

OPERATIONS POLICY MANUAL

Apr-2019

DCDL OPERATIONS MANUAL

Introduction

The purpose of this manual is to set forth the policies of the Delaware County District Library's Board of Trustees, and to establish procedures for staff implementation of the policies, regarding the day-to-day operations of the library.

The Delaware County District Library adheres to and abides by all applicable federal, state and local laws.

The Delaware County District Library is a public place; therefore, the public should not expect an inherent right to privacy when in the library.

To ensure currency and accuracy, this policy manual will be reviewed annually by library staff.

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Acceptable Use Policy

Board Policy

To develop, as limited resources permit, collections, programs and services that make use of computerized technology and the Internet for educational and informational purposes in an environment that is conducive to public use and in a manner that complies with Federal, State and Local law.

Administrative Procedure

User Regulations

In order to use the Internet, library customers must agree to observe the following rules and regulations:

1. The library is committed to providing an environment free from sexual harassment. Do not display, send, receive or print text or graphics that may be reasonably construed as obscene on screens or printers. Violations of this policy may result in temporary or permanent withdrawal of Internet access, as outlined in "Policy Violations," below.
2. The library reserves the right to limit the amount of time of individual user sessions on the Internet.
3. Internet computers may be turned off five (5) minutes prior to the library's scheduled closing time.
4. The library reserves the right to require registration to use the Internet.
5. The library reserves the right to charge for printing from the Internet.
6. The Internet workstations must be used in a responsible manner, respecting the rights of others, and taking care with use of the equipment.
7. Computer and Internet settings may not be changed. Users may be charged for damage they cause to equipment.
8. The library's Internet service cannot be used for any fraudulent or unlawful purpose, including activities prohibited under any applicable federal, state or local laws.
9. Downloaded files must be saved to portable storage devices and not to the computer's hard drive.
10. Material on the Internet may be copyrighted. It is the responsibility of the user to be aware of the display of any notices concerning the copyright of the information on the Web and to respect the copyright laws of the United States.

Important User Information

No guarantee of privacy is made in regards to Internet access at the library. Users are encouraged to review the security of any site before transmitting data. Any data transmitted may be unsecured and while in transit may be observed by a third party or directed to an alternate site.

Documents and records created on the library's computers that interact with other public entities are subject to the public records laws that pertain to those agencies. Such documents and records become public records of those agencies.

The Delaware County District Library has installed filtering software in an attempt to control access to information and web sites not in accordance with this policy; however, no filtering software is failsafe. The library cannot be held responsible for the content of the Internet. It is the individual's responsibility to use the Internet wisely. Parents or guardians, not the library staff, are responsible for the Internet information selected and/or accessed by their children.

The library has not selected any of the information on the open Internet; therefore, the library does not guarantee that information from this source is factual, accurate, authoritative or complete. The library is not responsible for the quality or accuracy of information found on the Internet. It is recommended that particular caution be exercised when obtaining financial, medical or legal information from the Internet.

Downloaded software or files may contain viruses. The library is not responsible for damage to a user's electronic equipment for any loss of information, damage or liability that may occur from using the library's Internet access.

Policy Violations

Library employees are authorized to tell any user violating these regulations to stop immediately. Repeated violations of this policy will be addressed as follows:

- For the first violation, the user will be asked to stop engaging in the prohibited behavior. If he or she refuses, he or she will be asked to leave the Library for the remainder of the day.
- For a second violation, the user will be asked to leave the Library and will forfeit internet access for thirty days.
- For a third violation, the user will be asked to leave the Library and will forfeit Internet access indefinitely.

Accident or Emergency

Board Policy:

To provide a safe environment for visitors, customers and staff.

Administrative Procedure:

In the event that a customer, visitor or staff member sustains an injury or becomes ill on library property, the responsible staff member on duty should:

1. Render assistance using universal precautions as appropriate, such as taking the individual to the staff lounge or restroom.
2. Administer first aid treatment only to alleviate emergency situations, such as excessive bleeding. At no time should a staff member administer medication or attempt to clean or chemically treat a wound. First aid kits are available throughout all of the buildings, clearly marked with a red "X."
3. Ask the injured person whom to contact and make appropriate phone calls.
4. Call 911 (emergency squad) if required, such as unconsciousness, seizure, or serious injury, or if the injured person requests emergency transport.
5. If an employee is injured, check the personnel file for the name of the individual to be notified in case of emergency.
6. Stay with the injured person until medical help arrives or until the person is able to leave the library. Do not leave him or her unattended.
7. Complete a copy of the Accident Report Form found in the Forms File as soon as possible but within 24 hours of the incident and give it to the director.

Related Forms in the Forms File

- © Accident Report Form

Cash Collection Policy

Board Policy:

To maintain the security of Library funds, the Fiscal Officer is directed by the Board of Trustees to develop, distribute, and implement procedures addressing the provision of receipts to the payee(s), and proper segregation of duties for the receipting, depositing, recording, and reporting of cash.

Administrative Procedure:

1. Cash collection points are areas where money flows into the Library. Monies received at cash collection points must be deposited in accordance with this policy.
2. There are four locations with cash collection points in the Library system: Ostrander Branch, Powell Branch, Orange Branch and the Main Library. Identified cash collection points at these locations are circulation departments, and computer rooms. Other miscellaneous money comes to the Fiscal Officer in the form of grants, interest, donations, sale of fixed assets, and taxes.
3. Each location is responsible for collecting fines and fees, issuing patron receipts, and recording all collections on the Cash Drawer Receipt log.
4. Employees who receive money at cash collection points are responsible for its safekeeping until the money is deposited with the Fiscal Officer. The money should be secured in a locked desk, file cabinet, safe or other secure room at the library branch. It should not be taken home.
5. Each location will send the Cash Drawer Receipt log along with money collected to the Fiscal Officer in the security bag, at least twice weekly. If the amount collected is \$1000.00 or more, it should be sent to the Fiscal Officer on the next business day.
6. The Fiscal Officer will reconcile the Cash Drawer Receipt Log and amount in secure bag and will deposit funds in the bank.
7. If the amount collected is less than \$1000, the Fiscal Officer will deposit them no later than 3 business days after receiving it. If the amount collected is \$1000.00 or more, the Fiscal Officer will deposit it on the next business day.

Citizen's Request for Reconsideration of Library Materials

Board Policy:

To provide a voice to any citizen who requests reconsideration of any library material.

Administrative Procedure:

1. If a patron expresses opposition to any library material, staff should ask him/her to complete the "Citizen's Request for Reconsideration of Library Materials" form.
2. The completed form should be given to the director.
3. The director will resolve the issue following the procedure outlined in the library's "Collection Development Policy," contained in this document.

Related Forms in the Forms File

- ◎ Citizen's Request for Reconsideration of Library Materials

Related Policies

- ◎ Collection Development Policy

Collection Development Policy

Board Policy:

To provide a well-defined, responsive and comprehensive collection of library material to the Delaware community, following the guidelines established in a Collection Development Policy that is reviewed and revised on a regular bases.

Mission

The Delaware County District Library serves as the public information provider for our community, using traditional and innovative technology to encourage curiosity, free inquiry and lifelong learning in a friendly environment.

Introduction

The Library's collection development policy provides a written definition of the scope and nature of its existing collection. In addition, this policy outlines a means for continuing development of the Library's resources to meet its institutional goals, to provide general selection criteria, and to foster intellectual freedom. "Library collection" and the standards of selection included herein will apply to all items acquired for use by the public in any format.

The selection objectives of the Delaware County District Library are:

- ◆ To help people know more about themselves and their world;
- ◆ To supplement formal study and encourage informal self-education;
- ◆ To meet the information and entertainment needs of the community;
- ◆ To stimulate thoughtful and informed participation in community, country and world affairs;
- ◆ To support the community's educational, civic, cultural and recreational activities;
- ◆ To assist in the learning and improvement of job-related skills;
- ◆ To provide material to help people attain citizenship
- ◆ To assist with individual intellectual and spiritual growth, and to heighten the enjoyment of life.

Because no library budget or building is large enough to permit the purchase of every worthy resource, this policy guides the staff in the most effective use of the Library's financial resources to meet the present and anticipated needs of the community.

Except where noted, the Selection Committee, whose structure is described under "Organization of Selectors," will select all Library material.

Scope

The collection of the Delaware County District Library includes material in print, audio, visual, and digital formats selected for the community. Typically, the print and nonprint collections of the Library serve the general needs and interests of the Delaware community. It is intended to introduce and define a subject rather than to address highly specialized needs.

To meet the demand for the specialized information that is out of its collection development scope, the Library participates in resource sharing collaborations to provide individual access to information and material. It should be noted, however, that the use of resource sharing is not intended to substitute for sound collection development.

Included in the scope of the Delaware County District Library is material in languages other than English, as the changing demographics of the community demands.

Responsibilities for Material Selection

Ultimate responsibility for the selection of print and nonprint material, as with all Library activities, rests with the Library Director, operating within a framework of policies determined by the Library's Board of Trustees. While the Selection Committee comprised of members of the professional staff share the responsibility for selection, the Director must be accountable to both the Library's Board of Trustees and to the general public. The Director, therefore, retains final authority to approve or reject any items selected by staff.

Organization of Selectors

The Library Director appoints the Selection Committee of the Delaware County District Library. Members of this committee will use a variety of recognized professional tools, media information and public input to search for, evaluate and select materials they believe are appropriate for inclusion in the collection.

Principles

No policy can replace the judgment of librarians. Instead, this policy will assist in the selection of library material. Good material selection must be based on a thorough knowledge of the community's needs, resources and issues, combined with a thorough knowledge of the Library's collection and overall balance.

The selection of all library material should be as objective as possible. Selection influenced by personal prejudice, especially when rejecting an item or items is censorship. When selecting material of a controversial nature, members of the Library's Selection Committee will make every attempt to present balanced points of view and opinion. Popular demand will be taken into account in order to maintain community interest in and support of the Library; however, material selection by popular demand must be guided by consideration of merit, use, cost and balance in the Library's overall collection. Selectors will abide by both the Freedom to Read policy and the Library Bill of Rights as set forth in the Library's Operation Policy Manual. The selection of material by the Selection Committee is geared toward interests of the majority within the service district, and not to satisfy any specific academic need or special interest group(s). Material

selection will be judged upon authoritativeness and the overall effectiveness of presentation. Each item will be considered in total and not judged by any of its parts.

The materials budget will be expended to meet the demands placed upon it, and to insure that those demands are proportionately served. In regard to areas of controversial material, a limited budget cannot excuse a one-sided collection.

Each suggested title must be given an honest, objective appraisal analysis prior to purchase. If a requested title does not meet the Library's Collection Development Policy, the Selection Committee member is not justified in buying it. Selection by the Library staff of any material should not be construed as the Library's endorsement of the views or opinions contained therein.

Criteria for Selection

The following is a list of general criteria to be considered in the selection of library materials in whatever format or for whatever age the material is intended. This list is not in priority order, nor is it meant to be exhaustive. Material selected will not necessarily reflect all of these criteria.

- ◆ Educational Value
- ◆ Public demand
- ◆ Insight into human and social conditions
- ◆ The suitability of subject and style for the intended audience
- ◆ Present and potential relevance to community needs and interests
- ◆ Timeliness or permanent value
- ◆ Relation to the existing collection
- ◆ Attention of critics and reviews, whether positive or negative
- ◆ Scarcity of information in the subject area
- ◆ Availability of material elsewhere in the community
- ◆ Price
- ◆ Format
- ◆ Authority
- ◆ Comprehensiveness and depth of treatment
- ◆ Clarity, accuracy and logic of treatment
- ◆ Vitality and originality
- ◆ Artistic presentation
- ◆ Authenticity of historical, regional or social setting
- ◆ Sustained interest, demand and entertainment value
- ◆ Local historical value

According to standards set forth by the Ohio Library Council, at least 25% of all library material should have been published within the last five years.

If a member of the public would like to suggest that a particular title be added to the Library's collection, he or she may contact Library staff to request the title. The request will be referred to the member of the Selection Committee who is responsible for purchasing material in that area of the Library's collection.

Local Authors

In recognition of local literary and creative efforts, the Library includes works by local authors in its collection. When works by local authors or creators are being considered for inclusion, the selection criteria outlined in this policy may be relaxed or modified at the discretion of the Selection Committee or the Library Director.

Exclusion of Materials

The Library Director is expressly charged with the legal and professional obligation to execute, in good faith and with the highest degree of skills, the Library's Collection Development Policy. The Director has a professional obligation to resist with equal good faith, skill and vigor, any and all efforts by any person or group, when directed to him or her, to compel a modification of material selection or services based upon criteria that are substantially in conflict with the policies established by the Library's Board of Trustees.

No material will be excluded because of race, nationality, disability, age, political, social or religious views of the originator. By providing free and open access to diverse information and viewpoints, the Library may serve as a cornerstone of the principles of a democratic society.

From time to time materials may be purchased for the Library that some users might find shocking and/or inappropriate; however, if such materials meet the standards of this Collection Development Policy, the interests and standards of the community and are of relevant value, the Library is justified in purchasing such materials. Disapproval of an item by an individual or group should not be the means by which that item is denied to all individuals or groups.

Although materials of a sensational nature are not knowingly added to the collection, works that present an honest and realistic picture of controversial issues or aspects of life are not excluded because of the frankness of language, description, or depiction.

While the Library's collection supplements formal study, it is not within its scope to support area schools' curricula by providing multiple copies of books for use in or out of the classroom.

Library materials are not marked or labeled in any way that indicates approval or disapproval of their contents. Labels or ratings that provide assessments such as "This material contains language that some may find offensive" are not applied to the item by the Library. Library materials are selected in their entirety and not subject to modification or alteration by the library staff.

The responsibility for monitoring a minor's reading, listening or viewing rests solely with the parent or legal guardian. Selection of library materials is not restricted by the possibility that a child may obtain materials that a parent or guardian consider inappropriate.

Weeding

Discarding of library materials is necessary to maintain a vital, useful and well-ordered collection. The purpose of weeding is to provide for a regular re-evaluation of the collection in conjunction with the selection of new and replacement material. An active and continuous weeding program is essential to maintain a viable and useful collection. Approximately 5% of the total collection will be withdrawn annually, and Selection Committee members are responsible for weeding the specific subject areas for which they select.

Any material taking up space that could otherwise be more profitably used by other material that is not circulating is subject to re-evaluation and discard by a collection committee member or the Library Director. This includes nonfiction that is no longer current or accurate, and once-popular fiction that is no longer in demand. Items that are weeded will be donated to the Friends of the Delaware County District Library or to other groups or organizations consistent with the Library's mission.

Criteria for Weeding

Selection of material for discarding is based on the following criteria:

- ◆ Material worn or irreparable through use
- ◆ Material which is no longer timely
- ◆ Material no longer considered accurate or factual
- ◆ Material which has had little recent use and is of questionable value
- ◆ Excess copies of a specific title that is no longer in demand

While the library attempts to maintain copies of standard and important works, it does not automatically replace all materials that have been withdrawn. The Library's collection is not intended to be and shall not be considered archival. The same criteria that apply to the original selection also will apply to material replacement. The need for replacement is based on:

- ◆ Number of available duplicate copies
- ◆ Adequate coverage of a particular subject in the collection
- ◆ Demand for the specific title or subject area
- ◆ Availability of material through other means such as Interlibrary Loan (ILL)

Gifts and Donations

The Library always welcomes monetary gifts. At the Director's discretion, these gifts are used to purchase material suggested by the donor. The Library will maintain a record and acknowledgement of such gifts. With the approval of the donor, a bookplate is placed in each item purchased with gift monies.

The Library does not commit itself to accepting all donations of material. Donated materials are subject to the same selection criteria applied to new purchases. Donated items may be added to the collection, sold, donated to other organizations, or disposed of. All gifts and donations become the property of the Library, without restriction, and will not be returned to the donor.

Upon request, the Library will provide a receipt that details the date and number of pieces donated by format, but will not undertake any kind of price/value appraisal of such items. Library staff should explain to potential donors that their donated items might not be added to the collection and should detail their possible disposition.

Memorials and Endowments

Permanent or temporary memorials are established at the Library at the discretion of the Library Board. Memorials will always include bookplates. The Library staff maintains a record and acknowledgement of the endowment and memorial purchases.

Challenged Materials

Criticism of any item in the Library's collection by an individual or group will be registered on a "Citizen's Request for Reconsideration of Library Material" form and presented to the Director. The item will be reviewed by the Director who will utilize the Library's selection criteria and formulate an appropriate response to the challenger. If the challenger wishes to pursue the issue further, he or she may schedule a meeting with the President of the Board of Trustees, his/her designate, or, at the discretion of the board President, the entire board. In extreme cases, when the Director and the Board find that the challenge represents a threat to intellectual freedom, and cannot be resolved by conciliatory procedures, the Board may authorize one or more of the following actions:

- ◆ The seeking of legal advice;
- ◆ An accurate and complete statement of information made available to all local news media;
- ◆ The reporting of the incident to the American Library Association's Office of Intellectual Freedom, and other appropriate entities. (This is a re-formatting of the original version)

In those cases where a threat to intellectual freedom is coupled with a threat of dismissal against the Director and/or other members of the Library staff, the Board will provide moral support to the librarian(s) to resist, provide factual support in documented evidence, authorize monetary support for legal aid, and identify the most appropriate funding sources.

The title under consideration will remain in the Library's collection throughout the process to support the freedom of other patrons to read, listen or view.

Revision

This policy will be continuously reviewed by the staff and formally reviewed by Library staff and the Board of Trustees at least every three years, being revised where needed, in accordance of the Ohio Library Council's *Standards for Public Library Services in Ohio, 2010 Revision*.

Related Policies

Freedom To Read
Gift Acceptance Policy
Library Bill of Rights

Related Forms

Citizen's Request for Reconsideration of Library Material
Donation Receipt

Community Bulletin Board

Board Policy:

To provide a bulletin board for the publicizing of community events.

Administrative Procedure:

1. The bulletin board is provided as an opportunity for organizations to publicize community events of a charitable, civic, cultural, educational or recreational nature.
2. Before any item is posted on the library's bulletin board, it must be approved by the director or her designate.
3. The library will not post notices of commercial events or activities.

Confidentiality of Borrowing Records

Board Policy:

To preserve the confidentiality of the library's customers.

Administrative Procedure:

- I. Library staff members will not make available any records identifying users by name and affiliation except under the following conditions:
 - a. Parents, legal guardians and custodians will have access to their minor children's records.
 - b. Legal guardians will have access to the records of adults in their care.
 - c. In accordance with a subpoena, search warrant or other court order or to a law enforcement officer who is investigating public safety in exigent circumstances.
 - d. In accordance with federal, state and local laws.
 - e. With the signed consent of the individual who is the subject of the record or information.
 - f. For library administrative purposes.

Related Form(s) in the Forms File

- © Consent From—Confidentiality of Borrowing Records

Credit Card Use Policy

Board Policy:

To facilitate the purchase of necessary materials through the use of credit cards.

Administrative Procedure:

1. The use of credit cards by Delaware County District Library staff will be reviewed and approved monthly by the library board.
2. Funds used for purchases made using the library's credit cards are set aside and appropriated for several purposes within the library chart of accounts in the annual appropriate resolution.
3. Purchases are made in accordance with credit card agreements with the issuing bank or company. All purchase sales slips must be reconciled with credit card invoices.
4. Credit card invoices will be paid in full upon receipt. No interest will be accrued.
5. Staff members authorized by the Board of Trustees, Director or Clerk-Treasurer may use library credit cards for expenses incurred while traveling as a representative of the library.
6. Credit cards may be used to purchase office supplies, library materials, maintenance supplies and equipment, and similar items that cannot be readily purchased through normal acquisition procedures.
7. Library credit cards may never be used for personal expenses. Such use may be grounds for dismissal and prosecution.

Library Displays

Board Policy:

To provide a venue for organizations and individuals to publicize events and activities.

Administrative Procedure:

1. Displays at all library buildings must be approved by the Director or her designate and scheduled in advance.
2. Displays should publicize events or activities that are of a civic, cultural, educational, or social nature.
3. Displays that are partisan, religious or commercial, or that advertize or lead to the sale of a product or service are not permitted.
4. The library will only provide a table and/or art screens for approved displays.

Disposal of Withdrawn Material

Board Policy:

To dispose of, in a responsible manner, material that is withdrawn from the library's collection.

Administrative Procedure:

1. Material will be withdrawn in accordance with the library's "Collection Development Policy."
2. Withdrawn material may be given to the Friends of the Library or another non-profit agency, sold or donated to other libraries, or otherwise disposed of at the discretion of the director.
3. Other property that is no longer usable by the library may be donated to the Friends of the Library or other non-profit organizations, sold at auction or discarded.

Related Policies

- © Collection Development

Eligibility for Borrowing

Board Policy:

To provide for the issuance of library cards to eligible Ohio residents.

Administrative Procedure:

1. New borrowers must complete an application for and provide verification of identity and current address to receive their cards immediately. People unable to provide address verification will have library cards mailed to them.
2. Residents of any age may become registered borrowers. A parent or legal guardian of an applicant under the age of 18 must sign the child's library card application. Library staff has the right to request age verification before a card is issued. A parent's signature is required on the application form. If a parent or guardian is not present at the time of application by the minor child, the library card will be mailed to the child in care of the parent.
3. Institutional cards will be issued to organizations and schools at the request of the CEO, superintendent or other authorized individual. Organizations to which a card is issued must agree to accept financial responsibility for all library material borrowed on that card.
4. Library cards are issued for three years.
5. Expired cards will be renewed at no cost.
6. There may be a \$1.00 fee for the replacement of lost library cards.
7. Anyone wishing to borrow material from the Library must present a valid Library card and his account must be in good standing. If a customer is a valid, registered borrower but does not have his physical Library card with him at the time of check out, he may present valid photo identification such as a driver's license as an alternate form of identity to check out material.

Effective June 16, 2009

Revised May 17, 2016

Emergency Closing

The library may close when emergencies arise that interfere with the safe and effective operation of a library building. The Director, or, in her/his absence, the Deputy Director or the President of the Board of Trustees will determine when to close the library during an emergency or catastrophe. The Director will then immediately notify the Board and the staff using the Disaster Response Plan notification system (call tree). Emergencies may include but are not limited to:

- Loss of heating or cooling
- Loss of utility service
- Inclement weather events
- Level 2 or Level 3 Snow Emergency as declared by the Sheriff

The Sheriff's web site at <http://www.delawarecountysheriff.com/> is the official source that will be used for snow emergency information. The call tree will be utilized to notify you when the Library is closing and reopening in case of a snow emergency.

If the library closes for an emergency, all employees scheduled to work will be paid for hours scheduled. Employees using scheduled vacation time or other leave time will have their hours recorded as scheduled.

Related Policies:

Disaster Response Plan

Punctuality

Revised May 17, 2016

Fees

Board Policy:

To maintain fiscal responsibility of library material by assessing appropriate fees.

Administrative Procedure

1. Once checked out, all items are the responsibility of the customer until checked in by Library staff, including but not limited to items returned in the book drops.
2. No overdue fines are charged for library material returned after its due date; however, bills for the replacement of unreturned or irreparably damaged items, as outlined in point 6 below, will be sent.
3. Any overdue fines (NOT fees for lost or irreparably damaged items) owed by a customer at the date this policy is adopted are forgiven and will be removed from his or her record.
4. Any overdue fines or fees assessed to DCDL by another library for material used by a DCDL customer via an interlibrary lending arrangement will be charged to the customer requesting the material.
5. If a customer owes more than \$10.00 to the Library for lost or irreparably damaged items, he will not be permitted to check out items until the debt has been satisfied.
6. If an item is lost or irreparably damaged, the original price that the library paid for the item (if known) will be charged to the customer; otherwise, the customer will be charged a predetermined default cost for the item. As noted above, any fines or fees assessed to DCDL by another library for material lost by a DCDL customer via an interlibrary lending arrangement will be charged to the customer requesting the material.
7. No refunds will be issued after an item is declared "lost" if the item is subsequently returned to the library. The customer may keep the damaged item after payment has been made.
8. Fees for damaged but reparable material may be assessed based on the condition of the item, not to exceed \$10.00 per damaged item.

Bankruptcy

1. The Library will comply with Discharge of Debtor decrees by bankruptcy courts.
2. Once the library is notified that a bankruptcy has been filed, collection activity is suspended on the customer's account and on the accounts of any minor children (to the extent that the charges existed prior to the date of the bankruptcy filing) until the library is notified of the outcome.
3. A customer may not pay anything toward a balance owed if he is in the process of a bankruptcy.
4. When a customer is in the process of a bankruptcy and the customer owes a debt to the Library, the customer may not check out any items.
5. Court notice of a customer bankruptcy is directed to the Fiscal Officer.
6. The Fiscal Officer will send a copy of the notice to the Circulation Manager, who will:
 - a. Make a copy of the customer's record listing any material charged to his card.
 - b. Document actions taken in notes field of the customer's record.
7. If the customer receives a discharge from the bankruptcy court and presents the appropriate documents to the Library, he shall have outstanding balances for fines and fees removed from his account. Only fines and fees discharged by the decree will be waived.

Firearms

Board Policy:

To create and maintain an environment at the Delaware County District Library that is free from firearms.

Administrative Procedures:

1. Under the provisions of RC 2923.126(B)(9), it is illegal for a person to carry a concealed handgun, deadly weapon or dangerous ordnance even with a proper permit, into the library.
2. Signs indicating this prohibition will be posted at all library locations, pursuant to RC 2923.1212(A).
3. Only officers of the law and security officers contracted by the library are permitted to bring firearms, deadly weapons or dangerous ordnance into library buildings and/or onto library parking lots.
4. Library staff may not have firearms or other deadly weapons on their persons or in their vehicles while on library business.

Fixed Asset Policy

Board Policy:

To maintain Fixed Asset records for all items which have an initial value of \$800.00 or greater.

Administrative Procedure

The Fixed Asset records shall maintain sufficient information to permit the following:

1. Identification and cost of the Fixed Asset
2. Adequate insurance coverage and records in the event of a loss.
3. Control and accountability of assets for the Board of Trustees.
4. Records for asset valuation and verification should the accounting standards for libraries change to require balance sheet recognition.

Fixed Assets are defined as tangible assets for the Library with:

1. a useful life in excess of one year and an initial cost of \$800.00 or greater.
2. items that become part of the facilities
3. landscape, parking lot, or building that have an initial cost of \$1,000.00 or greater will be included in the other capital outlay category. (This can include the purchase of professional services, such as architectural, engineering or legal fees, that are expended as part of the improvement.)

Tagging of Fixed Assets:

1. Fixed Assets will be assigned a property tag number that will be part of the Fixed Asset records.
2. Improvements to the physical plant (such as water heaters, boilers, or shelving) that are greater than \$1,000.00 will not be tagged, but will be included in the other capital outlay category.
3. Existing Fixed Asset records will be purged of all items that are less than \$800.00.

Freedom to Read and Freedom to View

Board Policy:

To support the concept of intellectual freedom by endorsing the American Library Association's "Freedom to Read" and "Freedom to View" statements.

THE FREEDOM TO READ

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.
2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.
3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.
4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.
5. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.
6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.
7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

Note: "Books" as used in this statement includes all kinds of materials acquired for library use.

THE FREEDOM TO VIEW

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

The complete "Freedom to Read" and Freedom to View" statements can be found at www.ala.org.

Gift Acceptance Policy

Board Policy:

To encourage the donation of gifts to the Library while assuring that accepted gifts do not place other assets of the Library at risk and are easily converted into assets that fall within the Library's mission and investment policy.

Administrative Procedure:

- I. Types of gifts
 - a. Cash
 - b. Tangible personal property
 - c. Securities
 - d. Real estate
 - e. Bequests
 - f. Life Insurance Beneficiary Designations
2. Cash
 - a. The Library will accept unrestricted cash donations and cash for specific programs and purposes provided that such gifts are consistent with the Library's mission, purpose and priorities.
 - b. The Library will not accept gifts that are too restrictive in purpose, difficult to administer, or gifts that are for purposes outside the Library's mission.
 - c. Monetary gifts may be designated by the donor as memorial or honoring gifts to be used to purchase library material (books, films, audio books, e.g.), and unless otherwise specified, each item purchased will be affixed with a plate identifying the donor and the name of the person(s) for whom the item is memorializing or honoring.
 - d. The donor may request specific types of material (book, film, audio book, e.g.) and/or specific area of the collection (children's, young adult, adult, fiction, nonfiction) and every attempt will be made to honor the requests.
 - e. Checks should be payable to "Delaware County District Library."
3. Tangible personal property
 - a. The property should help fulfill the mission of the Library.
 - b. The property should be marketable.
 - c. The property should be donated with no restrictions on its use, display or sale.
 - d. The property should have clear provenance, title or trail of ownership.
 - i. Materials (books, DVDs, audio books, e.g.)
 1. The Library does not commit itself to accepting all donations of material.
 2. Donated materials are subject to the selection criteria as described in the Library's Collection Development Policy.
 3. Donated materials may be added to the collection, sold, donated to the Friends of the Library, other organizations, or disposed of.
 4. All donated materials become the property of the Library, without restriction, and will not be returned to the donor.
 - ii. Fine Art
 1. While the Library is grateful for donations from citizens, there are limited facilities in the Library buildings to display, protect and preserve fine art, furniture, paintings, sculpture, artifacts and similar tangible items. Therefore, acceptance of these objects will be subject to the following criteria:
 - a. The importance of the gift to the Library and its relation to the overall mission and operation of the Library.
 - b. Artistic merit
 - c. Aesthetic experience
 - d. Availability of space
 - e. Necessary maintenance

- f. Condition of object(s)
- g. Conformity to applicable building codes
- h. The Library cannot promise the permanent exhibition of any object
- i. Objects must be accepted by the Director who may consult with the Board and legal counsel as needed.

4. Securities

- a. The Library will accept both publicly traded securities and closely held securities.
 - i. As a general rule, marketable securities will be sold upon receipt unless otherwise directed by the Board of Trustees.
 - ii. Closely held securities must have no restrictions that would prevent the Library from converting them to cash; the security must be marketable; and the security must not generate any undesirable tax consequences for the Library.
- b. The final determination on the acceptance of securities will be made by the Director, in consultation with the Board and legal counsel if necessary.

5. Real estate

- a. Gifts of real estate may include developed or undeveloped property.
 - i. The real estate must be free from any environmental damage.
 - ii. If an environmental audit is deemed necessary, the cost of it shall be an expense of the donor.
 - iii. The real property should be useful for the purposes of the Library.
 - iv. The real property should be marketable.
 - v. The real property should be free of restrictions, easements, reservations and other limitations.
 - vi. Carrying costs, such as insurance, taxes, mortgages, or notes will be considered before acceptance of real property.
- b. The final acceptance of real property will be made by the Director, in consultation with the Board and legal counsel if necessary.

6. Bequests

- a. Donors and supporters will be encouraged to make bequests to the Library through wills and trusts.
- b. Bequests will not be recorded as gifts to the Library until the gift is irrevocable.

7. Life Insurance Beneficiary Designations

- a. Donors and supporters of the Library will be encouraged to name the Library as beneficiary or contingent beneficiary of the life insurance policies.
- b. Designations shall not be recorded as gifts to the Library until the gift is irrevocable.
- c. The gift will be recorded at its value at the time it becomes irrevocable.

8. Acceptance of gifts is subject to the following conditions:

- a. Gifts with any restrictions cannot be accepted.
- b. Objects given become wholly the property of the Library.
- c. The Library reserves the right to sell or otherwise dispose of all gifts.

9. The Library will maintain a record of the gift, including the name of the donor.

10. Donations to the Library become a matter of public record. If the donor wishes to remain anonymous, a contact person should discuss arrangements with the Director.

11. The Library will provide a letter to the donor acknowledging and describing the gift.

12. The Library will not appraise or assign a value to the gift.

13. The Library reserves the right to refuse any proposed gift.

14. All gifts shall be made in accordance with all applicable (Federal, State, and local) ethics laws and regulations.

15. All gifts, no matter the type or form, shall be free and clear of all liens, mortgages, restrictions, and/or encumbrances, except, in the case of real property, easements, roadways, and applicable zoning restrictions.

16. Before acceptance of a gift, the Board may conduct any type of investigation it deems fit to determine whether or not to accept the gift. Such investigations may include, but are not limited to title searches, appraisals, searches of historical records or documents, environmental studies, property inspections, expert reviews and reports, and/or any other type of investigation the Board may so choose.

17. All gifts, no matter the type or form, upon acceptance by the Board, shall irrevocably become the property of the Board without restriction or limitation, except, in the case of real property, easements, roadways, and applicable zoning restrictions, to have, hold, dispose of, and/or otherwise do with as the Board deems fit.

Search Ohio and Interlibrary Loan

Board Policy:

To encourage resource sharing through consortial lending and interlibrary loan service.

Administrative Procedure:

1. Any material currently checked out or not owned by Delaware County District Library can be requested via Search Ohio if available.
2. Any material not owned by Delaware County District Library and not available through Search Ohio may be requested via traditional interlibrary loan.

Search Ohio

1. Customers are limited to one hundred (100) Search Ohio items checked out and twenty-five (25) items requested. These limits are the same as the library's in-house limits and count toward in-house checkout limits.
2. Loan periods for Search Ohio items are three (3) weeks for all items except videos and DVDs which are one (1) week. Items may be renewed up to 3 times if there are no holds on the item at the owning library.
3. Delaware County District Library reserves the right to restrict material that will be loaned to other Search Ohio libraries or agencies, based on but not limited to the cost of the item, local demand, and the relative rarity of the item.
4. Late fines of fifty cents (\$.50) per day may be assessed to the customer.

Interlibrary Loan

1. Customers are limited to five (5) interlibrary loans checked out on their card at one time, and up to ten (10) requests pending at the same time.
2. Loan periods for interlibrary loans will be those of the lending library, and not those of Delaware County District Library. Items may not be renewed.
3. Delaware County District Library reserves the right to restrict material that will be loaned to other libraries or agencies, based on but not limited to the cost of the item, local demand, and the relative rarity of the item.
4. Late fines of fifty cents (\$.50) per day may be assessed to the customer.

Investment Policy

Board Policy:

To maintain sound fiscal management by adhering to an investment policy.

Administrative Procedure:

- I. Funds of the Delaware County District Library will be invested in accordance with the Uniform Depository Act, Chapter 135 of the Ohio Revised Code, as it applies to the library.

Laptop Lending

Board Policy:

To increase the capability of providing Internet access, the Library will lend laptops to customers for in-library use only.

Administrative Procedure:

1. Laptops cannot be reserved. They are loaned on a first-come, first- served basis.
2. Laptops are for in-library use only.
3. Laptops must be kept in the possession of the borrower at all times.
4. Laptops must be returned to Library staff in the same condition they were loaned. When receiving the laptop, borrowers should visually inspect it and bring any damages to the attention of staff.
5. Removal of the laptop from the Library will be considered theft, and the Library reserves the right to prosecute to the fullest extent of the law.
6. All laptop borrowers are subject to fines for the replacement, loss and/or damaged to the laptop.
7. Failure to return the laptop will result in a fine of its value. Failure to return laptop accessories will result in fines equal to the values of the missing accessories.
8. All personal information must be saved to a USB device. All files and downloads will be deleted when the session has expired.
9. Borrowers of the Library's laptops are subject to the terms of the Library's Acceptable Use Policy.

Related Policies:

Acceptable Use Policy

Eligibility for Borrowing

Letters to the Editor

A letter to the editor is an expression of opinion by its author, and as such, it may not always be appropriate for the Library to respond to it. However, if the letter to the editor contains inaccuracies or untruths that may be detrimental to the Library, it may be perfectly appropriate to draft a response.

When a letter to the editor concerning the Library, its staff or its operations is published, the Library Director, in consultation with the Board President and/or members of the Board of Trustees will determine the suitable response, which may be no response; writing to the author directly; writing an editorial; or, addressing the issue through a press release or other public media outlets. The goal should be to minimize any negative publicity for the Library and avoid a public rebuttal letter to the editor if possible.

If a written response is deemed necessary, The Director will draft it with input from the Board, and depending on the importance of the content, the response may be issued under the Director's hand or under that of the President of the Board.

Under no circumstances will the Director respond publicly and in writing to a letter to the editor without consulting the Board President, who will determine if the Board should also be consulted. Responses to letters to the editor from individual board members without prior consultation with the Board President and/or the Director are discouraged.

Library Bill of Rights

Board Policy:

To affirm that all libraries are forums for information and ideas through the endorsement of the American Library Association's "Library Bill of Rights."

LIBRARY BILL OF RIGHTS

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.

The complete text of the American Library Association's "Library Bill of Rights" can be found at www.ala.org.

Loan Periods

Board Policy:

To be responsible in the lending of library materials through the use of loan periods.

Administrative Procedure (Revised July 2014)

1. All print items and audio books circulate for four (4) weeks, with the exception of books designated as “new” and back issues of periodicals, which circulate for two (2) weeks.
2. Computer games circulate for two (2) weeks.
3. DVDs circulate for one week.
4. Laptops and tablets circulate for two (2) hours per day in-house.
5. Reference books, current periodicals, newspapers, and material in the Local History and Harness Racing Rooms may be checked out only with the approval of the director or the deputy director.
6. No item may be renewed if it has reserves on it.
7. An item that has been billed cannot be renewed.
8. All other items may be renewed three times.
9. The following chart delineates the limits on the number of items an individual may have checked out on his or her library card at any one time. This includes any combination of these items within their individual limits up to a total of 100.

Equipment (Laptops, Tablets)	1
Computer Games	3
DVDs	10
Interlibrary Loans	10
Periodicals	10
Audio Books	20
Young Adult and Juvenile audio books	20
Juvenile Audio Kits	20
Books	100

10. If demand is unusually heavy for specific material, the staff may limit the number of items any individual may borrow, such as holiday books or material needed by large numbers of students for class assignments.
11. Because of the specialized nature of the library’s Outreach Services, material checked out to customers using this service may have somewhat different loan periods.

Longevity Awards

Board Policy

It is the Library's policy and practice to recognize staff for the longevity of their service.

Administrative Procedure

1. The in-service day is usually held in January. No later than September 1 of the year preceding the in-service day, the Finance Office will prepare a list of employees reaching a milestone anniversary, and the total amount of gift cards needed. This list will be shared with the Administrative Specialist.
2. The Administrative Specialist will then prepare a Purchase Requisition for the amount needed.
3. The Director will review the list and approve the Purchase Requisition.
4. Once this is completed, the Finance Officer will assign a Purchase Order number and the purchase of the cards can be made. (In order to avoid overspending the library's credit card, these cards may be purchased over a period of several months.)
5. Upon purchase, the cards' denominations and intended recipients will be recorded on a manifest and held in secure storage by the Finance Officer until the in-service day.
6. Employees will sign the manifest to confirm receipt of their card.
7. In the event an in-service day is not scheduled in a given year, or if it is scheduled after January for any reason, the gift cards may be awarded no later than January 31.

Qualifications.

Employees who have reached milestone anniversaries (i.e., those ending in a "5" or a "0") will be honored at the Library's annual in-service day. As part of this recognition, employees will receive a gift card valued at \$10 multiplied by the number of years of service. Thus, a five year service award will include a \$50 gift card, a ten year service award will include a \$100 card, etc. All awards will be retrospective, delivered to the staff member at the in-service day in the year following his/her milestone anniversary.

Meeting Room Use Policy

Board Policy:

To provide a clean and convenient meeting room space for the Delaware community.

Administrative Procedure:

1. The facilities of the Delaware County District Library are available for gatherings of non-profit and for-profit organizations free of charge when the room is not being used for library-related activities.
2. Entrance fees/admissions charges and the marketing or selling of goods or services for profit is prohibited.
3. No private parties may be held.
4. Meeting rooms may not be reserved for a single individual.
5. Customers must be at least 18 years old to reserve the meeting room. An adult must be present during the entire use of the facility by a group.
6. Use of the meeting room facilities must take place in a responsible manner, without undue cost to the Board of Trustees and without undue interference with library activity.
7. Fundraising events or solicitation of any kind are not permitted unless sponsored by the Library or by the Friends of the Delaware County District Library, or an agency partnering with the Library.
8. Reservations will be accepted from groups with a minimum of eight (8) and a maximum of
 - * **70** attendees if reserving the **Delaware** (Main) Library meeting
 - * **48** attendees if reserving the **Orange** Branch meeting room.Smaller groups wishing to use the room may do so on an "as available" basis.
9. Library staff reserves the right to review any or all applications and may demand sufficient time to make proper investigation before granting approval.
10. The Library reserves the right to reject any application if it is determined that the organization has abused its past privileges in using the meeting rooms, including but not limited to: violation of meeting room policy and/or guidelines, disruptive behavior, vandalism, or theft.

Examples:

The following types of events are **permitted** in the meeting room:

Public education programs sponsored by a government agency or non-profit organization
Programs of special interest, such as collectors or hobbyists
Employee recruitment, orientation or training

The following types of events are **NOT permitted** in the meeting room:

Private social events such as family reunions, birthday parties or wedding receptions
Sales of any kind

Fees and Liabilities

1. The library charges no fees for the use of the meeting room; however, groups may be assessed a \$25.00 refundable deposit.
2. Payment shall be made for any damage to or loss of library property and a fee for janitorial service may be assessed if the room is not left in the condition in which it was found.

3. The library is not liable for injuries to people or damage to property of organizations using the room.

Guidelines for Meeting Room Use

1. Library programs take precedence over other meeting room activities.
2. Only light refreshments and **no alcoholic beverages** may be served. The meeting room must be left free of crumbs, waste, etc. The library provides no equipment or services for the serving of refreshments.
3. Smoking is prohibited on all library property. E-cigarettes and other electronic smoking devices are also prohibited in the Library.
4. Each group using the room is responsible for the setting up of the room and returning it to its original condition, with trash properly disposed of and tabletops cleaned.
5. Lights are to be turned off at the conclusion of the meeting.
6. The meeting room is available during Library hours unless an after-hours meeting has been approved by Library staff. The meeting room is to be vacated one hour after the Library closes.
7. Any food, beverages or personal items left in the meeting room on the day following a meeting will be discarded.
8. Meetings held in the Library's meeting room must not disturb normal Library operations. The Library reserves the right to stop meetings that are disruptive to normal library operations.
9. Carpooling is recommended because of the limited parking in some Library parking lots. The Library may request that groups arrange for off-site parking.
10. The Library makes no endorsement, express or implied, of any non-Library event or activity held in the meeting room.
11. The Board and the Library staff do not assume any liability for groups or individuals attending any meeting or program in the Library.

Reservations and Cancellations

1. An application for the use of the meeting room must be signed by a representative of the group and filed with the library.
2. Requests for the use of the room should be made at the circulation desk **at least two (2) weeks** prior to the meeting but **no more than 90 days** prior to the meeting date.
3. A maximum of **two (2) meetings per month** may be scheduled with a total of six (6) per year. The library director or her designee must approve long term or multiple bookings.
4. Requests will be considered on a first come, first served basis.
5. Applicants will receive **confirmation by mail** or email, verifying date, time and acceptance or denial of the requests.
6. The library reserves the right to cancel prior meeting room reservations without notice in the event of an emergency, such as snow closings or unsafe building conditions. All efforts will be made to notify groups scheduled to use the meeting room in the event of an emergency. If in doubt, call the Library, or check local and social media.
7. Library staff should be notified as soon as possible if a meeting scheduled for the room has been canceled.

Publicity

1. The name, address or phone number of the Delaware County District Library may not be used as the official address or headquarters of an organization.
2. The use of the meeting room by a non-library group shall not be publicized in such a way as to imply library sponsorship of the group's activities.
3. Copies of all publicity of events to be held in the meeting room should be provided to the library.

Open Records

Board Policy:

To comply with the Ohio Revised Code ORC 149.43 "Public Records Act".

Administrative Procedure

1. All requests for public records should be referred to the Director, or, in his/her absence, to the Deputy Director.
2. If the Director or Deputy Director is not available, staff may ask that the request for the public record be put in writing; however, in accordance with the ORC, a written request is not required.
3. If the Director or Deputy Director is not available, staff may ask that the person requesting records give his/her name and contact information; however, in accordance with the ORC, the person requesting a public record is not required to give his/her name or contact information.
4. If the person requesting records does not wish to give contact information, staff should inform the requester that he/she will need to speak directly to the Director. Contact information for the Director and his/her normal working schedule should be supplied to the requestor.
5. The Director or Deputy Director will respond to the request in accordance with the ORC.
6. In processing a request for inspection of a public record, a Library employee must accompany the requestor during inspection to make certain original records are not taken or altered.
7. The Library will provide copies of a public record on any medium requested so long as the medium is available as an integral part of the operation of the Library or the original record is kept on that medium. If requested, the Library will send copies of records via ordinary US Mail, facsimile, overnight mail or email.
8. The Library requires the requestor to pay the actual cost of copying the records as well as any postage and mailing supplies. A requestor may be required to pay for copies prior to receiving them. In no instance shall a requestor be permitted to make the copies himself.
9. The Library is not permitted to charge for employee time.

Outreach Service

Board Policy:

Allocating resources and vehicles to provide a minimum level of library service to those individuals who are unable because of physical or mental incapacity to travel to a fixed library facility

Administrative Procedure:

The following priorities for Outreach Service have been established:

1. People who are confined to their homes because of physical or mental incapacity
2. People who are residents of nursing home or other residential centers for older adults or disabled people
3. Children and staff in preschool and/or day care facilities
4. Private, in-home day care providers and the children in their care
5. People who are partially homebound and/or have difficulty going to a fixed library facility because of physical or mental constraints
6. People living in low income, government-subsidized housing complexes
7. In the event that library resources are available after the above priorities have been met, Outreach Service may be provided to individuals who prefer the convenience of home delivery of library material because of transportation or scheduling difficulties.

Paging Customers in the Library

Board Policy: To protect the privacy of Library customers whenever possible, the locating, identifying or paging of patrons in the Library except in emergency situations is prohibited.

Administrative Procedures:

1. Library staff will not page anyone for the benefit of a third party, except in emergency situations.
2. Library staff are permitted to ask the nature of the emergency.
3. Staff should avoid confirming or denying the presence of Library patrons in the buildings.
4. An appropriate response to a request to page or locate a patron should be: "The Library will page people in case of medical emergencies only. If this is not an emergency, I can take the name and description of the person you're looking for. If I locate them, I'll be happy to pass along a message on your behalf."

Patron Complaints

Board Policy

To be receptive and responsive to concerns or complaints from the public regarding library policies or procedures.

Administrative Procedure

1. If a patron has a concern or complaint about a specific library policy, the staff member should refer the complaint to his/her supervisor.
2. The patron should be asked if he/she would like to complete the "Suggestion/Concern Form." Written complaints should be given to the Director.
3. The supervisor should attempt to resolve the complaint if at all possible.
4. If the supervisor cannot resolve the complaint, the patron should be referred to the Director or the senior staff member in the event of the Director's absence.
5. The Director or her designee will then take appropriate action, which may include referring the incident to the Board of Trustees.
6. Serious complaints should always be documented. Staff should complete an "Incident Report Form" if the complaint was in any way abusive or profane.

Related forms in the Forms File

- ⊙ Suggestion/Concern Form
- ⊙ Incident Report Form

Patron Regulations

Board Policy:

To establish rules and regulations regarding patron use of library facilities, and to follow policies established by the jurisdictional fire, police and health departments regarding patron use of library buildings.

Administrative Procedure:

These guidelines will be enforced to protect the rights of individuals to Library property, materials and services; to protect the rights of Library employees, security personnel and volunteers to conduct library business without interference; to preserve Library materials and facilities from harm; and to establish the safety of Library customers, employees, security personnel and volunteers.

1. Library patrons must have a valid, current card on file to check out material.
2. The following behaviors are prohibited in the library:
 - a. In accordance with ORC 3794.02, the use of any tobacco products in any part of the building or on library property. E-cigarettes and other electronic smoking devices are also prohibited in the Library.
 - b. Under the provisions of RC 2923.126(B)(9), carrying a concealed handgun, deadly weapon or dangerous ordnance even with a proper permit, into the library
 - c. Pets, with the exception of handicapped-assistance animals
 - d. Unreasonable loud noise including loud talking, singing, and boisterous activity
 - e. Profane, obscene or abusive language; racial or ethnic epithets
 - f. Running
 - g. Improper use or abuse of furniture, equipment or materials
 - h. Selling or solicitation of any kind except as done by the Friends of the Delaware County District Library or ballot petitioners
 - i. Panhandling
 - j. Harassing customers, security personnel or staff. Deliberate repeated behavior that is intimidating, hostile, or offensive, or has an adverse impact on staff or security personnel performance
 - k. Distribution of leaflets or similar literature without approval by the Director or her designee
 - l. Vandalism, damage or destruction of library property
 - m. Stealing any property belonging to the Library, another customer, security personnel or staff
 - n. Monopolizing/obstructing space, seating, tables or equipment to the exclusion of others
 - o. Fighting, challenging someone to fight, physical abuse or assault
 - p. Improper dress including bare feet and no shirt
 - q. Trespassing or entering Library property when banned
 - r. Engaging in or soliciting a sexual act. Indecent exposure.
 - s. Any condition or behavior that poses a health or sanitary risk. Customers will be asked to leave immediately to correct the problem.
 - t. Being under the influence, possessing alcohol or drugs, selling drugs or alcoholic beverages
 - u. Violation of the Library's Acceptable Use Policy
 - v. Other actions that are disruptive to others
2. Library staff or security personnel may ask a patron to leave the premises if he/she is observed in violation of any of these regulations.
3. Library staff or security personnel should call law enforcement officials if deemed necessary.

Related Policies

Acceptable Use

Meeting Room Use

Political Activity

Political Activity

Board Policy:

To promote a free and democratic society, the library will serve as an information resource for the community on a wide variety of political issues and candidates for offices.

Administrative Procedure:

1. The library will make every effort to contact candidates and issues' committees prior to each election, notifying them that space will be made available for their campaign literature.
2. The library will provide space for campaign literature or position papers and make these available at each of the library's locations for inspection and distribution.
3. The library makes no claim to the accuracy of the information provided by candidates or issues' committees.
4. It is the responsibility of the candidate to ensure that an adequate supply of literature is available for distribution.
5. Public presentations by candidates for office or supporters of ballot issues are encouraged and may be held in the library's meeting room, providing the presentations are sponsored by a nonpartisan organization and all candidates or sides of an issue are invited to participate.
6. The library's facilities may not be used as a campaign headquarters or meeting site for campaign committees.
7. Individuals or representatives of organizations seeking signatures for petitions for ballot issues are only permitted outside of the library. Petitioners are not allowed to harass library customers and may not block the entrance to the library. Petitioners are asked to notify library staff when they are on library property.
8. As paid representatives of the library, DCDL staff members have an obligation to maintain the political neutrality of the library and will refrain from active or passive campaign activities while on library premises or on library time.



Ohio History Connection
State Archives of Ohio
Local Government Records Program
800 E. 17th Avenue
Columbus, Ohio 43211-2474
614.297.2553
localrecs@ohiohistory.org
www.ohiohistory.org/lgr

OHIO HISTORY CONNECTION

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FEB 20 2019

STATE AND LOCAL
GOVERNMENT RECORDS

RECORDS RETENTION SCHEDULE (RC-2)– Part 1

See instructions before completing this form. Must be submitted with PART 2

Section A and Section B must be filled out and signed by local government before submission to the State Archives

Section A: Local Government Unit

Delaware County District Library

(local government entity)

Angela K. Cox

Angela K. Cox

Fiscal Officer

February 20, 2019

(signature of responsible official)

(name)

(title)

(date)

Section B: Records Commission

Delaware County District Library Records Commission

740-362-3861

(telephone number)

84 E. Winter St.

Delaware

43015

Delaware

(address)

(city)

(zip code)

(county)

To have this form returned to the Records Commission electronically, include an email address:

acox@delawarelibrary.org

I hereby certify that our records commission met in an open meeting, as required by Section 121.22 ORC, and approved the schedules listed on this form and any continuation sheets. I further certify that our commission will make every effort to prevent these records series from being destroyed, transferred, or otherwise disposed of in violation of these schedules and that no record will be knowingly disposed of which pertains to any pending legal case, claim, action or request. This action is reflected in the minutes kept by this commission.

Brink Eldridge

2/19/19

Records Commission Chair Signature

Date

Section C: Ohio History Connection - State Archives

Frederick P. Smith

State Archivist

2/22/2019

Signature

Title

Date

Section D: Auditor of State

Martin E. Mohr

Records Mgr

3-11-19

Signature

Title

Date

Please Note: The State Archives retains RC-2 forms permanently. It is strongly recommended that the Records Commission retain a permanent copy of this form

Section E: RECORDS RETENTION SCHEDULE (RC-2) – Part 2*See instructions before completing this form.*

(Local Government Entity)

(Unit)

(1) Schedule Number	(2) Record Title and Description	(3) Retention Period	(4) Media Type	(5) For use by Auditor of State or LGRP	(6) RC-3 Requir ed by LGRP
ADM-002	Bids - Successful <i>written bids from vendors that were accepted by the Board of Trustees</i>	10 years after contract expiration	Paper		<input type="checkbox"/>
ADM-003	Bids - Unsuccessful <i>written bids from vendors that were not accepted by the Board of Trustees</i>	4 years after contract awarded	Paper		<input type="checkbox"/>
ADM-004	Board of Trustee Packet <i>all of the materials brought before the Board including but not limited to meeting agendas, director reports, financial reports, etc.</i>	2 years	Paper and Electroni c		<input type="checkbox"/>
ADM-005	Board of Trustee Policies <i>Board approved library policies for both operations and employees</i>	Permanent, unless superseded	Paper		<input type="checkbox"/>
ADM-006	Building As-Built Plans <i>as-built plans of each building that the library is currently operating in</i>	Permanent	Paper		<input checked="" type="checkbox"/>
ADM-022	Change Order work <i>that is added or deleted from the original contract, which changes the work itself or the agreement to when the work is to be completed.</i>	Until included in As-Built Plans	Paper		<input type="checkbox"/>
ADM-023	Construction Process Documentation <i>Including construction schedule, punch lists, construction meeting minutes, bulletins, background information needed for project</i>	Until no longer of administrati ve or legal use	Paper		<input type="checkbox"/>
ADM-024	Consultant Reports <i>reports of a third party consultant and related information.</i>	4 years if no long of administrati ve value	Paper and Electroni c		<input type="checkbox"/>
ADM-025	Correspondence, Executive <i>correspondence concerning the libraries polices, decisions, fiscal and personnel matters</i>	5 years	Paper and Electroni c		<input type="checkbox"/>
ADM-007	Correspondence, General and Transient <i>Includes memos, telephone messages, post-it-notes, drafts and other documents which serve to convey information of temporary importance in lieu of oral communication</i>	Until no longer of administrati ve use	Paper and Electroni c		<input type="checkbox"/>
ADM-026	Disaster Response Plan <i>detailed plan of how employees should handle certain disasters including fire, water, tornado and security threats</i>	Until Superseded	Paper		<input type="checkbox"/>

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ADM-027	Donation Records <i>documentation of donations and gifts given to the library that fall within the library's gift acceptance policy, both cash and non-cash donations. Record may include donor contact information, acknowledgement letter, date and amount of donation and purpose of donation if specified.</i>	3 years or indefinitely depending on the terms and conditions of the donation	Paper and Electronic		<input type="checkbox"/>
ADM-008	E-Mail <i>library email employees use for correspondence</i>	Retain according to content	Electronic		<input type="checkbox"/>
ADM-010	Employment Applications (Unsuccessful) <i>applications for those who were not hired</i>	6 months	Paper and Electronic		<input type="checkbox"/>
ADM-033	E-Rate <i>receipt and delivery records relating to pre-bidding, bidding, contracts, application process, invoices provision of services and other matters relating to the e-rate program</i>	10 years	Paper and Electronic		<input type="checkbox"/>
ADM-012	Incident/Accident Reports <i>documentation of an unusual event, an injury or other occurrence that requires written documentation</i>	5 years, provided all claims settled	Paper and Electronic		<input type="checkbox"/>
ADM-013	Job Descriptions <i>written document describing the daily duties of a specific job</i>	Until superseded	Electronic		<input type="checkbox"/>
ADM-028	Land Appraisals and Zoning Documentation for Land Considered but Not Purchased <i>information used to help make a decision about which property to purchase</i>	Until no longer of administrative or legal use	Paper		<input type="checkbox"/>
ADM-011	Legal Opinions <i>formal written legal opinions</i>	Permanent, unless superseded	Paper		<input type="checkbox"/>
ADM-014	Lists/Directories/Rosters <i>employee and board of trustee rosters</i> NOTE: <i>Employees addresses and phone numbers are not public records</i>	Until superseded	Paper		<input type="checkbox"/>
ADM-015	Litigation Records and Claims <i>all paperwork involving a litigation</i>	4 years after case closed/appeals exhausted	Paper		<input type="checkbox"/>

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ADM-029	Meeting Room Application/Reservation <i>documentation of which group/ organizations are applying to use the library meeting room</i>	6 months	Paper		<input type="checkbox"/>
ADM-030	Meeting Room Schedule/Calendar <i>record of when the meeting room is scheduled by any non-library organizations</i>	Until no longer of administrati ve use	Paper or Electroni c		<input type="checkbox"/>
ADM-016	Minutes of Staff Meetings <i>minutes describing the contents of staff meetings</i>	2 years	Electroni c		<input type="checkbox"/>
ADM-017	Monthly Department Reports <i>summarizes various events and issues that occurred during the month.</i>	1 year	Paper or Electroni c		<input type="checkbox"/>
ADM-018	Operating Procedures Manual <i>a manual for staff with instructions of all operating procedures</i>	Until superseded	Electroni c		<input type="checkbox"/>
ADM-031	Quotes and Proposals <i>formal, written quotes or proposals for goods or services third party vendors presented to the library for consideration</i>	Until no longer of administrati ve use	Paper		<input type="checkbox"/>
ADM-032	Strategic Planning Documentation <i>reports and results of a strategic plan</i>	Active plus 5 years	Paper and Electroni c		<input type="checkbox"/>
ADM-019	Survey Reports <i>written results of official surveys conducted by the library</i>	4 years	Paper and Electroni c		<input type="checkbox"/>
ADM-020	Training Manuals <i>Manuals produced by the library for internal personnel training.</i>	Until superseded	Paper and Electroni c		<input type="checkbox"/>
ADM-021	Year-End Annual Report for the State Library <i>copy of the statistical report the State Library sends to the DCDL director to fill out and return to them</i>	4 years	Paper and Electroni c		<input type="checkbox"/>
CIRC-001	Circulation Records <i>circulation statistics</i>	3 years	Electroni c		<input type="checkbox"/>
CIRC-002	Library Card Applications <i>forms patrons complete to receive a library card</i>	Until no longer of administrati ve use	Paper		<input type="checkbox"/>
CIRC-003	Receipt Booklet Copies <i>carbon copy of receipts given to patrons for transitions such as copies, print outs, faxes etc.</i>	4 years from last date in booklet	Paper		<input type="checkbox"/>

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FIN-001	Accounts Payable Documents (Invoices) <i>Bills for goods purchased or services rendered.</i>	4 years, provided audited	Paper		<input type="checkbox"/>
FIN-002	Annual Appropriations Resolutions <i>yearly documentation of planned appropriations of library funds</i>	4 years, provided audited	Paper		<input type="checkbox"/>
FIN-003	Annual Budget <i>board approved budget for each year</i>	Permanent	Paper		<input checked="" type="checkbox"/>
FIN-004	Annual Financial Report to Auditor of State <i>a copy of the financial report sent to the Auditor of State each year</i>	Permanent	Paper		<input checked="" type="checkbox"/>
FIN-005	Applications for OPERS Refund or Waiver <i>an application for the library to receive an OPERS refund or waiver</i>	Permanent	Paper		<input type="checkbox"/>
FIN-006	Attendance Records <i>timesheets and leave requests</i>	3 years, provided audited	Paper		<input type="checkbox"/>
FIN-032	Audio Recordings of Board of Trustees <i>Meetings audio recordings of monthly Board of Trustee Meetings</i>	Until minutes are approved	Electroni c Recorder		<input type="checkbox"/>
FIN-007	Audit Reports <i>final report from the state auditor or the federal government</i>	Permanent	Paper		<input type="checkbox"/>
FIN-008	Bank Deposit Slips, Ledgers, Bank Statements, Cancelled Checks and Related Documents <i>Provides evidence of payment of invoices, a "money trail", and cash flow and depository information.</i>	4 years, provided audited	Paper and CD		<input type="checkbox"/>
FIN-009	Board of Trustee Minutes, <i>minutes from monthly meetings and Records Commission Meeting</i>	Permanent	Paper		<input checked="" type="checkbox"/>
FIN-010	Bond Documents <i>all paperwork for each bond</i>	10 years after issue matures, provided audited	Paper	Audited means: the years encompassed by the records have been audited by the Auditor of State and the audit report has been released pursuant to Sec. 117.26 O.R.C.	
FIN-011	Cash Journals <i>recordings of cash transactions</i>	4 years, provided audited	Paper		
FIN-012	Certificate of Records Disposal <i>documentation to certify the destruction of records according to an approved records retention schedule, including RC-1 and RC-3 forms.</i>	Permanent	Paper		

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FIN-013	Check Registers <i>reports documenting checks written by the library for expenses</i>	4 years, provided audited	Paper		<input type="checkbox"/>
FIN-014	Construction Contracts <i>formal agreements between the library and construction companies, etc.</i>	10 years after completion of project	Paper		<input type="checkbox"/>
FIN-054	Contracts (non-construction contracts) <i>formal agreements between the library and a third party.</i>	4 years after expiration	Paper and Electroni c		<input type="checkbox"/>
FIN-015	Court Orders for Payroll Deductions <i>formal orders issued by a court of law for garnishing wages</i>	2 years after termination of employee /order rescinded	Paper		<input type="checkbox"/>
FIN-016	Depository Agreements and Related Collateral <i>an agreement with a financial institution to serve as a depository for public funds</i>	4 years after expired provided audited	Paper		<input type="checkbox"/>
FIN-049	Easement Records <i>documentation of the right to use someone else's land OR let someone else use the library's land for a specific purpose.</i>	Permanent	Paper		<input type="checkbox"/>
FIN-017	Employee Earnings Records <i>documentation of employee earnings</i>	Permanent	Paper and DVD		<input type="checkbox"/>
FIN-018	Employee Withholding Requests <i>documentation of employee's permission for paycheck withholding (example: withholding for insurance)</i>	Until replaced or revoked	Paper		<input type="checkbox"/>
FIN-019	Employer Quarterly Tax Withholding Reports <i>documentation of income tax withholding</i>	4 years, provided audited	Paper and DVD		<input type="checkbox"/>
FIN-047	End of Month Financial DVD Backup <i>monthly back of financial system software</i>	4 years, provided audited	Electroni c		<input type="checkbox"/>
FIN-020	Expense Reports <i>documentation of spending</i>	4 years, provided audited	Paper		<input type="checkbox"/>
FIN-051	Fiscal Position Bond Documents <i>proof of fiscal officer and deputy fiscal officer bonds</i>	10 years after expiration	Paper		<input type="checkbox"/>
FIN-021	Fixed Asset Records <i>database of fixed assets information</i>	Until superseded	Electroni c		<input type="checkbox"/>
FIN-022	Grant Files <i>all paperwork surrounding a federal or state grant</i>	4 years, provided audited	Paper		<input type="checkbox"/>

Audited means: the years encompassed by the records have been audited by the Auditor of State and the audit report has been released pursuant to Sec. 117.26 O.R.C.

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FIN-023	Insurance Policies and Records <i>documents pertaining to an insurance policy that the library has purchased to cover library property and liability</i>	4 years after expiration, provided all claims settled	Paper and Electronic		<input type="checkbox"/>
FIN-053	Insurance Policies and Records (Personnel) <i>documents pertaining to a group insurance policy as part of the benefits offered to employees</i>	4 years after expiration	Paper and Electronic		<input type="checkbox"/>
FIN-056	Insurance COBRA <i>any documents pertaining to an employee receiving COBRA insurance coverage.</i>	4 years after end of coverage	Paper and Electronic		<input type="checkbox"/>
FIN-024	Investment Journals/Documents <i>supporting documents to an investment</i>	4 years, provided audited	Paper		<input type="checkbox"/>
FIN-050	Legal Notices <i>legal notices published in the local newspaper requesting bids or other services that require legal notices</i>	4 years	Paper		<input type="checkbox"/>
FIN-025	Leases (Equipment and Property) <i>all paperwork surrounding a lease of equipment or property</i>	4 years, provided audited	Paper		<input type="checkbox"/>
FIN-052	Levy Files <i>all paperwork pertaining to the levy including levy revenue analysis.</i>	Life of Levy Plus 5 years	Paper		<input type="checkbox"/>
FIN-046	Monthly Financial Reports <i>reports documenting financial activity during one month time</i>	4 years, provided audited	Paper		<input type="checkbox"/>
FIN-058	Paycheck Receipt Checklist <i>list where employees who receive a paper paycheck initial that they have received their paycheck.</i>	Until all paychecks have cleared	Paper		<input type="checkbox"/>
FIN-026	Payroll Journals/Reports <i>documentation of biweekly payroll processes</i>	4 years, provided audited	Paper		<input type="checkbox"/>
FIN-057	Payroll Taxes <i>quarterly and annual record of federal, state, city/local and school district tax withheld and remitted</i>	10 years	Paper and Electronic		<input type="checkbox"/>
FIN-055	PEDACKN Form <i>independent contractor/worker acknowledgment that they do not contribute to OPERS and therefore do not receive any OPERS benefits</i>	5 years	Paper		<input type="checkbox"/>

Audited means: the years encompassed by the records have been audited by the Auditor of State and the audit report has been released pursuant to Sec. 117.26 O.R.C.

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FIN-027	Personnel Files <i>all paperwork pertaining to an individual employee</i>	4 years after termination; retain retirement records, service records, and leave balances permanently	Paper and Electronic		<input type="checkbox"/>
FIN-028	Petty Cash Records <i>documentation of monies collected for copies, faxes, prints from the computer, etc.</i>	4 years, provided audited	Paper		<input type="checkbox"/>
FIN-048	Prevailing Wage Reports <i>payroll reports filed by construction companies during a building or renovation project.</i>	10 years	Paper		<input type="checkbox"/>
FIN-029	Purchase Orders <i>documentation of the release of a purchase order</i>	4 years, provided audited	Paper	Audited means: the years encompassed by the records have been audited by the Auditor of State and the audit report has been released pursuant to Sec. 117.26 O.R.C.	<input type="checkbox"/>
FIN-030	Purchase Requisitions <i>documentation of the request of a purchase order</i>	4 years, provided audited	Paper		<input type="checkbox"/>
FIN-031	Real Property Acquisition Records <i>documentation of real property</i>	4 years after asset is sold	Paper		<input type="checkbox"/>
FIN-033	Retirement System Monthly Reports <i>documentation of library payments for the Ohio Public Employees Retirement System</i>	Permanent	Paper		<input type="checkbox"/>
FIN-034	Schedule of Records Retention <i>this RC-2 form</i>	Until superseded	Paper		<input type="checkbox"/>
FIN-035	Tax Withholding Reports <i>documentation of withholdings for tax purposes</i>	6 years, provided audited	Paper		<input type="checkbox"/>
FIN-037	Trust Agreements <i>documentation of a trust including reason for the trust and all parties involved</i>	Permanent	Paper		<input type="checkbox"/>
FIN-038	Unemployment Claims <i>documentation of payment for former employees who filed for unemployment</i>	4 years, provided audited	Paper		<input type="checkbox"/>
FIN-039	W-2 Forms <i>W-2 forms completed for employees</i>	Permanent	Paper		<input type="checkbox"/>
FIN-040	W-4 Forms <i>an original tax form completed by the employee with information such as the</i>	Permanent until superseded	Paper		<input type="checkbox"/>

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			<i>employees exemptions which allows the library to properly withhold taxes from an employee</i>	or employee terminated			
		FIN-041	<i>W-9 Forms a form which authorizes someone's tax ID number</i>	4 years after no longer active or 4 years after superseded	Paper		<input type="checkbox"/>
		FIN-042	<i>Workers Compensation Records written documentation of who received workers comp for what event and when the incident took place</i>	Permanent	Paper		<input type="checkbox"/>
		FIN-043	<i>Year-End Accounting System Backup full system backup at year end</i>	10 years, provided audited	DVD		<input type="checkbox"/>
		FIN-044	<i>Year-End Payroll Reports documentation of payroll functions for an entire year</i>	Permanent	DVD		<input type="checkbox"/>
		FIN-044-1	<i>Year-End Payroll Reports documentation of payroll functions for an entire year</i>	60 years	Paper		<input type="checkbox"/>
		FIN-045	<i>1099's to Independent Contractors library copies of 1099's sent to contractors</i>	4 years, provided audited	Paper		<input type="checkbox"/>
		PR-004	<i>Annual Report for Public Distribution a graphic/visual summary documenting a year that the communications department creates and distributes to the public.</i>	5 years	Paper		<input type="checkbox"/>
		PR-007	<i>Intranet password protected blog for library employees only to communicate upcoming library events, changes, notices or other fun or useful information, not all information will be a public record</i>	Retain according to content or until no longer of administrative use	Electroni c		<input type="checkbox"/>
		PR-001	<i>Library Newsletters calendar of events and information distributed to the community each quarter</i>	3 years	Paper		<input type="checkbox"/>
		PR-002	<i>Media Releases announcements and stories that are issued to print, radio and digital media outlets.</i>	5 years	Paper or Electroni c		<input type="checkbox"/>
		PR-005	<i>Social Media Postings on library or third party websites for the intent of connecting with the public. Unique social media posts that meet the</i>	Retain according to content or until no	Electroni c		<input type="checkbox"/>

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	<i>definition of a record and are not a duplicate record, transitory or retained elsewhere.</i>	longer of administrative use			
PR-003	Website Blog Posts content created by library to announce and promote upcoming events, new materials, services, or other library offerings	Until no longer of administrative use	Electronic		<input type="checkbox"/>
TECH-001	Technology Plans written documents outlining the goals for the technology development of the library	Until no longer of administrative value	Electronic		<input type="checkbox"/>
VOL-001	Volunteer Files volunteer documents, may include assignments, locations, hours, applications and signed forms. Paper copies will be kept only until information is entered in software program.	Active, plus 5 years	Electronic		<input type="checkbox"/>
VOL-002	Volunteer Applications Unsuccessful applications for individuals who did not actively volunteer with the library	6 months	Paper or Electronic		<input type="checkbox"/>
VOL-003	Annual Report of Volunteer Hours record of volunteer names and number of hours	10 years	Paper		<input type="checkbox"/>

INTRODUCTION

The purpose of this policy is to provide uniform guidelines and standards that allow staff to consistently deliver excellent reference service throughout the library system. These guidelines are not intended to be rigid or comprehensive. Reference staff should use good judgment when applying these principles and should adapt them to fit specific situations.

GENERAL POLICIES**Responsibility for Service:**

All staff are expected to provide assistance to customers to the extent possible. However, staff on duty at the reference desk have primary responsibility for responding to requests for information and questions concerning library resources.

Authoritative Answers:

In order to ensure accuracy, every answer should be based on an authoritative source. No personal opinions or interpretations should be given. The source should always be cited and, if relevant, the date of publication given.

Unanswered Questions:

It is the responsibility of the staff member receiving a question to ensure that the patron ultimately receives an answer. Requests for materials or information should never be left with the assumption that others will take care of them. If a staff member is having difficulty, he or she should consult with other staff for assistance. If necessary, staff may take the customer's contact information, continue the search, and follow up within an agreed upon time.

Referrals:

Referrals should be made after all available resources have been checked unsuccessfully. Staff should be familiar with the resources and services of other libraries, businesses, and agencies.

IN PERSON REFERENCE SERVICE**Priorities:**

Customers visiting the library in person receive priority over customers on the telephone.

Customers should be helped in the order in which they come to the desk. However, it is important to acknowledge those who may have to wait. If possible, such customers should be referred to other staff. They may be asked to quickly state their needs and be given initial suggestions of where to begin.

Every customer should be given as much help as needed in the shortest possible amount of time. No single customer should monopolize staff time. If a customer needs extra help with a complex question, that customer should be introduced to the appropriate resources and allowed to examine them while the staff member helps other customers and checks back periodically.

Desk Duty:

Desk duties include helping customers locate materials, responding to requests for information, and giving instructions in the use of library resources and equipment.

Staff should remember that they are never off duty during open hours. When necessary, reference staff not scheduled at the desk may be called upon to back up staff at the desk. Staff working the desk should call for assistance when needed.

Staff at the desk should be friendly, alert, and attentive to the needs of library customers. Staff may perform work-related tasks at the desk, but should never become so engrossed that they appear unapproachable.

If it is necessary for staff to leave the desk, they should make every effort to return as soon as possible. Whenever possible, other staff should be alerted of the need to cover the desk. Tasks that require more than a few minutes away from the desk should be performed during times of double coverage or during staff's off-desk time.

TELEPHONE SERVICE

Telephones in public areas are for official library calls. Personal calls should be kept to a minimum and should be conducted at a phone not in the public area. Customers may use the phone to make brief local calls only. The library does not page anyone except in emergency situations. It is acceptable to ask the nature of the emergency.

To ensure that lines are not tied up, all telephone calls should be as brief as possible. If a question will require a considerable amount of searching, staff should offer to call the customer back within an agreed upon time. For lengthy or complicated answers, customers should be encouraged to come to the library to pick up materials or arrange for an alternative method of delivery (fax, mail, email.)

The telephone should be answered as quickly as possible. Staff should always identify their department or location, but personal identification is optional. Customers visiting the library in person have priority over the customer on the phone. If it is necessary to answer the phone while helping another customer, staff should first determine whether the caller can be immediately helped or rerouted, then place the caller on hold until the first customer is finished. Calls should be allowed to go to voice mail only when necessary. Messages should be checked frequently and calls should be returned in a timely manner.

LIMITATIONS OF REFERENCE SERVICE

Every effort should be made to give each customer the highest possible level of reference service. However, this level will necessarily vary according to several factors. These include:

- Customer's time constraints
- Complexity of the question
- Availability of requested materials
- Amount of information needed
- Amount of information available
- Scope of the library's resources
- Number of customers needing assistance
- Number of staff available to help
- Expertise of available staff

Staff should balance the needs of individual customers with the needs of all library customers who are seeking service. Staff may sometimes be required to explain to customers why the level of service offered may vary. Staff should encourage customers to visit the library at times when extra assistance may be available.

REFERENCE QUESTIONS THAT REQUIRE SPECIAL APPROACHES

Appraisals:

Library staff does not appraise old books, collectibles, or antiques. Current market values can be looked up in available sources, and the customer can be referred to dealers or other experts as needed.

Genealogy:

While staff is expected to provide assistance with the genealogical materials in the collection, extensive genealogical research is not done by library staff. Staff cannot perform lengthy searches through un-indexed materials. Specific requests for information about individuals or events may be answered as resources allow. Customers who need more help may be referred to other agencies such as the Genealogical Society.

Legal Information:

Under no circumstances should staff provide any legal advice. Library staff may look up entries in general legal references such as dictionaries and encyclopedias, retrieve requested articles, and track down specific citations for printing or other delivery. No elaborations, interpretations, or opinions may be offered. Customers with complicated legal questions must perform their own research, but staff may direct them to the available resources. Information requests dealing with the selection, use or completion of tax forms are to be handled as requests for legal information.

Mathematical Questions:

Library staff should not do mathematical computations for customers. Information from tables and formulas can be given, but customers should do their own calculations and interpretations. The use of online calculators and conversion tools is acceptable, but the source should always be cited.

Medical Questions:

Brief definitions and descriptions can be provided from medical sources. These sources should be quoted verbatim, with no interpretation given. Staff cannot diagnose conditions or recommend treatment, nor are personal experiences to be discussed. If customers need more information, they should be instructed to do more in-depth research on their own.

Reader's Advisory:

As part of their professional work, librarians help customers choose materials. This activity is unavoidably subjective, but it should be based on a thorough assessment of the customer's interests. Suggestions may come from specialized print and online resources or from personal knowledge. However, they should be free from personal bias.

School Assignments:

These questions are handled in the same manner as other questions. Short answers will be given over the phone, but students are encouraged to come to the library to do more extensive research. It is important to offer students instruction in the use of the library, and staff should show them how to look for information and evaluate sources, rather than complete their assignments for them. Other staff should be alerted concerning recurring homework questions. If a problem arises concerning a class assignment, staff should try to obtain the name of the school and the teacher and discuss ways to resolve the issue. The library's "We Tried" form should be given to students when appropriate materials are not available.

Teacher Requests:

The preferred method for handling requests for classroom materials is to direct the teacher to complete a subject or title request through the school's library or media center. All local schools have been informed of this procedure. Teachers may choose to borrow materials on their personal cards, but these loans are subject to normal circulation rules and restrictions. Teachers requesting assistance in selecting titles should be treated with the same consideration as any library customer.

Translations:

Lengthy translations cannot be made, but words and simple phrases can be looked up in dictionaries when available. Online translators may be used, but their limitations should be explained to the customer. As with all reference questions, the source of the translation must be cited.

SEARCH OHIO

When an item at the library is unavailable for whatever reason, the item may be requested through Search Ohio. The customer will be informed that it will take 3-7 days to receive the item. Requests can be made for any item that is showing available in the Search Ohio catalog. If DCDL has a copy available, the Search Ohio catalog will not allow the request to be made.

When an item is requested it will appear in the customer's record under the "holds" tab and is easy to keep track of if the customer asks about the item. Items will be held for ten (10) days once they are received. Customers may request up to fifty (50) items and check out up to one hundred (100). All Search Ohio items check out for three (3) weeks except videos and DVDs which check out for one (1) week.

There is no charge to request items. A late fine of fifty (\$.50) cents per day may be assessed to the customer.

INTERLIBRARY LOANS

When the library does not own a copy of an item and the item is unavailable through Search Ohio, the item may be requested through traditional interlibrary loan. The customer will be informed that it will probably take at least 1-4 weeks to obtain the requested item. Requests can be made for newly published items within the last year, but please inform the customer that the item may not be available for lending. When an item is requested for interlibrary loan, it will be presented to our collection development committee for consideration to purchase.

Once an item is received and processed we will inform the patron by sending a notice when an item is here on the hold shelf. If we are unable to borrow a requested item, a note will be put in the customer's record.

A customer may have up to five interlibrary loans checked out on their card at one time, and up to ten requests pending at the same time. Please note that interlibrary loan checkout periods are considerably shorter than normal checkout periods for library materials. The library will also borrow the same title for the customer up to three times. Once an item has been borrowed three times a note will be put in the patron's record. No renewals will be made.

Although there is no charge to request an item, a late fine of \$.50 per day per item may be added to the customer's library account for each day the item is overdue. Customers will lose their interlibrary loan privileges the fourth time an interlibrary loan item is requested by them and not picked up.

LETTERS AND EMAIL

A response is made to most print and electronic correspondence. The same limitations apply to these questions as to other forms of reference service. A telephone or electronic response can be made instead of a letter if it will save time or money. Letter writers living in the area should be encouraged to visit the library. If warranted, staff should provide information about the library's homebound service.

PHOTOCOPIES

Customers are encouraged to make their own photocopies, but staff are expected to provide assistance when needed. Copies delivered by mail or fax are subject to per page charges and postage. There is no charge for pages copied from noncirculating materials and sent to another branch for pick up.

REFERENCE LOANS

Loans of non-circulating material may occasionally be made at the discretion of the director or deputy director or the person in charge during their absence. Such loans are usually limited to 24 hours. Factors that are considered when deciding if an item can be borrowed include the value of the item, the number of copies owned, whether the item is replaceable, the availability of the item in other formats, and local demand for the item. Overdue reference books may be subject to fines.

Security/Surveillance Camera Records

Board Policy:

To help secure the safety of library patrons, staff and property through the use of surveillance and security cameras.

Administrative Procedure:

1. Surveillance cameras will be placed in critical locations inside and outside of library buildings.
2. Surveillance cameras will operate 24 hours per day.
3. Because these recordings are security records, they are not considered to be public records and are explicitly exempt from disclosure under the public records law.
4. Digital images recorded by surveillance equipment will typically be retained for a period determined by the storage capacity of the equipment. As new images are recorded, the oldest images will be automatically deleted.

RELATED POLICIES

- Confidentiality of Borrowing Records

HOW TO SPEND LIBRARY MONEY CORRECTLY

Prepare

- **Discuss with Manager:** *Managers do not control funds, but they do need to monitor them. Check with them before requisitioning to spend.*
- Research products and costs, and check budget.
- If this is for a meeting and travel, fill out **Request to Attend Meeting** form.

Request

- Fill out **Purchase Requisition** form & give to Director for approval
 - Only one vendor is permitted on a requisition, but you can requisition from multiple funds (e.g. books & processing).
 - If requisition is approved, Fiscal Officer will assign P.O. number and return the **yellow copy** to you.
- **Special Circumstances**
 - Because we do so much business with some vendors, we sometimes have open requisitions, especially for supplies. Check with Julie.
 - If a vendor will not invoice you and you must use a credit card, check with Julie or Mary Jane. Only a few staff are authorized to use Library credit cards.

Purchase

- **Now you can make your purchases.**

Invoice

- *No monies can be paid without an invoice.*
 - Invoice dates should be later than requisition dates.
 - If this is for an honorarium to be paid to a speaker, fill out the **Request for Honorarium** form.
 - For credit card purchases and reimbursements, turn in all receipts.
 - For mileage or other reimbursement, fill out the **Request for Reimbursement** form.

Release for Payment

- Use **Invoice Payment Release** stamp, and fill in information.
 - If all monies are used, select COMPLETE.
 - If money remains and P.O. will be used for additional invoices from this vendor, select PARTIAL.

Unattended Children

Board Policy:

To provide a library environment that allows all patrons of all ages to utilize library materials and information sources in a safe, relaxed manner

Administrative Procedure:

1. The Delaware County District Library is not a child care provider but a public institution where all patrons have an equal right to quality library services in a safe and relaxed environment.
2. Library staff cannot provide adequate security and safety for children.
3. Parents/guardians should not leave a child unattended at the Delaware County District Library.
4. Library staff may take action they deem necessary to provide for the welfare and safety of an unattended child, such as:
 - a. Locate the parent or caregiver in the library.
 - b. Make every effort to contact the parent or caregiver who is not in the library to come and pick up the child.
 - c. Call the Delaware or Powell Police, or the Delaware County Sheriff to pick up the child, if the parent or caregiver cannot be located within 30 minutes.
 - d. Encourage an unattended child to contact the parent or guardian if it is within 15 minutes of closing time. If a parent or caregiver cannot be reached or does not arrive within 15 minutes of closing, library staff will call the appropriate police or sheriff's department to pick up the child.
 - e. Have two staff members remain with the child until the parent or caregiver or police arrive. Staff will be compensated for this time.
 - f. Leave a note on the library door stating "Unattended child is in the custody of the " _____ Police Department, [address], [phone number]" once the child is in the care of the police. Names will not be stated on the sign.
5. No staff member shall transport any child from the library to another location.
6. An incident report form must be completed and submitted to the Library Director and a copy provided to the police or children's services office when appropriate.

Related Forms in the Forms File

- © Incident Report Form

Volunteers

Board Policy:

To support the efforts of volunteers at the Delaware County District Library.

Administrative Procedure:

1. People who wish to volunteer at the library will be referred to one of four volunteer programs: Standard Volunteer Program, Volunteer Program, Court Mandated Program, or Friends of the Library. Group volunteer events may be considered to accommodate community interest.
2. Acceptance into each program is generally dependent on the completion of an application process that varies for each program and is not guaranteed.
 - a. All Standard Volunteers will be expected to have a background check if they are 18 years or older.
3. Other volunteer opportunities and community service obligations at the library will be coordinated by the library employee overseeing each of the specific programs:
 - Communication Manager: Friends of the Library
 - Branch Manager/Teen Librarian/Teen Specialist: Volunteer Program
 - Volunteer Supervisor: Court Mandated, Standard Volunteer Program, and other volunteer groups or assignments as needed.
4. Volunteer records will be kept by the Volunteer Supervisor in accordance with the volunteer retention schedule for the library.
5. Volunteers at the library are expected to perform within the policies and procedures of Delaware County District Library.