

NEWPORT PUBLIC LIBRARY

POLICY MANUAL

*Adopted by the Newport Public Library Board of Trustees
May 10, 1993*

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1. MISSION, GOALS AND PHILOSOPHY

1.1 MISSION AND GOALS

MISSION STATEMENT

The library's mission is to offer diverse materials for information and entertainment; provide personalized service to patrons of all ages; and foster the community's appreciation of reading and learning.

(March 19, 2008)

Goals

- The Library endeavors to maintain a high level of personalized professional service in the face of increasing demands.
- The Library provides access to diverse and popular materials.
- The Library fosters children's appreciation for reading and learning.
- The Library operates with the benefit of new technologies.
- Members of the community have access to an attractive library facility which has space for collections, user space, and program area.
- The Library develops avenues for individuals and organizations to support its mission and goals.
- The Library clearly articulates its current policies.

2. CIRCULATION POLICIES

2.1 PRIVACY POLICY

Newport Public Library protects the privacy of all library members, no matter their age.

In accord with Oregon Revised Statute 192.502(23), the Library will not disclose:

- circulation records, showing use of specific library material by a named person: or
- name of a library patron together with the address, telephone number, or e-mail address of that patron.

The Library's privacy policies are in compliance with applicable federal, state, and local laws.

2.1.1 Information Collected

Information we gather and retain about library users includes the following:

- Name, address, telephone number, e-mail address, birth date (required for registering for a library card.)
- Records of material checked out, charges owed, payments made
- Requests for interlibrary loan or reference service
- Sign-up information for library classes or programs.

We will not collect or retain your personally identifiable information without your consent. (By registering for a library card, you consent to give us the information we request on the application.)

If you consent to give us your information, we will keep it confidential and will not sell, license, or disclose it to any third party, except an agent working under contract to the library, without your consent, unless we are required by law to do so.

We avoid creating unnecessary records and we do not engage in practices that might place information on public view.

We purge collected data on a regular schedule. We have invested in appropriate technology to protect the security of our patron's information while it is in the library's custody.

2.1.2 Access to Personal Information

We respect the privacy and confidentiality of all library users, no matter their age. Parents and guardians of minor children who wish to obtain access to their child's library records must provide the child's library card or card number. Similarly, if a friend or family member wishes access to your library records, they must present your card.

Library staff may access your personal data only for the purpose of performing their assigned duties. Staff will not disclose any personal data we collect from you or any other party except where required by law, or to fulfill your specific request.

2.1.3 Third Party Security

We ensure that the Library's contracts licenses and off site computer service arrangements reflect our policies and obligations concerning user privacy and confidentiality. When connecting to licensed databases outside the Library, we release only information that authenticates users as registered members of the Library or the Coastal Resources Sharing Network.

Nevertheless, users must be aware, when accessing remote sites, that there are limits to the privacy protection the library can provide. The library has limited ability to protect the privacy of information once it is outside of our control.

2.1.4 Choice and Consent

If we make a service available for your convenience that may in some way lessen our ability to protect your privacy, we will provide you with a privacy warning regarding that service. You will not be opted in to any such service without your consent. Whenever our practices change, we notify our users.

2.1.5 Web Site and Online Services

In order to access many of the Library's services on the Library's website, you must enable cookies on your computer. This allows our computer servers to verify that you are an authorized user. Cookies sent by our library servers will disappear after your computer browser is closed.

2.1.6 Enforcement and Redress

If you have a question, concern, or complaint about our handling of your private information, you may file written comments with the Library Director. We will respond in a timely manner and may conduct a privacy investigation.

The Library Director is custodian of library records and is responsible for responding to public records requests and inquiries from law enforcement officers. The Director may delegate this authority. The Director may confer with the City Attorney before determining the proper response to any request for records. We will not make library records available except in response to a subpoena, warrant, court order, or decision of the district attorney on a public records request.

2.1.7 Illegal and Prohibited Activity

Nothing in this statement prevents the library from exercising its right to enforce its policies or preventing the use of library facilities, resources, and services from being used for illegal purposes.

2.2 *LIBRARY CARDS*

2.2.1 Eligibility

All residents of the City of Newport are eligible for borrowing privileges at the Newport Public Library. By contractual agreement, residents of the Lincoln County Library District are also eligible for library services on the same basis as City residents. For all these library users, there are no fees required to receive a library card. Newport Public Library also honors current valid library cards from any other library which shares its patron registration records through the Coastal Resource Sharing Network.

2.2.2 Applications

In order to receive a library card, patrons 18 and older must complete the Adult Application for Library Card, providing name, mailing address, street address, telephone number, date of

birth, driver's license or state ID number, and the name, address, and phone number of someone at a different address, preferably a relative likely to know how to contact the applicant. Applicants 17 or younger must complete the Legal Minor Application for Library Card, providing name, mailing address, street address, telephone number, date of birth, name of school, and name, address, phone number, and signature of the parent or guardian accepting responsibility for the child's use of the library card.

2.2.3 Proof of Address

The person accepting responsibility for use of the library card (the adult applicant or the parent/guardian signing a minor's application) must provide proof of current residence address. Acceptable forms of proof include: valid driver's license or state ID card, utility bill, rent receipt, lease or mortgage agreement, imprinted check, 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 major aims are to verify that the applicant lives within the area that supports the Library financially and to have enough information to contact the patron regarding overdue, billing, and other notices.

2.2.4 Visitor Cards

Persons living outside the City of Newport or the Lincoln County Library District can obtain a Visitor Card, lasting up to 3 consecutive months in a calendar year, for a nonrefundable fee of \$5.00. They must complete an application, providing local address and other contact information, verified permanent address and other contact information, and the same identification required of local residents.

2.2.5 Institution Cards

Institution cards may be issued at the discretion of the Library Director. The person signing the application will be completely responsible for regulating use of the card and for all materials checked out on the card. The Library will not monitor individuals' use of an institution card.

2.2.6 Non-Resident Cards

The library will provide cards to those living outside the service area of the Coastal Resource Sharing Network for an annual fee for service established annually by the Library Board and approved by the Newport City Council. Non-residents must complete the regular application forms and pay the per household fee at the time of application. (See Appendix A)

2.2.7 Honor Card Policy

Newport Public Library offers an "honor card" in recognition of the fact that not all people have a permanent home address. An honor card may be issued to patrons without a permanent home address as long as they can provide identification. Only one item at a time may be checked out on an honor card. (November 18, 2009)

2.2.8 Card Expiration and Renewal

All library cards, with the exception of fee cards, are valid for a period of two years from the date of application and may be renewed by verifying that application information is current.

2.2.9 "Card in Hand" Requirement and Exceptions

To conduct circulation transactions or to receive information about a cardholder's circulation records, patrons at the library must present a valid library card; if doing business by phone, they must provide the bar code number.

Discretionary exceptions to this policy may be made for the occasional forgotten library card, provided that the patron offers acceptable identification from the following list: driver's license or state ID card, school ID card, imprinted check, passport, voter's registration, canceled mail, credit card.

2.3 LOAN PERIODS AND RENEWALS

The loan period for all circulating materials, except videos, is two weeks; videotapes and DVDs check out for a week.

Patrons may renew materials by contacting the library in person, by phone, or online, on or before the due date or during a seven-day grace period following the due date. An item will not be renewed if another person is waiting for it, if it has already been renewed two times, or if it is more than seven days overdue.

2.4 ITEM AND TRANSACTION LIMITS

To help optimize availability of the collection to the public, the Library applies the following limits on items that can be concurrently charged to a card:

- 6 DVDs
- 25 total items

Because reserves and interlibrary loan requests are labor-intensive services, the Library applies the following daily limits on these transactions:

- 3 reserves / ILL requests by phone
- 5 reserves / ILL requests in person

Other requests beyond the limit may be negotiated, however, and patrons may place their own reserves without limit.

2.5 V-TEK MACHINE

With or without a valid library card, any Lincoln County resident who shows proof of residence may check out the V-TEK machine, which was given to the Library by the Oregon

Commission for the Blind. The checkout period is negotiated at checkout, and it may be reserved in advance.

2.6 FINES AND FEES

Newport Public Library does not collect fines for overdue materials. A "conscience box" is available at the front counter for those who would like to contribute. The Library does collect fees for the following: interlibrary loans, replacement cards, visitor cards, nonresident cards, lost or irreparably damaged materials, photocopies and printing. The Library does allow library users to make up to five photocopies from most non-circulating materials without charge.

2.6.1 Refunds

Fees paid for lost materials may be refunded, less a processing fee, if a patron returns the material in good condition within six months of having paid the fee and presents a fee receipt.

2.7 OVERDUE AND BILLING NOTIFICATION

Patrons will be notified about overdue materials either by phone, email or mail. If a patron fails to return overdue materials within two weeks after a second notification has been made, the material will be considered lost and the patron will be billed for the replacement cost.

2.7.1 Suspension of borrowing privileges for outstanding bills

The library will not check out materials to any patron with outstanding fines or fees, at any library or combination of libraries in the Coastal Resource Sharing Network, above an amount to be established by the Board. Borrowing privileges will be restored when materials are returned or outstanding fees are brought under the established amount.

2.8 INTERLIBRARY LOAN

Newport Public Library endorses and, within its practical limitations, will abide by the Oregon Library Association's Interlibrary Loan Code for Oregon Libraries and Online Computer Library Center (OCLC) protocol. Newport Public Library Policy Manual 11

The Library will attempt to meet the needs of its patrons primarily by developing a diverse collection. However, in the event that the Library's circulation and reference materials are inadequate to meet a particular need, the Library will, upon patron request, attempt to borrow desired material from other libraries. The Library will honor other lending institutions' policies, including loan periods, replacement charges, and non-renewal or in-library-use policies.

To help defray the costs of document delivery, a fee per item received will be charged to the patron. Because the Library does not aim to support major research and does not have

the staff resources to do so, no more than three interlibrary loan requests will be taken over the telephone and no more than five in-person requests from a single patron will be taken at one time.

Newport Library will not borrow materials from institutions charging an interlibrary loan fee, unless the materials are unavailable from other sources locatable with a reasonable effort and the patron agrees to pay the lending institution's fee.

In fulfilling interlibrary loan requests from other libraries, Newport Library will charge no fees and will process all such requests in a timely fashion. Staff will make every effort to fulfill requests for specific items in the collection, with the exception of those designated as Reference. Requests from other libraries for subject searches or other in-depth reference services will be addressed only as staff time allows.

3. POLICIES REGARDING USE OF NON-CIRCULATING EQUIPMENT

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

To protect the community's investment in this equipment, the Library reserves the right to hold patrons financially responsible for damage to any Library equipment. The Library 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-specific policies stated below.

3.1 PUBLIC ACCESS COMPUTERS

Newport Public Library makes computers, selected software, and laser printers 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 disks. The Library is not responsible for disclosure or erasure of any files on the public access computer.

3.2 PHOTOCOPIER

Newport Public Library makes coin-operated photocopying available for public use. The Library will allow patrons to make 5 free copies per day from most non-circulating library materials but will collect a fee for all other photocopies.

3.3 INTERNET AND OTHER COMPUTERIZED REFERENCE TOOLS

Newport Public Library 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 the Library. Library staff will instruct and assist patrons in the use of these tools as necessary. Use is limited to times posted, one session per day unless otherwise permitted by staff.

3.4 INTERNET USE POLICY (2001)

Internet access opens up a universe of informational, educational, and recreational resources, and the Library is pleased to offer it to the public. Patrons should note, however, that the Internet is an open unregulated forum and that the Library cannot control, select, or monitor the constantly changing material accessible through it. Library users access the Internet at their own discretion and may find some materials inaccurate or objectionable. As with all Library materials, individuals are responsible for determining what is appropriate for them and their families. The Library strongly urges parents and guardians of minor children to monitor and set guidelines for young people's Internet use.

Guidelines for Internet use:

- Computers are provided primarily for research and education.
- The Library prohibits the use of library equipment to access child pornography or any other obscene material.
- Use is limited to time posted.
- Printing from the Internet is 10 cents per page.
- No more than two people may use a station at one time, unless otherwise permitted by staff.
- Users are not permitted to add, delete, or modify any hardware or software in the Library's System, or to load personal software on Library machines; patrons are liable for any damage to equipment and may suffer loss of library privileges.
- The Library reserves the right to terminate an Internet session at any time for failure to comply with this policy.
- Anyone aggrieved by loss of library privileges may appeal to the Library Board of Trustees.

The City of Newport, including the Newport Public Library, 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 the City's equipment, to indemnify, defend, and hold the City of Newport, its officers, agents, employees and volunteers harmless from any claim, action or loss arising from use of the City's equipment and services, including Internet access.

3.4.1 Social Software Policy for Newport Public Library Users

Policy

Newport Public Library 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. 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 the library reserves the right to remove comments that are unlawful or off topic.

Definition of Social software

Social software is defined as any web application, site or account offered by the library that facilitates the sharing of opinions and information about library related subjects and issues.

Social software includes such formats as blogs, listservs, websites, social network pages or posts to community reviews and patron ratings of library materials.

Rules for commenting

Protect your privacy. Do not post personally identifying information. Young people under age 18, especially, should not post information such as last name, school, age, phone number, address.

Posts containing the following are against library rules and will be deleted before posting or removed by library staff:

1. Copyright violations
2. Off topic comments
3. Commercial material/spam
4. Duplicated posts from the same individual
5. Obscene posts
6. Specific and imminent threats
7. Libelous comments
8. Images

By choosing to comment you agree to these rules.

4. COLLECTION DEVELOPMENT POLICIES

4.1 COLLECTION STATEMENT FOR BOOKS

Newport Public Library seeks to provide current popular material reflecting diverse points of view to satisfy the informational and recreational reading needs of our community. The

Library will not attempt to collect scholarly material, rare books, or manuscripts, but will maintain a core collection of classics.

Although the Library Board is ultimately responsible for selection choices, the day-to-day responsibility for selection rests with the Acquisitions Coordinator and the Youth Services Coordinator in consultation with the Library Director and other department members with particular areas of expertise.

Most materials will be selected on the basis of reviews in standard library publications such as *Booklist*, *Library Journal*, *School Library Journal*, and *Children's Catalog*. Reviews from other sources will also be consulted, if appropriate.

Within budgetary constraints, the Library will attempt to respond to patron requests if a review source is cited and the material requested seems appropriate to the collection.

The Library will attempt to identify populations with specialized informational needs and purchase materials they are able to utilize.

The Library will accept donations of books if they conform to the guidelines of the donations policy. Unusable materials will be disposed of as the Library sees fit.

The Library will purchase historical, general, comparative, and primary religious materials (the Bible, the Koran, etc.). The Library will not attempt to collect extensively in the literature of any particular religion.

4.2 COLLECTION STATEMENT FOR VIDEOTAPES AND DVDS

Newport Public Library will acquire and maintain a balanced collection of entertainment, documentary, instructional, and cultural videos. Material more appropriate in print form will not be purchased in video simply for the sake of the format.

In the area of feature films, particular attention will be paid to acquiring materials not readily available from local sources, such as foreign language films, overlooked films from the United States, and films related to theater. In the area of children's films, particular attention will be paid to acquiring materials related to children's literature. The Library does not attempt to restrict or label videos as appropriate for particular age groups. We believe that what children view is the responsibility of their parents or guardians.

While some videos include public performance rights, most of the Library's collection is intended for home use, and the Library assumes no responsibility for license infringement.

4.3 WEEDING

Materials in all media will be weeded at regular intervals using standard professional criteria, including circulation, currency, physical condition, and degree of lasting interest.

4.4 DONATIONS

The Library will accept donations of the following materials:

- recent hardback fiction and nonfiction books which are not already in the collection and are in good condition with dustcovers
- other fiction and nonfiction books, in good condition with dustcovers, which fill a gap in our collection
- recent popular paperbacks in good condition
- popular magazines in good condition, no more than two months old
- popular audio and video materials in good condition which meet our collection development criteria

The Library will not accept items in poor condition, hardback books without dustcovers, textbooks, or condensed books of any kind.

The Library's acceptance of a donated item does not constitute an agreement to add it to the collection; the Library reserves the right to dispose of all donations as it sees fit.

4.5 PATRON INPUT REGARDING THE COLLECTION

Newport Public Library welcomes input from the public regarding the contents of the collection. Patrons wishing to suggest titles for acquisition may fill out a Purchase Suggestion form, and all such suggestions will be considered for acquisition in accord with the collection development policy.

Patrons wishing to express concerns about materials already in the collection will be invited first to discuss their concerns with appropriate staff and/or the Director. Should a patron still be unsatisfied, s/he may formally request that the Library reconsider its classification or possession of an item by submitting a Request for Reconsideration of Library Materials form to the Library Director. In the event that a request for reconsideration is submitted, the Director will notify the Board as soon as possible that a request has been made. In consultation with appropriate staff, the Director will promptly review the item in question, together with any available reviews of the material, and will render a decision as to appropriate action. The Director will convey this decision to the requestor in writing.

Should the patron wish to pursue the matter further, s/he may ask that the Director bring the matter before the Board. At this point the Director and either the Assistant Director, the Youth Services Coordinator, or the Acquisitions Coordinator, having reviewed the material in question, will each fill out a copy of the Request for Reconsideration form, including his/her recommendation as to appropriate action. The Board will consider the request and these staff 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.

5. POLICIES GOVERNING THE FACILITY

5.1 OPEN HOURS

Newport Public Library is open to the public during these hours:

Monday - Wednesday	10 a.m. - 9 p.m.
Thursday - Saturday	10 a.m. - 6 p.m.
Sunday	noon - 5 p.m.

The Library will be closed on City holidays with the exception of the day after Thanksgiving. In addition, the Director may determine open hours during other City holidays when appropriate.

5.2 USE OF BUILDING BY OTHER ORGANIZATIONS

The Library is a City of Newport facility intended primarily for the provision of library materials, services, and programs. While Newport Public Library seeks to work cooperatively with other community organizations and may sponsor or endorse cooperative activities, the building and grounds are not generally available for non-library-related programs, meetings, or events, except as noted below.

5.3 PETITIONS

The Library allows petitioning by members of the public in the outside public area under the building overhang that is just to the north of the eastern front door.

The person soliciting signatures should check in at the circulation desk and fill out an information sheet giving name, address and phone number.

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

Petitioners may not hinder either foot or automobile traffic, or disrupt use of the library in any way. Building users may not be harassed, threatened, or interfered with. The entrances to the building may not be blocked.

5.4 DISPLAYS OF ART

When considering the acquisition or exhibition of artwork, the Library Board shall appoint a committee to recommend appropriate action. The committee shall include at least a member of the Board and a member of the Library staff with a suitable academic or professional background. In the event that a staff member is unavailable, the Board will appoint a member of the community with similar qualifications. All artwork will be submitted to the committee, which will make its evaluation based on criteria of professionalism and suitability for the building. The Board reserves the right to dispose of any purchases or donations as it sees fit.

5.5 BULLETIN BOARDS

The Library 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*, the Library will post materials appropriate to the bulletin board's purpose in a timely fashion and "on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting [the posting]". However, because space is limited, the Library cannot guarantee that all materials will be posted, and all postings are subject to the judgment of Library staff. No material will be posted for more than thirty days.

5.6 *DISTRIBUTION OF FREE MATERIALS*

The Library 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 either be produced by groups with addresses within the City of Newport (tax district) or be in very high demand;
- 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 the *Library Bill of Rights*, the Library 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.

5.7 *MEETING ROOM*

The Newport Public Library has a 65-person-capacity meeting room. When not in use by the library, it is available to other groups who qualify, arrange for it ahead of time, and prepay the fee. Charges for the room vary for nonprofit and commercial agencies. The fact that a group is granted permission to meet in the library in no way constitutes endorsement by the Library or its affiliates. Groups using the room must follow the guidelines in the Meeting Room Policy. Appendix C contains the policy, including guidelines for use, application process and fee structure.

5.7.1 Policy for Use of Study Room

(passed by the Library board on March 19, 2008)

- People may reserve one two-hour session per day.
- Reservations may be made up to one day ahead.
- Up to five people may use the study room.
- Cell phones may be used in the study room, but loud or disruptive behavior is not acceptable.

- Lights should be on when room is in use.

5.8 PROGRAM POLICY

(Passed by the Library Board, July 16, 2003)

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. The Library 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 the library's mission, programming objectives, themes, budget, and schedule. The decision to sponsor a program rests with the Library Director.

Press releases and other promotional materials must be approved by the Library Director.

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

The Library will prepare a contract outlining all agreed upon terms that will be signed by the library director and by the performer.

5.9 LOST & FOUND

(Passed by the Library Board, July 16, 2003)

Items left at the library or put into the book drops will be kept in Lost & Found for up to 30 days and no longer. (Depends on staff dating each item accepted.)

Disposal: Toys, clothes, glasses, sunglasses will be given to a charitable organization; books and other materials that the library collects will go into the collection or the Foundation book sale.

Exceptions:

- Food and personal items such as hairbrushes, combs, and toothbrushes will be thrown away.
- Loose change will be put into the Conscience Box; small bills will be given to the Director or Assistant Director. If not picked up, they go to the Conscience Box.
- Items of value, such as wallets, credit cards, cell phones, large bills, go to the Police the same day. Staff will notify the Director or Assistant Director.

5.10 PROHIBITED CONDUCT

(Passed by the Library Board November 15, 2004; Updated as to cell phones March 21, 2007 and smoking May 16, 2007.)

In the interests of protecting the rights and safety of library patrons and staff members and to preserve and protect library materials, facilities, and property, the Library prohibits the following conduct on library premises:

- Disruptive or unsafe activity or behavior that interferes with the use of the library by others or with staff performance of duties
Examples may include but are not limited to: climbing, running, talking or other unnecessary noise, throwing things, pushing and shoving, verbal or physical harassment or threat
- Eating or drinking at the public computers.
- Smoking in the library or on library property.
- Anything in violation of federal, state or local law.
- Destroying, damaging or defacing library property.
- Leaving a child under the age of six unattended, except when the child is participating in a library-sanctioned activity.
- Bringing animals other than library-approved assistance animals into the library.
- Using skateboards, roller blades, roller skates, or other sports equipment in the library or on library property.
- Using library facilities for the purpose of bathing or sleeping.
- Failing to maintain a reasonable state of dress or personal hygiene.
- Talking on cell phones except within library-designated areas.

5.10.1 Enforcement

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

- For minor violations, the staff person may ask the patron to comply with the rule.

- For serious violations (including disruptive behavior and failure to comply when requested) and for repeated violations, the staff person may require the person to leave the library premises and not return the same day.
- Any instance of serious violation shall be reported to the library director or designee, who shall decide whether an additional sanction is appropriate. The library director or designee may suspend the person's library privileges and the right to be on the library grounds for a period of time up to six months. Suspensions and exclusions for a period of greater than 30 days shall be imposed only for serious disruptive behavior or if previous suspensions and exclusions have been imposed.
- Any criminal activity shall be reported to the City police department or to 911.

To suspend library privileges, the Library Director or designee shall send notice of the suspension and exclusion from library property by first class mail or hand delivery to the person to be suspended and excluded. The Library Director or designee shall send the notice to the address provided by the person to obtain a library card, or to any other address the library may have for the person. Personal delivery of the notice is sufficient, whether or not the library has an address for the person.

The suspension and exclusion shall be effective seven days from mailing or personal service of the notice.

Failure to leave or re-entering the library property prior to termination of a suspension will be deemed to constitute a trespass.

When persons under the age of 18 have been suspended, they must meet with library staff to discuss their behavior before the suspension will be terminated.

Persons wishing to appeal a suspension and exclusion may appeal by submitting a written appeal to the City Manager within seven days of receiving a notice. The suspension and exclusion period shall not begin until the appeal is resolved. If the suspension and exclusion period has started before the appeal is filed, library privileges and the right to enter library property will be reinstated until the decision on appeal. The City Manager or designee will then hear the appeal within one week of receipt of the appeal. The City Manager's decision shall be final.

6. ROLE OF VOLUNTEERS IN THE LIBRARY

Newport Public Library provides a wide variety of opportunities for volunteers to participate in both routine operations and special programs or projects. The Library's main purpose in running a volunteer program is to enhance its ability to meet its goals and objectives; however, the Library also seeks to provide rewarding volunteer work to community members and strives to assign tasks that mesh with each volunteer's particular skills and interests. Tasks which volunteers may perform include, but are not limited to, shelving and shelf reading, processing new materials, mending Library materials, delivering books to the

homebound, filing and maintaining computer databases, and setting up the Library for opening.

The Library Director will designate the staff responsible for recruitment, orientation, and coordination of volunteers. Those interested in volunteering must submit a Volunteer Application form. The Director's designee will review all applications, interview volunteer candidates, and negotiate mutually acceptable schedules and duties with those accepted into the volunteer program. Volunteers are expected to commit to a regular weekly schedule and to abide by the guidelines presented in the *Volunteer Handbook*. The Library reserves the right to reject volunteer applications and to discontinue volunteer opportunities at the discretion of the Director or designee.

In recognition of volunteers' significant contributions to the Library's operation, the Library will waive nonresident library card fees, interlibrary loan fees, and copier fees (for up to 50 copies per year) for current regular volunteers.

7. LIBRARY OUTREACH SERVICES POLICY

MISSION AND PURPOSE

The mission of Outreach Services of Newport Public Library is to provide recreational and educational library materials to people of any age who are not able to come to the library due to physical or institutional limitations.

PROGRAMS AND PRIVILEGES

Materials available through Outreach include regular print and large print books, audio books on CD, films on VHS and DVD, music on compact discs, magazines and InterLibrary Loans. Applications to the Local Talking Book and Braille Library are provided upon request. Outreach is one of the many services of the Library; it follows the same procedures of the library as a whole. Nevertheless, certain benefits are extended to those who participate in the program.

7.1 NURSING HOMES, ASSISTED LIVING FACILITIES, SENIOR CARE SERVICES, SENIOR APARTMENT COMPLEXES, AND ADULT HOMES

Weekly visits by library staff. Visits may be in the form of browsing hours or room-to-room visits. Residents may make special requests, or choose from the items brought. Library staff is responsible for selecting these collections.

7.2 INDIVIDUAL HOMEBOUND SERVICE

Those desiring homebound service must be confined to their homes for a minimum of 3 months. They must complete an application interview to determine if they qualify for the program, and to assess their reading or listening interests and needs. A volunteer will be selected by the Outreach Coordinator who will accompany them for the assessment.

Applicants already having library cards must be fine free before they begin the program. Their cards will then be changed to Outreach status.

A homebound library card will be issued if the patron does not already have a library card. Cards are kept on file at the Library, for the use of the homebound person only.

Materials are requested by the homebound patron through the Outreach staff or selected volunteer at the time of their scheduled visit or by calling the library.

AGENCY AND INDIVIDUAL RESPONSIBILITIES

7.3 AGENCIES

It is expected that the facility will be cooperative in ensuring that loaned materials are returned to the library. Materials lost from the agency, for which a reasonable search has been made by library staff and the agency itself, will not be charged to that agency or patron. However, materials damaged by a resident borrower able to pay for replacement, will be billed by the library. Materials loaned to an agency must stay in the facility for use by or with residents. No personal loans are made to staff or family members of residents. If a resident is discharged from the facility, they should leave their materials with the designated library contact. They should never take these materials home.

7.4 HOMEBOUND RESPONSIBILITIES

Homebound borrowers should return materials by their due dates, or contact their volunteer or the Library for renewals. They are responsible for all fees associated with lost or damaged materials. Homebound borrowers must notify the library should they become able to visit the library again. Their registration will be changed to that of a regular library patron with normal borrowing privileges. They may re-register should their circumstances change in the future by notifying Lynn Dennis, the Outreach Coordinator at 265-2153.

APPENDIX A

FEE SCHEDULE

interlibrary loan	3.00 per item received
replacement card	1.00
visitor's card nonrefundable fee	5.00 (max. of 3 mo.)
nonresident card per household	49.00 per year
photocopies	.15 per copy*
computer printouts	.10 per copy
processing fee for refund of lost material fees (2.6.1)	5.00

* Patrons may make five free photocopies per day from *most* non-circulating materials.

REPLACEMENT FEES

Replacement fees for lost or irreparably damaged materials will be based on the current list price when available. When no current list price or recent purchase price is available, the following default fees will be charged:

adult nonfiction	26.00	books on tape	50.00
adult fiction	22.00	CDs	15.00
mysteries	21.00	juvenile audio	10.00
romances	14.00	magazines	7.00
westerns	19.00	juvenile magazines	2.00
science fiction/fantasy	22.00	pamphlets	1.00
large print books	20.00	juvenile nonfiction	15.00
reference books	125.00	juvenile fiction	15.00
"E" nonfiction	15.00	Spanish language books	9.00
"E" fiction	15.00	non-circulating nonfiction	50.00
videos	21.00	YA (young adult) books	15.00
juvenile videos	15.00		

Policy Revised by the Library Advisory Board March 18, 2009

OUTSTANDING FEE THRESHOLD FOR SUSPENSION OF BORROWING PRIVILEGES (2.7.1)

Borrowing privileges will be suspended if a patron has \$25.00 or more in outstanding fines or fees at any library or combination of libraries in the Coastal Resource Sharing Network. Privileges will be restored when outstanding charges are brought below this figure.

APPENDIX C

NEWPORT PUBLIC LIBRARY POLICY ON USE OF MEETING ROOM

(Passed by the Library Board, July 16, 2003)

Libraries that 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. - From the American Library Association's Library Bill of Rights.

The Newport Public Library provides a facility for meetings on a wide variety of topics. The meeting room is reserved in accordance with the following priorities:

- Library sponsored or related programs.
- City sponsored meetings.
- Educational, civic, charitable, and cultural programs sponsored by local nonprofit agencies or organizations located within the Newport Public Library service area.
- Groups affiliated with a local governmental agency.
- Commercial and private use.

I. Meeting room capacity

- The meeting room at the Newport Public Library has a seating capacity of 65 chairs with no tables or 36 chairs with six tables.

II. Authorization for facility and meeting room use

- The Library Director is responsible for managing all Library facilities, including the public meeting room. The Director or a duly authorized designee shall implement the policies outlined in this document.
- The fact that a group or organization is granted permission to meet in the Library in no way constitutes endorsement by the City of Newport, the Library, or the Library Board of Trustees of the policies or beliefs of that group or organization.
- The Library reserves the right to deny future use of the meeting room to any group or organization that does not follow its meeting room policies.

III. Policies guiding the use of meeting room

- The meeting room shall not be used for any purpose that would prevent, discourage, or interfere with the use of the Library for purposes of research, reading, and study.
- Users of the meeting room may be asked to leave if use is deemed disruptive or in any way contrary to library policy.
- Library staff may enter and remain in a meeting room at any time during a scheduled meeting.
- Unless admission is charged or a meeting is limited to a group's membership, any person may attend a meeting so long as that person complies with Library policies.

- Activities for minors, age 17 and under, must be supervised by responsible adults.
- Permission to use the meeting room is not transferable by any individual or group whose application is approved.
- Smoking is not allowed in the Library.
- Alcoholic beverages are not allowed in or around the Library.

The applicant shall hold the City of Newport, its employees, and agents harmless from any claim, loss, or liability arising out of or related to the applicant's use of the premises, or from any condition of the used premises, including any such claim, loss or liability which may be caused by or contributed to in whole or in part by the City, its employees and agents.

The applicant shall indemnify the City (1) for any damage to the City's property occurring during the use thereof, whether or not the applicant is responsible therefore and (2) for expenses and costs, including attorney's fees, incurred by the City or its employees and agents, in defending against any claims or demands for losses or liability arising from or related to the applicant's use of the premises.

IV. Meeting room user responsibilities

- The sponsoring organization or individual is responsible for providing any refreshments served, for keeping food and drink within the designated meeting space, for cleaning up afterwards, and for returning the room to its original condition.
- Time for setting up the meeting and cleaning up afterwards should be included in the meeting time requested.
- It is the responsibility of the person signing as authorized representative of the group to remain on the premises throughout the period for which it is reserved, to ensure the safety and security of attendees and the Library facility and to further ensure that attendees observe the policies governing the public use of library facilities and meeting room.
- Library facilities and meeting room users agree to pay for any and all damages to library property including, but not limited to walls, floors, grounds and furniture while applicant is using property.

V. Applying for use of meeting room

- Applications for use of the meeting room may be obtained at the reference desk.
- A signed application must be received in the office of the Library Director up to twelve months ahead and no later than 72 hours prior to the meeting time requested.
- Payment of any required fees must be made when the application is submitted.
- The use of chairs, tables and lectern may be reserved, subject to availability. (No audio-visual equipment is available.) An indication of these requirements must be made on the application form. NOTE: The persons using the room

will be responsible for arranging these items, and then for stacking chairs prior to departure and for otherwise leaving the room as they found it.

- The Library Director, or designee, will approve or disapprove the application, and the form will be mailed to the applicant.
- Cancellations must be made at least 72 hours in advance to receive a refund.
- The library has preemptive rights to use the meeting room with a minimum of ten days notice to a previously scheduled group.

VI. Fee schedule

- Library and local government exempt
- Nonprofit/community organizations \$5 per hour
- Commercial or private \$20 per hour

APPENDIX E

NOTICE OF SUSPENSION OF LIBRARY PRIVILEGES

Notice of Suspension of Library Privileges

Date _____

Time _____

To _____

Pursuant to the authority of the Newport Public Library Code of Conduct on Library Premises, you are hereby notified that you are prohibited from entering in or using the Newport Public Library based on:

On _____, 200 , you will be suspended from privileges of the Newport Public Library.

This suspension of privilege is effective as of the date indicated above, and shall remain in effect until _____, 200 .

If you enter the Newport Public Library or its grounds during the effective period of the notice, you may be arrested for trespassing.

If under the age of 18, you will be required to meet with the Library Director or designee to discuss your behavior prior to the lifting of suspension of privileges.

You are entitled to a hearing with respect to this determination. A written request for hearing must be filed with the City Manager at Newport City Hall and a hearing occur within seven days of receipt of this notice. The loss of privilege begins seven days from today.

Library Director
Newport Public Library
35 NW Nye
Newport, OR 97365

This Notice of Suspension of Privileges was delivered to the above named person at the date and time indicated by:

Signature of staff person delivering/issuing notice

APPENDIX F *PANDEMIC PLAN*

The H1N1 pandemic strain of influenza continues to spread across the globe. Public health officials are preparing for the possibility of a large influenza outbreak in the fall.

The Centers for Disease Control estimates the outbreak could cause absentee rates as high as 40 percent. Even a smaller outbreak will have repercussions for Oregon's schools, health care systems, large employers and local governments.

In the event of the spread of the 2009 H1N1 virus (Swine Flu) in Oregon, employers and employees will play a key role in protecting employees' health and safety, as well as limiting the spread of the virus. OSHA has defined the level of employee risks of occupational exposure to influenza during a pandemic, varying from very high to high, medium, or lower (caution) risk. The level depends in part on whether jobs require close proximity to people potentially infected with the pandemic influenza virus, or whether they are required to have repeated or extended contact with known or suspected sources of the virus. **Medium exposure risk** occupations include jobs that require frequent, close contact (within 6 feet) exposure to the general population (such as schools, high population density work environments, and some high volume retail). Public libraries fall within this category.

The goal of this Plan is to enable staff to maintain some level of library service to the public in the event that a large percentage of library staff are not able to come to work because they have H1N1 influenza or need to care for family members with the virus.

Note: The national guideline for the person with H1N1 to stay home for seven days after the beginning of the illness has been changed. The current guideline is for the ill person to stay home for 24 hours after fever resolution without the use of fever-reducing medicine.

The Library will follow all city/county/state directives to limit or close non-essential services.

Library Pandemic Team

Immediate Steps

- Each work unit should order protective supplies, including alcohol-based hand sanitizers or disposable wipes. (Completed)
- Each work unit should have hand sanitizers available at all service desks (e.g., on all checkout and reference service points). (Completed)
- City staff will provide free-standing dispensers of hand sanitizer at each library's public entry door(s). (In process)
- City staff will work with cleaning contractors to ensure that effective disinfecting cleaning supplies be used. (In process)
- The telephone tree will be updated. (Completed)
- Library staff should review the communications plan for reaching staff and for communicating with the public. (Completed)
- Supervisors, managers and staff should review County policies for use of sick leave, payroll and banking/financial issues, and telecommuting. (Completed)

Phases of the Plan

The Plan is to be implemented in phases, depending on the level of illness **within** the Library system. Staff should report illnesses to their direct supervisors. The Library Director and supervisors will decide when it is time to implement the various phases of the pandemic plan.

Phase 1:

Cancel all programs and outreach visits—we do not want to encourage the public to come to the Library or to congregate. It may also be necessary to limit the number of people who can come in at any one time.

Phase 2:

Consider further implementing “social distancing” by turning off public access to WiFi and public computers. This is probably the most effective step we can take to limit the number of people coming into and remaining in the library.

Phase 3:

As staff members become ill and fewer are available to work, consider a shortened work day (e.g., closing in the morning to perform check-in, shelving and other back-of-house functions; and opening to the public in the afternoon).

Phase 4:

If the number of staff continues to decline, close the library.

Phase 5:

The Library Pandemic Team will monitor the situation closely, and, following county and state directives on opening non-essential services, will re-open agencies as staff are able to return to work.