

3. Operations Policies

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3-1. Patrons

Policy 3-1-1. Privacy and Confidentiality of Library Records

Adopted 1/25/2018

Revised 9/27/2018

Josephine Community Library District (JCLD) protects the privacy and confidentiality of all library users, no matter their age. JCLD privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

Oregon Revised Statute (ORS) 192.355 (Public Records Exempt from Disclosure) section 23 exempts from disclosure under Oregon Public Records law the records of a library, including:

- Circulation records, showing use of specific library material by a named person.
- The name of a library patron together with the address or telephone number of the patron.
- The email address of a patron.

JCLD's commitment to patron privacy and confidentiality has deep roots not only in the law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."

This policy explains JCLD patrons' privacy and confidentiality rights and responsibilities, the steps JCLD takes to respect and protect the privacy of patrons who use library resources, and how JCLD deals with personally identifiable information it collects from its users.

A. Privacy and Confidentiality Practices

JCLD avoids creating unnecessary records, avoids retaining records not needed for library business purposes, and does not engage in practices that might place information on public view.

Information JCLD may gather and retain about current library users includes the following:

- Information required to register for a library card. Identifying information retained within the integrated library system may be deleted or altered upon patron request.
- Records of material checked out, charges owed, payments made.
- Electronic access information.
- Requests for interlibrary loan or reference service.
- Sign-up information for library classes, programs, and so on.

B. User Access and Responsibility

Patrons are entitled to view their personally identifiable information and are responsible for keeping their information accurate and up-to-date.

C. Data Integrity and Security

JCLD takes reasonable steps to assure data integrity. JCLD protects personally identifiable information by electronically purging or manually shredding data once it is no longer needed for library business purposes. JCLD has invested in appropriate technology to protect the security of any personally identifiable information while it is in the library's custody. JCLD ensures that aggregate summary data is stripped of personally identifiable information. JCLD regularly removes cookies, web history, cached files, and other computer and Internet use records and other software code that is placed on library computers or networks.

D. Parents and Children

JCLD respects the privacy and confidentiality of all library users, no matter their age. Parents or guardians of a child under age 18 who wish to obtain access to their child's library records must provide the child's library card or card number.

E. Third-Party Security

JCLD ensures that the library's contracts, licenses, and offsite computer service arrangements reflect JCLD's policies and legal obligations concerning user privacy and confidentiality. JCLD agreements address appropriate restrictions on the use, aggregation, dissemination, and sale of that information, particularly information about minors.

When connecting to licensed databases outside the library, JCLD releases only information that authenticates users as registered JCLD borrowers. Nevertheless, when accessing remote sites, users must be aware that there are limits to the privacy protection the library can provide.

F. Cookies

Users accessing the library's website must enable cookies to access a number of resources available through the library. The library servers use cookies solely to verify that a person is an authorized user in order to allow access to licensed library resources and to customize web pages to that user's specification. Cookies sent by the library servers disappear soon after the user's computer browser is closed.

G. Security Measures

JCLD procedures limit access to data and ensure that those individuals with access do not use the data for unauthorized purposes. JCLD limits access through use of passwords and storage of data on secure servers or computers that are inaccessible from a modem or network connection.

H. Volunteer and Staff Access to Personal Data

Library volunteers and staff may access personal data stored in the library's computer system only for the purpose of performing their assigned library duties. Volunteers and staff will not disclose any personal data collected from patrons to any other party except where required by law or to fulfill the patron's service request. The library does not sell, lease, or give users' personal information to companies, governmental agencies, or individuals except as required by law or with the user's authorization.

I. Enforcement and Redress

Patrons with questions, concerns, or complaints about JCLD's handling of privacy and confidentiality rights may file written comments with the library public services director. JCLD will respond in a timely manner and may conduct a privacy investigation or review of practices and procedures.

The library director is the custodian of library records and is the only party authorized to receive or comply with public records requests or inquiries from law enforcement officers. The library director may delegate this authority to designated members of the library's management team. The library director confers with the JCLD Board of Directors before determining the proper response to any request for records. JCLD does not make library records available to any agency of the state, federal, or local government unless a subpoena, warrant, court order, or other investigatory document is issued by a court of competent jurisdiction, showing good cause and in proper form. JCLD has trained all library staff and volunteers to refer any law enforcement inquiries to the library director.

J. Illegal Activity Prohibited and Not Protected

Users may conduct only legal activity while using library resources and services. Nothing in this statement prevents the library from exercising its right to enforce Policy 3-1-2, *Patron Responsibilities and Rules of Conduct*, protect its facilities, network, and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes. The library can electronically monitor public computers and external access to its network and reserves the right to do so when a violation of law or library policy is suspected. Staff is authorized to take immediate action to protect the security of library users, staff, facilities, computers, and the network. This includes contacting law enforcement authorities and providing information that may identify the individual(s) perpetrating a violation.

Policy 3-1-2. Patron Responsibilities and Rules of Conduct

Adopted 1/25/2018

Revised 2/17/2021

Josephine Community Library District (JCLD) is dedicated to creating an inclusive environment for everyone, regardless of their age, sex, race, religion, ethnic origin, disability (physical or mental), appearance, sexual orientation, socioeconomic status, political affiliation, gender identity, or gender expression. Any language or behavior that threatens or damages this environment is prohibited on all library properties and may result in expulsion from the premises, either temporarily or permanently.

Dangerous, destructive or illegal conduct, including but not limited to the following, will not be tolerated:

- Physical abuse or assault, including fighting or challenging others to fight;
- Engaging in any behavior that a reasonable person would find to be disruptive, harassing, or threatening in nature,
- Damaging, destroying, stealing, or otherwise vandalizing library property.

Any person engaging in the above behavior(s) will be asked to leave the library immediately with no further warning. Library privileges may be suspended for a period of up to one (1) year depending on the severity of the violation. In addition, law enforcement may be called, and appropriate legal action may follow.

A. Rules of Conduct

For the comfort and safety of patrons, volunteers, and staff, and the protection of library property, the following are the library rules of conduct:

- Patrons shall respect the rights of staff, volunteers, and other patrons; offensive gestures, sexual harassment, profanity, abusive language including hate speech, , and other disruptive behaviors will not be tolerated.
- Patrons are responsible for the behavior and supervision of their children; children age 10 and younger must be accompanied by a parent, guardian, or responsible caregiver at all times and in all areas of the library.
- Use of tobacco products, controlled substances, or alcohol on library property is prohibited.
- Beverages with lids are allowed in the library except in all computer areas, unless otherwise prohibited. Food is limited to designated eating areas.
- Cell phone ringers must be turned off or to a non-noise setting upon entering the building; cell phone conversations should take place outside the library.
- Service animals, but no pets, are welcome in the library. Animals may not be left

outside unattended within 10 feet of entrances.

- Patrons must wear shoes and shirts at all times in the library.
- Patrons personal property should not block aisles or access to materials and should not be left unattended.
- Bicycles, carts, and other objects too large to store without impeding others must be left outside.
- Patron's personal hygiene (body odor, excessive perfume) should not interfere with other patrons' comfortable use of the library.

B. Enforcement

When a library staff person becomes aware that any patron is violating a library rule, the staff person shall take appropriate enforcement measures, as follows:

- A person whose behavior violates this policy will be informed of the rules and asked to cease the behavior. A copy of this policy will be available on request.
- For serious violations (including disruptive behavior and failure to comply when requested) the staff person may require the person to leave JCLD premises and not return the same day.
- Subsequent offenses, refusing to comply with staff instructions, unlawful conduct, or conduct which is immediately threatening to the safety of patrons or staff shall be reported to the JCLD library director or designee, who shall decide whether an additional sanction is appropriate. Sanctions may result in the suspension of library use for a period of up to one year or longer, depending on the severity of the offense.
- Failure to leave or re-entering JCLD property prior to termination of a suspension will constitute trespassing.
- Any criminal activity shall be reported to the appropriate law enforcement agency.
- A person who feels his or her library privileges have been wrongly suspended may appeal the decision in writing to the library director or designee within 30 days of receiving notification. The decision of the library director will be final.

Policy 3-1-3. Library Programs

Adopted 1/25/2018

Library-sponsored programs promote the use of library materials, facilities, or services and offer the community an informational, entertaining, or cultural experience. Programs are planned for the interest and enlightenment of all the people of the community. JCLD strives to offer a variety of programs that reflect the broad range of community interests. Library-sponsored programs are free and open to the public. Attendance shall not be restricted because of age, gender, race, background, or beliefs.

Program presenters should provide a summary of their proposed program, with references, reviews, and relevant supporting material, such as books, brochures, photos, videos, or CDs.

Programs should fit JCLD's mission, programming objectives, themes, budget, and schedule.

The decision to sponsor or present a program rests with JCLD staff.

Press releases and other promotional materials must be approved by the JCLD library director.

JCLD wants to encourage reading, writing, and the appreciation of culture. Books, recordings, and writings may be sold within an hour after a library program.

JCLD will prepare a contract outlining all agreed-upon terms that will be signed by the JCLD library director or designee, and by the performer.

Policy 3-1-4. Safe Children

Adopted 1/25/2018

Revised 1/17/2019

Josephine Community Library District (JCLD) welcomes children of all ages. Serving children is a vital part of the library mission. JCLD strongly encourages families and children to make full and frequent use of the library. JCLD asks patrons to help keep the library a safe and pleasant place for children by adhering to the following policies.

A. Public Nature of the Library

Parents should be aware that the library is a public building open to all individuals. It is not the library staff's or volunteers' function or purpose to provide supervision or to care for children while the parent or the designated responsible person are outside the library. Library staff have multiple duties, and in order to serve all citizens, they cannot monitor the behavior or whereabouts of each child visiting the library. Staff and volunteers will not monitor children leaving the library. Staff and volunteers do not take over parental responsibility for children who visit the library.

Parents/caregivers are responsible for the child's behavior at all times while in the library building, or on the library grounds.

B. Levels of Supervision Required

Children age 10 and younger must be accompanied by a parent, guardian, or responsible caregiver 14 years old or older at all times and in all areas of the library and on library grounds. Children age 5 and younger must always be in close proximity and within sight of the person responsible for their safety. Children of any age with mental, physical, or emotional disabilities which affect behavior or decision-making skills or make supervision necessary must be accompanied by a parent or capable caregiver at all times.

C. Unattended Children

Library staff and administration are not responsible for unsupervised or unaccompanied children. If library staff is aware of an unattended child, they will try to contact a parent or legal guardian. If unable to locate parent or guardian, staff will contact appropriate authorities. During special library programs for children, parents or guardians must remain on the premises (in the main library where the parent/guardian is accessible to the child) until the program has ended, in case an emergency should arise.

D. Junior Internet Use

Parents should accompany their children while they are using the Internet computer. Children 10 years of age and under are not allowed to use the Internet computer without adult supervision. Parents using an Internet computer should not leave their children unattended in the children's area.

In compliance with the Children's Internet Protection Act (CIPA), JCLD has installed filters on all library computers to block access to images that are obscene, depict child pornography, or are deemed harmful to minors. These filters:

- Protect minors from inappropriate matter on the Internet.
- Protect the safety and security of minors when they're using email, social media, chat rooms, and other forms of direct electronic communications.
- Prevent unauthorized access, including "hacking" and other unlawful activities, by minors online.
- Prevent unauthorized disclosure, use, and dissemination of personal information regarding minors.
- Restricts minors' access to materials harmful to them.

E. Library Hours and Emergency

Parents/responsible persons are expected to be aware of the opening and closing times of the library, bearing in mind that these can and do change. If the child is left at the library after closing time, an attempt will be made to contact the parent. If the parent cannot be reached, the child will be considered abandoned and the police will be called after 30 minutes.

If the library closes as the result of an emergency and the parent cannot be reached, the police will be called as soon as possible. Staff can require that unattended children go with them during emergency procedures, such as seeking shelter from severe weather or evacuation of the building. Unless there is an emergency, staff members or volunteers will not take a child out of the building or transport children to another location.

3-1-5 Public Records

Adopted 1/25/2018

Revised 10/18/2018

Revised 01/15/2020

Compliance

The Josephine Community Library District fully complies with the Oregon Public Records Law, ORS 192.410192-505.

- **Specificity of Request:** In order to facilitate the public's access to records in the district's possession, and to avoid unnecessary expenditure of staff time, persons requesting access to public records for inspection or copying, or who submit written requests for copies of public records, shall specify the records requested with particularity, furnishing the dates, subject matter, and such other detail as may be necessary to enable library staff to readily locate the records sought.

- **Access:** JCLD shall permit inspection and examination of its non-exempt public records during regular business hours in the library's offices, or such other locations as the library director may reasonably designate from time to time. Copies of non-exempt public records maintained in machine-readable or electronic form shall be furnished, if available, in the form requested. If not available in the form requested, such records shall be made available in the form in which they are maintained. ORS 192.440(2). When a request is submitted in writing, the district must respond within five business days acknowledging the receipt of the request. The district then has an additional 10 business days to fulfill the request or issue a written response estimating how long fulfillment will take. The district is not subject to this response timeframe if it is awaiting a response from the requestor seeking clarification of the inquiry or if the requestor has not agreed to pay for the records, provided that the cost is \$25 or more. Other considerations that apply are:
 - Complicated requests
 - Large volume requests
 - Requests involving documents not readily available or if the necessary staff are unavailable to fulfill the request

Fees for Public Records

JCLD makes every effort to provide records without cost to the requester. However, some requests may require copying or significant amounts of staff time. In order to recover its costs for such requests, JCLD may charge fees associated with searching for and copying records.

The library director may waive these fees at his/her discretion. Fees shall be limited to no more than \$25 unless the requester is provided with written notification of the estimated amount of the fee and the requester confirms that s/he wants JCLD to proceed.

Fees are as follows:

- **Paper copies or printouts:** \$0.15 per side for black and white or \$0.50 per side for color.
- **Copies of nonstandard materials** (for example, maps, videos, sounds recordings): Fees shall be the actual costs incurred by the district plus staff time used to them.
- **Research fees:** If a request requires district staff to spend more than 15 minutes searching or reviewing records prior to their review or release for copying, the fee shall be \$50 per hour, charged in 15-minute increments, for any time spent over 15 minutes. The district shall estimate the total amount of time required to respond to the records request and must be paid in advance before the search will proceed. If the actual time and costs are less than estimated, the excess money shall be refunded to the requester. If the actual time and costs are in excess of the estimated time, the difference shall be paid by the requester when the records are produced.
- **Additional charges:** If a request is of such magnitude and nature that compliance would disrupt the district's normal operation, the district may impose such additional charges as are necessary to reimburse for its actual costs of producing the records.
- **Reduced Fee or Free Copies:** whenever it determines that furnishing copies of public records in its possession at a reduced fee or without costs would be in the public interest, the board or library director may so authorize. ORS 192.440(4).

Personally Identifying Information to be Separated or Redacted

In accordance with ORS 192.338, 192.345, 192.355, and 192.377 JCLD shall separate the exempt and nonexempt records and make the nonexempt records available to the requester. Where necessary, exempt material, including personally identifying information, shall be redacted from any public records requests.

Authorization Required for Removal of Original Records

At no time shall an original record of the library district be removed from the district's files or the place at which the record is regularly maintained, except upon authorization of the Board of Directors or the library director.

On-Site Review of Original Records

If a request to review original records is made, JCLD shall permit such a review provided that search fees are paid in advance in accordance with the Fees for Public Records section, above. A representative shall be present at any time original records are reviewed, and the charges for

standing by while the records are reviewed shall be the same as the charges for searching or reviewing records.

Unauthorized Alteration, Removal, or Destruction of Records

If any person attempts to alter, remove or destroy any JCLD record, the library representative shall immediately terminate such person's review, and notify the attorney for JCLD.

3-2. Collection

Policy 3-2-1. Collection Development

Adopted 1/25/18

Revised 12/15/21

Josephine Community Library District (JCLD) recognizes that its patrons are diverse. The district further recognizes that public libraries provide access to informational, cultural, educational, and recreational materials. JCLD provides carefully selected books and other materials to aid the individual in the pursuit of education, information, research, pleasure, and the creative use of leisure time.

Intellectual Freedom

The right to access materials of varying viewpoints is an important part of the intellectual freedom basic to democracy. The principles of intellectual freedom are guaranteed in the First Amendment of the United States Constitution and Article I of the Oregon Constitution. In keeping with those principles, the library favors no viewpoint and endorses the American Library Association Library Bill of Rights, Freedom to Read, Freedom to View, and Free Access for Minors adopted by the JCLD Board of Directors in Appendix A.

Except where noted elsewhere in this policy, all materials will be freely and easily accessible to the public. Youth are not limited to using materials in the children's or young adult areas. Responsibility for a minor's access to the collection rests solely with their parent or guardian. The library will not limit access to materials based on content or authorship, and selection will not be inhibited by the possibility that youth may use such items.

Authority and Responsibility for Selection

The responsibility for the library collection lies with the library director, who may designate other staff to participate in selection tasks. The Board of Directors determines the policies for collection development set forth in this document. The policy is carried out by a collection development committee composed of staff responsible for selecting materials, developing procedures, and setting annual goals as determined by the library director. All staff members and the general public are encouraged to recommend materials for consideration as well.

Access

The library makes materials available in a variety of formats in an effort to provide inclusive and equitable access to resources for all community members, such as print, audio, and

digital materials including books and magazines, audio books, electronic books, research and subscription databases, and web resources based on community information needs.

Except where noted elsewhere in this policy, all materials will be freely and easily accessible to the public in accordance with the ALA Free Access to Libraries for Minors statement. Youth are not limited to using materials in the children's or young adult areas. Responsibility for a minor's access to the collection rests solely with their parent or guardian. The library will not limit access to materials based on content or authorship, and selection will not be inhibited by the possibility that youth may use such items.

The use of rare and scholarly items, or items frequently subject to damage or theft, may be controlled to protect the materials for future patrons.

Labeling

Librarians employ objective professional judgment through selection, cataloging, classification, and readers' services to make available the information that library users want or need. Cataloging decisions, labels, or ratings applied in an attempt to restrict or discourage access to materials or to suggest moral or doctrinal endorsement is a violation of the First Amendment and the Library Bill of Rights.

Labeling systems in the library are employed as a means of organizing resources, providing guidance to users, and are viewpoint-neutral. Labels are used as directional aides and may include broad categories such as children's fiction and nonfiction, reference materials, etc.

Criteria for Selection

Because of the volume of publishing, as well as the limitations of budget and space, the library must have a selection policy with which to meet community interests and needs. Collection materials are selected by trained staff members (selectors). Selectors may consult a variety of resources including but not limited to primary sources, such as *AASA Science Books and Films*, *ALA Booklist*, *American Film & Video Association Evaluations*, *Horn Book Guide*, *Kirkus*, *Library Journal*, *New York Times Book Review*, *Publisher's Weekly*, *School Library Journal*, and others.

- The main points considered in the selection of materials are:
- Favorable reviews found in standard selection sources
- Favorable recommendations based on preview and examination of materials
- Reputation and significance of the author, producer, and publisher
- Current and historical significance
- Validity, currency, and appropriateness of material
- Contribution of representative viewpoints on controversial issues
- High degree of potential user appeal

- Community needs and interest
- High artistic quality and/or literary style
- Quality and variety of format
- Diverse authors and perspectives
- Value commensurate with cost and/or need
- Timeliness or permanence
- Budget and space considerations
- Integrity

In addition to the above criteria, selectors will choose and categorize materials using the following protocols:

- Materials in the children's collection are selected to serve the needs of youth from birth through elementary school age.
- Materials in the young adult collection are selected to serve the needs of individuals from middle school through high school age.
- Suggestions from patrons are welcomed and considered using the standards outlined in this policy.
- The library will acquire materials in languages commonly spoken at home by Josephine County patrons, including English and Spanish.
- The library makes a special effort to select and retain items of local significance and history. Usual weeding practices do not apply to local historical materials.
- Because the library serves a community with a wide range of ages, reading skills, and educational backgrounds, it will select materials of varying complexity.

Procedures

- In selecting community resources, professional personnel will evaluate available resources and community needs and will consult reputable, professionally prepared aids to selection, and other appropriate sources. The actual resource will be examined when possible and necessary.
- Recommendations for purchase involve administrators, librarians, patrons, library personnel, and community persons, as appropriate.
- Gift materials shall be judged by the selection criteria and shall be accepted or rejected by those criteria.
- Selection is an ongoing process that includes removal of materials no longer appropriate and how to replace lost and worn materials still of community value.
- Requests, suggestions, and reactions for the purchase of materials shall be gathered from staff to the greatest extent possible and patrons when appropriate.
- Reviews of proposed acquisitions will be sought in the literature of reputable professional organizations and other reviewing sources recognized for their objectivity and wide experience.

- Materials will be examined by professional staff to the extent necessary or practicable to apply criteria.
- Materials for the DVD and film collection will be selected by professional staff and through use of professional review sources.
- Media and other materials, such as Library of Things, selection will be coordinated by the assigned staff or the library director and may involve library specialists.
- Professionally recognized reviewing periodicals, standard catalogs, and other selection aids are used by the staff to guide them in their selection.

Suggest a Purchase

JCLD welcomes input from the public regarding the contents of the collection. Patrons wishing to suggest titles for acquisition may fill out a *Suggest a Purchase*, and all such suggestions will be considered for acquisition in accordance with the Collection Development Policy.

Local and Archival Materials

To preserve the area's unique history and meet the needs of local researchers, the library collects materials pertaining to Oregon and the local area. These items may be kept in protected areas or be restricted to use only in the library. Copies may also be available for checkout. Items in this collection include the following:

- Histories for areas of Southern Oregon, with special emphasis on Josephine County and surrounding areas
- Materials relevant to the unique commercial, industrial, cultural, and civic enterprises of Josephine County and Southern Oregon
- Directories covering Josephine County
- Yearbooks for schools within Josephine County
- Historical works on Oregon generally
- Travel guides and resources with historic value that cover Josephine County or Southern Oregon
- Documents from governmental entities operating within Josephine County or Southern Oregon with historical value for library patrons
- Works in areas useful for genealogical research specific to Josephine County and Southern Oregon
- Rare and unusual fiction with historical value for Josephine County patrons.

As a rule, the library limits selection to documents pertaining to the local area. Photographs, memorabilia, newspapers, and other artifacts are collected by the Josephine County Historical Society.

Removal, Replacement, and Maintenance

In order to keep the collection vital and useful and to use space efficiently, the library will regularly remove items from the collection that are worn, outdated, of little historical significance, or no longer in demand. All collections are reviewed and revised on an ongoing basis to meet contemporary and future community needs. Library staff use professional judgment and expertise to decide which materials to retain, replace, repair, or remove.

Library staff regularly identify core collection materials which require a separate procedure for removal and maintenance. Core collection items may be checked out less frequently than other materials and are reviewed by library staff no less than every five years. The selection criteria for core collection materials align with the main points for consideration in the selection of materials with emphasis on:

- Artistic, literary, historic, and/or scientific merit
- Diverse authors and perspectives

The library makes every effort to rehome discarded material; however, withdrawn materials will be handled in a similar manner and under the same authority as donated materials (see Policy 3-2-2, *Donated and Gifted Materials*).

Policy 3-2-2. Donated and Gifted Materials

Adopted 2/21/19

Revised 12/15/21

Books and Materials

JCLD accepts donations of books and other library materials in good condition which meet current collection development criteria. Items in poor physical condition, outdated material formats, condensed/abridged titles, textbooks, magazines and encyclopedias will not generally be accepted for donation. The library's acceptance of a donated item does not constitute an agreement to add it to the collection; the library will make all necessary decisions as to the retention, location, cataloging and other considerations related to the use, disposition and disposal of all donations. The library does not assess the value of gifts made to the library. Valuation should be determined by the donor.

Cash Donations

Monetary donations may be made to the Josephine County Library Foundation, the local Friends of the Library, or to JCLD. Donations to the foundation or the local Friends of the Library will be administered by the receiving organization subject to its own policies. Donations to JCLD may be tax-deductible, and the library will issue a receipt upon request but will not appraise gifts. Acknowledgment of donated items for memorial purposes is also available by request. Sponsorship of the collection or materials must meet the selection criteria outlined in Policy 3-2-1.

Donations of Art

JCLD has only a limited ability to store or display art and has limited ability to provide security. As display space is typically utilized to display artwork on loan from local artists, the library district generally does not accept donations of artwork.

Policy 3-2-3. Request for Reconsideration

Adopted 1/25/18

Revised 12/15/21

Patrons wishing to express concerns about materials already in the collection may formally request that JCLD reconsider its classification or possession of an item by submitting a *Request for Reconsideration of Library Material* to the library director. The library director will convene the collection development team to review the questioned material and make a written recommendation concerning the material to the library director. In consultation with appropriate staff, the library director will render a decision as to appropriate action. Challenged resources will remain in the collection and available for lending during the reconsideration process. It is recommended that patrons submitting a request for reconsideration take the time to read or view the entire work. The collection development team will draft a written response to the requestor as approved by the library director. Should the patron wish to pursue the matter further, he or she may ask that the library director bring the matter before the JCLD Board of Directors. The board will consider the request and recommendations at the next regular board meeting and will render a decision as to appropriate action. This decision will be final and will be conveyed in writing to the patron submitting the request.

Patron input is limited to residents within the library district service area as stakeholders in public library services. Patron input may be extended to residents of Josephine County when and if the patron can demonstrate active engagement in local library services.



Request for Reconsideration
of Library Material

The library recognizes that some materials are controversial and that any given item may offend some patrons. Selection of materials will not be made on the basis of anticipated approval or disapproval but solely on the basis of the principles set forth in our collection development policy and American Library Association Library Bill of Rights. These documents are available on our website, josephinelibrary.org, or upon request.

Name of person making request: _____

Date: _____

Address: _____

Telephone: _____ Email: _____

Whom do you represent? Self Organization

Name _____

Have you read the American Library Association Library Bill of Rights and our collection development policy?

Yes No

These documents are available on our website, josephinelibrary.org, or upon request.

Item requested for reconsideration:

Title of work: _____

Author _____

Format: Book Audio Book DVD

Material designed for: Adult Young Adult Child

Did you read, see, listen to, or otherwise use the material in its entirety? Yes No

If not, then which part did you read? _____

Have you read or heard reviews of this material? Yes No

If yes, please name review source: _____

To what in the material/s do you object? Please be specific.

What do you feel might be the result of reading, viewing, or hearing this work?

For what age group would you recommend this work? _____

Is there anything good about the work? _____

What would you like your library to do about this material? _____

Thank you for taking the time to fill out this request. A response will be mailed when a review of the material is completed. Additional information regarding requests for reconsideration is available on our website, josephinelibrary.org, or upon request.

Policy 3-3. Technology

Adopted 1/25/2018

Josephine Community Library District (JCLD) offers selected computer reference and bibliographic tools for public use. Computers, modems, and terminals that support these tools shall be used only for applications specified and installed by JCLD. Library staff and volunteers will assist patrons in the use of these tools as time allows. Use is limited to times posted, one session per day, unless otherwise permitted.

JCLD encourages the public to explore and utilize the technological tools discussed below, which are available for public use in the library.

JCLD reserves the right to hold patrons financially responsible for damage to any library equipment.

JCLD also reserves the right to deny access to equipment or to suspend library privileges for any of the following reasons:

- Deliberately or repeatedly misusing equipment or software.
- Tampering with hardware or software security systems or with any library-installed files or programs.
- Introducing virus-bearing software into library computers.
- Violating any equipment, software, or Internet-related policies stated below.

Policy 3-3-1. Public Access Computers

Adopted 1/25/2018

Josephine Community Library District (JCLD) makes computers and selected software available for public use, charging for printing only. The computers are intended for personal and not for commercial uses. It is not possible to save items on the hard drive; patrons wishing to preserve files must save them on their own device. JCLD is not responsible for disclosure or erasure of any files on the public access computers.

Policy 3-3-2. Use of the Internet and Other Digital Reference Tools

Adopted 1/25/2018
Revised 12/20/2018
Revised 1/17/2019
Revised 9/18/2019

Josephine Community Library District (JCLD) provides access to the Internet as a means to support the information needs and learning opportunities for the residents of the library's service area. This policy ensures appropriate and effective use of this resource. Patrons may use the Internet for research and the acquisition of information to address their educational, vocational, cultural, and recreational needs.

A. Computer Access

Patrons must sign up to use the Internet computers. A guest computer is available for out-of-town visitors without a JCLD library card. Wireless access is available during operating hours. The Internet is available to all patrons; however, this service may be restricted at any time for use not consistent with these guidelines. The restrictions can include being denied Internet use for a period of time, being asked to leave the library, or the removal by law enforcement authorities. For more information, see Policy 3-1-2, *Patron Responsibilities and Rules of Conduct*.

B. Minor Children

Parents of minor children must assume responsibility for their children's use of the library's Internet services. Parents should inform their children of Internet sites whose content they do not want them to view or use and may wish to supervise their children's Internet sessions. The library's public Internet computers are filtered in compliance with the Children's Internet Protection Act (CIPA). See Policy 3-1-4, *Safe Children*.

C. Inappropriate Use

Users should be aware that the inappropriate use of electronic information resources can be a violation of local, state, and federal laws and can lead to prosecution. The user will be held responsible for his or her actions using the Internet. Users are expected to abide by the policies below which include generally accepted rules of network etiquette. Unacceptable uses of the service will result in the suspension or revocation of Internet use privileges.

D. Unmoderated Internet

The Internet is a decentralized, unmoderated global network; Josephine Community Library District has no control over the content found there. The library will not censor access to material nor protect users from offensive information, and the library is not responsible for the availability and accuracy of information found on the Internet.

In compliance with the Children's Internet Protection Act (CIPA), JCLD has installed filters on all library computers to block access to images that are obscene, depict child pornography, or are deemed harmful to minors. Adult patrons conducting legitimate research or other lawful purposes on the library's public access computers may request that staff bypass filters to access information that would otherwise be filtered.

E. No Virus-free Guarantee

The library cannot assure that data or files downloaded by users are virus-free. The library is not responsible for damages to equipment or data on a user's personal computer from the use of data downloaded from the library's Internet service.

F. No Privacy Guarantee

The use of the Internet and email is not guaranteed to be private. Messages relating to or in support of illegal activities will be reported to the proper authorities.

G. Email

Users may use the Internet for the receipt and transmission of electronic mail (email) as long as they use a free email service which will establish and maintain an account for them; the library is unable to manage email accounts for any organizations or individuals.

H. Internet Sessions

Internet use is offered in 30-minute sessions on a first-come, first-served basis. Each user must sign up to use the Internet computers. Each user is allowed one session—if there is no patron waiting for the service at the end of a session, the user may have another session, but after having had the service for 30 minutes, the user must abandon use of the Internet if another patron requests use of the service.

I. Wireless Access

The library has established wireless (wi-fi) access to the Internet for laptop users to enhance and expand access to this important tool in the library. Users of laptop computers and other portable devices with a wireless network connection can use the library's wireless access to browse the Internet. Wireless users are expected to adhere to this Internet use policy. Violations will result in the loss of library and computer

privileges.

The library does not filter or monitor the use of the Internet by users' own wireless devices. Parents need to be aware that wireless access is free and unrestricted.

J. Internet User Rules

1. Users will respect and uphold copyright laws and all other applicable laws and regulations; they will not use it for illegal purposes.
2. Users will respect the rights and privacy of others by not accessing private files.
3. Users agree not to incur any costs for the library through their use of the Internet service.
4. Users shall not create and/or distribute computer viruses, spyware, Trojans, malware, or any other illegal utility over the Internet.
5. Users shall not deliberately or willfully cause damage to computer equipment, programs, or parameters.
6. Users shall not damage or alter computer equipment, systems or software.
7. Absolutely no food or drink is allowed at the Internet computers.
8. Users shall not display, print or send any material that is obscene, libelous, threatening, or harassing.
9. JCLD is not responsible for any user's misuse of copyright or other violation of local, state, or federal law or regulation; the user agrees, by use of JCLD's equipment, to indemnify, defend, and hold JCLD, its officers, agents, employees, and volunteers harmless from any claim, action, or loss arising from use of JCLD's equipment and services, including Internet access.
10. JCLD reserves the right to terminate an Internet session at any time for failure to comply with this policy.

Policy 3-3-3. Social Software Policy

Adopted 1/25/2018

Social software is defined as any web application, site, or account offered by JCLD that facilitates the sharing of opinions and information about library-related subjects and issues. Social software includes such formats as blogs, list-servs, websites, social network pages, or posts to community reviews and patron ratings of library materials.

JCLD offers blogs, community reviews, patron comments, and other social software tools for educational, cultural, civic, and recreational purposes. Library social software tools provide a limited (or designated) public forum to facilitate the sharing of ideas, opinions, and information about library-related subjects and issues.

Staff and volunteers are encouraged to share preapproved content created for and/or posted to library social software; however, staff and volunteers are not permitted to develop or create library-related content to post on personal social media pages, such as fliers, logos, images, and events.

Library social software is intended to create a welcoming and inviting online space where library users will find useful and entertaining information and can interact with library staff and other library users. Comments are moderated by library staff and JCLD reserves the right to remove comments that are unlawful or off-topic.

Rules for commenting

1. Protect privacy. Do not post personally identifying information.
2. Young people under age 18, especially, should not post information such as last name, school, age, phone number, or address.
3. Posts containing the following are against library rules and will be deleted before posting or removed by library staff:
 - Copyright violations
 - Off-topic comments
 - Commercial material/spam
 - Duplicated posts from the same individual
 - Obscene posts
 - Specific and imminent threats
 - Libelous comments
 - Images
4. The posting of a comment constitutes agreement to these rules by the commenter.

Policy 3-3-4. Security Cameras

Adopted 11/20/2019

Video Surveillance Use Policy

Josephine Community Library District strives to maintain facilities that are safe and secure for staff, volunteers, and patrons. To this end, selected areas of the library premises are equipped with video cameras that are recording at all times. Cameras will be placed only in areas where patrons, staff, and volunteers have no reasonable expectation of privacy. Signs informing the public of video surveillance are posted at library entrances.

Purpose and Scope:

The purpose of video surveillance is to gather information that may be used to prosecute, or investigate instances of theft, vandalism, or public endangerment on the library premises.

The library's video surveillance system shall be used only for the protection and safety of patrons, volunteers, employees, assets, property, and to identify persons breaking the law or violating the library's Code of Conduct.

Confidentiality:

Video records may contain personally identifiable information about an individual who has used the library ("patron information") and as such, will be considered part of a patron's "library record" and accorded the same level of confidentiality and protection provided by Oregon Rev. Statutes § 192.355 - Paragraphs 4 and 23 and JCLD Policy 3.1.1 Privacy and Confidentiality of Library Records

Access to Footage:

The system will be secure and will only be viewed by those trained and authorized to do so.

Persons with authorized access to the CCTV surveillance system shall be limited to: a. The Library Director and their designees b. The Public Services Director and their designees c. The Maintenance Coordinator, d. Branch Managers, and e. Contractors authorized by the Library Director or Maintenance Coordinator, for the limited purpose of performing repair, installation, and maintenance on the system.

Disclosure of Footage:

Video records may be used by individuals authorized under this policy to identify the person or persons responsible for library policy violations, criminal activity on library property, or violation of the Library's Code of Conduct.

When criminal activity is identified, incident-specific still images or video records may be shared with law enforcement to assist in the investigation and prosecution of the crime identified.

Video records may be shared with other library employees, upon approval by the Director, in order to identify person(s) suspended from library property and to maintain a safe, secure and policy-compliant environment.

Video records shall not be used or disclosed other than as specifically authorized by this policy.

All requests for video footage or still images from the security system will be referred to the Library Director or their designee.

Video surveillance footage will be disclosed to law enforcement only pursuant to legally valid search warrant, subpoena, court order, or where otherwise required by law. Material requested through a search warrant may be released immediately but will be confined to the specific times and camera feeds requested. Other types of requests will be reviewed by legal counsel before release.

Confidentiality concerns prohibit the general public from viewing security camera footage that contains patron information. Members of the general public requesting footage will be advised to make a request through law enforcement.

Retention and Storage of Footage

Images from the library video security system are stored digitally on hardware in the library. Security camera footage will be kept confidential and security recording equipment is housed in a locked area. Logs will be kept of all instances of access to, and use of, recorded data to enable a proper audit trail.

Recorded video will be retained for a period of no more than 30 days and will then be automatically erased, unless retained as part of a criminal investigation or court proceedings (criminal or civil).

Policy 3-3-5. Eligibility of Use for Emergency Connectivity Fund Order

Adopted 7/21/2021

Josephine Community Library District participates in the Emergency Connectivity Fund (ECF) which is to meet connectivity and device needs during the pandemic for disconnected library users. The program provides reimbursement or discount for eligible equipment and services. JCLD will assure that ECF funded equipment and services are only for users with unmet needs.

Eligible end users for this program are library patrons without sufficient Internet access or connected devices to engage in remote learning. Eligible locations allowed are predominantly homes of end users. ECF funded devices and access are to be used for the provision of library services.

Documentation of end user need must be verified by JCLD. End-users must sign and return a statement that they do not have access to equipment or services without the ECF provided equipment and/or services. The user will be provided with a copy of this “Eligibility of Use For Emergency Connect Fund Order.”

3-4. Facilities

Policy 3-4-1. Use of Library Buildings by Other Organizations

Adopted 1/25/2018

While Josephine Community Library District (JCLD) seeks to work cooperatively with other organizations, the building and grounds are not generally available for non-library-related programs, meetings, or events, except as noted in Policy 3-4-2, *Meeting Space*.

Policy 3-4-2. Meeting Space

Adopted 1/25/2018

Adopted 8/18/2021

Community meeting space is available at all JCLD branch libraries. When not in use by JCLD and affiliates, space is available to groups who complete an application and qualify.

The fact that a group is granted permission to meet in the library in no way constitutes endorsement by the library or its affiliates.

JCLD's Meeting Space Application includes terms and conditions for use and application process.

Policy 3-4-3. Displays and Exhibits

Adopted 1/25/2018

As an educational and cultural institution, all branches of Josephine Community Library District welcome exhibits and displays of interest, information, and enlightenment to the community.

Displays of handiwork, historical material, nature study, or any other material deemed of general interest may be exhibited.

Guidelines

- Requests for a display or exhibit are made through the branch manager.
- Library staff shall accept or reject material offered for display based on its suitability and availability. Exhibits must be appropriate for all ages.
- Approval or rejection of exhibit will be provided in writing. Rejections may be appealed by written request to the library director, who will bring the matter before the JCLD Board of Directors. The board will consider the request at the next regular board meeting and will render a decision as to appropriate action. This decision will be final and will be conveyed in writing to the requestor.
- The library assumes no responsibility for the preservation or protection, and no liability for possible damage or theft of any item displayed or exhibited. All items placed in the library are there at the owner's risk.
- Areas available to the public for displays and exhibits are bulletin boards and the tops of the short bookcases and wall bookcases.
- A release must be signed by the exhibitor before any artifact can be placed in the library.

Policy 3-4-4. Bulletin Boards

Adopted 1/25/2018

JCLD provides bulletin boards for library announcements and local general interest items. The bulletin board is not intended as a forum or for items of a personal or commercial nature.

In accord with the Library Bill of Rights, library staff will post materials appropriate to the bulletin board's purpose in a timely fashion and "on an equitable basis, regardless of beliefs or affiliations of individuals or groups requesting [the posting]." However, because space is limited, JCLD cannot guarantee that all materials will be posted, and all postings are subject to the judgment of library staff. Access and availability of the bulletin board space is dependent upon demand.

Policy 3-4-5. Distribution of Free Materials

Adopted 1/25/2018

JCLD provides a limited area for the display of giveaway materials, subject to the following conditions:

- Display of library materials will take precedence over other materials.
- Materials will be timely.
- Materials will not be of a commercial or personal nature.
- Materials will not endorse specific political candidates or ballot positions.
- Particularly in light of limited space, materials will be displayed subject to the judgment of professional library staff, based on the criteria outlined in this policy.

In accord with Policy 3-7-1, *Library Bill of Rights*, JCLD will make no effort to censor or to amend the content of displayed materials. Those who object to or disagree with the content of any displayed materials will be entitled to submit their own materials for display in accord with the conditions above.

Materials will be disposed of at staff's discretion.

Policy 3-4-6. Petitions

Adopted 1/25/2018

JCLD allows petitioning by members of the public on the public sidewalks outside of library buildings.

Use of this area by petitioners does not indicate JCLD's endorsement of the issue that is the subject of the petition, and JCLD will not assist the petitioners.

The entrances to the buildings may not be blocked, and petitioners may not hinder either foot or automobile traffic, or disrupt use of the library in any way.

Policy 3-4-7. Lost and Found

Adopted 1/25/2018

Items left at the library or put into the book drops will be kept in Lost and Found for up to 30 days and no longer.

Disposal

- Toys, clothes, glasses, and sunglasses will be given to a charitable organization.
- Books and other materials that JCLD collects will go into the collection or to the Friends of the Library book store.

Exceptions

- Food and personal items such as hairbrushes, combs, and toothbrushes will be thrown away.
- Loose change and dollar bills will be put into the donation jar.
- Items of value, such as wallets, credit cards, cell phones, large bills, will go to the public services director. When possible, items with identification will be matched to a library card account and an effort will be made to contact the patron for retrieval of lost item.

Policy 3-4-8. Disasters and Emergency Preparedness

Adopted 1/25/2018

Revised 10/18/2018

Revised 05/20/2020

JCLD maintains basic procedures to provide for the safety and security of library patrons, staff, and volunteers during emergency or hazardous situations. While not every possible emergency or disaster can be anticipated, in the event of unforeseen circumstances, the library director has full authority to take immediate action as necessary and then will work with relevant staff to quickly develop appropriate procedures, outlining a course of action that prioritizes staff, volunteer, and patron safety. Once human safety has been established, preservation of the library collection will be prioritized as outlined in the Collection Development Plan.

Based on facility size, each library location will have the appropriate number of:

- Adequately stocked first aid kits
- Fire extinguishers that have been inspected and certified annually
- Battery-operated flashlights

Each library location will maintain a floor plan of building with locations marked for:

- Exits
- Fire extinguishers
- First aid kits
- Utility shutoffs

Each library location will establish a site for regrouping in case the building is evacuated.

A. Fire

Do not panic, but do not underestimate the potential danger to patrons, volunteers, or staff represented by a fire. At the first indication of smoke or flame, immediately call 911 and then clear the building.

Fire extinguishers are placed strategically throughout each library branch. Locations are indicated on all Disaster Policy Maps. Supervisors are responsible for ensuring that their employees know the location and operating procedures for all fire extinguishers. The Volunteer Manager is responsible for ensuring that all volunteers know the location and operating procedures for all fire extinguishers.

B. Health Emergencies

911 should be called immediately in the event of any serious problem. Staff members should exercise caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. Without specialized training it is not advisable for staff to undertake more than keeping the sick or injured patron comfortable and protected from needless disturbance until medical help can be obtained. No medication, including aspirin, should ever be dispensed to the public without proper training.

C. Emergency Closure

During inclement weather sufficient to make travel hazardous or during emergencies, the library director or public services director may decide to close, delay opening, or close early one or more library facilities. Library patrons already in the facility will be notified immediately when schedule changes are decided. Library staff will make every reasonable effort to notify the general public when the library schedule is changed due to inclement weather conditions or emergencies.

D. Unruly Patrons

Unruly patrons may pose a danger to staff, volunteers, and other patrons. Library staff should walk away from a potentially violent situation and call 911 immediately. Rural branches with minimal public safety presence should also call the contracted private security company for assistance. The branch manager is responsible for assessing the situation and the patron's degree of volatility. Follow the procedure for dealing with unruly patrons as established by the public services director under the direction of the library director.

E. Active Shooter

An active shooter is an individual currently engaged in killing or attempting to kill people in a confined and populated area. Victims are selected at random and events are unpredictable and evolve quickly. If you hear gunshots, act immediately and alert others. Follow the Run-Hide-Fight protocol outlined in emergency procedures established by the public services director under the direction of the library director.

F. Evacuation

If a staff member determines that the library must be evacuated, it's important that patrons, volunteers, and staff exit the building in a calm, safe manner. Gather at the designated safe location to ensure all building occupants are accounted for. Follow the evacuation procedures established for the library branch by the public services director under the direction of the library director.

G. Pandemic

Pandemic is the worldwide spread of a new disease. If you experience symptoms of a disease, do not come to the library. If you have been exposed to the disease, contact your health care provider to determine if you should be quarantined and notify the director.

The library will continue to operate until the director, in consultation with the public services director and business manager, determines, per the Pandemic Response Plan, if hours should be limited or the library closed.

The director will defer to resources such as, The Center for Disease Control and Prevention (CDC), the World Health Organization (WHO), and the Oregon Health Authority (OHA) for guidance in such a circumstance.

Policy 3-4-9. Facilities Preventive Maintenance

Adopted 1/17/2019

Josephine Community Library District (JCLD) adheres to a defined preventive maintenance program of library buildings. This program includes checklists of critical areas to be inspected along with a daily, monthly, and quarterly schedule of specific inspections. Additional inspections are required during inclement weather.

Daily visual inspections are conducted by all employees. The visual inspections are simply taking notice of anything that appears to be out of compliance and reporting it.

Monthly inspections are the responsibility of the library director or designee. This comprehensive inspection follows an established checklist and documented. Recommendations are forwarded to the library director.

Quarterly inspections are the responsibility of the JCLD Safety Committee per OROSHA Rule 437-001-0765(7). Completed quarterly inspections will be compared to monthly inspections. Recommendations are made to the library director.

Inclement weather inspections are the responsibility of the library director or designee. When a storm is forecasted, a preventive inspection will be done to ensure the facilities are prepared for the storm. After the storm has passed, another inspection will be conducted to identify any damage incurred and repairs needed. Recommendations for repairs are made to the library director.

JCLD will provide inspection training for staff as necessary. JCLD will conduct annual refresher training for staff that includes existing inspections as well as any new conditions to be aware of. JCLD will also conduct refresher training if a property claim is filed.

For details about the building preventive maintenance program, including the checklists and schedules, see the library director.

Policy 3-4-10. Community Information Database

Adopted 7/15/2020

Josephine Community Library District maintains a community information database accessible to the public through the library website, josephinelibrary.org. The library invites eligible organizations, groups, and individuals to provide information about their organization or services for inclusion in the community information database.

Information Submitted

New or updated information about a listed organization or service may be submitted to the library at any time by an authorized representative of that organization or service.

Library staff will review submitted information about organizations or services to ensure they meet the inclusion requirements of this policy as outlined in the section below. In all instances the library reserves the right to refuse any organization that is deemed to be unsuitable for inclusion in line with this policy.

The database is provided as a public service for educational purposes only. The views expressed by the agencies in the database are theirs only and do not represent views held by the Josephine Community Library District.

Inclusion Criteria

The library will review submitted information about community organizations and limit the listings to those that meet the following requirements:

- Community organizations
- Local grant funders
- Library partners
- No cost or low-cost fee
- No membership requirement
- Local contact information available

Organizations or services promoting business, commercial, or political ventures will not be accepted for inclusion.

Library staff members will make every effort to apply these criteria in a fair, reasonable, and positive manner. Any organization whose inclusion has been denied may appeal to the library director in writing to have their information reviewed.

The inclusion of organizations in the community information database does not imply endorsement by the library.

Timeliness of Information

Database listings will be checked for accuracy and updated periodically (not less than annually) unless the organization notifies the library of a change.

The library will contact each organization or service with a request to verify the accuracy of information in the database listing. If the library does not receive a response to this request from an organization or service within a reasonable amount of time and/or if the accuracy of the information in the database listing cannot be verified, then the associated listing will be removed from the database.

3-5. Volunteers

Adopted 1/25/2018

Josephine Community Library District (JCLD) is a library system that values volunteerism as community engagement. The volunteers are the most valuable resource of JCLD. The volunteers support the day-to-day service to JCLD patrons and without their outstanding commitment and dedication, libraries in our community would not be open. The volunteers share their knowledge, expertise, enthusiasm, energy, and ideas throughout the library for the benefit of all.

A. How to Become a Volunteer

Volunteers are selected based on their qualifications in relation to the needs of the library at any given time. Prospective volunteers are required to fill out an application and a background check form. Once the background check is satisfactorily completed, the volunteer manager will conduct an interview with the volunteer to determine the best placement and schedule.

B. Categories of Volunteers

1. Adult Volunteers—18 years of age or older. The adult volunteers may work in any of the areas of the libraries.
2. VolunTEENS—13 to 17 years of age. The VolunTEENS are supervised by an adult and work on activities and special projects as directed by the adult supervisor. Because of privacy laws, persons under 18 years of age cannot use or have access to the staff computers containing confidential patron information.

C. Volunteer Positions

Volunteers work in all areas of the library including:

- Circulation Desk
- Information Desk
- Book cataloging and processing
- Children's Department
- Shelving and shelf reading
- Homebound book delivery
- Book mending
- Maintenance and housekeeping
- Events coordination
- Scrapbooking/historian

- Display designing
- Clerical support
- Finance
- Web design
- Fundraising
- Grant writing
- Communications and publicity
- Speakers bureau/outreach
- Friends of the Library

D. Volunteer Time Commitment

For most volunteer positions there are no minimum service hours required, however, the Circulation Desk and Information Desk require at least a 2.5-hour shift one day each week.

E. Volunteer Training

All volunteers are required to attend volunteer orientation and appropriate trainings for their assigned position. Some examples include shelving training, circulation training, Polaris training, and so on. Training requirements are to be determined by the supervising staff.

JCLD Policy Manual, Section 5, Volunteers, details all volunteer policies.

3-6. Circulation

Josephine Community Library District (JCLD) encourages the use of library services by individuals of all ages to support their personal, educational, recreational, and professional needs. The following policies and guidelines are provided to ensure consistent and equitable access to library services for all patrons.

Policy 3-6-1. Library Card Eligibility

Adopted 3/15/2018

Revised 5/18/2018

Revised 2/19/2020

Revised 12/16/2020

A. Full-Service Cards

The following categories of individuals are eligible to register for full-service library cards when adequate identification is provided:

- All residents of the Josephine Community Library District are eligible for a full-service card; applicants must show photo identification with current address.
- Residents of areas outside the library district may register for a card after paying a household out-of-district fee; applicants must show photo identification with current address. See Out-of-District Cards section below.
- Youth under age 16 may be issued their own library card when accompanied by an adult providing their signature and proof of identity and address. An adult's signature on a youth application constitutes the adult's permission for the youth to have a borrower's card and signifies a willingness to assume financial responsibility for all items checked out on the card.

B. Out-of-District Cards

In fairness to those taxpayers who are residents and property owners within JCLD boundaries, an annual fee will be charged to patrons who live outside of the district. The amount of the flat, per-household fee is evaluated each year during the budget process to be sure it is equitable and a fair value for services. The current fee is \$60 per household.

JCLD may waive or reduce this fee for certain reasons that may include, but are not limited to, volunteer work, educational need, or outreach efforts. This may include:

- Certified educators teaching within Josephine County (must show

current school ID). Card must be renewed each year by showing valid school ID.

- Transitional residence facilities.
- Active library volunteers who reside outside the district are eligible for a volunteer library card. Eligibility for a volunteer card is reviewed quarterly.

C. Library Cards for Non-Resident District Property Owners

Owners of properties located within the district but who reside outside the district support the libraries through their in-district property taxes and therefore may be eligible for library cards.

To apply, the property owners must show photo identification and complete the “Library District Property Confirmation” form on which they specify their in-district property address, and attest that they own this property.

This policy will be reviewed annually.

D. Internet Cards

Internet cards provide public access computer use privileges to patrons, but no borrowing privileges. These cards are available at no charge and proof of address is not required. Acceptable identification includes, but is not limited to:

- government-issued identification
- credit card
- organization membership card
- insurance card
- student body card

E. Internet Guest Pass

A guest pass is available to allow visitors access to public computers. No identification is required to use a guest pass.

F. Instant online library cards (digital library cards)

Digital library card registration is available through the library’s website and ILS for instant access to digital resources including electronic books and subscription databases. This card cannot be used to check out physical items. To convert a digital library card to full-service status patrons must visit a library branch and present the required identification, proof of residency, and out-of-district fee if applicable.

Library cards are not required for in-house services, or to participate in library programs.

Policy 3-6-2. Library Card Registration

*Adopted 3/15/2018
Revised 9/27/2018
Revised 12/20/2018
Revised 11/20/2019
Revised 2/19/2020*

A. Application

To receive a full-service library card, patrons aged 16 and older must complete and sign an application, providing name, mailing address, street address, telephone number, date of birth, and proof of identity with photo.

Applicants under 16 must complete an application, providing name, mailing address, street address, telephone number, and date of birth. Applicant must be accompanied by adult over age 18 accepting responsibility for the minor's use of the library card. Adult signing application must provide name, address, and proof of identity with photo.

JCLD recognizes privacy concerns regarding retention of personal information. Library card applications are destroyed within 30 days of review, and identifying information within the integrated library system may be deleted or altered upon patron request.

B. Proof of Identity and Address

The person accepting responsibility for use of the library card (the adult applicant or the adult signing a minor's application) must provide proof of identity and of current residence address. Acceptable forms of proof of identity include a valid driver's license or a state ID card. Acceptable forms of proof of current residence address include: a valid driver's license, state ID card, utility bill, rent receipt, lease or mortgage agreement, imprinted check, or a postmarked piece of mail delivered to the street address. Staff members are encouraged to use sound but flexible judgment in accepting applications and address proof, remembering that our goals are to verify that the applicant lives within the area that supports JCLD financially and to have enough information to contact the patron regarding overdue, billing, and other notices.

C. Missing Cards

All patrons are expected to bring their library cards with them if they intend to check out items. Exceptions may be made for the occasional forgotten card on a one-time basis.

D. Expiration

All library cards will automatically expire in accordance with the type of card issued. Cards must be renewed in person with valid proof of address and identification appropriate for the type of card. Outstanding fines should be resolved, and out-of-district fees are due at renewal. Rebates are not available for any unused portion of time remaining on out-of-district cards.

Policy 3-6-3. Library Card Scholarships

Adopted 3/15/2018

JCLD writes and procures grants to provide scholarships to provide free annual library cards to residents within Josephine County but outside the library district boundary. District tax revenue will not be used to fund library card scholarships. Scholarships for either children or adults are contingent upon available grant funding.

Policy 3-6-4. Loan Periods and Renewals

Adopted 3/21/2019

The loan period for allculating materials, except DVDs and Library of Things items, is 21 days; the loan period for DVDs and Library of Things items is 10 days.

Reference materials and current issues of selected weekly periodicals do not circulate.

Patrons with full-service library cards may check out unlimited print materials and a maximum of three DVDs concurrently. Patrons with limited cards may check out a total of two items.

Eligible items are automatically renewed one time. Ineligible items include:

- Library2Go materials
- Overdue items
- Items with holds from other users
- User accounts with fines/fees accrued to \$10 or more and/or any other blocks

Items may be renewed more than once by bringing the item to the library.

Policy 3-6-5. Hold Requests

Adopted 3/15/2018

Revised 2/19/2020

Hold requests may be placed by patrons either online, in person, or over the phone. Patrons will be notified by email, text message, or phone when the items are available. There is no charge to the patron for placing a hold request on an item. Hold requests are held for 7 business days before being placed back in circulation.

3-6-6. Fees

Adopted 3/15/2018

Revised 1/17/2019

Revised 5/16/2019

Revised 10/16/19

Borrowing privileges will be suspended if a patron has \$10 or more in outstanding fees. Privileges will be restored when outstanding charges are brought below this amount.

Late fines are not charged for Adult, Children's and Young Adult materials.

Item Replacement Fees: Replacement fees for lost or irreparably damaged materials are based on the purchase price reflected within the library catalog system minus a 20 percent allowance for library volume discount. Ancillary fees are as follows:

Audio book case	\$7 per item
Music CD case	\$2 per item
DVD case (holds 1-2 discs)	\$3 per item
DVD case (holds 3 or more discs)	\$7 per item

Policy 3-6-7. Implementation and Appeal Rights

Adopted 3/15/2018

Library staff, as delegated by the library director, will implement the circulation policies. Library staff members are expected to make every effort to apply these rules in a fair, reasonable, and positive manner.

Any library patron whose borrowing privileges have been suspended may appeal to the library director in writing to have their privileges restored or limited to a lesser extent.

3-7. Appendix A. ALA Policies

The Josephine Community Library District endorses the American Library Association's Library Bill of Rights, Freedom to Read, Freedom to View, Free Access for Minors, Confidentiality of Library Records, and Code of Ethics as listed below.

Policy 3-7-1. ALA Library Bill of Rights

Adopted 1/25/2018

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

Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

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.

Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

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.

First adopted June 18, 1948 and subsequently amended by the ALA Council.

Policy 3-7-2. ALA Freedom to Read

Adopted 1/25/2018

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

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be “protected” against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

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

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

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to

social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

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

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

We therefore affirm these propositions:

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

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

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

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than

those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

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

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

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

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

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

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

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of

another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

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

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

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

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

3-7-3. ALA Freedom to View Statement

Adopted 1/25/2018

The FREEDOM TO VIEW, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

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 guarantees 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.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

3-7-4. ALA Free Access to Libraries for Minors

Adopted 1/25/2018

Library policies and procedures that effectively deny minors equal and equitable access to all library resources available to other users violate the Library Bill of Rights. The American Library Association opposes all attempts to restrict access to library services, materials, and facilities based on the age of library users.

Article V of the Library Bill of Rights states, “A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.” The “right to use a library” includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer. Every restriction on access to, and use of, library resources, based solely on the chronological age, educational level, literacy skills, or legal emancipation of users violates Article V.

Libraries are charged with the mission of developing resources to meet the diverse information needs and interests of the communities they serve. Services, materials, and facilities that fulfill the needs and interests of library users at different stages in their personal development are a necessary part of library resources. The needs and interests of each library user, and resources appropriate to meet those needs and interests, must be determined on an individual basis. Librarians cannot predict what resources will best fulfill the needs and interests of any individual user based on a single criterion such as chronological age, educational level, literacy skills, or legal emancipation.

Libraries should not limit the selection and development of library resources simply because minors will have access to them. Institutional self-censorship diminishes the credibility of the library in the community, and restricts access for all library users.

Children and young adults unquestionably possess First Amendment rights, including the right to receive information in the library. Constitutionally protected speech cannot be suppressed solely to protect children or young adults from ideas or images a legislative body believes to be unsuitable for them.¹ Librarians and library governing bodies should not resort to age restrictions in an effort to avoid actual or anticipated objections, because only a court of law can determine whether material is not constitutionally protected.

The mission, goals, and objectives of libraries cannot authorize librarians or library governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents. As the American Library Association “Libraries: An American Value” states, “We affirm the responsibility and the right of all parents and guardians to guide their own children’s use of

the library and its resources and services.” Librarians and governing bodies should maintain that parents—and only parents—have the right and the responsibility to restrict the access of their children—and only their children—to library resources. Parents who do not want their children to have access to certain library services, materials, or facilities should so advise their children. Librarians and library governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child.

Lack of access to information can be harmful to minors. Librarians and library governing bodies have a public and professional obligation to ensure that all members of the community they serve have free, equal, and equitable access to the entire range of library resources regardless of content, approach, format, or amount of detail. This principle of library service applies equally to all users, minors as well as adults. Librarians and library governing bodies must uphold this principle in order to provide adequate and effective service to minors.

*¹See *Erznoznik v. City of Jacksonville*, 422 U.S. 205 (1975)-“Speech that is neither obscene as to youths nor subject to some other legitimate proscription cannot be suppressed solely to protect the young from ideas or images that a legislative body thinks unsuitable [422 U.S. 205, 214] for them. In most circumstances, the values protected by the First Amendment are no less applicable when government seeks to control the flow of information to minors. See *Tinker v. Des Moines School Dist.*, *supra*. Cf. *West Virginia Bd. of Ed. v. Barnette*, 319 U.S. 624 (1943).”*

Adopted June 30, 1972, by the ALA Council; amended July 1, 1981; July 3, 1991, June 30, 2004.

3-7-5. ALA Confidentiality of Library Records

Adopted 1/25/2018

The members of the American Library Association, recognizing the right to privacy of library users, believe that records held in libraries which connect specific individuals with specific resources, programs or services, are confidential and not to be used for purposes other than routine record keeping: i.e., to maintain access to resources, to assure that resources are available to users who need them, to arrange facilities, to provide resources for the comfort and safety of patrons, or to accomplish the purposes of the program or service. The library community recognizes that children and youth have the same rights to privacy as adults.

Libraries whose record keeping systems reveal the names of users would be in violation of the confidentiality of library record laws adopted in many states. School librarians are advised to seek the advice of counsel if in doubt about whether their record keeping systems violate the specific laws in their states. Efforts must be made within the reasonable constraints of budgets and school management procedures to eliminate such records as soon as reasonably possible.

3-7-6. ALA Code of Ethics

Adopted 1/25/2018

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees, and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
4. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.