

**SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS
EXECUTIVE SUMMARY**

SUBJECT: **Revision of Sumter County Library System Public Service Policy (Staff Recommends Approval).**

REQUESTED ACTION: **Staff Recommends Approval**

Meeting Type: Regular Meeting **DATE OF MEETING:** **7/25/2017**

CONTRACT: N/A **Vendor/Entity:** _____
 Effective Date: **Termination Date:** _____
 Managing Division / Dept: **Library Services**

BUDGET IMPACT: _____

FUNDING SOURCE: _____
Type: N/A **EXPENDITURE ACCOUNT:** _____

HISTORY/FACTS/ISSUES:

Each year the Public Service Policy is reviewed to determine if any changes need to be made to increase efficiencies of the library system.

The major changes suggested for this year are listed below and can be compared with the attached current and revised policy:

- **Kids & Teens Resources will no longer accrue late fines. All existing late fines for these materials will be waived and allow children to continue checking out books to read if they have returned the items.**
- **Loan periods and limits have been streamlined into three categories.**
- **Fees for Adult Resources will all accrue fines at \$0.10 per day.**
- **The \$1.00 charge for a replacement library card is being removed.**
- **Electronic materials' lending period and limits are set by platform and can adjust throughout the year. The policy now accurately reflects this setup.**
- **Renewal of library cards can be completed over the phone.**
- **Language duplicated in Florida Statutes has been removed.**

Prepared by: **Leslie Smith** **Grammarly Check**



July 25, 2017

Sumter County Board of County Commissioners
Library Services (Library)

Public Service Policy

Original Date: June 2007

Revised: July 2017

I. Card Registration

Sumter County Library System (Library) provides a free borrower's card to any resident of the State of Florida who completes an application. A borrower's card allows customers to check out library materials and have access to online databases. An applicant must present a current photo identification (ID) and provide proof of a current Florida address. Juveniles under the age of 16 need parental or legal guardian consent to obtain a card. The parent/legal guardian must be present or have a signed application and a copy of their driver's license/Florida ID card. Use of library card indicates agreement to follow the Public Service Policy. Library cards are non-transferable and need to be renewed biennially to ensure correct contact information. Renewal may be completed over the phone after verification of identity.

Any of the following may be accepted as proof of residency with Photo ID:

- Valid Florida driver's license
- Valid Florida ID card
- Florida voter registration card
- Current utility bill
- Florida property tax bill
- Checks with imprinted name and Florida address
- Valid school ID
- Villages ID card

II. Loan Periods and Limits

New Books and Magazines

- 21-day check out
- 10 per card

DVDs

- 10-day check out
- 10 DVDs per card

Books, Audio Books, Books by Mail and Music CDs, and Devices

- 28-day check out
- No limits

Electronic Materials

- Loans and Limits vary by platform but are detailed on each site.

Interlibrary Loan (Books only)

- Due date varies due to shipping times
- 4 per card

Any circulating item may be automatically or manually renewed twice unless a hold exists on the item. Interlibrary loan renewals are at the discretion of the lending library.

III. Fee Schedule

Fines are assessed to the record of any borrower who fails to return adult library resources on or before their due date. Accumulated fines will result in the suspension of borrowing privileges. If an item or part of an item has been lost or damaged beyond repair, the charge is the full replacement cost of the item. Replacement costs for all resources will be billed 14 days after the due date. Charges will be removed once the item is returned.

Borrowing privileges will be suspended for cardholders with accumulated fines and fees totaling \$10 or more. There is a maximum fine of \$5 per item.

Adult New Material, Books and Audio Books, DVDs, Music CDs, Magazines, & eReaders:

\$.10 per day, per item

Kids & Teen Resources

No late fees

Interlibrary Loan	\$1.00 per day, per item
Lost Library Card	No Fee
Black & White Prints	\$.10 per page
Color Prints	\$.20 per page
Fax (incoming and outgoing)	\$.50 per page excluding the cover page
Discs returned without or damaged case	\$1.00 per case

IV. Holds

Any circulating item, including materials currently on order, may be placed on hold for pickup at any Library location. Items on hold may be borrowed for their usual loan period (see Loan Periods and Limits).

Customers are encouraged to place holds directly on the library online catalog at www.sumterpubliclibrary.org, through the library's mobile app, or by contacting the library. The customer will be notified by an automated notification system when the requested item becomes available. Available holds must be picked up at the library within five business days of notification.

V. Interlibrary Loan

Interlibrary loans are books loaned to library customers from other libraries. They are not a primary tool of collection development but can be used to expand the range of materials available to library customers.

Based on the varying lending rules that affect format availability, the SCLS will only submit requests for books. Based on the varying lending rules that affect recent publication availability, requested items must also have a date of publication that is older than one (1) year in order to be submitted.

Patrons are limited to a maximum of four (4) items requested and checked out at a time. Interlibrary loans' lend period is set by the lending library to ensure timely return to the lending library. Late fines on interlibrary loans are assessed at \$1.00 per day per item and lost books will result in the full cost charged by the lending institution.

Interlibrary loans are only available to the customer that originally requested the item. If another customer requests the item, another interlibrary loan request must be submitted.

VI. Confidentiality

Sumter County and its authorized agent provides confidentiality of registration and circulation records in accordance with *Florida Statute Section 257.261*.

Sumter County and its authorized agent strives to protect customer confidentiality in relation to items used in or checked out of the library and to information sought through the Library and the Library's reference services. In accordance with Florida Statutes, registration and circulation records are confidential and disclosure of these records is limited to the customer him/herself. All other disclosure of these records is permitted only by court order or Florida Statute.

No user data is retained that is not essential to the functioning of a library service. Information is available only to Sumter County and its authorized agent that must use it in the course of their duties.

VII. Unattended Children

The Library welcomes the use of its facilities and services by children. To ensure the welfare and safety of children in the library, children under the age of 12 should have an authorized guardian (parent, legal guardian, or caregiver) in the immediate vicinity of or in visual contact with the child while in the library.

Procedure

Staff will follow the below procedures with unattended children under age 12 in the library.

1. The staff member shall attempt to identify the child and attempt to locate the authorized guardian within the library or on the grounds.
2. When authorized guardian is located, the staff member will explain the policy on unattended children.
3. If unable to locate the authorized guardian within the library, the staff member will attempt to contact the parent or caregiver by telephone if possible.
4. If the authorized guardian has not been located within 30 minutes, or by the time the library is to close, the Sheriff's Office or City Police will be called, depending upon the location of the library.
5. Under no circumstance will the library staff member take the child out of the library.
6. Two staff members will remain with the child until the authorized guardian or the Sheriff/Police arrive and the situation is resolved.

VIII. Technology Access

The use of library public access computers and devices constitutes acceptance that users will comply with federal, state and local laws, as well as Library policies. Library staff are authorized to take prompt and appropriate actions to prohibit use by persons who fail to comply with this Public Service Policy as stated or implied herein.

A. Computer Workstations

The Library established procedures for the responsible and equitable use of public workstations. These procedures include monitoring workstations for security purposes and conformance with this Internet Access Policy. Computer sessions are typically one hour in length. Session lengths may be extended depending upon computer availability. Registration is required. Printing is available from all public access computers with charges as established in the Fee Schedule.

B. Internet Access

Internet resources accessible through the library are provided equally to all library users. Parents or legal guardians are responsible for the Internet information selected and/or accessed by their children. Only authorized guardians may restrict their children from access to Internet resources accessible through the library.

C. Safety

The Library supports the right of authorized guardians to direct children in the use of the Internet. The Library encourages authorized guardians to review and discuss online safety and security with their children.

The Library encourages minors to follow basic safety guidelines in using the Internet, electronic mail, and other forms of electronic communication including but not limited to: Never giving out personal information such as name, address, telephone number or school; Never arranging via a computer to meet someone in person; Never responding to messages that are threatening or suggestive; Remembering that people online may not be who they say they are.

In compliance with the Children's Internet Protection Act (CIPA), the Library provides filtered Internet access on all public access computers. Filtered Internet access may restrict access to sites that could be deemed inappropriate, objectionable or harmful to minors, but may also limit access to sites that have legitimate research value. No filtering system is completely effective or efficient. Authorized guardians are advised to supervise their children's Internet sessions. Adult customers may submit a request for consideration to unblock a specific site. Customers may not make unauthorized disclosure of, use of, or dissemination of a minor's personal information by means of the Internet, e-mail or any other electronic technology.

D. Security

Intentional disruption of the operation of computer systems and networks is a violation of *Florida Statute Section 815.05*. Unauthorized access, including so-called "hacking" and other unlawful activities are prohibited.

Sumter County and its authorized agent avoid collecting or maintaining records that could compromise the privacy of customers. Nevertheless, customers must also exercise caution when using the Internet to avoid unauthorized disclosure, use and dissemination of

personal identification information.

Sumter County and its authorized agent is not responsible for insuring the privacy of information transferred over the public network. Due to the fundamentally insecure nature of public computer networks, the use of its computers for online purchasing, electronic banking, or other financial transactions is not recommended.

While Sumter County and its authorized agent do not block these activities, it does not ensure the provision of secure connections to support them; it does not provide support or troubleshooting for electronic financial transactions, and is not liable for any financial transactions.

Wireless Internet access (Wi-Fi) is available in all library buildings. Wi-Fi networks are not configured with security and Sumter County and its authorized agent is not responsible for insuring the privacy of transferred information. Sumter County and its authorized agent assume no responsibility for the safety of wireless device configurations, security, or data files resulting from connection to the library's wireless Internet access.

All customers are expected to abide by the rules of the Library and to cooperate with this Internet Access Policy. Customers not abiding by the rules and policies of the Library may be asked to relinquish their use of a public access computer and/or be asked to leave the library.

IX. Code of Customer Conduct

The Library aims to offer customers the proper atmosphere in their usage of the library by establishing basic rules of conduct. The following basic rules of conduct prevent behavior which either subconsciously or unconsciously violates or restricts the right of customers or staff to use the library.

- Covered drinks and light snacks (finger foods) are permitted and trash must be disposed of in a trash receptacle before leaving.
- As a courtesy to others, customers entering the library with a cell phone or similar device must set the device to a non-audible signal. Cell phones should be answered promptly and if possible taken outside the library so as not to impose on other customers' library usage.
- The use and/or sale of tobacco products, alcoholic beverages or illegal drugs are not permitted in the library.
- Shirts and shoes must be worn in the library. Bathing suits are not permitted.
- Unpleasant body odor, which may offend other library customers or staff, is considered unacceptable.
- The Library follows the Sumter County Animals in County Buildings Policy which can be accessed on the Sumter County website.
- Customers may bring sports equipment into the library while they use the facility but they may not use the equipment inside or on library premises.
- The use of profane, obscene or offensive language is prohibited.

- Any damage or defacement of library materials or property will be reported to the Sheriff's Office or City Police.
- Misusing the library's restrooms is not permitted.
- Loitering is not permitted.
- Customers are not allowed to enter selected areas of the library to include but not limited to any staff work area, storage room, mechanical room, and meeting rooms without prior approval by Sumter County and its authorized agent.
- Threatening behavior is not allowed including but not limited to abusive and threatening language and gestures toward staff and customers, violence, threats of violence and possession of weapons. The Sheriff's Office or City Police will be contacted in the event such behavior occurs.
- As protected by *Florida Statutes Section 877.03*, disorderly conduct is not permitted in any public library. This includes but is not limited to physical or verbal fighting, talking loudly or shouting, and willfully exposing body parts. The Sheriff's Office or City Police will be contacted in the event such behavior occurs.
- Soliciting customers or staff for donations or purchase and for the purpose of obtaining signatures on petitions is not allowed inside library facilities, unless officially sponsored or approved by the governing agency.
- Interfering with another person's right to use the library or with the library staff's performance of their duties is not allowed.

Continued instances of noncompliance will be grounds for suspension of library privileges, including denial of access to all libraries.

X. Service Complaint Resolution

Feedback from the community is welcomed by the library and is used to identify areas for potential service level improvement. Complaints will be remedied as close to the point of service as possible. If the customer is not immediately satisfied with the explanation given or action by the attending staff member, the customer will be referred to the library supervisor and library director. If the complaint is not resolved, this customer shall be referred to the Sumter County Library Single Administrative Head (LSAH).

XI. Meeting Room Use

The Library offers the community with a welcoming place for community interaction. Library meeting rooms are available for reservation and use by community groups.

Meeting rooms are available for the community to reserve and use by agreeing to the following guidelines:

- Organizations may not conduct financial transactions on the premises or perform fee-based services.
- Sumter County and its authorized agent assume no responsibility for personal injury to

any individual using the library meeting room and loss, theft, or damage of property of any group or individual using the library meeting rooms.

- Meetings must be held during the library's operating hours and vacated at least 15 minutes prior to closing.
- Applications to use the meeting room will be accepted and approved on a first come, first served basis. Priority will be given to Sumter County Board of County Commissioners events and library sponsored or co-sponsored programs and events.
- Reservations may be made no more than six (6) months in advance.
- Sumter County or its authorized agent reserves the right to cancel a scheduled meeting if the room is needed by Sumter County or its authorized agent for an event.
- If a meeting or program is cancelled, the library shall be notified in advance.
- Groups are responsible to comply with copyright laws and to secure all necessary performance rights for their use of film, video, music and other media.
- Permission to use the meeting room does not in any way imply endorsement of the group or entity using the facility by Sumter County or its authorized agent.
- Attendance shall not exceed the occupancy limit for the designated meeting room.
- Each group is responsible for its own publicity and shall not include the library as a contact for information.
- Materials are not to be attached to the wall, windows, doors, or furnishings except at designated signage areas.
- The meeting room must be left in the original condition in which it was found. The applicant will be held responsible for loss or damage resulting from room use.
- The sponsoring organization is responsible for keeping any refreshments served within the meeting room and cleaning up afterwards.
- Setup and cleaning time will be included in the meeting room reservation time.
- Sumter County or its authorized agent reserves the right to deny future use of the meeting room to any group or organization that does not follow this meeting room policy.
- Each group is responsible for complying with the Americans with Disabilities Act (ADA) requirements for its respective events.