

WILSONVILLE PUBLIC LIBRARY POLICIES AND PROCEDURES

Approved
December 2, 2010

The Wilsonville Public Library is a member of the Library Information Network of Clackamas County (LINCC), and abides by LINCC agreements regarding service areas and revenue, collection sharing, database standards, etc.

ACCESS TO LIBRARY MATERIALS:

During its hours of operation, all persons may make use of the Library facility, attend free programs, use public computers and meeting rooms, use library materials on the premises, and request assistance from library staff. No item will be sequestered except for the purpose of protection from damage or theft, or if selected primarily for staff use. All material is available to the public upon request.

The library staff will not permanently mark or identify material in any manner indicating approval or disapproval of the contents. However, material may be included in thematic exhibits or placed in a display of staff favorites to generate interest, with the understanding that such inclusion or display does not imply any official approval or disapproval of the contents by the Library.

Access by Children

The Library welcomes children into the library. In order to protect their safety, The Library requires that:

- ♦ Parents/guardians be responsible for their children's behavior at all times, whether or not the parent/guardian accompanies their children to the Library.
- ♦ Children 6 years and under must be within eye contact of their caregiver at all times.
- ♦ Children 7-12 years old may be out of eye contact of their caregiver while the caregiver is in the library as long as the children's behavior is not disturbing others.
- ♦ The Caregiver must be at least 15 years old.

Staff will attempt to contact the parents or caregivers of a child who is disruptive, is left alone after library closing, or needs other care. **If a suitable caregiver is not available, staff may call the police to take custody of the child.**

Responsibility for the use of library material by children and young adolescents rests with their parents or legal guardians.

Library Behavior

Disruptive behavior is defined as, in the opinion of Library staff, any patron behavior that interferes with the normal operation of the library or which unreasonably interferes with another patron's ability to use the library. Examples of disruptive behavior include:

- ♦ Any illegal act
- ♦ Damage to Library property
- ♦ Theft
- ♦ Loud noises, including, but not limited to, shouting, audio equipment use
- ♦ Cell phone use within the Library. Although patrons are welcome to use cell phones in the Library's outer lobby (by the Rose and Oak Rooms).
- ♦ Running, skate boarding, wrestling, rough-housing anywhere on Library grounds
- ♦ Sexual harassment of any kind
- ♦ Use of tobacco, illegal drugs or alcohol
- ♦ Soliciting of any kind
- ♦ Possession of weapons of any kind

Food is not allowed in the Library. Drinks with secure (screwed on or firmly snapped on) lids are allowed in the Library.

RESTRICTION OF LIBRARY PRIVILEGES

Violation of Library Policy and Procedures may result in the restriction of Library privileges by the Library Director or designated staff. Restrictions may be conditional, for a defined duration, or permanent. Any person whose privileges have been suspended by library staff may appeal such suspension in writing to the Library Board. See also 'Appeals' below.

Examples of possible restrictions include:

- ♦ Suspension of circulation privileges
- ♦ Suspension of public computer privileges
- ♦ Exclusion from the Library

BORROWING

The Library Director, with the advice and consent of the Library Board, sets circulation policies. These policies include but are not restricted to library cards, interlibrary loan, loan periods, renewal policies, and overdue charges.

Library Cards

Individuals residing in, owning or renting real property in Clackamas County and the employees of the City of Wilsonville are eligible for the free borrowing privileges of the Library. Residents of other jurisdictions may be eligible for free borrowing privileges under reciprocal lending agreements during the effective term of such agreements.

VIP Library Cards

The Library will issue a limited number of VIP Library cards to facilitate Library interests or goals. Among other benefits, VIP cards do not accrue fines on overdue material. Classes of patrons who will receive VIP cards include:

- ♦ **Local elementary and secondary school teachers and early childhood educators:** The Library supports local school teachers in their efforts to educate the children of the Wilsonville area, and encourages teachers to use Library material in their classrooms.
- ♦ **Volunteers:** The Library greatly benefits from the work of citizen volunteers, and will provide incentives for continued service.
- ♦ **Library Staff:** Staff routinely assist citizens with material selection and library use. The Library works to encourage staff to use the collection routinely.

Eligibility status for all VIP cards will be reviewed at least annually.

Temporary Library Cards

Temporary Library cards may be issued to:

- ♦ Guests of eligible residents provided that the resident host provides confirmation of the guest's residency.
- ♦ Persons that can prove they are staying at hotels, motels or vehicle parks within the City during the duration of their stay.

Temporary library cards will be restricted to no more than three items checked out at any time, and will set to expire at the anticipated end of the user's residency. Temporary cards will be valid for no more than 6 months.

Fees for Non-Residents [Previously amended]

A fee will be charged for a library card to patrons not eligible for free borrowing privileges. ~~Patrons purchasing a library card will have the option of Wilsonville Library access only or access to materials from other libraries in Clackamas County.~~ **Non-resident library cards enjoy full library privileges.** Fees for non-resident library cards are set by the Library Director, and reviewed by the Library Board.

Patrons may pay for all or part of library card costs by volunteering at the Library. Library card costs will be reduced for each hour volunteered at a rate equivalent to the prevailing minimum wage.

Identification

Identification verifying eligibility, including proof of current address, will be required for library borrower's cards. Preferred identification includes:

- Oregon Driver's License (proof of residency and identification)
- Oregon Identification Card (proof of residency and identification)
- United States Passport (proof of identification)
- Current Utility Bill (within last 3 months) (proof of residency)

At staff discretion, a temporary library card may be issued to a permanent resident who does not provide adequate identification, until such identification is provided.

Children

A child who is able to write their first name is eligible for a library card. A child is eligible for a library card when she can write her own name, or with approval from parent or guardian. Library card applications for children and youths **up to 15 years old** must be signed by a parent or guardian, and the parent's name and identification will be entered into the child's circulation record.

In order to accommodate as far as practical the concerns of their parents regarding access to adult materials by children and younger adolescents, upon specific request the Library shall agree to make a good faith effort to restrict circulation of some or all adult materials to children.

Upon request of the parent(s) or legal guardian(s) of a child or youth up to 15 years old, the Library will add a special note to the child's electronic borrowing record, as follows: "No (specified materials) without permission of (names(s) of parent(s) or guardian(s)) before (date specified, in no case later than the date of the child's 16th birthday) at WV only."

"Specified materials" may be "adult materials" or any simple objective specification that does not call for judgments on the part of staff. For example, parents could specify "no videos from the adult collection," or "no R-rated videos," but not "no sexually explicit or violent videos," which would call for judgments or interpretations staff are not in a position to make.

Library staff will make a good faith effort to honor such a request when so noted. The Wilsonville Public Library cannot commit other libraries to honor such requests. A "self-checkout" option is available to all patrons including youth, which means that the ability of library staff to restrict circulation is limited.

If a parent or legal guardian with joint responsibility for a child informs the Library that he or she does not agree to such a restriction requested by another parent or legal guardian, the note will be removed from the child's electronic borrowing record. Library staff may remove the note at any time after the date specified.

Checkout

Most items within the Library are available for checkout. Items designated for reference use, including current-issue magazines, are not normally checked out, but may be checked out at the discretion of the Library Director or delegated staff.

A library card is preferred to check out material. If a library card is not available, patrons may show picture ID.

Overdue, Lost, or Other Charges

The Library Director, subject to the consent of the Library Board, establishes procedures for notice and collection of overdue or lost library materials, including charges for late returns or replacement of lost items; replacement of borrower's cards; room rentals; and other goods or services provided by the library.

Patrons are responsible for all material checked out from the Library. Overdue fines fees will be applied to the user's account if material is returned late, and users must pay for replacement of items that are lost, stolen, or destroyed. Other fees will be applied to the user's account, or collected at the time that service is delivered.

Suspension of Circulation and Computer Privileges

Circulation and computer privileges will be suspended for patrons whose circulation record shows more than \$40.25 in charges owed to any LINCC Library.

Payment

Patrons may pay charges by cash, check or credit card. Alternatively, patrons may pay overdue or lost item charges by volunteering for the Library. Charges will be reduced for each hour volunteered at a rate equivalent to the prevailing minimum wage.

In lieu of payment for a lost item, the patron may donate to the Library the same item in excellent condition or a substitute acceptable to the Library Director.

The Library may use collection agencies to obtain payment from patrons who do not return items or pay lost item replacement charges.

Refunds

Fees paid for lost items may be refunded upon request if the items are returned in acceptable condition within one year of the date due, or later if they are still of sufficient value to the Library. The full amount paid for such items, less a standard fee to cover overdue charges and processing, will be refunded.

PRIVATE AND PUBLIC INFORMATION

The Library respects patrons' right to privacy. Oregon law allows library staff to refuse requests to disclose patron information. The staff will use its best judgment in determining whether to disclose personal information regarding its patrons when the request is for information other than for Library

purposes or under due process of law. The following examples are intended to guide staff in determining the types of information, which should not be disclosed: names of people who have borrowed certain items; lists of items borrowed by individuals other than the borrower or borrower's legal ward; driver's license number, addresses, telephone numbers, e-mail addresses, or other information from its registration files not available from public sources.

Public Computers

Normally public computers within the Library do not save any evidence of a user's session. All files created or modified and all Internet cache is discarded at least daily.

Police Requests

The Library will make every effort to assist law enforcement agencies to investigate criminal activity. All requests from law enforcement authorities should be forwarded to the Library Director. The Library Director (or designee) will release records based on the advice of the City Attorney.

ELECTRONIC RESOURCES

The Library provides electronic resources for public use. The Library staff is not in a position to monitor the use of such resources by the public, either adults or children. However, an individual's access to electronic resources may be suspended or restricted by the library staff when the resource is abused. Abuse includes:

- ♦ Electronic receipt or display of material that would be considered obscene under federal or state law prohibiting dissemination of obscene material;
- ♦ Installation of personal software;
- ♦ Attempts at any unauthorized access, including use of someone else's library card to access computers;
- ♦ Alteration or damage to computer equipment or software;
- ♦ Violation of copyright or licensing laws;
- ♦ Use of computer workstations for any illegal purpose;
- ♦ Behavior which disturbs the atmosphere of the library, violates the rights of others or creates a nuisance;
- ♦ Violation of another user's privacy; or
- ♦ Any other action that constitutes abuse under the Library's Policies and Procedures.

The Internet

In accordance with the Library's mission, this document, and the American Library Association's Library Bill of Rights, the Library will provide as complete access to the function and content of the Internet as practically feasible. The Internet is an unregulated information and communications resource. Patrons should be aware that information delivered over the Internet can be controversial, misleading, or just plain wrong. Patrons should exercise their own judgment concerning the validity and suitability of content.

The Library does not monitor patron's use of Internet workstations, but will respond to patron concerns about inappropriate behavior or display of inappropriate material. Library staff may ask users to close computer windows or take other actions as necessary. Failure to comply with staff requests may result in restriction of library privileges, including but not limited to ending of the current computer session, exclusion from the Library or other restrictions.

The Library supports the rights and responsibilities of parents to monitor the use of the Internet by their children. Internet stations in the Children's room and Young Adult area will be filtered to provide a convenient option for parents who may prefer more limited access to the Internet for their children. Patrons should understand that Internet filtering is an imperfect technology, and there can be unexpected results. Because the Library is not in a position to monitor use of materials in the Library, parents who wish their children to use filtered terminals must exercise their own vigilance. The Library does not accept responsibility for any unexpected or undesired results of use of the Internet, whether filtered or unfiltered.

The Library may create policies and procedures to optimize patron use.

Public Computer Access

Library users with library cards are eligible to use public library computers for up to 2 hours each day. A session may be extended at the discretion of Library staff. Computer users must use their own library card, and their account should be in good standing with no lost items or charges exceeding \$10 ~~25~~. Library users who are not eligible for free library cards may get a Guest Pass from the Circulation or Reference desks which allows 30 minutes of computer use. Guest Passes are not intended to provide public computer access for patrons whose library cards are not in good standing.

INTERLIBRARY BORROWING AND LENDING

Interlibrary borrowing and lending within Clackamas County

Through its affiliation with the Library Information Network of Clackamas County (LINCC), and the LINAS catalog, the Wilsonville Public Library can obtain library materials from other LINCC libraries. The loan-initiating process is referred to as "placing a hold." Patrons as well as library staff place holds directly through the LINAS catalog, either from a workstation within the library, or through a remote connection. Patrons will need their library barcode number (as well as their PIN number if requesting materials from a remote connection) in order to request materials. There is no charge. Generally, all formats can be requested, but availability, loan periods, fines and other policies are dictated by loaning libraries. Patrons may have as many as 15 unfilled hold requests at any one time, and may ask for a "High Volume" library card should they routinely need more.

As a member of LINCC, the Wilsonville Public Library freely lends its materials to the patrons of other LINCC libraries. The Library lends all formats, but does not normally lend designated Reference material.

Interlibrary borrowing and lending outside of Clackamas County

Borrowing

Library cardholders in good standing may request items not available within Clackamas County, through interlibrary loan.

All formats may be requested, except for materials published, produced, or released in the current or prior calendar year (new non-fiction print titles are exempt). Materials checkout is for the standard 28-day loan, unless otherwise noted on the item. Patrons may request one renewal. Material requests are limited to 20 per household per month.

There is no charge for this service by the Wilsonville Public Library. However, if the lending library charges an additional fee, the patron requesting the material is responsible for payment. Patrons will be informed of the possibility of additional charges before the material is obtained.

Patrons will be charged overdue fines of 25¢ per day, up to the cost of the item.

Lending

The Wilsonville Public Library lends most materials from its general collection. Loan periods are 28 days, and renewals may be requested. Interlibrary loan policies for specific types of material are governed by the countywide agreement and are as follows:

- ♦ LINCC lends no materials published, produced, or released in the current or prior calendar year.
- ♦ LINCC lends no materials in circulation or on hold.
- ♦ LINCC lends AV materials only to Oregon libraries
- ♦ LINCC lends print materials to all requesting libraries. (Exception: Clackamas County will not lend to libraries blocked for unreturned items.)

TEST PROCTORING

Wilsonville Library provides free test proctoring, under limited circumstances, to the community. We can proctor online tests, or tests sent to us by mail.

Tests sent to us by mail

Students must provide the institution giving the test with the Library's contact information:

If there is an initial agreement to be filled out and sent in, it will be signed by the librarian on duty at the time the agreement is presented. The test will be proctored by a reference librarian, although due to schedules, the test may be proctored by a different librarian than the one who originally signed the agreement.

Library staff will check identification, ensure that no notes or textbooks are used, etc. However, due to time constraints, **staff cannot proctor tests that require the proctor to remain in the room with the student throughout the exam.**

Any postage required to return testing materials must be provided by the student at or before the time of testing.

Online Tests

Library staff is available to proctor online tests. The student is responsible for calling to arrange a time to take the test. The online tests will be taken in the public internet area of the library. There may be noise or disturbance from other nearby internet users. Staff will type in provided passwords.

MATERIAL SELECTION

The Library's Collection Selection and Development Policy is a separate document incorporated herein by this reference.

USE OF LIBRARY CONFERENCE ROOMS

Community Meeting rooms (Rose Room, Oak Room)

The City of Wilsonville Facility Fee Policy and the Wilsonville Public Library Meeting Room Policies and Procedures govern use of the Rose and Oak Rooms.

Library Study rooms (Simmons Room, Andersen Room, Zwald Room)

Small study rooms within the Library are available for group or quiet study. These rooms may be reserved up to one month in advance. Businesses may rent these rooms per fee schedule. Use should be limited to no more than two hours in one day, if others are waiting. Reservations are forfeited if a user arrives more than 10 minutes after a reserved time.

DISPLAYS IN THE LIBRARY

Community Bulletin Board

The Wilsonville Public Library Community Bulletin Board Policy governs posting of notices.

Monthly Art Exhibits

The Library invites local artists to display their artwork within the Library lobby. Display is governed by the Wilsonville Public Library Guidelines for Lobby Exhibits and Artist/Exhibitor Responsibilities.

FUNDRAISING

Non-profit groups using the Oak and Rose Rooms may use the rooms to fundraise for their benefit. Fundraising by the Library shall benefit only the Library, the City of Wilsonville, the Wilsonville Public Library Foundation, or Wilsonville Friends of the Library.

NOTARIES

The Library provides notaries for the public. This service is guided by the Wilsonville Public Library Notary Policy.

LIBRARY STAFF

The library staff members are employees of the City of Wilsonville. City Personnel Policies govern library staff. The City establishes salary schedules and classifications.

MEMBERSHIPS

Oregon Library Association and other appropriate membership dues for the Library Director, interested library staff and Board members will be paid by the City if budgeted funds allow.

LIBRARY HOURS

The Library Director sets the library hours with the advice and consent of the Library Board and City Council. Holidays and extraordinary closures will be in accordance with City of Wilsonville policy.

APPEALS

Decisions of the Library Director may be appealed in writing to the Library Board. Any decision of the Library Board may be appealed in writing to the City Council provided the City Council has decided whether it shall accept the appeal for hearing. The appeal, if accepted, shall be heard based on the record or de novo.