

# Public Library

ST. JOE COUNTY

## **Public Service Policies**

2022



# *St. Joseph County Public Library Strategic Goals, Strategies, & Actions - 2022-2024*

## **Vision**

We imagine a community where everyone can achieve great things and live life to the fullest.

## **Mission**

We connect members of our diverse community to information, resources, culture and each other.

## **Values**

### **Trust**

We uphold the trust we've earned in our community as a credible source of information and a safe space for the mind and body. We will continue to build trust by listening to the needs of our community and being transparent in our decision making.

### **Respect**

We treat our community members, staff, and partners with dignity and respect. We recognize the contributions of all and work to create a culture of mutual appreciation.

### **Equity and Inclusion**

We recognize and honor individual differences, both seen and unseen, as well as the shared experiences and needs within our community. We are committed to providing a welcoming environment for all staff and community members and acknowledge the impact that race and identity has on an individual's lived experience.

### **Collaboration**

We invest in sustained and intentional partnerships to achieve shared goals that increase the impact of education, culture and learning in our community.

### **Sustainability**

We are committed to being outstanding stewards of our human, environmental, physical, digital and financial resources, balancing our current needs with long term aspirations.

### **Optimism**

We serve our community with a sense of hope and confidence about our future together.

## *Goals and Strategies 2022-2024*

### **Grow and Sustain Readers**

- Strengthen early literacy for our community's children
- Connect and engage deeply with our community's readers
- Build collection diversity

### **Build a Stronger Community**

- Develop services, programs and partnerships that address community needs
- Create services that resonate with our diverse community
- Develop a plan for the future of Library branches that addresses the unique character of each neighborhood
- Create an organization where equity is embedded in our culture

### **Spark Curiosity to Learn**

- Develop formal learning support initiatives
- Provide technology skills training geared toward creative expression
- Expand local and family history offerings that support learning about our community's shared history
- Provide programs across the Library system that advance learning goals
- Expand the use of the Bendable platform across the community

### **Expand Access**

- Grow the use of the library as a community and cultural center
- Broaden and redefine outreach service
- Improve digital equity in our community

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## 1.0 General Policies

### 1.1 Hours of Operation

The St. Joseph County Public Library is open to the public during the hours listed below under usual conditions. The Library Board reserves the right to change service hours as necessary.

#### Main Library

Monday through Thursday - 9:00 a.m. - 8:00 p.m., Local & Family History - 9:00 a.m. - 7:00 p.m.  
Friday and Saturday - 9:00 a.m. - 5:00 p.m.  
Sunday - 1:00 p.m. - 5:00 p.m.\*

\*Sunday hours are in effect the Sunday after Labor Day through May

#### Francis, Centre, German, River Park, Tutt, LaSalle and Western Branches

Monday through Thursday - 9:00 a.m. - 7:00 p.m.  
Friday and Saturday - 9:00 a.m. - 5:00 p.m.

#### North Liberty and Lakeville Branches

Monday through Thursday - 10:00 a.m. - 7:00 p.m.  
Friday and Saturday - 10:00 a.m. - 2:00 p.m.

#### 1.1.1 Holidays

The Library closes for the following holidays:

New Year's Day	Thanksgiving Day	
Easter Sunday	Mother's Day	
Memorial Day (Sunday and Monday)	Christmas Eve	Dec. 24
Independence Day July 4	Christmas Day	Dec. 25
Labor Day (Sunday and Monday)	New Year's Eve	Dec. 31

The Library closes at 6:00 p.m. on the Wednesday before Thanksgiving.

#### 1.1.2 Staff In-Service Day

The Library may close one day per year at the discretion of the Library Board for a Library Staff In-Service Day.

#### 1.1.3 Emergency Closing

The Library reserves the right to close during severe weather or other emergency circumstances.

## **1.2 Library Code of Conduct**

To meet the goal of offering the best possible service to Library visitors, and to maintain a safe and welcoming environment, SJCPD has established the following standards of behavior for visitors in and on Library property.

All persons are required to be fully-clothed, including wearing a shirt and shoes, while in Library property.

Children under the age of seven years must be under the direct supervision of a person the age of thirteen years or older. Caregivers are solely responsible for the safety and behavior of their children. Unattended children are children of any age who are apparently unaccompanied by a parent, guardian, and/or responsible caregiver at the Library. Library staff may call the police or other appropriate agency if a child is unattended when a Library closes or at any time a child appears to be at risk.

The following are not permitted in and on any Library property:

- Theft, damage, destruction, or misusing any Library property or the property of other Library patrons and visitors and Library staff
- Possessing a gun, knife or other weapon except as permitted by law
- Sleeping inside the Library or on Library property
- Animals, other than service animals
- Smoking and/or vaping inside any Library building, outside on any Library property including (without limitation) any lawn, garden, outside seating area and courtyard of any Library building, and within fifty (50) feet of any Library building entrance.
- Possession and/or use of alcohol or illegal drugs or substances, and being under the influence of drugs or alcohol, inside the Library and on Library property
- Begging, soliciting, petitioning, or canvassing
- Selling any goods or services
- Gambling
- Engaging in any form of sexual conduct or lewd behavior, including exposure, offensive touching or sexual harassment of other patrons or staff
- Being in an unauthorized area; remaining in the Library or on Library property after closing or after being asked to leave; failure to evacuate in an emergency or during a drill
- Unsanitary personal conditions, including odor that constitutes a nuisance to other persons
- Making unreasonable use of the restrooms, such as laundering clothes and bathing
- Engaging in any activity in violation of federal, state, local, or other applicable law or Library policy

Consumption of food or beverages is permitted in designated areas. See Section 1.3 of the Public Service Policy Manual for more details.

Any behavior which disturbs other Library patrons, visitors or staff is not permitted inside the Library and on Library property.

Visitors whose conduct or activities violate this Code of Conduct policy will be asked to modify their behavior. Further failure to comply with this policy will result in the suspension of Library privileges and removal from the building. The length of the suspension of Library privileges and/or eviction from the Library premises shall depend on the nature and seriousness of the offense, any history or prior infractions of this policy or other library policies, and any other relevant circumstances. Suspension of Library privileges may be appealed to the Library Public Safety Manager in writing.

### **1.3 Food and Beverages**

SJCPL is committed to providing a welcoming, clean and comfortable environment for the public. The Library has adopted the following policy for the consumption of food and beverages in public areas of Library facilities.

Library patrons may consume beverages at all library locations, provided the beverages are in a spill proof container such as a cup with a lid, closeable bottle or sports bottle. Patrons are requested to immediately report any spills to library staff.

Food is permitted except in the following areas: the Reading Room, Local and Family History, and Studio 304 at Main and while using the public computers at any Library location.

Food and beverages should be consumed in a manner that is not distracting to other library patrons and shouldn't be used in a way that damages library materials. Patrons must dispose of any food and drink related trash.

For groups serving food while using library meeting rooms please refer to the Meeting Room Guidelines found on the meeting room booking page on our website.

### **1.4 Posting of Public Notices**

Public bulletin boards are used for promoting Library and cultural events in the community.

Government agencies and organizations that are non-profit, nonsectarian, interdenominational or non-partisan may post notices for programs or events that are not politically partisan or that do not have a religious message.

All notices for posting on any interior or exterior surfaces of the library building and grounds require approval by the administration.

Oversized notices may be limited due to available space.

### **1.5 Community Displays and Exhibits**

The St. Joseph County Public Library welcomes exhibits and displays of interest, information and enlightenment to the community. The Library retains priority rights to all exhibit and display

space for library purposes. Approval for all exhibits and displays rests with the Library Director or appointed designee.

The Library Board reserves the right to reject or remove any display or item which, in the judgment of the library administration, is illegal or which may interfere with the operation of the library.

The Library assumes no responsibility for the preservation, protection, or possible damage or theft of any item displayed or exhibited. All items placed in the Library are done so at the owner's risk.

Exhibit and display space is available to groups or individuals, regardless of the beliefs or affiliations of individuals or groups requesting this service.

The Library reserves the right to limit the size and number of items, the schedule of any display and the frequency with which the group or organization may have a display.

Distribution or posting of materials by the Library does not necessarily indicate the Library's endorsement of the issue or events promoted by those materials.

Displays and exhibits may not contain items for sale.

## **1.6 Lost and Found**

Lost and found materials are turned over to the Service Desk in branch libraries. Unclaimed items are held for thirty days.

## **1.7 Meeting Rooms**

The Library welcomes the use of its public spaces for community activities where users can gather, meet and discuss in a safe and inviting environment.

Meeting rooms are available at all library locations.

The Library prohibits discrimination in any form. Permission to use a Library space for a special event or meeting does not constitute or imply the Library's endorsement of the user's policies or beliefs.

Events may or may not be open to the public and may occur during or outside of regular library operating hours.

### **1.7.1 Availability/Priorities**

All branch locations have meeting rooms which may continue to be used after closing. Meeting rooms located at the Main Library may be requested on closed days and times for an additional service fee. Approval for use will be dependent on staffing availability.

Library sponsored and co-sponsored programs and activities take priority over all other meeting room reservations.

Meeting rooms may be reserved by:

- Non-profit groups and government agencies
- For profit organizations or individuals for social events; private parties, receptions, etc. See 1.7.6. for special events policy.

The Library may require proof of non-profit status. The Library Board has the final authority to decide which groups may meet on Library property and for what purpose Library property may be used.

### **1.7.2 Responsibility**

Adults over the age of 18 may book meeting rooms. If the person who books the room is unable to be present, there must be someone over the age of 18 present at the meeting to act as a representative. The group must abide by occupancy limits, Library policies and all local, state and federal laws.

The group representative accepts full responsibility for any infraction of Library regulations and any damage to Library property incurred during or in connection with the meeting.

Groups must use the room for the purpose stated. Library staff reserve the right to attend any meeting or function to verify the room is being used for its stated purpose.

It is the responsibility of the group to operate requested audio visual equipment. Operational assistance during the meeting is available for an additional fee. (See Appendix D Meeting Room Fee Structure.)

Clean up is the responsibility of the group. Library staff should be notified when a vacuum or additional cleaning items are necessary.

The representative is also responsible for closing procedures at branch libraries if the meeting continues after closing. All doors at Library branches must be secured.

Publicity is the responsibility of the group using the meeting room. Publicity materials may not claim or imply Library sponsorship.

### **1.7.3 Damages and Indemnification**

#### **Damages**

Organizations and/or individuals using meeting rooms shall be liable for all damages, expense and loss, including theft and property loss, caused by any person who attends, participates in, or provides goods and services connected with the organization's or individual's use of the facility and all tangible property. Replacement value may be used by the Library to determine the charge for damages.

## **Indemnification**

Organizations and/or individuals using meeting rooms shall indemnify and hold harmless the St. Joseph County Public Library and its officers, directors, agents and employees from and against all losses, damages, claims, costs and expenses arising from injury or death of any person(s), or damage to property resulting from any act or omission of such users or their employees, agents, representatives, guests, invitees, or the general public to the extent that such losses, damages, claims, costs and expenses arise in connection with or relate to the organization's or individual's use of the facility.

### **1.7.4 Occupancy Limits**

By order of the Fire Marshal, occupancy is limited as follows:

Branches:

- Francis Branch - 65 Large Room, 14 Small Room
- Centre Twp. - 65 Large Room, 15 Small Room
- German Twp. - 50 Large Room, 12 Small Room
- River Park, Western, LaSalle, Tutt - 45
- North Liberty, Lakeville - 30

Main:

- Ballroom A - 278
- Ballroom B - 137
- Auditorium - 250
- Auditorium Lobby - 111
- Beutter-Kernan Hall - 145
- Courtyard -
- Classroom A - 46
- Classroom B - 116
- Classroom C - 49
- Classroom D - 116
- Classroom E - 49
- Classroom F - 49
- Study Room L227 - 2
- Study Room L201 - 8
- Study Room L207 - 6
- Study Room L208 - 6
- Study Room L206 - 6
- Study Room L205 - 4
- Study Room L 202 - 12
- Study Room L215 - 8

Requests for tables and chairs in certain arrangements may reduce the number of occupants permitted.

### **1.7.5 Miscellaneous**

Groups are responsible for loading and unloading their own program materials. The Library is unable to guarantee parking for meeting attendees.

Groups must adhere to the Library's Code of Conduct which does not permit the following on Library property: weapons, except as permitted by law, live ammunition, gambling, begging or soliciting, illegal substances, and smoking e-cigarettes, cigarettes, cigars, pipes or other use of tobacco products.

### **1.7.6 Special Events**

The Library defines a special event as any function outside the scope of regular meeting room use, which may include additional library staff, equipment, and security. Groups or individuals may be required to sign and comply with a rental agreement. The terms of the rental agreement are non-negotiable.

Events may or may not be open to the public and may occur during or outside of regular library operating hours.

Events for purely social purposes which include but are not limited to parties or receptions, (e.g. weddings, birthday parties, anniversary parties, or other celebrations) are permitted. Groups or individuals reserving the meeting room will be charged based on the Library's fee structure for use. An additional fee, to be determined by the Library, may be added if Library staff or other resources are required for the event.

Groups or individuals are required to produce an appropriate public liability insurance policy and if applicable alcohol (retail liquor) liability for special events. Parameters of insurance required are available in the Special Event Guidelines.

Special Event reservations are made through the Library's Venues & Events Coordinator.

### **1.7.7 Fee Structure**

Non-profits and community groups/clubs are not charged a fee for general usage of branch meeting rooms or Community Learning Center classrooms. A rental fee is charged for all meeting rooms when a non-profit or community group/club raises funds in any form from their event. This can include but is not limited to charging an entry fee, selling tickets, and holding a live or silent auction.

A rental fee is charged for all meeting rooms system-wide for usage by businesses or members of the public holding private social events.

### **1.7.8 Study Rooms**

Study rooms are available for groups and individuals at select locations through reservations and on a first-come, first-served basis. See staff for more details.

## **1.8 Library Sponsored Programs**

The Library sponsors programs that anticipate or respond to the needs and interests of the community. Programs directly support the Library's service priorities.

Programs are designed for the general public. Priority for registration is given to individuals rather than organized groups. Groups of five or more may be accommodated if space and materials are available on the day of the program.

The Chief Engagement Officer approves all programs.

Library publicity is prepared under the supervision of the Director of Communication and Development and is subject to approval by the Director or Assistant Director.

## **1.9 Tours and Library Visits**

Tours help introduce the public to library services and programs. Special programs geared to classes and community groups offer a customized glimpse of library services.

Library tours are scheduled as time and staff schedules permit. At Main Library, Youth Services staff arranges visits for children through high school. The Customer Service staff arranges tours for adults. The branch manager or assistant arranges branch tours.

Staff assistance for tours and programs is generally one hour. Tour groups are welcome to stay longer and work independently.

Tour requests should be made at least 7 days in advance.

No tour group shall exceed 30 in number. Supervision is required in a ratio of one adult for every ten children.

### **1.9.1 Outreach Visits**

Visits and programs for schools, institutions and public events are scheduled as time and staff schedules permit. Preference is given to visits requested at least one week in advance.

## **1.11 Donations**

The Library accepts all donations of materials in the name of the Friends of St. Joseph County Public Library Foundation, Inc.

Materials or monetary donations are accepted within the guidelines of the Library's materials selection policy. Designated library staff may select donated items for addition to the collection.

The Library does not assess the value of non-monetary donations. A blank receipt provided at the time of the donation is available to the donor.

The Library Board must formally accept gifts with a value of \$1,000.00 or more.



### **1.11.1 Memorial Donations**

Money donated to the Library for gift books or memorials are deposited in a legally established gift fund. Items purchased with gift funds become the property of the Library and may be disposed of accordingly. Library staff will send a letter of acknowledgement for memorial gifts.

### **1.11.2 Local History Donations**

Items of local historical significance may be donated to the Library for the Local History collection. Designated library staff have sole discretion in the matter of materials retained for the collection.

## **1.12 Telephones**

Patrons may not use library telephones except in cases of emergency.

Patrons will not be paged, except in cases of emergency.

## **1.13 Video Surveillance**

The St. Joseph County Public Library strives to maintain a safe and secure environment for its staff and patrons. In pursuit of this objective, selected public areas of library premises may be under video surveillance and recording. While video surveillance will not prevent incidents, the potential deterrent effect of using video cameras to enhance the security of library property, its staff and users is considered worthwhile.

Video surveillance will adhere to the following practices:

- Signs are posted at library entrances informing the users of the library and Library staff of video surveillance on the premises.
- Video images may be monitored in real-time to observe activity.
- Video image recordings may be used to identify a person or persons engaged in Library policy violations, criminal activity, or actions considered disruptive to Library operations.
- Video records may be obtained by law enforcement agencies by lawful process in accordance with applicable state and federal laws.
- Video recordings of incidents will be retained for at least 30 days and/or for so long as considered necessary by the Library Executive Director.
- Images may be shared with other Library staff for informational and public safety purposes.

### **1.13.1 Use of Patron Photography in Publicity Materials**

With posted notice, the St. Joseph County Public Library(SJCPL) may take photographs and audio/video recordings to document use of the library, including those in attendance at library programs, community events and meetings. With posted notice, persons who attend such programs and events will be deemed to give permission for such usage. These media may be used in publicity material, including SJCPL's website and social media. These images and recordings will be controlled by SJCPL. All such photography and audio/video recording will be done in accordance with library procedures.

When a library user is the primary subject of a photograph, video or audio recording, the user will be asked to sign a media release form. For photographs and audio/video where an identifiable minor is the primary subject of the photo or recording, the parent or guardian must sign a media release form. If a library user does not agree to appear in library publicity or promotions or the parent or guardian of a minor does not agree for the minor to appear in library publicity or promotions, the user, or the parent or guardian, may decline to sign the release form and the user's or the minor's image and sound will not be used by the Library.

### **1.13.2 Individual/Commercial Photography and Video and Audio Recording**

Individuals may take photographs, and audio/video recordings on SJ CPL premises only if such activities do not interfere with the operations, programs and activities of the Library, library staff and library users.

Persons holding scheduled events or meetings in the library study or meeting rooms may arrange for photographers and news media during their event. Filming and photography are restricted to the area reserved for the event and may not take place in other areas of the library building. Filming and photography during an event shall not interfere with the use of library facilities by other library users and shall not interfere with library staff.

Library staff may terminate any photo session that disrupts library operations, interferes with library staff and other use of library facilities, or compromises public safety. Commercial or media photography or filming may occur in Library facilities only with the permission of the Library Executive Director or designee.

## *2.0 Information Policies*

### **2.1 Service Philosophy**

The library recognizes and appreciates that each question is important to the patron who asks it. Library staff will use authoritative and appropriate sources to respond to all inquiries. 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 an individual patron. Information services staff subscribe to the American Library Association's Code of Ethics, 2008. (Appendix B)

### **2.2 Reference Services**

#### **2.2.1 Legal and Tax Information**

Staff provides legal definitions and specific citations from legal codes, but does not interpret passages. Staff does not recommend specific attorneys, but may suggest the patron contact an attorney or the local bar association for further assistance. Staff assists patrons in locating specific tax forms and publications, but does not interpret tax regulations or provide tax advice.

#### **2.2.2 Medical Information**

Staff assists patrons in finding information about diseases, medical conditions, tests, and treatments in print and electronic resources. Staff does not interpret the information found in these resources. Staff does not make diagnoses, give advice, or recommend specific health care professionals.

#### **2.2.3 Research Requests**

If the information needed is very lengthy or must be compiled from several sources, staff helps patrons locate appropriate materials, shows how to use them, and checks periodically to make sure the patron is progressing well. When a research question is asked remotely (phone, email, chat, etc.), staff will use authoritative and appropriate sources, directing calls to the appropriate library area as needed. Staff may ask patron to come to the library to continue research. Due to time constraints, staff will generally answer a maximum of 5 remote questions. Staff may recommend electronic resources and may make referrals to other libraries and organizations when those collections would better meet the patron's needs.

#### **2.2.4 Local and Family History Reference**

Local and Family History specializes in information about St. Joseph County, Indiana. Staff will offer assistance as time permits with genealogy and local history research. For people outside of the SJCPL service area who request complex research assistance, there will be a charge per query. We request your payment in advance of sending the information. Research findings will be sent via email or may be given verbally over the phone. A self-addressed, stamped envelope is required for materials to be sent through postal mail. Library volunteers will assist with responding to requests for local history research.

### **2.2.5 South Bend Tribune Archive Scans**

Local and Family History will make high-resolution scans of South Bend Tribune negatives that are not in Michiana Memory for \$10 each.

## **2.3 Other Information Services**

### **2.3.1 Library Computers**

Library computers are equipped with a variety of software applications and productivity tools for patron use as well as access to the Internet. Time management software is used to optimize computer access. Children up through the eighth grade are eligible to use computers in Youth Services at the Main library. Staff will introduce patrons to programs, and offer basic instruction and assistance, but they may not do an individual's project for them. Patrons needing further assistance may set up an appointment with a Library Technician. There is a per page fee for printing and faxing documents.

Downloading information or content to a patron-supplied storage device is allowed within the limits established by copyright laws. Patrons may be held financially responsible for any damage they cause to the Library's hardware or software. The Library is not responsible for the loss of or damage to personal storage devices. Patrons are limited to the software applications provided by the library.

## **3.0 Circulation Policies**

St. Joseph County Public Library (SJCPL) loans material to eligible patrons. The library's purpose is to serve and prioritize the needs of patrons in our taxing district, and the library card model stated below has been created to support this philosophy.

To provide this service in an orderly and equitable manner, while complying with the legal and financial restrictions applicable, SJCPL adopts the policies stated in this document.

### **3.1 Library Cards**

Eligible applicants can obtain a library card to access library services. The applicant accepts all responsibilities associated with the library card as well as the safekeeping of the card.

#### **3.1.1 Library Taxing District**

The Library's taxing district includes the townships of Centre, Clay, German, Greene, Liberty, Portage, Union, and Warren in St. Joseph County, Indiana.

#### **3.1.2 Guest Card Qualifications**

Individuals who live outside the St. Joseph County Public Library's taxing district are eligible to receive a Guest Card for an annual fee. Fees are based on township, county, or state of residence and cardholder status with home library (see Appendix D).

Residents in townships where the St. Joseph County Public Library has a reciprocal arrangement with the local library, and who have a valid library card, qualify for a Guest Card for an annual fee. The St. Joseph County Public Library has reciprocal agreements with libraries in these townships: Harris, Penn, Olive, and Lincoln in St. Joseph County, Indiana, as well as German, Center, West, North, and Polk townships in Marshall County, Indiana.

Residents of Indiana counties where SJCPL does not have a reciprocal arrangement with the local library and who have a valid library card qualify for a Public Library Access Card (PLAC) for an annual fee.

Guest Card fees are waived for students or teachers who live outside of the Library's taxing district but within Indiana. To qualify for a waiver, students and teachers must show current enrollment or employment at a school corporation or a nonpublic school located at least in part of the Library's taxing district, which include South Bend Community School Corporation, Union-North United School Corporation, and John Glenn School Corporation.

#### **3.1.3 Library Card Model**

SJCPL provides the following library card types:

### Resident Card

- Access level:
  - A card that provides full access to all services and materials.
- Who Qualifies:
  - Available to all residents who live or own property in the SJ CPL taxing district (see 3.1.1 for details).
- Registration Requirements:
  - Proof of identity
    - For Ages 18+:
      - current photo Identification, including government-Issued ID, South Bend ID or student ID
    - For Youth Under 18:
      - verbal identification of child by parent/guardian
      - Proof of identification is only required if the child is not present and must be provided by a parent/guardian. Proof of the youth's identity may include any current government, institutional, or school issued documents.
  - Proof of current address
    - address on approved form of identification
    - current legal, business, institutional or government-issued documents, which list the individuals name and address
    - Applicants who do not live in SJ CPL's taxing district but who own real property in the Library's taxing district must provide a current real estate tax receipt in the individual's name.

### Adult Access Card

- Access level:
  - An easy to obtain card with limited liability. It provides full access to digital items and 5 physical items to be checked out at a time.
- Who qualifies:
  - available to all residents 18 years of age and over who live or own property in the SJ CPL taxing district (see 3.1.1 for details).
- Registration Requirements:
  - Proof of identity
    - For Ages 18+:
      - current photo Identification, including government-Issued ID, South Bend ID or student ID
  - Proof of current address
    - address on approved form of identification
    - legal, business, institutional or government-issued documents, which list the individuals name and address
    - Applicants who do not live in SJ CPL's taxing district but who own real property in the Library's taxing district must provide a current real estate tax receipt in the individual's name.



- available to residents who live in the SJCPD taxing district who are unable to visit the library due to a temporary or permanent disability (see 3.1.1 for details).
- Registration Requirements:
  - Applicants may register themselves or designate an individual to register on their behalf. All applications are processed by Home Delivery staff.
  - Proof of identity
    - current photo Identification, including government-issued ID, South Bend ID or student ID
  - Proof of current address
    - address on approved form of identification
    - legal, business, institutional or government-issued documents, which list the individuals name and address

### Guest Card

- Access level:
  - A fee-based card that is renewed annually. It provides basic access to library services and materials.
- Who qualifies:
  - available to anyone who does not live or own property in the SJCPD taxing district
- Registration Requirements:
  - Proof of identity
    - For Ages 18+:
      - current photo Identification, including government-issued ID, or student ID
    - For Youth Under 18:
      - verbal identification of child by parent/guardian
      - Proof of identification is only required if the child is not present and must be provided by a parent/guardian. Proof of the youth's identity may include any current government, institutional, or school issued documents.
  - Proof of current address
    - address on approved form of identification
    - current legal, business, institutional or government-issued documents, which list the individuals name and address
- Fees:
  - Fees are based on township, county, or state of residence and cardholder status with home library (see 3.1.2).
- Cost varies based on guest card level (see appendix D)

### **3.1.4 Registration Requirements**

All applicants must verify their identification and current address using the Library's automated system. Those who cannot be verified through the automated system will need to provide proof of identification and current address.



Valid forms of identification can include current driver's license or permit, state identification, or school ID with photograph. Other institutional or government issued identification may be accepted.

Valid proof of residence can be the address on the approved form of identification. In the absence of a current address on an ID, valid proof of residence can include an official and current form of mail or electronic document, such as a household bill or bank statement. Other proof of residence can include an official institutional or government issued document, such as a paycheck stub, property tax receipt, or automobile registration. Any other official institutional or government issued proof of residence, as well as lease agreements on official letterhead, may be accepted.

The applicant is responsible for notifying the Library with change of address information or any other changes to information given during registration.

### **3.1.5 Proof of identity for youth**

A parent or guardian registering a youth under the age of 18 for a Resident Card must provide identifying documents for the child. These documents can include the youth's birth certificate, social security card, current school ID with photo, current report card, consulate ID or passport, immunization records, adoption records, or custody agreements. Other institutional or government-issued documents may be accepted. The youth is not required to be present during library card registration.

Youth age 14 or older without a parent present can show current student ID to register for a Resident Card.

Any youth without proof of identity can provide their name and address verbally to register for a Youth Access card.

### **3.1.7 Guest Card eligibility and rates**

Any individual not living in the Library's taxing district is eligible for a Guest Card with an annual fee. Reduced fees are available dependent on Indiana residence and cardholder status at the individual's home library. Proof of home library can include a current home library card. Staff may call the home library for verification.

### **3.1.8 Proof of residence for applicants at a temporary address**

Residents with a temporary address are eligible for an Adult Access Card. Applicants at a group-sponsored temporary residence must provide a letter of residence issued within the past 30 days. Applicants at other temporary residences must provide a rental receipt, a letter of residence on hotel letterhead, or a letter on official letterhead from the company or institution sponsoring the applicant's stay.

### **3.1.9 Proof of ownership for property owners in SJCP's taxing district**

Applicants who do not live in SJCP's taxing district but who own real property in the Library's taxing district must provide a current real estate tax receipt in the individual's name.

### **3.1.10 Proof of student or teacher status at a school in SJCP's taxing district**

Students or teachers who live outside of the Library's taxing district but within Indiana must show current enrollment or employment at a school corporation or a nonpublic school located at least in part of the Library's taxing district. (See section 3.1.2 for the eligible school corporations.) Proof of enrollment can include registration documentation, student ID, or a report card. Proof of employment can include an employee ID or a letter of employment on official school letterhead. Cards expire one year from the date of issue. Students and teachers must renew their library cards annually by showing proof of current employment or enrollment at the school.

### **3.1.11 Proof of identity for applicants unable to visit a library**

Applicants unable to visit the Library because of a temporary or permanent disability must register for a card directly with Home Delivery Service or by a proxy. Home Delivery Service will verify identity and residence during the first delivery of materials. A proxy may apply for a card if provided with the applicant's documents proving identity and residence, as well as a signed letter stating the person has permission to be a proxy for the applicant.

For applicants who meet Resident Card eligibility requirements but cannot send a proxy, a copy of the identification and proof of residence may be sent via mail or email. Applicants must notify the Library before sending in their documents.

## **3.2 Loan Rules**

The Library's loan rules apply to materials that may be borrowed by patrons with an SJCP library card. Most loan rules can be found in Appendix D.

### **3.2.1 Checkout**

Patrons may check out materials with a library card at the self-check machines or at the Customer Service desk. Patrons without their library card may check out materials by presenting photo identification at the Customer Service desk, or by manually entering their library barcode and PIN at a self-check machine.

Youth under age 14 who are without their library card can recite their address and birthdate for checkout at the Customer Service desk.

### **3.2.2 Renewals**

Most materials may be renewed at any agency in the Library system as well as online or by phone. Some items may be eligible for automatic renewals. (See Appendix D for renewal limits.) Materials on hold for another patron may not be renewed.

### **3.2.3 Reserves/Holds**

Most materials may be placed on hold for pickup at any Library location. Holds may be placed in person at the Library, by telephone, or via the Library's website or app. Patrons are limited to 20 outstanding holds for physical materials.

### **3.2.4 “Believes Returned”/“Never Had”**

Patrons should notify the Library immediately if items on the account are believed to be returned or never checked out. Library staff will conduct a search for the item on the shelf or investigate the unauthorized activity on the account. During this time, the staff member may extend the due date of the material while the matter is resolved. After a thorough search or investigation has been completed, the staff member may remove the items from the account without patron responsibility for item costs or overdue charges. Excessive requests to remove “believes returned”/“never had” items from the patron account may be denied by the supervisor on duty. An appeal can be made to the Customer Service manager.

### **3.2.5 Interlibrary Loan**

Print material is loaned to and borrowed from other libraries via Interlibrary Loan. The Library does not loan non-print materials or new books within six months of publication. If the loaning library charges a fee or postage, the charge may be passed on to the patron. The service is available to patrons who reside within the 8 townships in the Library’s taxing district. Patrons may have 10 pending interlibrary loans at one time on their account.

## **3.3 Charges & Fees**

The Library may charge fees on some materials. The library card account balance is the responsibility of the patron. Parents or guardians who register their child for a resident or guest card are responsible for the account balance on the child’s card. The patron must report a lost or stolen card to the Library to prevent unauthorized activity that may result in charges to the account.

### **3.3.2 Notices**

In most cases, the Library will issue a courtesy reminder before items are due if a patron selects email as the primary notification preference. The Library issues three separate courtesy notices for overdue materials. The Library does not send notices to patrons when the account balance exceeds the maximum threshold.

### **3.3.3 Lost, Damaged, or Billed Items**

An item that has not been returned by the end of the loan period or has been damaged will be billed to the patron’s account. The patron has the option of paying the cost of the item or replacing the item by purchasing an exact edition in new condition. Replacement items will be subject to a processing fee. Patrons are responsible for the cost of the item and will not be able to use their account until all charges have been cleared or materials have been returned.

### **3.3.4 Personal Bankruptcy**

When a patron has been discharged in personal bankruptcy and produces supporting documentation, only processing fees will be waived. Any replacement costs for unreturned materials will remain on the account until the materials have been returned or replacement costs have been paid.

### **3.3.5 Lost or Stolen Library Card**

The patron is responsible for immediately notifying the Library when the library card is lost or stolen. The Library will place a block on the patron's record to prevent unauthorized activity. The patron remains responsible for up to \$50.00 in charges on the account from the first instance of unauthorized activity due to a stolen or lost card.

## **3.4 Confidentiality of Library Records**

Library information in any form about library patrons and their use of the Library is private in nature, and is protected to preserve the patron's intellectual freedom.

Confidentiality also extends to information sought or received as well as materials consulted, borrowed or acquired. Confidential material includes search records, reference interviews, circulation records, computer use records, interlibrary loan records and other personally identifiable uses of library materials, facilities and services.

SJCPL maintains the following information in the patron record: full name, mailing address, phone number, county of residence, date of birth, e-mail address and electronic signature.

Patron records shall only be accessed or altered when the user requests access to, or update of, the information or when access to the record is necessary for library business. Patrons may access their records in person with a library card or photo ID, or by confirming identifying information over the phone.

### **3.4.1 Parent/Guardian Access to Information**

Indiana law requires a library to provide information about a minor child under 18 to his or her parent, guardian or custodian. Only overdue charges may be relayed over the phone or electronically to a parent, guardian, or custodian. All other information on the record cannot be disclosed via telephone or electronically. The parent, guardian or custodian must come to the library with proper identification in order for the library to disclose the child's library records.

The Library will not allow a noncustodial parent access to a child's library record if a court has terminated the parent's legal rights and the Library has received a copy of the court order.

### **3.4.2 Subpoena, Search Warrant, Court Order**

The Library will comply with a process, court order, subpoena or other legal document issued by an agency or individual of any local, state or federal government relating to a civil, criminal, administrative, legislative, or investigative power requesting library records. Upon receipt of any such process, court order, subpoena or other legal document, the Library Director will consult with the Library's Attorney to determine if the process, order or subpoena is in proper form and if there is a valid basis for its issuance before complying with the request for library records.

### **3.4.3 USA Patriot Act**

The 2001 USA Patriot Act expands federal law enforcement's surveillance, seizure and investigative powers. A federal agency may request library records including materials borrowed

and computer use. The act prohibits library staff from informing the patron if federal agents have obtained library records.

## *4.0 Collection Development*

### **4.1 Introduction**

The St. Joseph County Public Library Materials Selection policy exists to serve as a guide in the selection of materials and to inform the public about the principles upon which selections are made. Library staff create collections and services for the community of contemporary interest and enduring value, featuring print, non-print and digital material. The Library acquires, organizes and maintains these materials in order for library patrons to improve the lives of our residents.

### **4.2 Objectives and Criteria of the Materials Selection Policy**

It is the responsibility of the St. Joseph County Public Library to provide, within its financial ability, a diverse, equitable, and inclusive collection of materials which embraces broad areas of knowledge and interest -- including materials of contemporary significance and of permanent value.

The Library recognizes an obligation to make available materials for enlightenment and recreation, even though such materials may not have enduring interest or value. Major guidelines governing selection of Library materials are:

- Library Bill of Rights (Appendix A) and Diversity in Collection Development (Appendix E) of the American Library Association;
- The needs and demands of people and community organizations, both expressed and anticipated;
- The merit of the work (material is judged on the basis of the work as a whole, not by selected or random passages);
- The obligation to reflect within the collection differing points of view on controversial subjects;
- The existing collection, budget and services.

SJCPL recognizes the purpose and resources of colleges, universities, special libraries and information centers in the St. Joseph County area and does not needlessly duplicate functions and materials. The Library does not provide multiple copies for school use, nor does it supply locally adopted textbooks. Interlibrary loan service provides access to materials available from other libraries in the state when they are not available in our library.

#### **4.2.1 Local Author Collection Policy**

The St. Joseph County Public Library welcomes current residents of St. Joseph County to donate a copy of their new work to add to our Local Author Collection at the Main Library. Please fill out the Local Author Donation form located on the library's website.

Items related to local and family histories will be shelved in the Local and Family History Department.

### **4.3 Responsibilities for Materials Selection**

The Library Board of the St. Joseph County Public Library has the final responsibility for selection of materials. The Library Board, in turn, delegates to the Library Director the authority to interpret and guide the application of the selection policy. The Director assigns librarians qualified by training or experience to the Collection Development Department to apply this policy in building and maintaining collections. Professional librarians in this department use their experience and knowledge of books, resources, publishers, and professional reviews in the process of selecting materials.

### **4.4 Labeling of Library Materials**

Controversial library materials will not be marked or identified by Library personnel to show approval or disapproval of the contents, and no item is controlled except for the express purpose of protecting it from damage or theft following the Labeling and Rating Systems (Appendix F) of the American Library Association.

### **4.5 Use of Library Materials by Minors**

The Library Bill of Rights and Access to Library Resources and Services for Minors (Appendix G) of the American Library Association states that the rights of an individual to the use of a library should not be denied or abridged because of age, race, religious beliefs, sexual orientation, national origin, socioeconomic or education level, or social or political views.

The responsibility for reading, listening to, viewing and using library materials and equipment by minors rests with parents or legal guardians.

### **4.6 Youth Selection Policy**

In selecting library materials for children, the Library's policy is to provide a diverse, equitable, and inclusive collection that meets the informational, recreational, and cultural needs of children from birth through 8th grade.

### **4.7 Maintaining the Collections**

The library will remove from its collections any materials which no longer serve a need based on currency, physical condition and demand. Items will be replaced or removed as appropriate. The library uses Evaluating Library Collections (Appendix H) from the American Library Association.

Replacement of a missing, lost and damaged item is based on availability, permanent value, and importance of the item, user demand and timeliness

Donated items will be managed in the same manner as purchased library materials (see section 6.2).

### **4.8 Reconsideration of Library Materials**

The St. Joseph County Public Library recognizes that there may be complaints about specific titles and types of material selected for the Library's print, non-print and digital collections.

Individuals or organizations who wish to request an item for reconsideration must reside within the St. Joseph County Public Library service area and complete the Request for Reconsideration of Library Materials form located on the library's website. The Library will conduct a review following guidelines in Challenged Resources (Appendix I) from the American Library Association.



## 5.0 Computer & Network Use

The St. Joseph County Public Library provides computer and internet access for informational, educational and recreational purposes.

### 5.1 Confidentiality

In general, the Library will treat information stored on computers as confidential. Requests for disclosure of information may be honored:

- When approved by the appropriate Library administrator
- When authorized by the owners of the information
- When required by local, state or federal law

Computer users will normally receive prior notice of such disclosures. Viewing information in the course of normal system maintenance does not constitute disclosure.

### 5.2 User Responsibilities

Computer accounts, passwords and other types of authorization that are assigned to individual users should not be shared with others.

Users should be aware of computer viruses and other destructive programs, and take steps to avoid being a victim or unwitting distributor. Ultimate responsibility for resolution of problems related to the invasion of the user's privacy or loss of data rests with the user. The Library assumes no liability for loss or damage to the user's data or for any damage or injury arising from invasion of the user's privacy.

### 5.3 Legal Use

Computer resources may be used for legal purposes only. Examples of unacceptable purposes include, but are not limited to:

- Harassment of other users
- Libeling or slandering other users
- Destruction of or damage to equipment, software or data belonging to the Library or other users
- Disruption or unauthorized monitoring of electronic communications

### 5.4 Ethical Use

Computer resources should be used in accordance with the ethical standards of the Library. Examples of unacceptable use, some of which may also have legal consequences include, but are not limited to:

- Violation of computer system security
- Unauthorized use of computer accounts, access codes or network identification numbers assigned to others
- Use in ways that unnecessarily impede the computer activities of others such as randomly initiating interactive electronic communications or email exchanges, overuse

of network utilities, etc.

- Violation of software license agreements
- Violation of network use policies and regulations
- Violation of another user's privacy

## **5.5 Time Limits**

Each individual may be limited to a total number of daily computer use hours.

## **5.6 Sanctions**

Violators of the Computer Use Policy may lose library privileges. Violations of the policies described above for legal and ethical use of computer resources will be dealt with in a serious and appropriate manner. An illegal act involving Library computer resources may be subject to prosecution by local, state or federal authorities.

## **5.7 Display and Dissemination of Sexually Explicit Materials**

Use of Library computing resources to display or disseminate sexually explicit or sexually suggestive (obscene/pornographic) material in any Library building is prohibited.

## **5.9 Internet Disclaimer**

Parents of minor children must assume responsibility for their children's use of the Internet. Library staff cannot control what's available on the internet and not all sources on the Internet provide accurate, complete or current information.

Any information stored by a user on the Library's public computers will be deleted.

The St. Joseph County Public Library assumes no responsibility for any damages, direct or indirect, arising from use of its servers or from its connections to other Internet services.

## **5.10 Limitations of Liability**

All patrons who wish to use the Library's computer resources are required to agree to the following Limitation of Liability Statement.

By logging on to this computer, you acknowledge you have read and understood the St. Joseph County Public Library Computer Use Policy and agree to fully comply with all terms, conditions and requirements. You acknowledge and agree that any violation of the Computer Use Policy will result in suspension or revocation of Library privileges at the sole discretion of Library Administration.

You acknowledge the St. Joseph County Public Library assumes no liability for any loss or damage to your data or for any damage or injury arising from invasion of privacy in your computer accounts, programs, or files. In consideration for use of Library computer resources, you agree to hold harmless and indemnify St. Joseph County Public Library, its directors, officers, administrators, employees and agents from any and all liabilities for any claims, demands and damages to your person or property whatsoever.

### **5.11 Internet Filtering**

SJCPL conforms to the Children's Internet Protection Act (CIPA) requiring libraries that receive federal online technology support to employ filters that block materials considered obscene, child pornography, or "harmful to minors".

The Library also filters sites that download malicious software, harm Library equipment or violate the library's Code of Conduct

No Internet filter is 100% effective. On occasion, a filter may still allow information that is objectionable or potentially offensive to children to be accessed. Patrons may report sites that should potentially be blocked or unblocked to a SJCPL staff member for evaluation.

### **5.12 Wireless Access**

Free wireless Internet access is available at all locations of the St. Joseph County Public Library.

The Library assumes no responsibility for the safety of equipment or for notebook/laptop computer or other wireless device configurations, security, or data files resulting from connection to the Library's wireless access.

### **5.13 Digital Lab (Studio 304)**

Studio 304 is equipped with tools and technology to create and produce print, video and audio projects. The studio is designed for patrons 14 and older. Younger patrons are welcome under the direct supervision of an adult, 18 years or older. See the SJCPL website for hours of operation.

#### **5.13.2 Time Limits**

Patrons 14 years and older may reserve recording rooms and digitization stations with a valid library card in good standing.

Recording rooms can be booked in 2-hour blocks. Digitization stations can be booked for 4-hour blocks. Patrons may use rooms and equipment that have not been reserved on a first come, first served basis.

#### **5.13.3 Equipment for Loan**

SJCPL loans a variety of equipment to patrons 18 and older. Equipment checkouts require a credit card hold for use.

## *6.0 Gift Acceptance Policy*

### **6.1 Purpose**

The St. Joseph County Public Library accepts donations to help fulfill the organization's mission. The purpose of the Gift Acceptance Policy is to govern the acceptance of gifts by St. Joseph County Public Library and provide guidance to prospective donors and their advisors.

### **6.2 Forms of Giving**

**Cash / Check** - Cash and checks may be accepted regardless of the amount. Checks are to be made payable to St. Joseph County Public Library and shall be delivered to the attention of the Development Office. The day the gift is received by the Library will be the gift date of the contribution.

**Credit Card** - St. Joseph County Public Library accepts gifts made by all major credit cards. Credit card donations may be processed by mail, phone, or online. Such gifts are recorded as cash donations.

**In-Kind:** St. Joseph County Public Library accepts gift-in-kind donations that provide added benefit to the organization's work and mission. The Library will provide an official acknowledgement to donors for their accepted gifts, but the donor is responsible for determining the value of the gift. If an in-kind donation does not further the organization's goals, the Library reserves the right to decline the gift.

**Collection Materials:** St. Joseph County Public Library accepts gifts of books and other materials. Once donated, items become the property of the St. Joseph County Public Library. If the materials do not meet the standards of our collection development policy, they may be given to the Friends of the St. Joseph County Public Library, sold, or discarded. The Library will acknowledge receipt of donated items but is unable to set fair market or appraisal values.

**Miscellaneous:** Other forms of giving must be reviewed prior to acceptance due to the special obligations raised or liabilities they may pose for the Library. These methods may include but are not limited to real property, personal property, securities, and life income agreements.

### **6.3 Ways of Giving**

**Outright Gift** - These gifts may take the form of currency, check, or credit card contribution. They are given voluntarily without the expectation, or receipt of, direct economic benefit. Outright gifts also include securities, real estate, or tangible personal property.

**Matching Gifts** - Employers may match an employee's gift to St. Joseph County Public Library. The ratio of the match and the designation of the matching gift are entirely at the discretion of the employer.

**Bequest:** St. Joseph County Public Library accepts gifts left in the donor's last will and testament. Donors are encouraged to use professional legal counsel to make deferred gifts to the Library

through a will or other legal instrument. The Library reserves the right to disclaim certain assets proposed for distribution from an estate when inconsistent with these policies.

**Endowment Fund:** The St. Joseph County Public Library has an endowment fund through the St. Joseph County Community Foundation. Contributions to the endowment are made directly to the Foundation.

**Payroll Deduction:** St. Joseph County Public Library offers payroll deduction for recurring contributions in any amount. Staff can set up payroll deduction with the Library's Business Office.

## 6.4 Use of Gifts

**Unrestricted:** All gifts received are considered unrestricted unless otherwise specified in writing by the donor. Unrestricted gifts include general donations, donations to the annual fund, and memorial or honorary donations. Unrestricted gifts support enhancements to SJCPCL programming, collections, and services.

**Restricted:** Gifts may be restricted by a donor for a specific library location, department, or program. The Library generally will accept restricted gifts that advance the mission of the Library without adding significant cost, administrative procedures, or risk to the organization. Donor-initiated restrictions on gifts must be documented and will be accepted according to this policy or otherwise with approval by the Board.

## 6.5 Donor Acknowledgement and Recognition

**General gift acknowledgement:** St. Joseph County Public Library's Development Office will send an acknowledgement to donors for all gifts. The acknowledgement serves as a tax receipt for cash donations.

**Donor recognition:** The Annual Report is the Library's main recognition tool. All donors will be recognized in the SJCPCL Annual Report published annually. The report includes donors who have made contributions in the year prior.

**Anonymity:** Request for donor anonymity will be honored, and donors who wish to remain anonymous may do so with every confidence.

**Confidentiality:** Files, records, and mailing lists regarding all donors and donor prospects are maintained and controlled by the Library. Written reports of interviews and solicitations will be maintained in the donor or prospect records. This information is confidential and is strictly for the use of the Library board and staff. The donor has the right to review his or her donor file. Names of donors will not be provided by the Library to other organization, nor will any lists be sold or given to other organizations.

## 6.6 Sponsorships

A sponsorship is a mutually beneficial exchange between the St. Joseph County Public Library and an outside organization, in which an external party makes a contribution of cash or in-kind

goods or services to the Library in return for recognition, acknowledgements or other considerations. Sponsors receive a benefit of reciprocal value in return for their support and contribution.

## **6.7 Naming Policy**

Naming opportunities are available for donors who make a substantial contribution to the construction, renovation, and/or expansion of library facilities. The following criteria should guide the naming process:

**Eligibility:** Facilities eligible for naming include library buildings and interior spaces. The Library's Executive Director will identify and recommend to the Library Board for approval the facilities available for naming opportunities. A contribution can be made on behalf of individual, family, charitable organization, foundation, and/or corporation.

**Gift Level:** The gift amount required for naming a library facility will be determined by the Library Board on the recommendation of the Library's Executive Director. The amount of the contribution in relation to total project costs will be a consideration in determining whether the amount qualifies as a substantial contribution eligible for naming a library facility after the donor. Total project costs include but are not limited to costs of construction, equipment, furnishings and collections for the library facility.

**Approval:** Approval of naming a library facility after a donor will be determined by the Library Board on the recommendation of the Library's Executive Director. In determining whether to name a library facility after a donor, the Library Board will consider whether an approval of the donor's name on a library facility will appear to be an endorsement by the Library of a political or religious view or a product associated with the donor. Naming approval will require approval by the Library Board of a legal agreement between donor and the Library containing the amount of the contribution, any payment terms and the donor's agreement to the terms and conditions of this policy.

**Duration:** The naming for a library facility approved by the Library Board shall continue until or unless a facility is demolished, substantially renovated and/or expanded. If a facility ceases to be used by the Library, then the donor for which the building was named does not have a right to have another library facility continue to be so named based on the same contribution.

The Library Board, on the recommendation of the Library Director or on the Library Board's own motion, may terminate the use of a donor's name on a library facility, without refund of the donor's donation, should the donor's name become, in the Library Board's sole discretion, a matter of ill repute or embarrassment to the community or to the Library.

## Appendix A

### Library Bill of Rights

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

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

II. 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.

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

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

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

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

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*Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019. Inclusion of "age" reaffirmed January 23, 1996.*

## Appendix B

### Code of Ethics

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

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

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

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

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.

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



## Appendix C

### 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.*

**Appendix D**  
**St. Joe County Public Library**  
**Library Card Rules\***

Material Type	Period	Holds	Age	Return	Limit		
					Resident	Youth / Adult Access	Guest
Books, Magazines & Audiobooks	21 days	yes		any location	none	5 total items	none
DVDs	3 days	yes		any location	10	5 total items	10
Video Games	3 days	yes		any location	1	5 total items	1
Playaway Launchpads	7 days	no	18+	Checkout point	2	5 total items Adult Access only	2
Compact Discs	21 days	yes		any location	20	5 total items	20
Digital Materials (OverDrive)	7-21 days	yes		n/a	15	15	6
Digital Materials (Hoopla)	3-21 days	no		n/a	15	15	n/a
Digital Materials (Kanopy)	3-30 days	no		n/a	15	15	n/a
Digital Materials (Flipster)	7-21 days	no		n/a	none	none	none
Laptops (ID Required)	3 hours	no	14+	Checkout point	1	Adult Access only	1
Laptop/ Hotspot Kit	1 week	yes	14+	Checkout point	1	n/a	0
Discovery Pass	1 day	no	18+	Checkout point	1	5 total items Adult Access only	1
Studio 304 Equipment	7 days	no	18+	Checkout point	1	n/a	1

\*For details about Home Delivery and Classroom Cards, please see a library staff member.

<b>Service Charges</b>	<b>Fees</b>
3D Print	\$0.10 per gram
3D Print (Specialty Filament)	\$0.25 per gram
Audiobook Replacement	\$10.00 per disc
Carvey project	\$5.00 per item
CD-RW	\$2.00 each
Circulation Bag, Barcoded, Lost	\$10.00
DVD-R	\$2.00 each
Fax Service	\$0.25 per page*
Flash Drive	\$5.00
Guest Card-Reciprocal	\$50.00 per year
Guest Card-Non-Resident Fee	\$85.00 per year
Guest Card-Public Library Access Card	\$65.00 per year
Laminating Charge	\$0.50 per sheet
Local History Scanned Negative	\$10.00 per scan
Local History Query (Non-Resident)	\$10.00 per query
Lost Card Replacement	\$2.00 (1 free/year)
Lost Materials Processing Fee	\$5.00 (cataloged material only)
Meeting Room Security Deposit	Varies (see Meeting Room Guidelines)
Notary Fee	\$5.00
Pamphlet, Lost	\$3.00
Photocopies	\$0.15 per page*
Printing	\$0.15 per page*
Printing (Color)	\$0.50 per page*
RFID Tag Replacement	\$1.00
Studio 304 Equipment Hold	\$50 (Credit Card needed for deposit)

\*Resident and Access Cardholders receive \$5/day free faxing and printing.

<b>Sales of Withdrawn Materials</b>			
		DVDs	\$2.00
Adult Books	\$1.00	Magazines	\$0.25
Children's Books	\$0.75	Paperbacks (Mass Market)	\$0.25

## Appendix E

### Diversity in Collection Development

Collection development should reflect the philosophy inherent in Article I of the Library Bill of Rights: “Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.” A diverse collection should contain content by and about a wide array of people and cultures to authentically reflect a variety of ideas, information, stories, and experiences.

Library workers have an obligation to select, maintain, and support access to content on subjects by diverse authors and creators that meets—as closely as possible—the needs, interests, and abilities of all the people the library serves. This means acquiring materials to address popular demand and direct community input, as well as addressing collection gaps and unexpressed information needs. Library workers have a professional and ethical responsibility to be proactively inclusive in collection development and in the provision of interlibrary loan where offered.

A well-balanced collection does not require a one-to-one equivalence for each viewpoint but should strive for equity in content and ideas that takes both structural inequalities and the availability of timely, accurate materials into account. A diverse collection should contain a variety of works chosen pursuant to the library’s selection policy and subject to periodic review.

Collection development, as well as cataloging and classification, should be done according to professional standards and established procedures. Developing a diverse collection requires:

- selecting content in multiple formats;
- considering resources from self-published, independent, small, and local producers;
- seeking content created by and representative of marginalized and underrepresented groups;
- evaluating how diverse collection resources are cataloged, labeled, and displayed;
- including content in all of the languages used in the community that the library serves, when possible; and
- providing resources in formats that meet the needs of users with disabilities. (1)

Best practices in collection development assert that materials should not be excluded from a collection solely because the content or its creator may be considered offensive or controversial. Refusing to select resources due to potential controversy is considered censorship, as is withdrawing resources for that reason. Libraries have a responsibility to defend against challenges that limit a collection’s diversity of content. Challenges commonly cite content viewed as inappropriate, offensive, or controversial, which may include but is not limited to prejudicial language and ideas, political content, economic theory, social philosophies, religious beliefs, scientific research, sexual content, and representation of diverse sexual orientations, expressions, and gender identities.

Intellectual freedom, the essence of equitable library services, provides for free access to varying expressions of ideas through which a question, cause, or movement may be explored. Library workers have a professional and ethical responsibility to be fair and just in defending the library user's right to read, view, or listen to content protected by the First Amendment, regardless of the creator's viewpoint or personal history. Library workers must not permit their personal biases, opinions, or preferences to unduly influence collection development decisions.<sup>(2)</sup>

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<sup>1</sup> *"Services to People with Disabilities: An Interpretation of the Library Bill of Rights,"* adopted January 28, 2009, by the ALA Council under the title "Services to Persons with Disabilities"; amended June 26, 2018.

<sup>2</sup> ALA Code of Ethics, Article VII, adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

Adopted July 14, 1982, by the ALA Council; amended January 10, 1990; July 2, 2008; July 1, 2014 under previous name "Diversity in Collection Development"; and June 24, 2019.



## Appendix F

### Labeling and Rating Systems

Libraries do not advocate the ideas found in their collections or in resources accessible through the library. The presence of books and other resources in a library does not indicate endorsement of their contents by the library. Likewise, providing access to digital information does not indicate endorsement or approval of that information by the library. Labeling and rating systems present distinct challenges to these intellectual freedom principles.

Many organizations use or devise rating systems as a means of advising either their members or the general public regarding the organization's opinions of the contents and suitability or appropriate age for use of certain books, films, recordings, websites, games, or other materials. The adoption, enforcement, or endorsement of any of these rating systems by a library violates the American Library Association's Library Bill of Rights and may be unconstitutional. If enforcement of labeling or rating systems is mandated by law, the library should seek legal advice regarding the law's applicability to library operations.

Viewpoint-neutral directional labels are a convenience designed to save time. These are different in intent from attempts to prejudice or discourage users or restrict their access to resources. Labeling as an attempt to prejudice attitudes is a censor's tool. The American Library Association opposes labeling as a means of predisposing people's attitudes toward library resources.

Prejudicial labels are designed to restrict access, based on a value judgment that the content, language, or themes of the resource, or the background or views of the creator(s) of the resource, render it inappropriate or offensive for all or certain groups of users. The prejudicial label is used to warn, discourage, or prohibit users or certain groups of users from accessing the resource. Such labels sometimes are used to place materials in restricted locations where access depends on staff intervention.

Viewpoint-neutral directional aids facilitate access by making it easier for users to locate resources. Users may choose to consult or ignore the directional aids at their own discretion.

Directional aids can have the effect of prejudicial labels when their implementation becomes proscriptive rather than descriptive. When directional aids are used to forbid access or to suggest moral or doctrinal endorsement, the effect is the same as prejudicial labeling.

Libraries sometimes acquire resources that include ratings as part of their packaging. Librarians should not endorse the inclusion of such rating systems; however, removing or destroying the ratings—if placed there by, or with permission of, the copyright holder—could constitute expurgation (see "Expurgation of Library Materials: An Interpretation of the Library Bill of Rights"). In addition, the inclusion of ratings on bibliographic records in library catalogs is a violation of the Library Bill of Rights.

Prejudicial labeling and ratings presuppose the existence of individuals or groups with wisdom to determine by authority what is appropriate or inappropriate for others. They presuppose that individuals must be directed in making up their minds about the ideas they examine. The fact that libraries do not advocate or use proscriptive labels and rating systems does not preclude them from answering questions about them. The American Library Association affirms the rights of individuals to form their own opinions about resources they choose to read or view.

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*Adopted July 13, 1951, by the ALA Council; amended June 25, 1971; July 1, 1981; June 26, 1990; January 19, 2005; July 15, 2009; July 1, 2014.*

## Appendix G

### Access to Library Resources and Services for Minors

The American Library Association supports equal and equitable access to all library resources and services by users of all ages. Library policies and procedures that effectively deny minors equal and equitable access to all library resources and services available to other users is in violation of the American Library Association's 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, apparent maturity, educational level, literacy skills, emancipatory or other legal status of users violates Article V. This includes minors who do not have a parent or guardian available to sign a library card application or permission slip. Unaccompanied youth experiencing homelessness should be able to obtain a library card regardless of library policies related to chronological age.

School and public libraries are charged with the mission of providing services and resources to meet the diverse interests and informational needs 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 providing library services and should be determined on an individual basis. Equitable access to all library resources and services should not be abridged based on chronological age, apparent maturity, educational level, literacy skills, legal status, or through restrictive scheduling and use policies.

Libraries should not limit the selection and development of library resources simply because minors will have access to them. A library's failure to acquire materials on the grounds that minors may be able to access those materials 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 through the library in print, sound, images, data, social media, online applications, games, technologies, programming, and other formats.<sup>1</sup> 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>2</sup> Libraries and their 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 or not content is constitutionally protected.

Article VII of the Library Bill of Rights states, "All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use." This includes

students and minors, who have a right to be free from any unreasonable intrusion into or surveillance of their lawful library use.<sup>3</sup>

The mission, goals, and objectives of libraries cannot authorize libraries and their governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents and guardians. 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.”<sup>4</sup> Libraries and their governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child. Libraries and their governing bodies shall ensure that only parents and guardians have the right and the responsibility to determine their children’s—and only their children’s—access to library resources. Parents and guardians who do not want their children to have access to specific library services, materials, or facilities should so advise their own children. Libraries and library governing bodies should not use rating systems to inhibit a minor’s access to materials.<sup>5</sup>

Libraries and their governing bodies have a legal and professional obligation to ensure that all members of the communities they serve have free and equitable access to a diverse range of library resources and services that is inclusive, regardless of content, approach, or format. This principle of library service applies equally to all users, minors as well as adults. Lack of access to information can be harmful to minors. Libraries and their governing bodies must uphold this principle in order to provide adequate and effective service to minors.

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1 *Brown v. Entertainment Merchant’s Association, et al.* 564 U.S. 08-1448 (2011).

2 *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 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 also *Tinker v. Des Moines School Dist.*, 393 U.S.503 (1969); *West Virginia Bd. of Ed. v. Barnette*, 319 U.S. 624 (1943); *AAMA v. Kendrick*, 244 F.3d 572 (7th Cir. 2001).

3 “[Privacy: An Interpretation of the Library Bill of Rights](#),” adopted June 19, 2002, by the ALA Council; amended July 1, 2014; and June 24, 2019.

4 “[Libraries: An American Value](#),” adopted on February 3, 1999, by ALA Council.

5 “[Rating Systems: An Interpretation of the Library Bill of Rights](#),” adopted on June 30, 2015, by ALA Council; amended June 25, 2019.

*Adopted June 30, 1972, by the ALA Council; amended July 1, 1981; July 3, 1991; June 30, 2004; July 2, 2008 under previous name "Free Access to Libraries for Minors"; July 1, 2014; and June 25, 2019.*

## Appendix H

### Evaluating Library Collections

Libraries continually develop their collections by adding and removing resources to maintain collections of current interest and usefulness to their communities. Libraries should adopt collection development and maintenance policies that include criteria for evaluating materials. Reasons for inclusion or removal of materials may include but are not limited to accuracy, currency, budgetary constraints, relevancy, content, usage, and community interest. The collection-development process is not to be used as a means to remove materials or deny access to resources on the grounds of personal bias or prejudice or because the materials may be viewed as controversial or objectionable. Doing so violates the principles of intellectual freedom and is in opposition to the Library Bill of Rights.

Some resources may contain views, opinions, and concepts that were popular or widely held at one time but are now considered outdated, offensive, or harmful. Content creators may also come to be considered offensive or controversial. These resources should be subject to evaluation in accordance with collection-development and collection-maintenance policies. The evaluation criteria and process may vary depending on the type of library. While weeding is essential to the collection-development process, the controversial nature of an item or its creator should not be the sole reason to remove any item from a library's collection. Rather than removing these resources, libraries should consider ways to educate users and create context for how those views, opinions, and concepts have changed over time.

Failure to select resources merely because they may be potentially controversial is censorship, as is withdrawing resources for the same reason. Library workers should consider the cataloging, classification, and display of resources to ensure that they are discoverable and readily available to the populations they are meant to serve.

The American Library Association opposes censorship from any source, including library workers, faculty, administration, trustees, and elected officials. Libraries have a profound responsibility to encourage and support intellectual freedom by making it possible for the user to choose freely from a variety of offerings.

## Appendix I

### Challenged Resources

“Libraries: An American Value” states, “We protect the rights of individuals to express their opinions about library resources and services.”<sup>(1)</sup> The American Library Association declares as a matter of firm principle that it is the responsibility of every library to have a clearly defined written policy for collection development that includes a procedure for review of challenged resources. Collection development applies to library materials and resources in all formats, programs, and services.

Article I of the American Library Association’s Library Bill of Rights states, “Materials should not be excluded because of the origin, background, or views of those contributing to their creation.” Article II further declares, “Materials should not be proscribed or removed because of partisan or doctrinal disapproval.”

Freedom of expression, although it can be offensive to some, is protected by the Constitution of the United States. The “Diverse Collections: An Interpretation of the Library Bill of Rights” states:

Library workers have a professional and ethical responsibility to be fair and just in defending the library user’s right to read, view, or listen to content protected by the First Amendment, regardless of the creator’s viewpoint or personal history. Library workers should not permit their personal biases, opinions, or preferences to unduly influence collection-development decisions.<sup>(2)</sup>

This applies with equal force to library resources and services provided to students and minors.<sup>(3)</sup>

The Supreme Court has held that the Constitution requires a procedure designed to critically examine all challenged expression before it can be suppressed.<sup>(4)</sup> Therefore, libraries should develop a procedure by which the governing body examines concerns and challenges about library resources. This procedure should be open, transparent, and conform to all applicable open meeting and public records laws. Challenged resources should remain in the collection, and access to the resources remain unrestricted during the review process. Resources that meet the criteria for selection and inclusion within the collection as outlined in the institution’s collections policy should not be removed. Procedures to review challenges to library resources should not be used to suppress constitutionally protected expression.

Any attempt, be it legal or extralegal, to regulate or suppress resources in libraries must be closely scrutinized to the end that protected expression is not abridged. Attempts to remove or suppress materials by library staff or members of the library’s governing body that are not regulated or sanctioned by law are considered “extralegal.” Examples include actions that circumvent library policy, or actions taken by elected officials or governing board members outside the established legal process for making legislative or board decisions. Actions taken by library governing bodies during official sessions or meetings pursuant to the library’s collection

development policy, or litigation undertaken in courts of law with jurisdiction over the library and the library's governing body, and actions taken by legislative bodies are considered a "legal process."

Content filtering is not equivalent to collection development. Content filtering is exclusive, not inclusive, and cannot effectively curate content or mediate access to resources available on the internet. Filtering should be addressed in an institution's policy on acceptable use of the internet. Acceptable use policies should reflect the Library Bill of Rights and "Internet Filtering: An Interpretation of the Library Bill of Rights," and be approved by the appropriate governing authority.

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1 "[Libraries: An American Value](#)," adopted February 3, 1999, by the ALA Council.

2 "[Diverse Collections: An Interpretation of the Library Bill of Rights](#)," adopted July 14, 1982, by the ALA Council; amended January 10, 1990; July 2, 2008; July 1, 2014 under previous name "Diversity in Collection Development"; and June 25, 2019.

3 "[Access to Library Resources and Services for Minors: An Interpretation of the Library Bill of Rights](#)," adopted June 30, 1972, by the ALA Council; amended July 1, 1981; July 3, 1991; June 30, 2004; July 2, 2008 under previous name "Free Access to Libraries for Minors"; July 1, 2014; and June 25, 2019.

4 *Bantam Books, Inc. v. Sullivan*, 372 U.S. 58 (1963).

*Adopted June 25, 1971, by the ALA Council; amended July 1, 1981; January 10, 1990; January 28, 2009; July 1, 2014; and January 29, 2019.*

*The quoted language in this interpretation from "Diverse Collections: An Interpretation of the Library Bill of Rights" (adopted July 14, 1982, by the ALA Council; amended January 10, 1990; July 2, 2008; July 1, 2014 under previous name "Diversity in Collection Development"; and June 25, 2019) was updated to reflect the June 2019 revision. This change was voted on by the Intellectual Freedom Committee.*





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