

# Public Services Policies

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## **Public Services Policies**

### **Introduction**

#### **Purpose of Policies**

The Public Services Policies of the Ida Rupp Public Library explain and regulate the manner in which the library directly interacts with library patrons and the community it serves. These policies describe the variety, extent, and limit of services and materials offered by the library, and ensure that patrons and staff alike may understand what those opportunities and limits are. Policies are approved by the Ida Rupp Public Library Board of Trustees and are reviewed and revised as necessary.

#### **Service Philosophy**

The Ida Rupp Public Library provides free, open, and equal access and service to all individuals and groups in the community. In the selection of library materials and the use of the library by the community, the Ida Rupp Public Library subscribes fully to the principles adopted by the American Library Association *in Libraries: An American Value*, and in *The Library Bill of Rights* and its subsequent interpretations. Copies of these documents are in the appendices.

## **PS 1 Operations Policies**

### **PS 1.1 Service Area and Governance**

The Ida Rupp Public Library (hereafter referred to as the library) is organized as a school district library. Its legally defined service area is the Port Clinton City School District and Danbury and Put-in-Bay Townships in Ottawa County, Ohio. As a recipient of Public Library Fund monies from the State of Ohio, the library extends its services to the inhabitants of Ottawa County. The library is governed by a Board of Trustees (hereafter referred to as the board) which consists of seven members appointed by the Port Clinton City School District Board of Education for terms of seven years. The board's operating policies are described in its bylaws.

### **PS 1.2 Locations**

#### **Ida Rupp Public Library**

310 Madison Street  
Port Clinton, OH 43452  
Phone: 419-732-3212  
Fax: 419-734-9867  
e-mail: [idarupp@seolibraries.org](mailto:idarupp@seolibraries.org)  
<http://www.idarupp.org>

#### **Erie Islands Branch Library**

281 Concord Avenue  
Put-in-Bay, Ohio 43456 USA  
Phone: 419-285-4004  
Fax: same

#### **Marblehead Peninsula Branch Library**

710 West Main Street  
Marblehead, OH 43440  
Phone: 419-798-0477

### **PS 1.21 Holidays**

The library is closed for the following public holidays:

- New Year's Day, January 1
- President's Day
- Martin Luther King Jr. Day
- Easter
- Memorial Day, last Monday in May
- Independence Day, July 4
- Labor Day, first Monday in September
- Thanksgiving Day, 4th Thursday in November
- Christmas Eve, December 24
- Christmas Day, December 25

The library will close at 5:00 pm on Thanksgiving Eve and New Year's Eve.

### **PS 1.22 Additional Scheduled, or Emergency, Closings**

The board reserves the right to close the library at additional times when appropriate. When possible, the public will be notified in advance of closings that fall outside the regular library schedule. The library director, or his or her designee, is authorized to close the library in emergencies or exigent circumstances.

### **PS 1.3 Staff in Charge**

The board has the final responsibility for establishing policies for the library. Daily operations and general supervision of the library fall to the library director (hereafter director), with the assistant director and then the fiscal officer, followed by the circulation supervisor, acting as person in charge in the director's absence. The Erie Islands branch manager and Marblehead Peninsula branch manager oversees branch operations under the supervision of the library director. In the absence of the branch manager the library director or their designee will serve as acting branch manager.

### **PS 1.4 Public Information and Media Relations**

#### **PS 1.41 Library Spokesperson**

In order to provide the most current and consistent information about the library, the library director is the official media spokesperson for

the library. In the event of an emergency, the director, or his or her designee, or marketing manager will be responsible for all official statements to the public and the media. Questions from the public regarding the general operations or direction of the library should be referred to the library director.

#### **PS 1.42 Newsgathering in the Library**

Members of the media who wish to conduct newsgathering in the library in any manner disruptive to the operation of the library or its use by other patrons (e.g., interview at other than normal conversational voice level, photograph, video record, or audio record patrons or staff), must make themselves known to either the director or to the staff member in charge of the building in the director's absence. Staff members witnessing members of the media in this situation must inform them of the policy and ask that they request and gain permission from the director before further conducting newsgathering in the library. This policy does not apply to a member of the media in his or her capacity as a patron using the library's resources.

#### **PS 1.43 Photography or Video Recording in the Library**

Photography or video recording in the library is generally permitted if it is for library promotion, a student project, or strictly for personal use. In order to protect the rights of individual patrons and to reduce distractions, photographing and video recording on library property is restricted as follows:

- Under no circumstances may the public, members of the media, or library staff take photographs or record video without the express permission of any library patron or staff member who would be prominently included within the composition.

Photography or video recording for commercial purposes is not permitted without approval by the director; such approval must be requested in writing and in advance.

#### **PS 1.5 Meeting Rooms and Exhibit Spaces**

##### **PS 1.51 Meeting Rooms for Non-Library Events**

The primary purpose of the library's meeting rooms is to provide a space for library and library-related activities. The needs of the library

and the Friends of Library will take precedence. The library reserves the right to cancel or reschedule any meeting.

Library meeting rooms are available to the following non-library groups.

- Non-profit groups
- Political groups
- Religious groups
- Home owner associations
- Units of government
- Appointed or elected government officials

By reserving a meeting room, groups and individuals using Library meeting rooms agree to the Meeting Room Policy and to the Meeting Room Guidelines as follow.

- All meetings and events must be open to the public and media. One-on-one meetings are not permitted.
- Reservations must be made by an adult (18 years of age or older) representative of the group.
- Meeting rooms are booked on a first come, first served basis. Reservations must be made at least 48 hours prior to the meeting, but not more than 6 months in advance. All reservations must be approved the Library Director or their designee.
- No admission, attendance charge, or donation may be assessed.
- No promotion, sale of items or services is allowed in any Library meeting room.
- Attempting to raise funds for any purpose during a meeting is not permissible. Use of a meeting room to plan a fund-raising campaign or event is permitted.
- Commercial groups are prohibited. A meeting is defined as commercial if the group sponsoring or conducting the meeting has as the purpose of the meeting to advertise, promote, or sell a product or service; or to train and motivate its employees; or for any and all other business-related functions such as market research, interviewing applicants, etc.
- Meetings rooms will be vacated 15 minutes prior to library closing times.
- Organizations must use Library meeting rooms as they are furnished. Organizations will be responsible for their own meeting room setup. Upon departure the furnishings in the meeting rooms must be returned to their original clean state.

- Meeting rooms are available during regular library business hours at Ida Rupp Public Library. Due to reduced service hours meeting rooms may be used prior to business hours at the Marblehead Peninsula Branch Library when staff are already scheduled and with approval of the Branch Manager.
- Groups or individuals using meeting rooms and study rooms shall indemnify, defend and hold harmless the Library its trustees, officers, agents, and employees from and against any and all losses, damages, claims, costs, suits, actions of any kind, arising and resulting and accruing from any act, omission or error of the such group or individual and any users, employees, agents, representatives, guests, invitees, resulting in or relating to personal injuries or property damage arising from the group's or individual's use of the Library.
- A signed meeting room use agreement must be signed prior to use of the meeting room. Groups using the meeting room on a reoccurring basis must complete a new form annually.
- The library will not advertise or promote any meeting or event unless it is a co-sponsor.
- Unless the Library is a co-sponsor, publicity for events must contain this statement: The Ida Rupp Public Library is not a sponsor, nor does it endorse any practices or points of view of the sponsors of this program.
- Food and non-alcoholic beverages are permitted, but are restricted to the meeting rooms and are not permitted in other parts of the library. Meeting room users are responsible for providing all serving utensils and for cleaning up following the meeting.
- Proposed meetings times should include any necessary setup or cleanup time.
- Activities and materials must remain in the meeting room, with no activity in the adjacent parts of the library building or on library grounds.

### **Application Process**

- Room reservation requests may be made in person, by phone, or on the library's website.
- A meeting room agreement form must be completed by the individual reserving the room. A signed agreement must be received prior to the use of the meeting room.

- Reservations will be reviewed by the library director or their designee for approval.

### **PS 1.52 Meeting Rooms for Library Sponsored Events**

The primary purpose of the library's meeting rooms is to provide a space for library and library-related activities. The needs of the library and the Friends of Library will take precedence in meeting rooms. The library may permit presenters at library-sponsored programs to sell merchandise related to the subject or activity of their programs. The library will grant this permission either to reduce the cost of the program to the library or to raise funds for Friends of the Library. Likewise, a library-sponsored program may have a registration charge to defray or reduce the cost of the program to the library.

### **PS 1.52 Exhibits and Displays**

Exhibit and display spaces are used primarily for the promotion of library materials, programs, and services, and preference shall always be given to library needs. When these spaces are not otherwise in use, the library may provide, at its discretion and subject to the stipulations below, space for the display or exhibit of collections or materials which are of general interest to the public.

Displays or exhibits promoting local educational, cultural, or recreational opportunities are encouraged. A personal or private collection must be of interest and acceptable to the general public. The following categories of exhibit material are specifically excluded: displays which only serve to advertise active business or commercial ventures; and partisan materials which promote current political candidates, campaigns, parties, or issues. The library reserves the right to approve the content and arrangement of all exhibits, and the director shall make the final determination as to whether materials comply with these guidelines.

Requests for display space will be made on the *Display Request Form* and approved by the Director. Groups or individuals may reserve the window cases at each. Displays will stay up at least 14 days and not more than 30 days.

The presence of a particular display in the library does not necessarily indicate that the library either advocates or endorses the viewpoints of exhibits or exhibitors.

The library assumes no responsibility for the preservation, protection, or possible damage or theft, of any item exhibited or displayed. Items are placed on display in the library at the owner's risk. All exhibitors will sign a form that releases the library from any responsibility for exhibited items.

### **PS 1.53 Display of Holiday Decorations**

The library may decorate the building or grounds in an attractive manner to reflect the various holidays and celebrations of the community. In its decorations, it will refrain from using any symbols or items that are specifically religious.

The following are examples of the types of decorations that may be used: Santa Claus, Easter bunnies, Easter eggs, candy canes, snowmen, wreaths, Christmas trees with ornaments that are not representations of religious figures or objects, Chanukah dreidels, happy holidays signs or banners for Christmas, Chanukah, Kwanza, and Easter.

The following are examples of types of decorations that will not be used: nativity scenes, crosses, crucifixes, menorahs, or other clearly religious icons and symbols including those of other religions not specifically mentioned in this policy.

Secular decorations may be displayed for other holidays such as Valentine's Day, the 4<sup>th</sup> of July, Halloween, Thanksgiving, etc.

### **PS 1.6 Display and Distribution of Non-library Materials**

#### **PS 1.61 Bulletin Boards and Literature Racks**

Some bulletin boards and display racks in the library are set to allow community groups and individuals space to publicize information of general interest to area residents.

Programs and events publicized through the library's community-information areas should be compatible with the library's purpose of providing educational, cultural, recreational, and information services to the community. The presence of a poster, brochure, flyer, or any other notice in the library does not necessarily indicate that the library either advocates or endorses the viewpoints expressed.

Materials to be posted must be approved by the director or his or her designee. Materials posted without approval will be removed. Permission shall be given based upon the limitations of display space, the timeliness of the material, and the relevance of the material to the civic, educational, informational, cultural, recreational, or vocational life of the community. Local organizations and events may be given preference. The library will not display personal advertisements, or for-profit or commercial materials. Political materials may provide information on ballot issues only and will be non-partisan.

- Announcements may be no larger than 11 x 17 inches.
- Announcements must be submitted to the main desk for dating and posting by library staff.
- All announcements will be dated, and discarded on a "first-posted, first-removed" basis.
- An individual may post only one notice at a time.

### **PS 1.62 Voter Information**

To aid voters in becoming better informed about ballot issues and candidates, the library may display and distribute literature representing all points of view. In the four weeks prior to an election, the library will display and distribute voter information and campaign literature for issues and candidates appearing on local ballots. The library assumes no responsibility for contacting individuals or committees if appropriate campaign literature is not received by the library. The Director of the library will determine how and where such literature is displayed or distributed.

The library will accept campaign literature for display or distribution only after the library press release appears in the news media. Flyers and brochures may not exceed 8.5"x11" inches. Campaign material that is not literature (including, but not limited to, bumper stickers, yard signs, and campaign buttons) will not be considered for display or distribution. Library staff will remove and discard all campaign materials from display or distribution the evening before the election.

### **PS 1.7 Gifts and Donations**

The library welcomes citizens and organizations to support its service program through contributions of book or non-book materials for library collections, contributions of appropriate gifts that will enhance

the library's physical environment, and bequests, trusts, or donations of monetary or other assets for library purposes. The library encourages monetary gifts be made to the Ida Rupp Public Library Fund of the Ottawa County Community Foundation.

Materials and equipment given to, and accepted by, the library shall become the sole property of the library to be managed as the director or his or her designee deems appropriate. The library is unable to furnish appraisals of donated items, and reserves the right to refuse any donation.

The library may accept gifts of miscellaneous books or other materials with the understanding that items not added to the library's collection will be disposed of at the discretion of the library. The library may then use any proceeds derived from such disposal for library improvement or staff development.

Patrons or organizations who wish to donate gifts of a more specific nature, such as works of art, furniture, equipment, special collections, and real property, shall be referred to the director who, in consultation with the appropriate committee of the board, will determine whether or how to accept such gift. If a patron or organization wishes to donate funds for specific purposes, the needs of the library and the community it serves will be considered before the gift is accepted; items so purchased become the property of the library and may be disposed of accordingly.

### **PS 1.8 Disposal of Surplus Materials and Equipment**

The Director is authorized by the board to dispose of library materials, furniture, or equipment that the staff have determined is no longer functional or useful. The Director may sell or discard such items, or, when an item cannot be readily or practicably sold by the library, may give such items to an organization or governmental unit. That organization or governmental unit's mission must be in line with the mission of the library, and preference is given to qualifying agencies serving residents of the library's service area.

If an item of surplus inventory is believed by the director or fiscal officer to have unusual, historic, or artistic value such items may be referred to the board for determination of value; that evaluation process may require the services of a professional appraiser or outside expert opinion.

## **PS 1.9 Recruitment and Use of Volunteers**

The library's volunteer program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff and/or work on special projects. Volunteers learn more about the library and its place in the community and observe first hand the way the library serves the community's needs.

A person who would like to volunteer at the library must complete a volunteer application. If volunteer opportunities exist, the Director, or his or her designee, will review the application, interview appropriate candidates, assign tasks, establish a schedule, and train and supervise the volunteer.

In appropriate circumstances, and at the sole discretion of the library, the library may choose to assist the local courts and other social service agencies by providing community service and/or library work experience for individuals.

## **PS 2 Library Materials Evaluation and Selection**

### **Introduction**

Building a library collection is an ongoing activity: the collection evolves as the needs of the community evolve and as changing technology provides additional or alternative resources. Because no library budget or building is large enough to permit the purchase of every worthy resource, this policy guides the library staff in most effectively using the library's financial resources to meet the present and anticipated needs of the community it serves. A policy cannot replace the judgment of trained and experienced staff, but stating goals and indicating boundaries will assist staff in selecting library resources, evaluating the collection, and maintaining the collection's currency, relevance, and usefulness.

Library staff have a professional responsibility to be inclusive, not exclusive, in selecting materials for the library collection and in providing access to materials through resource sharing. The library should work to provide access to legally obtainable materials, and policies should not exclude access to materials even if such materials offend a library staff member or some members of the community. When staff consider an item for addition or retention, that item is evaluated as a whole, not on the basis of a particular section or

sections. An item will not be added to, or barred from, the collection solely because of:

- An author's race, religion, nationality, sexual orientation, or political or social views.
- A work's depictions or descriptions of violence or sexual activity.
- A work's controversial content.
- An author or work's endorsement or disapproval by any individual or community group

### **PS 2.1 Responsibility to the Community**

The Ida Rupp Public Library plays an active and positive role in the community. The Board of Trustees, administration, and staff of the library are committed to these tenets: (1) that free and open access to information is necessary for citizens who think and make choices for themselves; (2) that by providing access to a wide variety of facts, opinions, and ideas the library helps to create a well-informed and enlightened populace.

The library fulfills its mission when it selects and makes available materials for the education, recreations, entertainment, and enrichment of the public: that public includes patrons of all ages, of many levels of interest and ability, and of differing views and opinions. The library's collection should include both materials that represent topics of current interest, as well as those of enduring value.

The *Standards for Public Library Service in Ohio, 2002 Revision*, states: "The library considers the diversity of community needs, interests and demands for titles and formats in the materials selection process." Material that inspires one patron may also sometimes offend another. However, by providing free and open access to diverse information and viewpoints, the public library may serve as a cornerstone of the principles of democratic society. Inclusion of materials in the library's collection acknowledges the importance of a diversity of views and interests; it does not represent an endorsement or imply agreement with any particular viewpoint, or suggest approval or certification of the content of any item.

The library does not label materials except to aid the public in finding them in the library. Labels or ratings that provide assessments such as "This material contains language which some may find offensive" are not applied by the library.

The responsibility for monitoring a child's reading, listening and viewing rests with the parent or legal guardian. Selection of materials for the library is not restricted by the possibility that children may obtain materials that their parents or guardians consider inappropriate. The library staff is willing to work with the parent or guardian to determine what materials are best suited for a child's needs, within the framework or guidelines established by the parent or guardian.

All libraries are likely to contain some materials that some patrons may find objectionable. In addition, collections may not contain all materials that some patrons feel are important. In both cases, the library has established procedures to hear the voices of the community. (see below).

The Ida Rupp Public Library's Board of Trustees supports the latest revisions to the American Library Association's Library Bill of Rights and the interpretations of that document including: *The Freedom to Read Statement*; *The Freedom to View Statement*; *The Statement on Free Access to Libraries for Minors*; *The Statement on Labeling and Rating Systems*; *The Statement on Expurgation of Library Materials*; and *The Statement on Diversity in Collection Development*. Copies of these documents are in the appendices.

## **PS 2.2 Responsibility for Selection**

The policies and mandates of the board govern the inclusion of materials in the library collection. Overall responsibility for the collection is delegated to the director, and through him or her to library staff who are qualified by education, training, interest, and job classification to select materials.

## **PS 2.3 Criteria for Addition and Retention of Library Materials**

Because its ability to purchase and store materials is limited by the size of both its budget and its building, the library has established criteria for the addition and retention of library materials. These criteria may be applied to all formats, and include, but are not limited to:

- Current interest
- Timeliness
- Patron requests
- Educational significance
- Positive reviews

- Recommendations by professionals
- Accuracy
- Contribution to the breadth of representative viewpoints
- Value commensurate with cost and/or need
- Reputation of author/publisher/producer

The library strives to provide material that promotes continuing, independent learning, and makes an effort to provide some curriculum-related materials for area schools and other teaching situations. However, the library does not usually acquire textbooks, subscriptions to professional or academic journals, or other materials that directly support a particular curriculum except as such materials might also serve the general public, e.g. basic science books. Nor does the library purchase multiple copies in sufficient quantity to meet the assigned demands of local institutions, schools and colleges, or non-library reading groups

#### **PS 2.4 Collection Maintenance**

In order to maintain a collection that is current and relevant to the community's needs, library staff periodically evaluate the collection as a whole and specific items within it. When deciding what items to withdraw from the collection, staff may consider the material's condition, use, timeliness, and accuracy, among other factors. When withdrawn materials cannot be readily or practicably sold by the library, it may offer withdrawn materials to the library Friends Groups or other groups or organizations whose purpose is consistent with, or furthers, the library's mission. These groups may resell these materials, or use them for other purposes consistent with the library's mission.

#### **PS 2.5 Request for Purchase**

The library serves a diverse public, and, on occasion, a patron may think that the library should add a particular title to the collection. Patrons may request the addition of a title by contacting library staff in person, and most requests are handled in this manner. However, if a patron wishes, the request may be handled more formally by using the "Request for Addition of a Title" form (see appendix). Forms are available at the library service desks. The completed form will be referred to the staff member responsible for selecting in that area of the library's collection, and the patron will be contacted about the library's decision.

## **PS 2.6 Request for Reconsideration**

The library serves a diverse public, and, on occasion, a patron may believe that a specific title or source should not be in the collection. In this instance, the patron should first discuss his or her concerns about the material with the library staff. If, following the discussion, the patron still wishes the library to reconsider the title or source, he or she must fill out a "Request for Reconsideration of a Title" form (see appendix). Forms are available at the library service desks. Because items are evaluated as a whole, a title will not be reconsidered unless the patron making the request has read/viewed/heard the entire item. A reconsideration form submitted without the name of the person making the objection will not be considered. Also, if the material has been previously reconsidered, it will not be reconsidered again unless the more recent request is based on substantially different reasons than an earlier request.

The request will be referred to the library director for review. The patron will be informed in writing of (1) the receipt of the request and (2) the decision. If the patron is not satisfied with the decision, he or she may appeal in writing to the Board of Trustees. The letter should be addressed to "President, Board of Trustees, Ida Rupp Public Library, 310 Madison Street, Port Clinton, OH 43452. The board will make a decision and inform the patron in writing, usually following the next regularly scheduled board meeting.

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

## **PS 3 Circulation of Library Materials**

### **General Statement of Patron Responsibility**

A library card is a valuable resource. A library patron is responsible for all materials checked out on his or her library card, and if such materials are returned late, damaged, or lost, the patron is responsible for paying fines or replacement fees. The parent or legal guardian of a minor patron is responsible for all materials checked out on the minor patron's card.

A patron must present a library card or photo identification in order to check out materials. Library patrons must be physically present in the

library in order for items to be charged to their card. Adult cardholders may sign a Library Cardholder Agreement allowing another adult or their minor child use of their card.

Because minors do not usually have access to photo identification, library staff will provide services to a minor for that minor patron's account, provided that minor patron can verify his or her name and birth date.

### **PS 3.1 Borrower Registration**

Persons age five and over or children entering kindergarten are eligible, with proper identification, to register for an Ida Rupp Public Library card.

Adults, patrons age 18 and over, must present valid photo identification with the current, correct, mailing address. If the photo ID does not have the current mailing address, the patron may present a utility bill, bank mailing, or other postmarked item of mail as proof of address.

A patron under age 18 may register for a library card, but must have the signature of his or her parent or guardian on the registration form, and the parent or guardian must present the required identification as outlined above; the signature will satisfy the requirement for identification for the patron under age 18.

Patrons may be issued an Ida Rupp Public Library card if other SEO library cards exist in the SEO system provided those cards are in good standing and there is a reason that an Ida Rupp Public Library card is needed (for example to access electronic materials not provided by another SEO library) or have been inactive for more than 3 years. Patrons may not have more than one Ida Rupp Public Library card.

### **PS 3.2 Lost, Stolen, or Damaged Cards**

A patron should report a lost or stolen library card to the library as soon as possible. The owner of a lost or stolen library card is responsible for all material checked out on that card up to the time that he or she reported to the library that it lost or stolen. The patron may request a replacement for a lost or stolen card in person at the library. A replacement card costs \$1.00. Badly damaged cards will be

replaced upon request. The patron is not required to pay other fines and fees accrued on the card at the time of reissue.

### **PS 3.3 Restrictions of Borrowing Privileges**

Borrowing privileges will be denied when a patron has 50 items charged to their card, three (3) or more overdue items, or when the amount in fines or other charges exceeds \$20.00. Access to computer use or other library services is not restricted.

### **PS 3.4 Borrowing Periods**

#### General Collection

28 day Loan Period	All materials except DVDs and Video Games
7 day loan period	All DVDs and Video Games

#### Browsing Collection

7 day loan period	Books
3 day loan period	DVDs

#### Technology Collection

28 dal loan period	Kindles
14 day loan period	Wi-fi Hot Spots

### **PS 3.41 Borrowing Limits**

A maximum of 50 items may be charged to one library card. Reference collection items may not be checked out unless approved by the Director. General DVDs are limited to ten items a day. Video Games are limited to five items per day. Browsing DVDs and books are limited to 3 items of each type per day. Regular items may be renewed four times unless they have been placed on hold by another patron. Browsing items may not be renewed.

### **PS 3.5 Fines and Fees**

Patrons returning damaged materials, or who fail to return library materials will be assessed replacement charges. Amnesty of fees for school age children or in special cases due to illness or family emergencies may be granted at the discretion of the Director or the Board.

### **PS 3.51 Overdue Fines**

Overdue fines were eliminated in June of 2021 with the exception of Wi-Fi Hot Spots which have an overdue fine of \$2.00 per day with a \$20.00 maximum fine threshold.

### **PS 3.52 Fees for Lost or Damaged Materials**

Patrons failing to return library materials shall be assessed the replacement costs of the unreturned items. No charges are assessed for minor damage. If the item is damaged to the extent it must be replaced, the patron is charged the current replacement cost. A printed receipt will be given the patron for all fees paid.

### **PS 3.53 Refunds**

If a previously reported lost item is found, refunds for fees paid will be provided with valid receipt within one year of the payment of the fees.

### **PS 3.54 Overdue and Fine Notices**

When an item is 14 days overdue, a notice is e-mailed to the patrons with e-mail addresses on file. Patrons without email addresses do not receive overdue notices. An item 30 days overdue is considered lost.

### **PS 3.56 Bankruptcy**

Once the library is notified that a bankruptcy has been filed, collection activity is suspended on the patron's account and on the accounts of any minor children (to the extent that the charges existed prior to the date of the bankruptcy filing) until the library is notified of the outcome. If a bankruptcy results in a discharge of debts, all fines, fees, and collection agency charges on the account are waived.

## **PS 3.6 Placing Holds or Requesting Materials from other Libraries**

### **PS 3.61 Placing Holds**

Patrons may place holds on most materials found in the library catalog. The library belongs to the SEO consortium and thereby shares a catalog and materials with many other libraries. There is no charge for borrowing materials from other SEO member libraries, and patrons may initiate their own requests through the library catalog or website or ask for staff to help request materials from consortium

member libraries. A patron may have up to 100 outstanding holds on his or her record at one time.

### **PS 3.62 Interlibrary Loan**

Materials may also be requested from libraries outside of SEO consortium. This service is not meant to get new publications, multiple copies, or for purposes other than personal use or research.

Patrons may request up to 5 items a day with a limit of 10 pending requests at a time.

Requested items must meet the following guidelines:

- Published books, music CDs and DVDs and journal articles
- Items available within continental US
- Must have been published a minimum of 12 months prior to request
- Do not require a fee from the lending institution

The following items are not available to request through Interlibrary Loan.

- Materials that have been published in the last 12 months
- Textbooks
- Rare books
- Digital materials (for example, eBooks, eAudiobooks)
- Kits and Realia
- LP Albums
- Equipment or electronic devices
- Items owned or on order by Ida Rupp Libraries unless lost or damaged

Lending periods and renewals are at the discretion of the lending institution. Ida Rupp Libraries cannot guarantee how long it will take for an item to arrive, or how long patrons will be able to keep the materials.

Interlibrary loan materials will be made available for pickup at the circulation desk of the patron's designated branch. Materials cannot be placed in hold lockers for pickup.

Materials will have an Interlibrary Loan book strap on the front cover. Patrons must return items with the book strap to an Ida Rupp location or book drop on library property.

Material that is not returned, is lost, or is damaged will result in fines and fees. These fees are determined by the owning library. Replacement copies will not be accepted; the cardholder will pay for the replacement of the material. Failure to return items by the due date, or return items without the book strap attached may result in a suspension or loss of interlibrary loan privileges for the patron.

## **PS 4 Public Access to library Records**

### **PS 4.1 Public Records Policy**

It is the policy of the Ida Rupp Public Library that openness leads to a better informed citizenry, which leads to better government and better public policy.

In accordance with the Ohio Revised Code and applicable judicial decisions, records are defined as any item that (i) contains information stored on a fixed medium (such as paper, electronic – including but not limited to email – and other formats); (ii) is created or received by, or sent under the jurisdiction of a public office and (iii) documents the organization, functions, policies, decisions, procedures, operations or other activities of the office.

As required by Ohio law, records will be organized and maintained so that they are readily available for inspection and copying. Records will be available for inspection and copying at all reasonable times during regular business hours.

#### **PS 4.12 Record Requests**

Although no specific language is required to make a request, the requester must at least identify the records requested with sufficient clarity to allow the public office to identify, retrieve, and review the records. If it is not clear what records are being sought, the records custodian may deny the request, but shall provide the requester with an opportunity to revise the request by informing the requestor of the manner in which the library keeps its records and how those records are accessed. The requester does not have to put a records request in writing, and does not have to provide his or her identity or the intended use of the requested public record

Public records responsive to a request are to be available for inspection during regular business hours, with the exception of

published holidays. Public records must be made available for inspection promptly. Copies of public records must be made available within a reasonable period of time. "Prompt" and "reasonable" take into account the volume of records requested; the proximity of the location where the records are stored; and the necessity for any legal review of the records requested.

Each request should be evaluated for an estimated length of time required to gather the records. Any denial of public records requested must include an explanation, including legal authority. If the request is in writing, the explanation must also be in writing. If portions of a record are public and portions are exempt, the exempt portions are to be redacted and the rest released.

Those seeking public records will be charged only the actual cost of making copies.

The Ida Rupp Public Library requires the person making the request to pay in advance the cost of postage if the copy is transmitted by United States mail or the cost of delivery if the copy is transmitted other than by United States mail, and to pay in advance the costs incurred for other supplies used in the mailing, delivery, copying, or transmission.

## **PS 4.2 Confidentiality of Library Records**

### **PS 4.21 Confidentiality of Patron Records**

The board recognizes that library records and patron information are confidential. According to Ohio Revised Code 149.432 library records are defined as a record in any form that is maintained by the library and that contains any of the following types of information:

- Information an individual is required to provide in order to be eligible to use library services or borrow materials.
- Information that identifies an individual as having requested or obtained specific materials or materials on a specific subject.
- Information that is provided by an individual to assist a staff member to answer a specific question or provide information on a particular subject.

Information that does not identify an individual, and that is retained for studying or evaluating the use of the library is not considered confidential and is not subject to this policy.

#### **PS 4.22 Exceptions to Confidentiality**

Under Ohio law, a patron's library records or information shall not be made available to any agency of federal, state, or local government, or to any spouse or other individual other than the individual who is the subject of the record or information, except as follows:

- For the records or patron information pertaining to minor children when requested by parents, guardians, or custodians.
- In accordance with a subpoena, search warrant, or other court order, or to a law enforcement officer who is investigating a matter involving public safety in exigent circumstances.
- Upon the request or with the consent of the individual who is the subject of the record or information.
- For library administrative purposes as defined by Ohio Revised Code 149.432.

#### **PS 4.23 Releasing Patron Information**

Library staff will provide access to patron account information at a service desk to a patron who has the library card in hand for that account. Staff may choose to ask for additional identification.

Library staff will release library information or library records pertaining to a minor child to that child's parent, guardian, or custodian upon presentation of the child's library card, or patron number, or sufficient information to both identify the child's library record, and to provide library staff with a reasonable assurance that the person requesting the information is indeed the child's parent, guardian, or custodian.

Library staff will provide access to patron account information over the telephone to a caller who can provide both the library account number and the patron's birth date associated with that account.

When a lost card is reported over the telephone, the patron account associated with that card will be blocked.

Because identification is difficult to verify over the telephone, library staff will provide only limited access to patron account information to

the caller who does not have the patron's library account number but can provide the patron's name, address, and birth date.

## **PS 5 Reference and Information Services**

### **PS 5.1 Service Standards**

The library recognizes and respects that each question is important to the patron who asks it. Library staff will use authoritative and appropriate sources to respond to all patron questions. In some cases, staff may refer a patron to other agencies that can more completely answer a question. The number of patrons waiting for help may restrict the time available to help any one patron; however, staff will strive to provide effective service to all patrons. During busy periods, preference may be given to the patron in the library over the patron on the phone.

### **PS 5.2 Service Limitations**

- **Legal and Tax Information:** Staff provide legal definitions and specific citations from the codes, but do not interpret passages. Staff do not recommend specific attorneys, but may suggest the patron contact an attorney or the local bar association for further assistance. Staff may not complete any legal forms provided. Staff assist patrons in locating specific tax forms and publications. Staff do not interpret tax regulations, complete tax forms or provide tax advice.
- **Medical Information:** Staff will assist patrons in finding information about diseases, medical conditions, tests, and treatments in print and electronic resources. Staff do not interpret the information found in these medical resources. Staff do not make diagnoses, give advice, or recommend specific health care professionals.
- **Research Requests:** If the information needed to answer a question is very lengthy or must be compiled from several sources, staff help the patron to locate appropriate materials, show him or her how to use them, and check periodically to make sure the patron is progressing well. When a research request is phoned in, staff encourage the patron to come to the library in person if the appropriate materials are accessible in the library. Staff may recommend electronic resources and borrowing from other libraries, and may make referrals to other libraries and organizations when those collections would better meet the patron's needs.

### **PS 5.3 Local History and Genealogy**

The Ida Rupp Public Library assumes the responsibility to collect and preserve old and current materials pertaining to the history of the north coast of Lake Erie. In addition, the library collects works about Ohio and Ottawa County that aid customers in understanding the Port Clinton City School District (Portage, Bay, Erie, and Catawba Townships) and Put-in-Bay and Danbury Township history. The library also acquires resource materials of value to local genealogical researchers.

Materials in the local history reference collection do not circulate. When appropriate, and as limited by budget and space restrictions, when the library purchases a currently published item for the local history reference collection, it will also purchase an additional copy for the circulating collection.

### **PS 6 Technology**

The Ida Rupp Public Library, Erie Islands Library, and Marblehead Peninsula Branch Library have computers with Internet access available for public use. By following the rules and procedures listed below, patrons will help the Library maximize fair access to its electronic resources and ensure an environment respectful of all computer users.

#### **PS 6.1 Internet Access Policy**

The Ida Rupp Public Library Board of Trustees makes available computers with Internet access as part of its mission to provide access to resources to meet the diverse educational, informational and entertainment needs of the community.

Providing access to the Internet does not mean or imply that the Library endorses or sanctions any material found on the Internet.

The Internet is an unregulated medium, and library staff cannot and do not monitor or control patrons' use of the Internet. The Internet does contain material of a controversial nature, and some content is inappropriate for children. Some material available through the Internet may not meet the Library's Materials Selection Policy. Users must use critical judgment when using the Internet.

By using Library computers, or Internet connection, patrons agree to defend, indemnify, and hold harmless the Ida Rupp Public Library, the State Library of Ohio, and the Ohio Public Library Information network from any and all claims or losses arising out of or in any way relating to the use of Library computers or the Internet.

### **PS 6.11 Children's Use of the Internet**

As with all materials and services in the library, any restriction of a child's access to the Internet is the sole responsibility of the parent, guardian, or caregiver. Parents are encouraged to work with their children to develop rules for the use of the Internet.

### **PS 6.12 Acceptable Use Policy**

The Library's computers are meant to be used in a responsible and ethical matter consistent with the educational, informational and entertainment purposes for which they are provided. Responsible and ethical use includes:

- Not using the Internet for unauthorized, illegal or unethical purposes.
- Not attempting to modify or gain access to files, passwords, or data belonging to others; not seeking unauthorized access to any computer system; not damaging or altering software or hardware.
- Not sending, receiving or displaying text or graphics which are illegal, or may reasonably be construed as obscene or offensive.

### **PS 6.2 Library Website**

The library maintains a website to further communication with its patrons and to provide remote access to its resources. In choosing resources to link directly to its website, the library follows its materials selection policy. However, the library does not monitor or control information accessible through the Internet and is not responsible for the content of that information.

### **PS 6.21 Social Networking Software**

The library may use social networking software to facilitate communication and encourage collaboration between library staff and library patrons. The library reserves the right to monitor content before it is posted on all of its social networking software websites and accounts, and to modify or remove any messages or postings that it

deems, in its sole discretion, to be abusive, defamatory, in violation of copyright, trademark right or other intellectual property right of any third party, or otherwise inappropriate for the service. The library also reserves the right to edit or modify any submissions in response to requests for feedback or other commentary. Notwithstanding the foregoing, the library is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the service.

### **PS 6.3 Wireless Internet Access**

The library provides wireless Internet access in the Ida Rupp Public Library, Marblehead Peninsula Branch Library, and in the Erie Islands Library during designated days when the Put-in-Bay School is not in session. Properly equipped laptop and notebook computers will connect to the network in the same manner they would to other typical wireless networks. The wireless network is unsecured and patrons should use appropriate caution when transmitting personal information over unsecured networks.

### **PS 6.4 Equipment Available for Public Use**

#### **PS 6.41 Use of Workstations**

Rules and Procedures

- The use of computers is limited to one hour when other patrons are waiting. Additional time may be granted at staff discretion.
- Only one person to a computer is permitted.
- To ensure an environment respectful of all computer users, loud talking is not permitted.
- Patrons requiring to work in a group must register with library staff.
- Printouts are available and cost 10 cents a page.

### **PS 6.5 Use of Personal Technology**

#### **PS 6.51 Plugging In**

A limited number of electrical outlets are available near several seating areas, and patrons are welcome to plug in their laptops or other

personal electronic devices. However, power cords and other cables may not obstruct traffic, seating, or tables.

### **PS 6.52 Personal Communication or Entertainment Devices**

Items such as, but not limited to, cellular phones, personal computers, portable listening devices, hand-held game consoles, pagers, and radios, should be kept at a volume that does not disturb other patrons or staff in the library. In general, headphones or similar equipment should be used by patrons who wish to listen to broadcast or recorded materials inside the library. Cellular-phone users are asked to converse quietly and briefly on them while inside the library, and to hold longer, louder conversations outside the building.

## **PS 7 Patron Conduct and Library Security**

Out of concern for the safety and well-being of its patrons and staff, and in an effort to enhance its ability to provide high-quality service to all, the Ida Rupp Public Library Board of Trustees has established certain policies.

### **PS 7.1 General Code of Conduct**

The Ida Rupp Public Library Board of Trustees is responsible for determining the rules for public behavior in the library that are necessary to:

- Protect the rights of individuals to use library property, materials, and services.
- Protect the rights of library employees and volunteers to conduct library business without interference.
- Ensure the use of the facilities, materials, and services by the greatest number of individuals.
- Preserve those materials and facilities from harm.
- Ensure the safety of library patrons, employees, and volunteers.

The rules for public behavior are listed below. Any individual who repeatedly violates the library rules and regulations shall be denied the privilege of access to the library by the Board of Trustees on recommendation of the library director. In case of emergency, the director may take immediate action and inform the board as soon as possible afterward. Any individual whose privileges have been denied may have the decision reviewed by the board. The board authorizes

the library director to bring to the attention of law enforcement authorities the identity of and circumstances involving those individuals who violate these rules.

Library employees are authorized to bring to an individual's attention any act or omission which violates these rules and detracts from the decorum of the library. Such an individual will be asked to change the problem behavior to conform to the rules. If such change is not evident or forthcoming, that individual will be asked to leave the library property. Failure to leave if asked will result in the police being called. A violation of section 2911.21 of the Ohio Revised Code (Criminal Trespass) will be considered if the individual does not leave of his/her own accord.

Any misconduct that hinders the use of library materials or services, that disturbs the use of the library by other patrons or library staff, or endangers the safety of the patron in question or other patrons or library staff, is prohibited. Such misconduct might include but is not limited to:

- Illegal activities.
- Loud or boisterous behavior.
- Conversation that is disturbing to other individuals or employees.
- Profanity or other abusive language toward other library patrons or toward employees.
- Abusing library furniture, equipment, or materials.
- Running in the library.
- Harassing others, either verbally or through actions. Harassment may include but is not limited to initiating unwanted conversations; impeding access to the building; or other actions another individual reasonably perceives to be hostile, threatening or offensive.
- Fighting on library property.
- Using tobacco in any form while on library property.
- Possession, sale, or use of alcoholic beverages, illegal substances, or weapons on library property.
- Eating and/or drinking in non-designated areas.
- Buying, selling, or soliciting for personal or commercial gain.
- Using radios, tape players, or other personal listening equipment at a level that can be heard by other individuals.
- Skateboarding anywhere on library property.
- Bringing animals other than guide dogs and the like into the library.
- Not wearing a shirt or shoes.

- Using the emergency exits at times other than during an emergency.
- Taking photographs and/or recording videos of Library staff or patrons without their permission.

The library does not permit weapons of any kind, either concealed or in plain view, on its property or in its buildings, unless the owner of the weapon is a law enforcement officer.

The library reserves the right to limit the number of individuals who may gather together where ingress and egress are blocked.

The library reserves the right to inspect all bags, purses, briefcases, packs, personal listening equipment and overcoats for library materials.

The above rules are based on powers granted to a public library board of trustees under the Ohio Revised Code, Section 3375.40(H). They will be posted prominently in the library building.

### **PS 7.11 Refusal to Leave the Library**

Library staff may ask a patron who violates the policies regarding patron conduct to leave the library. Any patron refusing to leave the library at the request of library staff or after the hours of business set by the library board for closing is considered in violation of Ohio Revised Code 2911.21 regarding trespass. Staff may ask police officers to assist them if the situation warrants.

### **PS 7.12 Dress and Attire**

Patrons are required to wear shoes and a shirt at all times.

### **PS 7.13 Food and Drink**

Patrons are permitted food and open drinks only in the meeting room areas. Covered drinks are permissible in the public areas of the library except in the technology lab or while using any library owned computer or electronic equipment. Damage to library equipment due to spilled drinks, provided by the library or carried in by the patron, will be the responsibility of the patron.

### **PS 7.14 Personal Transportation Items**

For public safety, movement within the library by skateboard, scooter, roller blades, shoes with wheels, or roller skates, or other similar

devices is not permitted. The only wheeled vehicles that can be used in the library are baby buggies, strollers, or other similar devices, or wheelchairs and other assistive devices for the disabled. Bicycles are to be parked outside of the library proper in the bike rack.

### **PS 7.15 Animals in the Library**

Patrons may not bring animals, except for service or helper animals, into the library. A service or helper animal must stay with its owner while in the library. Service or helper animals that are disruptive may be removed from the building at the staff's discretion.

### **PS 7.16 Possession of Weapons**

Weapons are prohibited in the library. A weapon is defined as a handgun, rifle, knife and/or any other object whose purpose or use is to inflict physical harm to another individual.

### **PS 7.17 Soliciting, Surveying and Signature-gathering**

Neither soliciting nor pan-handling is permitted on library property. Petitions or surveys may not be displayed, nor signatures or information collected, in the library. The only exceptions will be surveys performed by the library or its designees.

### **PS 7.18 Cellphone Use**

Ringling phones and loud conversations can become a distraction for other library users. We ask that cell phone users be courteous to their fellow patrons and obey the following rules:

- Turn off cell phones or set to a silent mode while in the library.
- Refrain from making calls from inside the library. Please move extended conversations outside the library.
- If it is necessary to receive a call while in the library, please do so quietly and immediately move outside.
- Cell phones may be used for "quiet" activities in the library, such as texting and Internet searching.
- We understand that on rare occasions cell phone use may be necessary for technical support while at one of the library computers. Brief and quiet conversations are permitted at this time.

### **PS 7.2 Eviction and Suspension of Library Privileges**

A patron who has violated the library's Patron Conduct Policy may be evicted from the library and refused further admission to the library for a set time. The library recognizes the patron's right to contest the

eviction and present his or her side of the story. The patron may request to speak to the director or his or her designee in order to hear the reasons for eviction and to present any counter-arguments. If possible, such a discussion may take place prior to the patron's eviction or denial of service. However, the library reserves the right to take immediate action if necessary to answer an ongoing threat to the operation of the library, or a continuing danger to the health or safety of patrons or staff; in these circumstances, the patron may schedule a discussion at a later date.

The director, or his or her designee, may, when possible, send written confirmation stating the period during which the patron may not enter library property. This letter may also include the reasons for the patron's barring and any conditions under which the patron will be re-admitted to the library. Notices regarding the barring of a minor patron from the library will be sent to the minor patron's parent or legal guardian.

#### **PS 7.21 Reinstatement of Library Privileges**

A patron who has been evicted from the library and permanently refused admission may request both a re-evaluation of the banning and the reinstatement of his or her library privileges. Requests must be submitted in writing to the director and should include a statement demonstrating that the patron understands why the conduct that resulted in the loss of privileges is unacceptable in the library or on library grounds, and a statement from the patron that he or she understands the library's Code of Conduct.

The director may consider any of several factors when deciding to reinstate library privileges including: the details of the incident that led to the suspension; the length of time since the initial eviction and suspension; the patron's completion of any requirements imposed by the court as a result of the incident; and any other information provided by the patron that suggests that he or she is unlikely to engage in the conduct that led to the suspensions of privileges.

The director will make decisions about reinstatement of privileges in all cases except those based upon threats or physical harm to another person or possession of a weapon within the library or on its grounds. Decisions of the director may be appealed to the board. Decisions to reinstate privileges of customers banned for possession of a weapon or

because of threats or physical harm to another person will be made by the board.

### **PS 7.3 Unattended Minors**

The library welcomes and encourages patrons of all ages to visit the library and take advantage of the programs, services and resources that it offers. Responsibility for the safety and behavior of minors always rests with the parent, guardian, or assigned adult caregiver, and not with library staff. Staff cannot act *in loco parentis*, nor can library staff supervise unattended youth. Children under age 8 must be closely supervised by a parent or responsible caregiver. During programs, caregivers must remain in the building unless otherwise noted. Parents or guardians will be held responsible for damage to items or equipment caused by their minor child.

It is important for staff to take note of disruptions caused by children who are apparently unaccompanied. Children displaying inappropriate or destructive behavior will be informed of the rules. If inappropriate behavior continues, the child may be asked to leave the library. If a child is unaccompanied by an adult or appropriate-aged caregiver, and, in the judgment of the staff, is too young to travel the streets alone, the staff will attempt to contact a parent, guardian, or assigned caregiver. Security staff and police officers may be asked to intervene if the situation warrants.

#### **PS 7.31 Unattended Minors at Closing Time**

No stranded child shall be ejected from the library at closing time. The library staff will attempt to contact a parent or guardian or assigned caregiver up to 15 minutes after closing. After that time, staff will call the police and ask them to assume responsibility for the unattended child.

### **PS 7.4 Personal Property Disclaimer**

Patrons should be attentive to their property while in the library or on library grounds. The library is not responsible for a patron's lost, damaged, or stolen property.

## **PS 7.5 Video Surveillance and Recording**

The purpose of video surveillance is to deter crime and to aid in protecting the safety of individuals and the property of the library. Video surveillance of areas for security purposes is conducted in a manner consistent with other existing library policies, and is limited to uses that do not violate the reasonable expectation of privacy. Areas under surveillance may include those of public use, staff work areas, parking lots, and grounds. Targeted video surveillance is prohibited if such observation is based on the characteristics and classifications that would be considered discriminatory under law (e.g., race, gender, sexual orientation, national origin, disability, etc.).

The existence of this policy does not imply or guarantee that any or all cameras are recording images, or are monitored in real time, 24 hours a day, seven days a week.

## **PS 8 Outreach Services and Interagency Relationships**

### **PS 8.1 Home Delivery of Library Materials**

The library provides homebound service to anyone in our service area who is unable to come in to the library due to a disability or illness. Our volunteers deliver books and other library materials once a month.

### **PS 8.2 Services to Educators**

Teachers are offered an extended loan period for materials to be used in their classrooms.

#### **PS 8.21 Teacher or Educator Card**

A Teacher/Educator's card is available to verified educators and homeschoolers who live or teach in the Port Clinton, Danbury, and Put-in-Bay School Districts. This card is in addition to the teacher/educator's personal card. The card has the same maximum value limit as a standard Ida Rupp Public Library card and allows the patron to borrow materials for 4 weeks or longer at the discretion of the Youth Services Supervisor.

### **PS 8.22 Teacher or Educator Collections**

Teachers who work or live in Port Clinton, Danbury, and Put-in-Bay School Districts and have a Teacher/Educator's card may request a collection of materials on a particular topic or subject area by completing a Teacher/Educator Request Form.

The individual borrowing the materials is personally responsible for return of the items as well as any fines, damages or replacement costs that may be incurred.

### **PS 8.23 School Visits and Off-Site Programs**

Library staff will work with local educators to enrich children's learning. Programs will be offered to the Port Clinton, Danbury, and Put-in-Bay School District students and educators both in the library and through staff visits. Visits by school classes to the library or visits to schools by library staff will be scheduled as time and staffing permit. Visits are subject to change based upon scheduling and staff needs at the library.

### **PS 8.3 Services to Other Institutional Borrowers**

Library staff will work with nursing homes, senior centers, and assisted living facilities. Visits by library staff will be scheduled as time and staffing permit. Visits are subject to change based upon scheduling and staff needs at the library.

### **PS 8.31 Institutional Cards**

Under the direction of the director the library will issue a library card in the name of a nursing home or facility to the activities director of the home or facility. The institution assumes the same responsibilities as an individual cardholder regarding fines or bills for overdue or lost items. Schools, corporations, governmental and social agencies are not eligible for an institutional card.

### **PS 8.4 Library Friends**

The Friends of the Ida Rupp Public Library and Friends of the Marblehead Peninsula Branch Library are independent, private, non-profit 501c3 organizations dedicated to the support and development of the Ida Rupp Public Library. The Library Director acts as the official library liaison to the Friends and may suggest ways the Friends can further support the library's mission.

## **PS 8.6 Library Foundation and Endowment Funds**

The Ottawa County Community Foundation is an independent, private, non-profit, 501c3 organization established to enhance the quality and range of library service at the Ida Rupp Public Library beyond the level that is the responsibility of the tax payer. The Library Director acts as the official library liaison to the Foundation and may suggest ways the Foundation can further support and enhance the library's services.

## **PS 9 Special Services**

### **PS 9.1 Printing and Related Services**

The library offers printing, photocopying, and fax service at nominal charges to the public.

#### **PS 9.11 Photocopiers**

The library provides a photocopier for public use; there is a 10¢ per page charge for black and white copies and a 50¢ per page charge for color copies. This is a self-service with staff assistance provided as needed.

#### **PS 9.12 Printing from Public Workstations**

The library provides a networked printer so that patrons may print documents from the library-provided computers. Black and white prints are 10¢ per page and color prints are 50¢ per page. This is a self-service with staff assistance provided as needed.

#### **PS 9.13 Fax Service**

The library offers fax service to the public during the library's regular business hours. Incoming faxes can be received at any time; prior notice is not required. Incoming faxes are 10¢ per page; outgoing faxes are \$1.00 for the first page and 10¢ per page for each additional page sent to the same number. This is a self-service with staff assistance provided as needed.

All incoming and outgoing transmissions are logged so that use of the fax for library and for patron purposes may be kept separate. Unclaimed faxes will be destroyed after 30 days.

### **PS 9.14 Ohio Obituary Index**

The library will print and mail obituaries via requests from the Ohio Obituary Index, <https://www.rbhayes.org/main/ohio-obituary-index/>, for a charge of \$1.00 per obituary. Emailed copies of obituaries will be at no charge. Researchers may also visit the library in person to search the library's microfilms.

### **PS 9.15 Laminating Service**

The library offers laminating services to the public during regular business hours. This service will be completed by staff members as a drop off service and will be required to be paid for at the time of drop off. This service is **ONLY** offered at the Main Library. The following is a price guide to the variety of paper sizes that can be laminated. Please note, government documents (except fishing and hunting licenses) **WILL NOT** be laminated.

2 ¼" x 3 ¾" (Business Card) -- \$0.50  
9" x 1 ½" (Letter) -- \$1.00  
11" x 17" (Menu) -- \$1.50

### **PS 9.16 Ellison Die-Cut Machine**

An Ellison Die-Cut machine is available at the Ida Rupp Public for in library use only. Use of the Ellison Die-Cut machine is free to the public and limited to those 18 years of age and older following the guidelines listed below.

- Users must provide their own paper or supplies for cutting.
- Sign-in on our usage log.
- Have a staff member show you how to use the machine, if you have never used one before.
- Paper (copy, cardstock, construction, wall paper) craft (polly) foam sheets, and vinyl are the only materials permitted.
- Trash or loose scraps of paper must be picked up, and each die must be returned to its correct location.
- Manufacturer's guidelines will be followed.

### **PS 9.2 Exam Proctoring**

Proctoring is available for students in accredited degree- or certificate-granting programs. The student should discuss with the library administrative assistant the conditions for proctoring and the arrangements for taking an exam. The library may not be able to meet the proctoring requirements for all institutions.

## **PS 9.3 Forms and Registration Services**

### **PS 9.31 Voter Registration**

The library provides both Voter Registration and Absentee Ballot Request forms. The library will stamp forms as received and mail all forms received that day to the Board of Elections on the first Tuesday of October only.

### **PS 9.32 Golden Buckeye Cards**

Ohio residents who are at least 60 years old or disabled can register for a Golden Buckeye card at the library. Staff members must verify proof of age or disability in accordance with the instructions on the registration form. Completed forms are faxed to the State of Ohio at no charge to the patron; no copies of completed forms are retained at the library.

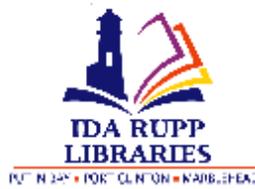
### **PS 9.33 Income Tax Forms**

The library provides a basic selection of Federal, State, and local Income Tax forms free of charge during tax season.

# **APPENDIX**



# Display Request Form



Date Received:	_____
Staff Initials:	_____
Approved by:	_____

## Display Request Form

Exhibit and display spaces are used primarily for the promotion of library materials, programs, and services, and preference shall always be given to library needs. When these spaces are not otherwise in use, the library may provide, at its discretion and subject to the stipulations below, space for the display or exhibit of collections or materials which are of general interest to the public.

Displays or exhibits promoting local educational, cultural, or recreational opportunities are encouraged. A personal or private collection must be of interest and acceptable to the general public. The following categories of exhibit material are specifically excluded: displays which only serve to advertise active business or commercial ventures; and partisan materials which promote current political candidates, campaigns, parties, or issues. The library reserves the right to approve the content and arrangement of all exhibits, and the director shall make the final determination as to whether materials comply with these guidelines.

Requests for display space will be made on the Display Request Form and approved by the Director. Groups or individuals may reserve the window cases at each. Displays will stay up at least 14 days and not more than 30 days.

The presence of a particular display in the library does not necessarily indicate that the library either advocates or endorses the viewpoints of exhibits or exhibitors.

The library assumes no responsibility for the preservation, protection, or possible damage or theft, of any item exhibited or displayed. Items are placed on display in the library at the owner's risk. All exhibitors will sign a form that releases the library from any responsibility for exhibited items.

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Applicant Name: \_\_\_\_\_

Phone #: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Describe what you would like to display: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Requested Start Date of Display: \_\_\_\_\_ Requested End Date of Display: \_\_\_\_\_

Preferred Display Location:  Small Madison St. Display  Large Madison St. Display

Small 3<sup>rd</sup> St. Display

I acknowledge that I have read and received a copy of the policy's regarding displays. I understand that the library assumes no responsibility for the preservation, protection or possible damage or theft of any item displayed, and that all items placed in the library are placed there at the owner's risk.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Ida Rupp Public Library**

**Recommendation for Purchasing Materials Form**

Title:
Author:
Pub. Info:
Date:
ISBN/ISSN:
Reviewed/Cited in:
Price:
Note:
Source:
My library card number is:

**Ida Rupp Public Library**

**Recommendation for Purchasing Materials Form**

Title:
Author:
Pub. Info:
Date:
ISBN/ISSN:
Reviewed/Cited in:
Price:
Note:
Source:

My library card number is:

Ida Rupp Public Library

Statement of Concern about Library Resources

Please return this form to the Library Director, Ida Rupp Public Library, 310 Madison Street, Port Clinton, Ohio, 43452

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

- 1. Resources on which you are commenting:
 

<input type="checkbox"/> Book	<input type="checkbox"/> Audiovisual Resource
<input type="checkbox"/> Magazine	<input type="checkbox"/> Content of Library Program
<input type="checkbox"/> Newspaper	<input type="checkbox"/> Other

Title: \_\_\_\_\_

Author/Producer: \_\_\_\_\_

- 2. What brought this title to your attention?
  
- 3. Please comment on the resource as a whole as well as being specific on those matters which concern you/ (Use other side if needed.)

**Comment:**

**Optional:**

4. What resource(s) do you suggest to provide additional information about this topic?

**The Freedom to Read Statement**

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.

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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.

## **Freedom to View**

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.



## Free Access to Libraries for Minors

### An Interpretation of the Library Bill of Rights

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.<sup>1</sup> 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 "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.

<sup>1</sup>See 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)."

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

## **Expurgation of Library Materials**

### **An Interpretation of the Library Bill of Rights**

Expurgating library materials is a violation of the Library Bill of Rights. Expurgation as defined by this interpretation includes any deletion, excision, alteration, editing, or obliteration of any part(s) of books or other library resources by the library, its agent, or its parent institution (if any). By such expurgation, the library is in effect denying access to the complete work and the entire spectrum of ideas that the work intended to express. Such action stands in violation of Articles I, II, and III of the Library Bill of Rights, which state that "Materials should not be excluded because of the origin, background, or views of those contributing to their creation," that "Materials should not be proscribed or removed because of partisan or doctrinal disapproval," and that "Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment."

The act of expurgation has serious implications. It involves a determination that it is necessary to restrict access to the complete work. This is censorship. When a work is expurgated, under the assumption that certain portions of that work would be harmful to minors, the situation is no less serious.

Expurgation of any books or other library resources imposes a restriction, without regard to the rights and desires of all library users, by limiting access to ideas and information. (See also other Interpretations to the Library Bill of Rights, including Access to Electronic Information, Services, and Networks and Free Access to Libraries for Minors.)

Further, expurgation without written permission from the holder of the copyright on the material may violate the copyright provisions of the United States Code.

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Adopted February 2, 1973, by the ALA Council; amended July 1, 1981; January 10, 1990.

## **Diversity in Collection Development: An Interpretation of the Library Bill of Rights**

Throughout history, the focus of censorship has fluctuated from generation to generation. Books and other materials have not been selected or have been removed from library collections for many reasons, among which are prejudicial language and ideas, political content, economic theory, social philosophies, religious beliefs, sexual forms of expression, and other potentially controversial topics.

Some examples of censorship may include removing or not selecting materials because they are considered by some as racist or sexist; not purchasing conservative religious materials; not selecting materials about or by minorities because it is thought these groups or interests are not represented in a community; or not providing information on or materials from non-mainstream political entities.

Librarians may seek to increase user awareness of materials on various social concerns by many means, including, but not limited to, issuing bibliographies and presenting exhibits and programs. Librarians have a professional responsibility to be inclusive, not exclusive, in collection development and in the provision of interlibrary loan. Access to all materials legally obtainable should be assured to the user, and policies should not unjustly exclude materials even if they are offensive to the librarian or the user. Collection development should reflect the philosophy inherent in Article II of the ***Library Bill of Rights***: “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.” A balanced collection reflects a diversity of materials, not an equality of numbers. Collection development responsibilities include selecting materials in the languages in common use in the community the library serves. Collection development and the selection of materials should be done according to professional standards and established selection and review procedures.

There are many complex facets to any issue, and variations of context in which issues may be expressed, discussed, or interpreted. Librarians have a professional responsibility to be fair, just, and equitable and to give all library users equal protection in guarding against violation of the library patron’s right to read, view, or listen to materials and resources protected by the ***First Amendment***, no matter what the viewpoint of the author, creator, or selector. Librarians have an obligation to protect library collections from removal of materials based on personal bias or prejudice, and to select and support the access to materials on all subjects that meet, as closely as possible, the needs, interests, and abilities of all persons in the community the library serves. This includes materials that reflect political, economic, religious, social, minority, and sexual issues.

Intellectual freedom, the essence of equitable library services, provides for free access to all expressions of ideas through which any and all sides of a question, cause, or movement may be explored. Toleration is meaningless without tolerance

for what some may consider detestable. Librarians cannot justly permit their own preferences to limit their degree of tolerance in collection development, because freedom is indivisible.

Adopted July 14, 1982, by the ALA Council; amended January 10, 1990