media photography or filming will take place, and address the rights to ownership of the photos/films.

# Privacy of Library Records

All library records that identify a customer or customers as having requested, used, or borrowed library materials and all other records identifying the names of library customers are confidential (“Library Records”). These include registration information, circulation records, database search records, computer use records, and interlibrary loan or reference records.

A customer’s Library Records will not be provided to a requesting government agency, unless

1. In response to a court order.
2. In response to that customer’s written request.
3. In response to the written request of a parent or guardian of a minor child to release or disclose Library Records pertaining to the child’s account. The parent or guardian to whom records are being released or disclosed shall present identification as required by Library staff.

## Security Cameras

Stone County Library strives to maintain a safe and secure environment for its staff and patrons. In pursuit of this objective, selected public areas of library premises are equipped with video cameras that are recording at all times. The video security cameras will be positioned to record only those areas deemed necessary to complement other measures to maintain a safe and secure environment in compliance with library policies.

Reasonable efforts shall be made to safeguard the privacy of patrons and employees. Video cameras shall not be positioned in areas where there is a reasonable expectation of personal privacy, such as restrooms, employee break rooms or changing rooms.

Only the Director, Assistant Director, IT Manager, Branch Managers, and other authorized employees and/or service providers designated by the Executive Director are authorized to operate the video security system. Access to video records shall be limited to Authorized Employees and service providers, when accompanied by an Authorized Employee, who shall only access such records during the course of their regular duties. Library employees and service providers are to review and comply with this policy and the guidelines promulgated in accordance with this policy. Such persons shall not violate any laws relevant to this policy (including, but not limited to, Section 565.250 RSMo. et seq., 18 U.S.C. § 1801 and Missouri common laws pertaining to privacy rights) in performing their duties and functions related to the video security system.

It is SCL’s intent to retain all recorded images for approximately thirty (30) days. Images will not be routinely monitored in real-time, nor reviewed by library staff, except when specifically authorized by the Director or other Authorized Employee. Any records produced by the video security system shall be kept in a secure manner and managed appropriately by library staff to protect legal obligations and evidentiary values.

Video records may be used by SCL to identify the person or persons responsible for DBRL policy violations, criminal activity, or actions considered disruptive to normal library operations. Video records may also be used to assist law enforcement agencies in accordance with applicable state and federal laws upon receipt of a subpoena, warrant or court order. Such requirements may, however, except as hereinafter provided, be waived by the Director when appropriate. Video records of incidents can be retained and reviewed as long as considered necessary by the Director. In the case of a video record which identifies a patron and is a “library record” under Section 182.815 RSMo, in the absence of patron consent, the Director shall, as allowed by Section 182.817 RSMo, require a warrant or other court order issued upon a finding that the disclosure of such record is necessary to protect the public safety or to prosecute a crime.

# Lost & Found Items

The Stone County Library is not responsible for any patron’s lost or left behind items. Patrons are solely responsible for their own property. All unclaimed items or found items turned into the staff will be placed in the Library’s Lost and Found box. As a courtesy to our patrons, the Library staff will make a reasonable attempt to determine and contact the rightful owner of the lost property if said property contains sufficient identifying information.

* Lost and found items will be dated and stored in the Lost and Found box at the circulation desk for a period of 4 weeks, at which time the Library staff will decide the appropriate method of disposal.
* To claim a lost item, the patron must satisfactorily describe it to the Library staff member and say what day the item was likely left in the Library. This will ensure that items with similar physical characteristics (cell phones, flash drives, etc.) are less likely given to the wrong person.
* When the Library deems appropriate, to claim certain items such as credit/debit cards, owners must present a valid form of photo identification matching that of the item in question.
* Hazardous and perishable items will be discarded immediately.
* The Library is not responsible for unattended items that are mistaken as lost items. It is the responsibility of the owner to stay in sight of and keep track of all personal belongings at all times.

## Lost or Missing Electronics

The Library recognizes that lost and found flash drives or other electronics might contain sensitive and/or personal information. The Library staff may or may not access the device in order to locate the owner’s contact information. The Library assumes that most owners of cell phones, flash drives, etc. would prefer a staff member access this information contained in the device rather than make no attempts to find the owner’s contact information. At the end of four (4) weeks, Library staff will decide the appropriate method of disposal.

# Service Facilities

The Stone County Library is a special purpose district which provides library services to the residents of Stone County. These residents may live within an incorporated area or in an unincorporated area. The library branch locations are designed to serve population’s economically and effectively. The Library Board of Trustees, in choosing branch sites, shall do so in order to serve the county’s population as a whole, without regard to whether or not a particular location is within a municipality.

Requests for new service locations will be considered, by the Board, on a case by case basis. Factors that will be considered include but are not limited to:

* Use of existing library service opportunities.
* Proximity to an existing branch location.
* Population and the economic viability of providing service to the area.
* Availability of an affordable, adequately sized building. The building must meet the A.D.A. Standards for accessibility and the requirements of the National Life Safety Code.
* The availability of funds to support a building, staff, services, and a collection.

(09-2012)