

NEW HANOVER COUNTY  
PUBLIC LIBRARY

POLICY MANUAL

10/27/2006

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NEW HANOVER COUNTY IS AN ATTRACTIVE,  
ECONOMICALLY VIBRANT COMMUNITY  
OF KNOWLEDGEABLE CITIZENS  
ENGAGED IN LIFELONG LEARNING.

THE MISSION OF THE NEW HANOVER COUNTY PUBLIC LIBRARY IS  
TO PROVIDE ALL CITIZENS WITH THE GREATEST RETURN ON  
TAXPAYER INVESTMENT BY:

OPENING DOORS TO A WORLD OF INFORMATION

TRANSFORMING INFORMATION INTO KNOWLEDGE

PROMOTING READING AND LITERACY

CONTRIBUTING TO PERSONAL ENRICHMENT

FACILITATING PUBLIC DISCOURSE

PRESERVING THE HISTORICAL RECORD OF THE LOWER CAPE FEAR

PROVIDING EXPOSURE TO A DIVERSITY OF CULTURES

ENHANCING INDIVIDUAL AND COLLECTIVE ECONOMIC GROWTH

## **Introduction**

The overall purpose of this manual is to create library policies and procedures that support excellence in customer service and provide equitable and consistent treatment of library customers in their use of library services.

Such policies and fees shall be reviewed annually by the library administration and Library Advisory Board to ensure their currency.

All library policies will support the library's vision and mission statements and shall be consistent with those policies adopted by the Board of Commissioners of New Hanover County.

Adopted November 16, 2006

## 1.0 Privacy

A. Purpose: To protect the privacy of library customers to the fullest extent allowable by law.

B. Library customers can use library resources and services independently and without fear of surveillance, retribution, criticism, or commercial solicitation. The library will protect the privacy of its customers to the fullest extent allowable by law

C. The library shall not disclose any library record or provide information to individuals that identifies a person as having requested or obtained specific materials or information, or identifies a person as having used the library or its services in any other way except for the following reasons:

- 1) When necessary for the reasonable operation of the library.
- 2) Upon consent of the customer with positive identification.
- 3) When a parent, legal custodian, or guardian with positive identification requires access to the circulation records of their minor child (17 years old and younger) or of a legally incompetent adult.
- 4) When required by the issuance of a properly issued subpoena, search warrant, or other order of a court of competent jurisdiction
- 5) When required by law (NCGS 125-19; USA PATRIOT Act – Public Law 107-56).

B. If a subpoena or warrant is given to a staff member, that person should

- 1) Immediately contact the library administrative office.
- 2) The library Director or in his absence, the Assistant Director, will contact the County Attorney's Office for a review of the document's legal sufficiency.
- 3) Staff will have time to collect information requested by a subpoena, but a search warrant may be executed immediately. The County Attorney's Office should be called to be present during searches. Staff should not interfere with the activities of law enforcement officers.
- 4) A subpoena or warrant issued under the USA Patriot Act takes precedence over North Carolina's laws regarding confidentiality of patron records. The fact that a subpoena or warrant were issued should not be disclosed to other parties since this is in violation of the USA Patriot Act.

## **2.0 Facilities**

A. Purpose: To provide and establish basic criteria by which library facilities are developed and operated.

B. The New Hanover County Public Library provides facilities for public use that are professionally and flexibly designed to provide for modern library services, which reflect positively on the community they serve, and create an ambience conducive to high utilization by the general public.

- 1) The construction and location of new facilities will be based upon a comprehensive library service plan.
- 2) Such plans will be reviewed and approved by the Library Advisory Board.
- 3) Building sites will be recommended on the basis of population projections, accessibility, infrastructure requirements, sufficient parking space, and the potential for expansion.
- 4) A detailed building program will involve an architect, interior designer, library staff and a building committee.
- 5) Building programs will be based upon community needs and professional standards.
- 6) Consultants will be hired on an as needed basis for various aspects of the building project.
- 7) Buildings will be designed to allow for ease of maintenance and economical use of staff.
- 8) A robust and up to date technological infrastructure will be an essential part of any building plan.
- 9) Updating of furnishings and equipment will be incorporated in the library's budget.
- 10) The library will ensure proper maintenance of library facilities by reporting to the Property Management department in a timely manner those items that need servicing.
- 11) Buildings will be designed to be safe, attractive and inviting places for all library users.

## 3.0 Circulation

### 3.1 Registration

A. Purpose: To provide a means by which library services can be easily accessed, and to define the various conditions under which library cards are issued.

B. All residents of New Hanover County are eligible for a free public library card that enables the check out of library materials and access to other library services. Nonresidents are eligible for similar privileges upon payment of an established fee.

- 1) Any resident of New Hanover County over the age of 18 may be issued a free library card.
- 2) Residents include military personnel stationed in New Hanover County and college students residing in New Hanover County.
- 3) Children (under 18) of adult residents may be issued cards with parental or guardian approval.
- 4) Any individual who owns property in New Hanover County is eligible for a library card upon proof of ownership.
- 5) An institutional card may be issued to an agency upon a signed agreement between the library and the agency.
  - a. A supervisor may in some instances issue a temporary library card with the following restrictions:
  - b. Six month duration
  - c. A two item check out limit
- 6) Upon payment of a \$30 annual fee, library cards with full library privileges may be issued to individuals not residing in New Hanover County.
- 7) Upon payment of a \$2 six-month fee, a computer use card may be issued to individuals not residing in New Hanover County.
- 8) A photo ID and one other form of identification, one of which has a current address, are required for a library or computer use card.
- 9) Library cards are valid for one year and can be renewed if there are no fines, fees or blocks attached to the customer record.
- 10) All new registrations are restricted to a two-item check out limit for first time use.
- 11) No card will be renewed if library material has not been returned or there are other blocks attached to the registration record.

C. Exceptions to Residency Requirement

- 1) In order to encourage use of the library by New Hanover County students, teachers at any school in New Hanover County are eligible for a library card.
- 2) Under special circumstances and with administrative approval, the library may waive the residency requirement for a free library card.

## 3.2 Loans

A. Purpose: To develop procedures that provide equitable access to library circulating collections, with appropriate levels of control established to ensure the integrity of library collections and customer satisfaction.

B. All library books and audiovisual materials are available for loan to individuals holding New Hanover County Public Library cards except for those items restricted to reference use or are in one of the library's special non-circulating collections.

- 1) Loan periods for materials vary depending upon the demand for materials. Those items not in heavy demand generally are circulated for a three-week period.
- 2) Two renewals are allowed for any item that has not been requested by another user.
- 3) Library customers must be registered to check out material. Only if staff can easily validate an individual's identity can material be checked out without a library card.
- 4) Up to 25 items may be checked out from the library at any one time. Loans may be adjusted based upon demand or upon size of the collection.
- 5) Reference materials and items in library special collections are available for use only within library facilities.
- 6) The borrower assumes responsibility for damage to any library materials while it is in his/her possession.
- 7) Late fees are assessed for material kept over regular loan periods.
- 8) Rental fees are paid prior to checking out a rental book.
- 9) Borrowing privileges are conditional upon adherence to library regulations, the return of library materials, and the absence of any fees owed the library.

### **3.3 Interlibrary Loan**

A. Purpose: To provide materials for library customers from other libraries, and to provide other libraries the same service for their customers.

B. The New Hanover County Public Library supplements the resources of its own collection through Interlibrary Loan (ILL) and follows the Interlibrary Loan Code established by the American Library Association.

- 1) The library does not borrow material from other libraries if the requested item is owned by the library and available for public use.
- 2) The library does not lend items from its reference or special collection or items in high demand.
- 3) ILL requests will be made only when the material is not owned by the NHCPL.
- 4) Staff will not process requests for customers who are blocked from regular library loans.
- 5) The library cannot guarantee if or when a request will be filled.
- 6) There is a \$2.00 non-refundable charge per item payable upon receipt of the material.
- 7) Any charge from a loaning library will be passed on to the customer.
- 8) If an item is requested but not picked up by a customer, the \$2.00 charge will be assigned to his or her account.
- 9) Overdue fees are calculated at \$.20/day with a \$4.00 maximum per item.
- 10) Renewal requests must be made through the library five days in advance of the due date.
- 11) The library encourages users to submit their own requests through the internet via World Cat, an online catalog of the holdings of OCLC member libraries.

### 3.4 Outreach

A. Purpose: To provide public library services through an outreach staff to county residents who are homebound, institutionalized, in childcare or otherwise unable to visit a library facility on a regular basis.

B. To be eligible for this service, a customer must reside in New Hanover County and meet one of the following criteria:

- 1) Be unable to get to a library facility on a regular basis due to health issues or lack of transportation;
- 2) Be a caregiver to a person requiring continuous care;
- 3) Reside in a nursing home, rest home or assisted living center
- 4) Receive day care at a senior center;
- 5) Receive services at a rehabilitation service facility;
- 6) Be an agency that serves the physically or mentally handicapped'
- 7) Attend a childcare facility

C. Adult outreach services are handled through the circulation department of the Main Library. Outreach services to children are handled through the Youth Services department together with the "Growing Readers" staff. There are no overdue charges on material loaned through library outreach services and loans may be extended beyond the normal range. However, outreach customers are responsible for the replacement cost of lost or damaged items. Because of limited staff, the library may not be able to accommodate all requests for service.

## 4.0 Information Services

### 4.1 General Reference

A. Purpose: To provide guidelines on how the library will provide reference service to its customers in a fair and equitable manner.

B. Information services provide resources and staff to assist library customers in finding material and utilizing library services that support their personal, business, educational, and recreational interests.

C. The library will provide the following reference services:

- 1) A professionally staffed reference desk during library hours of operation
- 2) Ability to direct questions in person, by telephone, e-mail, or mail with
  - a. An immediate response for simple reference inquiries;
  - b. A response within 24 hours to research, mail or e-mail requests;
  - c. A response to voice mail within 3 hours
- 3) A current collection of authoritative reference resources and assistance in their use.
- 4) Special collections and assistance in consumer health, law, business, and local history and genealogy.
- 5) Assistance to customers in the use of public computers and library software applications.
- 6) Instruction on use of library resources
- 7) Interlibrary loan for materials not held by NHCPL
- 8) Referrals to other libraries and local agencies

D. The reference staff will provide exemplary customer service by

- 1) Acknowledging the customer immediately
- 2) Treating all customers with courtesy and respect
- 3) Being approachable and proactive in offering assistance
- 4) Making the customer present their first priority.
- 5) Not leaving the reference desk unattended for more than 3 minutes.
- 6) Providing readers' advisory assistance.
- 7) Developing reading and resource aids for library customers.
- 8) Engaging in regular training opportunities.
- 9) Adhering to ALA Code of Ethics

E. Priorities of service

- 1) Customers present in the library. Customers are served on a first come, first served basis
- 2) Telephone inquiries
- 3) Email, fax and mail reference.

## 4.2 Internet Access

A. Purpose: To establish regulations that allow fair and equitable access to the Internet from the library's public access computers.

B. The New Hanover County Public Library allows for public access to the Internet in order to provide its users information beyond that contained in the library's collection. While the Internet does contain a wealth of information resources, it also provides access to sites of marginal value and other sites, which contain material or content which may be considered offensive, obscene or illegal. The library does filter access to the Internet; however, it cannot be held responsible for any of the information retrieved. The following Rules of Use are in compliance with the Children's Internet Protection Act (CIPA) and New Hanover County Public Library's Internet Safety Policy. In order to maximize the availability of Internet resources to Library users, the following rules of use have been adopted. Failure to abide by these rules may result in a suspension of user privileges.

- 1) By signing up or logging on, users agree to abide by the rules outlined in the Internet Access Policy.
- 2) Misrepresenting oneself by access code, password, or signature, or using equipment for any illegal purpose is not permitted.
- 3) Access to the library's Internet is restricted to a maximum of 120 minutes of daily use (sessions may not be consecutive if others are waiting). Time limits may vary at each location depending upon the availability of resources. Individuals who have outstanding fees owed to the library must settle their account in order to use public access terminals to the Internet.
- 4) Displaying, sending or receiving inappropriate materials in either text or graphics, which may be reasonably construed as obscene is not permitted (pursuant to NC Statue 14-190.1).
- 5) Email is permitted on designated equipment only. The library provides no assistance in its use and assumes no responsibility in protecting the confidentiality of the user's correspondence.
- 6) Altering of hardware or software settings is not permitted and no files may be saved to the hard drive.
- 7) Files free of viruses may be imported or exported on computers designated for such use. Making unauthorized copies of copyrighted or licensed software or data is not permitted.
- 8) Patrons over the age of 17 may request, for bona fide research purposes, access to a site that has been blocked under the provisions of CIPA. Every effort will be made to release such sites within a reasonable period of time.
- 9) Minors under the age of 17 must have a valid library card or parental permission to use the Internet. While access is filtered, it remains the responsibility of parents, guardians or caregivers to determine what additional sites are appropriate for their children.
- 10) The library (or its agent) reserves the right to monitor use of computers to prevent the intentional or unintentional disruption of the network.

### 4.3 Internet Safety

A. Purpose: To define the library's responsibility under the Children's Internet Protection Act (CIPA), and to define the library's manner of compliance to CIPA.

B. It is the policy of New Hanover County Public Library to: (a) prevent user access over its computer network to, or transmission of, inappropriate material via Internet, electronic mail, or other forms of direct electronic communications; (b) prevent unauthorized access and other unlawful online activity; (c) prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors; and (d) comply with the Children's Internet Protection Act [Public Law No. 106-554 and 47 U.S. Code 254(h)]. Key terms are as defined in the Children's Internet Protection Act.

C. Access to Inappropriate Material (material defined by CIPA as harmful to minors)

- 1) To the extent practical, technology protection measures (or internet filters) shall be used to block or filter Internet, or other forms of electronic communications, access to inappropriate information.
- 2) Specifically, as required by the Children's Internet Protection Act, blocking shall be applied to visual depictions of material deemed obscene or child pornography, or to any material deemed harmful to minors.
- 3) Subject to staff supervision, technology protection measures may be disabled or, in the case of minors, minimized only for bona fide research or other lawful purposes.

D. Inappropriate Network Usage

- 1) To the extent practical, steps shall be taken to promote the safety and security of users of the New Hanover County Public Library online computer network when using electronic mail, chat rooms, instant messaging, and other forms of direct electronic communications.
- 2) Specifically, as required by the Children's Internet Protection Act, prevention of inappropriate network usage includes: (a) unauthorized access, including so-called 'hacking' and other unlawful activities; and (b) unauthorized disclosure, use, and dissemination of personal identification information regarding minors.

E. Supervision and Monitoring

- 1) It shall be the responsibility of all members of the New Hanover County Public Library staff to supervise and monitor usage of the online computer network and access to the Internet in accordance with this policy and the Children's Internet Protection Act.
- 2) Procedures for the disabling or otherwise modifying any technology protection measures shall be the responsibility of the library Director or designated representatives.

## **4.4 Internet Safety (Definitions)**

CIPA definitions of terms:

**TECHNOLOGY PROTECTION MEASURE.** The term Atechnology protection measure@ means a specific technology that blocks or filters Internet access to visual depictions that are:

1. **OBSCENE**, as that term is defined in section 1460 of title 18, United States Code;
2. **CHILD PORNOGRAPHY**, as that term is defined in section 2256 of title 18, United States Code; or
3. Harmful to minors.

**HARMFUL TO MINORS.** The term “harmful to minors” means any picture, image, graphic image file, or other visual depiction that:

1. Taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion;
2. Depicts, describes, or represents, in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals; and
3. Taken as a whole lacks serious literary, artistic, political, or scientific value as to minors.

**SEXUAL ACT; SEXUAL CONTACT.** The terms Asexual act@ and Asexual contact@ have the meanings given such terms in section 2246 of title 18, United States Code.

## **4.5 Wireless Access**

The New Hanover County Public Library offers free wireless access through a commercial provider at several locations for library patrons to use with their own personal notebooks, laptops and other mobile devices. These access points are unsecured and accessible only during normal library hours. A patron's use of this service and any other wireless network is governed by the library's Internet Policy. The library does not provide equipment to the public to access the wireless network, and cannot guarantee that a user's device will work with the library's wireless network. The library is also not responsible for any information (i.e. credit card) that is compromised on the network, or for any damage caused to your hardware or software due to electric surges, security issues or consequences caused by viruses or hacking. Use of the library's wireless network is entirely at the risk of the user. The library disclaims all liability for loss of confidential information or damages resulting from that loss.

Printing access is not available from the wireless connection. All users are expected to use the library's wireless access in a legal and responsible manner, consistent with the educational and informational purposes for which it is provided

## 5.0 Programs

A. Purpose: To support the library's mission to serve as a resource for cultural enrichment and public discourse.

B. Programs are planned to enhance the educational, informational, recreational or cultural opportunities of participants and should encourage an awareness of library services and resources. Programs may take the form of lectures, performances, classes, workshops, discussion groups, and book clubs. Adult programming provides lifelong learning opportunities, bibliographic instruction, cultural awareness, entertainment, and a forum for discussion of topics of interest to the community. Programs for children and youth set the foundation for lifelong library use by promoting the pleasures of reading and learning, enhancing language and information skills, and supporting the family, childcare, and classroom literacy environment.

- 1) Programs with the exception of special events are generally offered free of charge and are open to all without regard to origin, age, background, or views.
- 2) Attendance is limited by room capacity or contractual arrangement.
- 3) Programs dealing with a controversial issue will provide an opportunity for more than one viewpoint to be expressed.
- 4) Complaints should be referred to the program coordinator who, if necessary, will bring the issue to the attention of the library administration.
- 5) Whenever possible library programs are held in library meeting space.
- 6) Each library program will have a designated staff member in charge.
- 7) Trained volunteers may be used to expand library programming under the supervision of professional staff.
- 8) Programming responsibilities and plans are documented through staff work plans.
- 9) Programs are evaluated and appropriate reports and statistics provided to supervisors.
- 10) Publicity is provided the Public Services Librarian two months in advance.
- 11) Program budgets are subject to the review and approval by the library director.
- 12) Program presenters receiving honoraria or reimbursement of expenses must sign a written agreement prepared by the library staff member in charge of the program.
- 13) Authors and artists may sell books or recordings with prior coordination with library staff, but presenters may not otherwise use library programs for commercial purposes, including collecting names of potential clients.
- 14) People needing special accommodations are requested to contact the manager of the appropriate location at least 48 hours in advance of the scheduled event.
- 15) Programs cosponsored with other organizations must follow library guidelines.
- 16) Tours and group visits to library facilities are scheduled at least one week in advance and are subject to staff availability.
- 17) Requests for community presentations or representation at a community event should be scheduled at least two weeks in advance and are subject to staff availability and supervisory approval.

## **6.0 Exhibits & Displays**

A. Purpose: To establish guidelines by which the library develops exhibits and displays and to provide guidelines on how other organizations may use library exhibit areas.

B. The library highlights its services, resources, and community resources by providing designated areas for displays, exhibits, flyers, and brochures.

- 1) The library director or his designee must approve all library exhibits.
- 2) Display cases must be booked through the library administration office (798-6309) thirty days ahead of time.
- 3) Displays and exhibits will not exceed thirty days.
- 4) Displays must be professional in appearance.
- 5) The library has the right to reject or reschedule any display or exhibit.
- 6) Displays and exhibits must incorporate library materials or refer to library services.
- 7) The library assumes no financial liability for any loss or damage to material on loan to the library beyond that allowed under the insurance policies of New Hanover County.
- 8) Brochure and display fixtures inside the library are used solely for library related or library sponsored activities and information.
- 9) Brochure racks in the lobby may be used to provide information of interest to the community. Material there may be discarded by library at the discretion of the library staff in order to maintain currency and diversity of materials.
- 10) Posters announcing events of community interest may be posted or kept in a designated area of the library, space permitting, and with the approval of the reference or branch librarian.. Announcements will be discarded when no longer current.
- 11) Commercial advertisements will not be accepted for posting within the library.
- 12) The posting of announcements in the library and the use of library brochure racks do not in any way constitute an endorsement by the library of the organization's beliefs, policies or programs.
- 13) Printed materials should clearly identify the organization or individual that has prepared the publication.
- 14) A signed agreement shall be kept in the administrative office regarding exhibits and displays by outside groups.

## 7.0 Meeting Rooms

A. Purpose: To provide regulations for the use of library meeting space to ensure equitable access to library facilities by community and governmental organizations.

B. The use of library meeting space is open for any lawful activity to community groups or governmental organizations without charge, and to for-profit organizations, or organizations that charge or sponsor a fund raising event for an established fee. Permission to use library-meeting space does not constitute an endorsement by the library of that group's activities or beliefs.

C. *Reservations:* Reservations will be taken on a first come-first serve basis and should be made at least three days ahead of the meeting in order to ensure time for confirmation. A written confirmation from the library is required for use of library meeting rooms. Reservation requests can be made online from the library's web page < <http://www.nhclibrary.org> > or by calling (910) 798-6311. Meetings cannot be booked more than ninety days in advance. Standing reservations will not be accepted, and no more than two reservations may be pending at any time. Room reservations will be made for no more than five consecutive days at a time.

*Fees:* For-profit groups, individuals or any group that charges participants a registration fee or is engaged in fund raising, will be charged a non-refundable fee. This fee will be due 10 calendar days before the event or the meeting will not be confirmed. Additional fees will be charged for use of audiovisual equipment and for damage to facilities and/or equipment. Groups wishing to book a meeting room after regular hours must get administrative authorization and pay for necessary security.

- 1) All requests for meetings are subject to approval by the library administrative staff and to review by the Library Advisory Board.
- 2) All advertisement for activities held in a library meeting room must clearly identify the sponsor by name and phone number, and may only use the name New Hanover County Public Library to identify the meeting location.
- 3) The library reserves the right to cancel meetings due to unforeseen circumstances or emergencies. All efforts to reschedule canceled meetings will be made.
- 4) Use of the meeting rooms must not interfere with the use of the library by others.
- 5) Persons attending meetings are subject to all library policies and regulations.
- 6) No smoking is allowed in the meeting rooms or anywhere in the library.
- 7) Light refreshments may be served in the meeting rooms but no alcoholic beverages are permitted unless authorized by County Administration.
- 8) No interview or audition style meetings are allowed.
- 9) Attendees are not allowed to leave their children unsupervised. Meetings which are primarily of a social nature will be charged the appropriate for-profit rate
- 10) Meetings must end 15 minutes before closing unless security has been arranged.
- 11) Signs, banners, flyers, etc. may not be affixed to library property.
- 12) Failure to leave rooms clean and in the proper set-up will result in a custodial fee and possible loss of future use.
- 13) Library staff members will not assist in the set-up or arrangement of rooms.
- 14) The individual or organization reserving the room will be responsible for any damage to library property.
- 15) Audio-visual equipment can be reserved separately through the administrative office.
- 16) Restrooms and public telephones on the third floor of the Main Library are reserved for library personnel and meeting room attendees.

## 8.0 Library Conduct

### 8.1 General

A. Purpose: To establish guidelines on unacceptable behavior that interferes with the use and enjoyment of the library by its customers, and to ensure that enforcement of these guidelines will be fairly administered and consistent.

B. To insure fair and consistent enforcement of the library conduct policy, the library has classified each violation of the rules into four different categories of appropriate response: I) one warning followed by a one day suspension of library privileges; II) a one-month suspension of library privileges; III) a six month suspension of library privileges; and IV) a permanent suspension of library privileges (using the police to enforce a no trespassing rider). A suspension of privileges is defined as the loss of an individual's right to use library services including entering any library facility. The following guidelines are to be used when determining the appropriate response to any violation of library rules.

C. Violations resulting in a warning followed by a one-day suspension of all library privileges if the warning is ignored.

- 1) Engaging in loud conversation that disturbs other customers or staff
- 2) Smoking within the library.
- 3) Using radios, cell phones, beepers or other equipment in such a manner that interferes with the use of the library by other customers.
- 4) Bringing animals other than service animals into the building.
- 5) Soliciting or selling of any kind.
- 6) Distributing or posting of notices not authorized by the library administration.
- 7) Using staff equipment without authorization.
- 8) Eating food or drinking a beverage that is not covered unless such activity is associated with the use of a library meeting room.<sup>1</sup>
- 9) Moving library furniture or equipment from one location to another.
- 10) Bringing into the library large suitcases, duffle bags, or any other piece of luggage or equipment that is inappropriate to a library. All bags brought into the library are subject to search.
- 11) Leaving young children unattended for extended periods of time in the library.
- 12) Not wearing footwear, a shirt or other covering on one's upper body or wearing a wet bathing suit in a library.
- 13) Not maintaining a level of personal cleanliness that prevents library customers or staff from enjoying their use of the library.
- 14) Improperly exiting from the library.
- 15) Taking library materials into bathrooms.
- 16) Sleeping in the library or on library property.
- 17) Entering nonpublic or restricted areas of the library without authorization.

- 18) Running, jumping, skateboarding, roller skating or any other hazardous movement.
- 19) Failing to adequately supervise children who are impeding the use and enjoyment of the library by others.

D. One month suspension of library privileges:

- 1) Using obscene or abusive language or gestures.
- 2) Blocking or in any way interfering with the free movement of any person or persons.
- 3) Using lavatories for meetings, loitering, washing of clothes, consumption of food or beverages, or other activities inappropriate to a lavatory.
- 4) Repeated violations of any infractions or combination of infractions listed in category I.

E. Six month suspension of library privileges

A repeat of any infraction listed in category II.

F. Violations resulting in a permanent suspension of all library privileges including entrance to any facility:

- 1) Willful destruction of or damage to any library property.
- 2) Solicitation for immoral purposes.
- 3) Improper interference with library employee performance of their duties or other harassing behavior that constitutes an actual or imminent disruption or disturbance to either library employees or customers.
- 4) Carrying a weapon of any type into the library.
- 5) Any other illegal acts or conduct in violation of Federal, State, or local law, ordinance or regulation.

G. All incidents should be documented and a copy sent to the library administration.

## 8.2 Emergency Situations

**In any situation with a potential for violence or in any situation involving drugs, alcohol, or a weapon, 911 should be called.** Once the police arrive, the offender should be told they cannot return to the library and if they do so they will be arrested for trespassing. The officer should then file a report and give a staff member a copy of the report and incident report number. A file of these offenses will be kept at each library's reference desk and in the administration office.

<sup>1</sup>No beverages are allowed in the North Carolina Room because of rare materials

### **8.3 Unattended Children**

A. Purpose: To provide for the safety of children using the branches of the New Hanover County Public Library by ensuring that they are properly supervised by parents or other caretakers.

B. Parents or other caretakers are responsible for their children's behavior, whereabouts, and personal safety within library facilities. Caretakers should be 16 years of age or older. A child 10 or younger should remain in the company of the parent or caretaker unless that child is attending a library program. However in such instances, the parent or caretaker should remain in the building.

C. A staff member will assist unattended children who appear to be lost or frightened. The staff will try to locate the parent/caretaker through the following steps:

- 1) The child will be asked if he/she knows which area of the library the adult may have visited.
- 2) The child will be escorted to that area and if caretaker not located, will be escorted around the building in a search. The caretaker will be paged if the library has a paging system.
- 3) If caretaker is not in the building, a staff member will monitor the child until the caretaker returns to the library.
- 4) Staff will give a copy of this policy to the parent/caretaker, and will fill out an incident report including the parent's name, address, etc., as well as the name of the caretaker if this is not a parent.
- 5) A copy of the incident report will be filed with Library Administration. If additional incidents take place, the police will be notified.

D. After Closing:

- 1) An attempt will be made to locate a parent /caretaker by telephone.
- 2) If no ride appears within 30 minutes, the police will be called. An incident report will be filled out with as much information as is available for reporting purposes and documentation of turning the child over to the police. Administration will receive a copy of the incident report.
- 3) Library staff members should never give rides to children, leave them on the grounds of the library unattended or leave them alone in the library. Whenever possible there should be two staff members with an unattended child after closing. Compensatory time will be given to staff remaining with an unattended child and filing incident reports.

## 9.0 Gifts and Fund Raising

A. Purpose: To clarify under what circumstances the library accepts gifts and what fund raising activities are allowed.

B. Monetary gifts and gifts of materials are accepted, and fund raising activities are conducted when they support the mission and goals of the library.

C. Collections: The library encourages gifts to the library and accepts those materials that strengthen its collection and conform to library collection guidelines. Gifts not added to the collection will be sold to benefit the library or given to another institution.

- 1) The library generally will not accept materials with permanent conditions attached to them by a donor.
- 2) The library does not allow fund raising activities to be conducted within library facilities unless such activities benefit the library or a library affiliated organization.

D. Monetary and other gifts:

- 1) Gifts of money, real property and/or stock will be accepted if conditions attached thereto are acceptable to the New Hanover County Library Advisory Board and the County Commissioners.
- 2) Financial contributions will be directed to the Library Foundation or the Friends of the Library.

E. Fund raising:

- 1) The library will not engage in or sponsor fund raising activities for organizations not affiliated with the library or with New Hanover County unless such activities benefit the library directly or are sponsored by the library or a library-affiliated organization.
- 2) The library will support countywide fund raising initiatives supported by the Board of County Commissioners such as the United Way.
- 3) A fund raising activity may be held in a library meeting room, but such activities are independent of the library and are not sponsored by the library in any manner.

F. Protocol:

- 1) A personal letter or a gift receipt form acknowledges all gifts.
- 2) When requested, a library bookplate shall be placed in the inside cover of a book.
- 3) Monetary gifts to the library will be placed in the library's trust account.
- 4) Significant donations to the library may be recognized with a plaque or naming opportunity.
- 5) The library encourages individuals and organizations to make their donations either to the Friends of the Library or to the Library Foundation, Inc.
- 6) Bequests or additions to the book endowment or author fund should be made to the Library Foundation, Inc.

## 10.0 Partnerships and Collaborations

A. Purpose: By working with other community organizations and sponsors, the library will increase its visibility in the community and provide a higher level of service that would otherwise provide.

B. The New Hanover County Public Library will look for and respond to requests for partnerships and collaborative projects that:

- 1) Match the library's mission and roles in the public library community
- 2) Conform to library and county policies, procedures, and directives
- 3) Provide a benefit to both the library and the partner/sponsor through expanded services, new opportunities, increased recognition or similar benefits
- 4) Contain a statement of the purpose, responsibilities and expectations of the partnership for both library and the partner/sponsor

C. Partnership: A partnership is defined as a long-term project that may require funding from either or both partners and includes the following considerations:

- 1) Provides an ongoing relationship between the library and the proposed partner
- 2) Enables the library to fulfill its mission and roles in the public library community in new or expanded ways
- 3) Requires involvement of library staff to successfully carry out the project
- 4) Requires significant recognition of the partnership
- 5) Requires a written agreement to clearly define project costs, expectations, responsibilities, timeline, evaluation, and promotion.

D. Collaboration: A collaborative effort is defined as a short-term project that includes the following considerations:

- 1) Matches library's mission and roles in the community, but is not an expansion or new effort.
- 2) Is a one-time or limited project.
- 3) Requires only limited involvement of library staff.
- 4) Requires no library funding, or requires only regularly approved library funding.
- 5) Requires limited recognition of the project through regular library mechanisms.
- 6) Does not require an extensive evaluation or report by library.

E. Protocols:

- 1) The New Hanover County Library Advisory Board, and the New Hanover County Board of County Commissioners must approve partnerships if county funding is required.
- 2) Collaborative arrangements must be approved by the library administration with notice to the Library Advisory Board.
- 3) Partnerships and collaborative arrangements must be in writing and on file in administrative office.

## **11. Volunteers**

A. Purpose: To provide a framework by which the use of volunteers can be best integrated into the provision of library services.

B. Volunteers are used to assist regular library staff in the performance of basic support services where there are insufficient personnel. Volunteers are also used in specialized areas where their skills can improve service or accomplish a specific library activity.

- 1) Volunteer applications are available at the library and must be completed before starting work.
- 2) The library will contact volunteers when an opportunity opens that matches the skill set of the volunteer.
- 3) Volunteers are asked to make a minimum three-month commitment to the library and adhere to a regular schedule of work.
- 4) All volunteers should record their hours of work.
- 5) An appropriate badge should identify volunteers.
- 6) The departmental manager who is responsible for providing training and oversight approves the use of volunteers.
- 7) Volunteers while working at the library should be treated with the same consideration as paid library staff.

## **12. Measurements**

A. Purpose: To assist in the development and evaluation of services and collections, and to meet the requirements for grants and library appropriations.

B. The New Hanover County Public Library will gather information and statistics on the use of library resources and services to ensure their most effective use of library resources and to align library activities with the interests of the general public.

- 1) Statistics on library use will be collected monthly and provided to the library Advisory Board.
- 2) Annual statistics on library use will be compiled for the prior fiscal year (July-June) and submitted to the State Library of North Carolina by August 31.
- 3) Regular surveys on customer service will be conducted annually.
- 4) Statistics on library use will be provided to the Budget Office for distribution to the County Commissioners according to the schedule adopted by the Budget Office.
- 5) An annual report will be provided to the public regarding library usage.
- 6) The library will utilize the appropriate and cost effective technology to enhance its record keeping.

## New Hanover County Public Library Fee Schedule

<b>OVERDUES:</b>	<b>Unit Charge</b>	<b>Maximum</b>
Adult materials excluding videos	\$ .20	\$ 4.00
Juvenile Materials	\$ .20	\$ 4.00
Magazines	\$ .20	\$ 4.00
Videos	\$ 2.00	\$ 10.00
<b>LOST &amp; DAMAGED ITEMS:</b>	<b>Unit Charge</b>	
Mass market Paperback or magazine	List Price & fee	
Audiovisual materials	List Price & fee	
Replacement disk or tape (audiovisual)	\$ 10.00	
Library Card	\$ 1.00	
Processing Fee (for books and audiovisual materials)	\$ 5.00	
Processing Fee (for mass market paperbacks and magazines)	\$ 2.00	
Book Binding	\$ 6.00	
DVD/CD Case	\$ 5.00	
<b>COPIES:</b>	<b>Unit Charge</b>	
Photocopies/Printing-black/white (vend card)	\$ .10	
Photocopies/Printing –black/white (cash)	\$ .15	
Photocopies-color	\$ .30	
Microfilm	\$ .25	
FAX	\$ 1.00	
Digital Scan	\$ 5.00	
5 X7 Photograph	\$ 10.00	
8X10 Photograph	\$ 12.00	
<b>MEETING ROOMS (four hour blocks):</b>	<b>Unit Charge</b>	
Small (room capacity less than 25)	\$ 25.00	
Medium (room capacity less 25-50)	\$ 50.00	
Large (room capacity over 50)	\$ 150.00	
Lobby	\$ 100.00	
Computer Lab	\$ 250.00	
Equipment Rental	\$ 25.00	
<b>MISCELLANEOUS:</b>	<b>Unit Charge</b>	
Inter-Library Loans	\$ 2.00 <sup>1</sup>	
Security (two hour minimum)	\$ 25.00	
Non-Resident Library Card (annual)	\$ 30.00	
Non-Resident Internet Access Card (6 months)	\$ 2.00	
Rental Books/Week	\$ 3.00	
Out-of-Town Research	postage & copy costs	

<sup>1</sup>any additional charges from loaning library are added to ILL fee  
Policy Manual - Adopted 10.15.06; Amended 11.15.07

