

POLICY MANUAL
of
MENDOCINO COUNTY LIBRARY

Edited by the Library Staff to reflect
current practice as of June 2009

Approved by the Library Advisory Board
July, 2009

Approved by the Board of Supervisors
Not applicable at this time

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SECTION A: MISSION AND PHILOSOPHY

The Library's mission statement was developed after community county hall meetings and written by community county hall meetings and written by a committee of citizens. It reads:

The goals of the Library are to:

1. Provide and improve accessibility to information through a variety of current means for all library users.
2. Encourage young children to develop an interest in reading and learning.
3. Support individuals of all ages in pursuing a sustained program of independent learning and day-to-day living.
4. Feature current, high demand, high interest materials in variety of formats for persons of all ages.
5. Provide a stable funding base adequate to maintain the desired levels of service.

I. Vision Statement

The Mendocino County Library will be the recognized source of civilized knowledge, information, and inspiration for readers in Mendocino County. We will be the gateway to lifelong learning, offering the full spectrum of critical informational services to our community. The Library will cooperate with the county's cities, schools and organizations to achieve these goals.

II. Values Statement

The Mendocino County Library is a community facility for open communication of ideas and information, inclusive of its collection, displays, programs, cultural artifacts, and services which reflect an array of opinions and viewpoints. The Mendocino County Library, its Library Advisory Board and staff, cherishes the library as a public forum, and is committed to the following values:

- Our patrons, by responding to them with equal, respectful, accurate and friendly service.
- Reading and learning, through the promotion of both for all ages.
- Full and equal access to information, through unbiased service.
- The maintenance and improvement of our facilities, and the services and programs provided within them, through prudent management of resources.
- The accessibility of our collection in all formats, print, electronic, audio and video, through allegiance to the Library Customer Bill of Rights.
- Our community, by being active participants in it, and endeavoring to enhance the quality of community life.
- The privacy of our users, by keeping their transactions strictly confidential.

I. **Library Bill Of Rights**

The Council of The American Library Association reaffirms its belief in the following basic policies, which should govern the services of all libraries,

1. As a responsibility of library service, books and other library materials selected should be chosen for values of interest, information and enlightenment of all the people of the community. In no case should library material be excluded because of the race or nationality or the social, political, or religious views of the authors.
2. Libraries should provide books and other materials presenting all points of view concerning the problems and issues of our times:

no library materials should be proscribed or removed from libraries because of partisan or doctrinal disapproval.

3. Censorship should be challenged by libraries in the maintenance of their responsibility to provide public information and enlightenment.

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

5. The rights of an individual to the use of a library should not be denied or abridged because of his age, race, religion, national origins or social or political views.

6. As an institution of education for democratic living, the library should welcome the use of its meeting rooms for socially useful and cultural activities and discussions of current public questions. Such meeting places should be available on equal terms to all groups in the community regardless of the beliefs and affiliations of their members, provided that the meetings are open to the public. Adopted June 18, 1948 and 'amended' February 2, 1961, and ,June 27, 1967 by the American Library Association Council.

II. Library Customer Bill Of Rights

- 1) Library patrons will always be treated courteously, in all circumstances and at all times.
- 2) Library patrons will be able to checkout books and other materials, register for cards, and pay fines without undue red tape or delays.
- 3) Library patrons will be able to get current best sellers and popular materials at both the main and branch libraries.
- 4) Library patrons' complaints/problems will be resolved in 48 hours whenever possible.
- 5) Library patrons' phone calls will not be transferred or left on hold unnecessarily.
- 6) Library patrons should expect the staff to make the library system work for them.
- 7) Library patrons will be able to suggest new materials and services, and find out what happens to their suggestions.
- 8) Library patrons who are children have the same rights and responsibilities as adult library patrons,
- 9) Library patrons are entitled to accurate information and answers to all their questions. There are no stupid questions.
- 10) Library patrons are entitled to clean, safe reasonably quiet library buildings.

III. Objectives of the Library

The objectives of the Mendocino County Library are those of the American public library generally. They have been set forth in the American Library Association's document, Public Library Service, a Guide to Evaluation, with Minimum Standards (Chicago 1956):

"The modern public library collects the printed and audio-visual materials needed to conduct the individual and group life of its constituency. Further, it organizes and makes available these resources so that they are convenient and easy to use. Still further, it interprets and guides the use of materials to enable as many people as possible to apply in their daily lives the record of what is known. Lack of any one of these - collection, organization and distribution, interpretation and guidance - results in substandard library service."

IV. Materials

"Provision of materials means more than occasional availability. It means a supply sufficient to make the library a dependable source for most people most of the time. In addition to books, the public library selects and provides

pamphlets, documents and other nonbook sources in printed form, and films, tapes, discs and other non- print recording of knowledge and opinion.

"These materials are provided:

- To facilitate informal self-education of all people in the community.
- To enrich and further develop the subjects on which individuals are undertaking formal education.
- To meet the informational needs of all.
- To support the educational, civic, and cultural activities of groups and organizations.
- To encourage wholesome recreation and constructive use of leisure time."

V. Services

"The services performed by the library are as follows:

- Logical organization of materials for convenient use through shelf arrangement, classification, and cataloging.
- Lending of materials so that they may be used in the location and at the time suited to each individual.
- Provision of information service designed to locate facts as needed.
- Guidance to individuals in the use of educational and recreational materials.
- Assistance to civic, cultural, and educational organizations, in locating and using materials for program planning, projects, and the education of members.
- Stimulation of use and interpretation of materials through publicity, display, reading lists, story hours, book talks, book and film discussion, and other appropriate means either in the library or in community organizations."

VI. Philosophy of Library Service

Historically, the public library was developed in the United States as an arm of free public education. The public school system and the public library grew in parallel: The public school being the avenue of formal education, the public library an informal one. Like the public school system, the public library is a secular institution.

The library provides materials for all ages, from earliest childhood through maturity, on nearly all subjects of human interest as possible, taking into consideration only budget limitations and human understanding.

This library, while not intended as a scholarly institution, recognizes the needs of the citizen whose work or interest may demand information of a highly specialized nature. For this reason, the collection contains many classics in fields of endeavor which are a part of world civilization.

It is the responsibility of the library to provide material which will enable the citizen to form his own opinions. Therefore, the library will provide materials, possibly argumentative, representing the several points of view. History has demonstrated that a cause which may have been popular ten, twenty, or fifty years ago, may well be out of favor today. The holdings of the library must reflect mature judgment and an awareness that the library, itself, will endure for the use of the citizen of tomorrow who might wish to know something of the origin and development of ideas.

The library is a living, growing resource for educational activity, and its development is the responsibility of the Board of Supervisors on the one hand, and the County Librarian and his/her staff on the other. Both the nature of the library's function and the content of the collection are strictly professional responsibilities.

No one public library stands alone in its philosophy, its content, or its functions. Only application and emphasis differ; the best thinking of the profession is applied by the individual library.

SECTION B: LIBRARY USE POLICY

I. Service Outlets and Hours

A. Service outlets

The Mendocino County Library has the following branches:

Ukiah Branch
Willits Branch
Fort Bragg Branch
Coast Community Library Branch
Round Valley Branch
Bookmobile

B. Hours

The Mendocino County Library is open five (5) days a week except on holidays. For specific information about holiday closings, please call the individual branch.

Standard hours of operation are as follows:

Ukiah Branch

CLOSED MONDAYS and SUNDAYS
Tuesday, Thursday 10:00 a.m. - 6:00 p.m.
Wednesday 10:00 a.m. - 8:00 p.m.
Friday 10:00 a.m. - 5:00 p.m.
Saturday 10:00 a.m. - 5:00 p.m.

Willits

CLOSED MONDAYS and SUNDAYS
Tuesday, 10:00 a.m. - 8:00 p.m.
Wednesday, Thursday, 10:00 a.m. - 6:00 p.m.
Friday 10:00 a.m. - 5:00 p.m.
Saturday 10:00 a.m. - 5:00 p.m.

Fort Bragg

CLOSED MONDAYS and SUNDAYS
Tuesday, Thursday 10:00 a.m. - 6:00 p.m.
Wednesday 12:00 p.m. - 8:00 p.m.
Friday 10:00 a.m. - 5:00 p.m.
Saturday 10:00 a.m. - 5:00 p.m.

Coast Community Library

CLOSED SUNDAYS
Monday, Friday 12:00 PM - 6:00 PM
Tuesday 10:00 AM - 6:00 PM
Wednesday 10:00 AM - 8:00 PM
Thursday 12:00 PM - 8:00 PM
Saturday 12:00 PM - 3:00 PM

Round Valley Library

CLOSED SATURDAYS and SUNDAYS
Monday through Friday 10:00 a.m. - 5:00 p.m.

I. Borrowing Privileges -- Who May Use the Library

The library will serve all residents of the community and the public library system area. Service will not be denied or abridged because of religious, racial, social, economic, or political status; or because of mental, emotional, or physical condition; age; or sexual orientation.

The use of the library may be denied for due cause. Such cause may be failure to return library materials or to pay penalties, destruction of library property, disturbance of other patrons, or any other illegal, disruptive, or objectionable conduct on library premises.

Visitors and tourists may access the Internet, maps, directions and local history and culture.

A. Eligibility

Any resident of Mendocino County, Mendocino County property owner, or temporary resident of Mendocino County (i.e. military or summer residents) may obtain a Mendocino County Library card and is eligible to borrow library materials. (A Mendocino County resident is a person whose principal domicile is in Mendocino County.)

The Mendocino County Library participates with Sonoma and Lake County cooperative online catalogs and people with cards from these libraries can check out materials at the Mendocino County Library and vice versa.

B. Registration of borrowers

1. Mendocino County residents must present proof of Mendocino County residency to obtain a Mendocino County Library card. Proof of residency must include name and street address (for example, a driver's license or car registration and a current letter delivered by the Post Office).
 - a. Adults and students over 12 years old may obtain their library cards from the circulation desk.
 - b. Children under 12 at their guardian's discretion. At the time of application, a parent or guardian must present proof of their residency and sign the child's application form.
 - c. Library cards are issued at no charge to Mendocino County residents.
 - d. Out of area visitors may be issued three month temporary cards. They are valid throughout the systems but are limited to 4 item check-out.
3. New library cards may be used immediately upon registration.
4. Lost library cards may be replaced for a fee of \$1.00 with presentation of ID.
6. Library cards become temporarily invalid for any one of the following reasons:
 - a. fines exceed \$5.00
 - b. the card has expired

C. Responsibilities of borrowers

1. Borrowers are responsible for the following:
 - a. All library materials borrowed on their library cards (whether materials were borrowed by themselves or others)
 - b. All overdue fines incurred by themselves or others on their library card
 - c. The replacement cost of lost or damaged library materials or equipment

- d. Reporting of name and/or address and contact information changes to the library
- e. Reporting of lost or stolen library cards

II. Circulation Policies

A. Loan Periods

1. Most library materials (including books, magazines, CDs and audiocassettes) are loaned for a 28 day period, except for the following:
2. Fourteen (14)- day period materials:
 - a. Current best sellers
 - b. Selected New books and audio books
 - c. Periodicals
3. Seven Day period materials:
 - a. Videos
 - b. DVDs
4. The following materials do not circulate:
 - a. Reference materials
 - b. Most current issues of adult periodicals. This varies from branch to branch.
 - c. Newspapers
 - d. Documents

3. Loans of a large (as defined by individual branch managers) number of materials in a particular subject area are permitted on a short-term basis (e.g., overnight or up to three days) with permission from the appropriate branch.

Bulk loans (limited to 30 items per card) may be arranged through the appropriate branch, under unusual circumstances. Restrictions may be placed on the types and number of materials to be loaned. The library reserves the right to recall any materials if needed.

B. Renewals

1. Library materials may be renewed on a borrower's library card provided there are no holds, or prior requests on the outstanding item.
2. If not overdue more than three (3) weeks, material may be renewed at any time for an additional loan period from the current date.
3. SuperSearch and Interlibrary loan materials are not generally renewable, unless we are able to make special arrangements with the lenders.

C. Returns/Overdues

1. Library materials may be returned to the circulation desk or the book drop of any Mendocino County Library. The book drop is located outside the branch libraries. Items returned in the book drop before the library opens are considered returned as of the last day the library was open.

2. Fines for overdue materials will be charged as follows:
 - a. Most materials - 25¢ per day, maximum \$10.00 per item.
 - b. Children's materials - 10¢ per day, maximum \$2.00 per item
3. Overdue fines will not be charged for days the library is closed.

D. Reserves (Holds)

Library materials that are currently checked out may be reserved.

Library materials may be reserved by speaking to a staff member as time allows, using the online catalog in the library or from home.

E. Lost or damaged items

1. Borrowers are responsible for any materials borrowed on their library cards.
2. Borrowers are liable for the replacement cost of lost or damaged library materials or equipment.
3. The replacement cost for lost or damaged library materials is determined by using standard library bibliographic sources or by original cost.

F. Confidentiality of library records

In order to protect the privacy of library users, all circulation records and other records identifying individual patron or library usage will be considered confidential in nature.

III. Interlibrary Loan

- A. Interlibrary loan is the sharing of materials by libraries upon request of a library user. It involves both borrowing and lending.

The purpose of interlibrary loan is to extend each library's range of available materials. We search nationwide to satisfy our users' requests. While the library does not directly charge for materials, lending charges from other libraries will be passed on to the requester.

The lending library has the right to decide whether or not to make specific materials available for loan and to determine the length of the lending period. Types of materials usually considered inappropriate include recent best sellers, fragile items such as videocassettes, microfilm complete magazine issues, rare or valuable items, and reference materials that need to remain in the library.

Mendocino County Library will process requests for any registered borrower.

In order to preserve our borrowing privileges with other libraries, interlibrary loan materials must be returned on time. If not, the user's Mendocino County Library borrowing privileges will be suspended until the materials are returned.

IV. Reference and Information Services

- A. The library provides a variety of services to satisfy patrons' informational, educational, cultural and leisure time needs. These reference/information services are provided to patrons who make requests in person, by telephone, by mail and by e-mail during regular library hours.

- B. Reference/Information Services are available during regular library hours and 24/7 online through Ask Now services.
- C. Instruction in the use of library resources shall be provided to both children and adults as appropriate, depending on staff availability.
- D. The Reference staff will make every effort to respond to a reference/information request within one (1) working day of the initial request. Otherwise, the status of the request will be reported back to the patron.

V. Programs

It is the intent of the Mendocino County Library to offer a variety of programs that promote the enjoyment of reading and provide information, education and cultural enrichment to the community. These programs are open to the public and are free of charge. Co-sponsorship of programs with other agencies is encouraged.

A.Children's story times offered through Children's Services are designed to provide children with an introduction to the library's services and programs, a familiarity with quality children's literature, and reading readiness activities. These age-appropriate programs are open to the public but may require advance registration. Parents are required to stay with young children (under 12) when in library and for programming.

B. Summer/vacation reading programming is designed to encourage school-age children to continue reading when school is not in session. Eligibility is based on age and availability. These programs generally provide reading lists, self-directed reading games, storytellers, and crafts and story programs.

C. Library orientation

- 1. Formal and informal instruction in the use of the library and the library's public access catalog will be provided as needed, with emphasis on the way information is organized and how it can be retrieved.
- 2. Group instruction is available if scheduled in advance.

D. Outreach programs

- 1. The library utilizes the Internet and the media (including cable TV, radio and newspapers) to deliver library services off the premises and in the home.

VI. Programming Policy

A "program" is a planned interaction between the library staff and the program participants for the purpose of promoting library materials, facilities, or services, as well as offering the community an informational, entertaining, or cultural experience.

Programming includes such activities as storytimes, films and activities on no-school days, summer library program for children, speakers for young adults, exhibits, author readings, and book or author discussion groups for adults.

The County Board of Supervisors, in conjunction with the library director, will establish a budget and goals for programming to facilitate the effective implementation of this service.

VII. Public Relations Policy

A. Public relations goals of the Mendocino County Library are:

- to promote a good understanding of the Library's objectives and services among governing officials, civic leaders, and the general public;
- to promote active participation in the varied services offered by the library to people of all ages.

B. Public relations involves every person who has connection with the Library. The Board urges its own members and every staff member to realize that he or she represents the library in every public contact. Good service supports good public relations.

C. The County and Branch Librarians will be expected to make presentations and to participate in community activities to promote library services. A reasonable amount of library time will be allowed for preparation and speaking. Materials to be used by press, radio, or television will be approved by the County Librarian or Assistant County Librarian.

VIII. Meeting Rooms And Facilities

A. Eligibility

1. Use of the rooms will be limited to established non-profit organizations. No individual, such as a soloist or an artist, may be granted use of the room. Sponsorship of an individual by a group requires that the group do the planning and take responsibility for the program and the publicity, and for any damage that may occur.

Use of the room will not be granted for the regular and continuing business meetings of any group. Use of the meeting rooms by any one group or organization is limited to six times per year unless the Librarian grants permission.

There will be no continuing programs or permanently scheduled meetings except library related programs or those sponsored the Friends of the Library, County and City government departments, and professional library associations.

Requests for use of the room may be submitted by telephone on a first come first served basis up to six times annually.

2. Programs must be open to the public. No admission may be charged, however donations may be solicited.

3. Programs must be free of charge. No contribution or free-will gifts may be required as a condition for admission to the room.

4. Groups shall be responsible for their own publicity. Their posters may be displayed near the meeting room if space permits and library standards and policies are met.

5. Meetings must be of a non-sectarian nature. However, religion as a subject or as a point of view may be appropriate for the room. Religious services may not be held in the meeting rooms.

6. Library sponsored programs must have a responsible staff member present. When the Library sponsors an evening meeting, a staff member must stay until the end of the meeting.

7. No smoking will be allowed in the meeting rooms.

8. Neither the name nor the address of the Library may be used as the official address or headquarters of an organization, other than the Friends organizations.

10. The fact that a group is given permission to meet in the meeting room does not constitute an endorsement by the County, or the Library, of the policies or beliefs of the group. People in charge of the evening are responsible for locking up after the meetings.

11. Organizations holding meetings assume responsibility for any damage to the room or contents. The organization is responsible for cleaning and picking up all material generated by the group.

12. Library facilities may not be used for either partisan political purposes or for sectarian religious purposes. While political and sectarian religious subjects, or occult, mystical and philosophical information may be presented and discussed, no presentation or discussion may limit the expression of divergent religious views or limit the expression of bi-partisan and non-partisan political opinions.

Alcoholic drink is prohibited in the library. Only light refreshments may be served in the meeting room and only with permission of individual branches

B. Availability

- There are three (3) meeting rooms available: Fort Bragg, Willits and Coast Community libraries.
- Most meeting rooms are generally available only during regular library hours, except where special arrangements may be made.
- Meeting rooms are available for library programs and library-affiliated groups; official county boards, committees and agencies and local non-profit groups.

IX. Auxiliary Services

A. Computers

1. Computers are available for public use at each branch
2. Reservations for computer use are handled differently at each branch. Users will need to call their local branch for specific information
3. The library's computer software is stored on the computers' hard drives for patron use. Patrons may not use their own software on library computers. They may use their own flash drives, DVDs and CDs.
4. Users wishing to save information may either print or save material on their own portable storage devices. A printing fee of 10¢ per page is charged.

The library reserves the right to refuse computer use to anyone abusing the equipment, library materials, or library policies or regulations.

a) Mendocino County Internet Use Policy

Mendocino County Internet Use Policy

Mendocino County Library, in response to the needs of the community, endeavors to develop collections, resources and services that meet the cultural, informational, recreational, and educational needs of a diverse community. One of its services is providing public access to the Internet.

The Internet is a global communication resource with a highly diverse user population. From its very nature the user cannot expect all sources on the Internet to provide accurate, complete or current information. The Library has no control over the content of the Internet and cannot be held responsible for its content. The Library does not censor access to library materials nor does it protect patrons from information.

It is library policy that pornographic images (whether obscene or not) may not be displayed on public computers in the library building.

All Internet resources accessible through the Library are provided equally to all Library users. Parents or guardians are responsible for their children's access of the Internet, not the Library and its staff, Parents and only parents may restrict their children and only their children from use of the Library's public Internet access and should monitor their children's sessions,

Limitations on the amount of time a person can use workstations will be imposed to make workstations more accessible to all potential users, A limitation of ~~two~~ one person per workstation is required in order to reduce disturbing conversation and to discourage behavioral problems. Exceptions may be made for families and special circumstances to be determined by staff.

Revised and Approved by the Mendocino County Library Advisory Board on May 27, 2009.

b) Public Access Internet Guidelines

Approved by the Library Advisory Board May 14, 2008

User Responsibilities

All users of the Internet at this library are expected to use it in a responsible and courteous manner. Please follow all Internet related rules and regulations.

YES

- Know and comply with general library rules of conduct
- Use for authorized items only
- Respect intellectual property right by making only authorized copies of copyrighted licensed software or data
- Respect other's privacy
- Use only for legal and ethical purposes
- Use computer equipment as is

NO

Do not alter, damage or delete software
Do not damage or change the equipment configuration
Do not propagate computer worms or viruses
Do not misrepresent yourself or another user
Do not attempt to gain access to files or passwords belonging to other individuals or computer networks.

PROHIBITED USE INCLUDES

- Copy and use of copyrighted, licensed and protected software
- Transmission or access of obscene or sexually explicit material
- Sending hate mail or using the Internet for harassment or discrimination
- Transmission of material in violation of U.S. or state regulations

User Guidelines

NO CHANGES OF ANY KIND ARE ALLOWED TO THE HARDWARE OR SOFTWARE OF PUBLIC ACCESS COMPUTERS. PENALTIES INCLUDE PAYMENT FOR DAMAGES AND LOSE OF COMPUTER PRIVILEGES.

- First time users must demonstrate the ability to turn on a computer, load programs and CD-ROMS and show understanding of the instructions and HELP screens.
- Users, under twelve, must be accompanied by a parent, legal guardian, or caretaker,. Children may not be left alone at the library.
- Only one person may use each computer at a time, unless staff grants permission. People may not congregate at the computers.
- Computer patrons assume responsibility for software during use.
- Personal belongings should not be left unattended.
- Computer copies cost ten cents per page.
- Use appropriate language, respect the privacy of others and do no disrupt other users.
- Internet sources do not always provide accurate, complete or current information. All library source materials should be questioned for validity.
- Mendocino County Libraries reserve the right to determine the nature of inappropriate computer use. Suspected internet abuse may be electronically monitored.
- Penalty for abuse of these guidelines is possible revocation of computer privileges for a period not less than two weeks and not more than twelve months. Appeals may be made to the library Branch Manager.

B. Photocopiers

1. Photocopy machines are available for public use at each branch. The staff will provide assistance.
2. A nominal fee is charged for each photocopy that is made. Currently, photocopies on letter-size (8 1/2" x 11") paper cost 10¢ per page.

C. Exam Proctoring Policy

Tuesday, November 24, 2009

[Please contact individual libraries for more specific information]

- The library does not guarantee that the student will be under observation during the test.
- Students must make arrangement at least 48 hours in advance. At the time of the arrangement the student will supply a name, address, telephone number, name of testing institution and expected date and time for exam. Print out an [Exam Proctoring Form](#) here.
- The librarian who monitors the examination will be the librarian in charge at the Information Desk, or their designee at the time the student takes the examination (not necessarily the librarian to whom the examination was mailed).
- The librarian will verify the identity of the student by requiring presentation of a picture id. before administering the examination.
- Completed examinations will be returned to the testing institution via the U.S. Postal Service in postage-paid envelopes provided by the student or the institution or by fax. The Library cannot coordinate pickup of materials by Fed Ex, UPS, or any other commercial carrier. Copies of completed exams are not retained nor can the exams be faxed to the institution.
- Examinations not completed by the student within 30 days of receipt by the library will not be retained unless the student has made prior arrangements.
- Testing accommodations may vary from library to library. It is the student's responsibility to ensure that the physical facilities are adequate for their test taking requirements. Quiet study areas may not be available at all libraries.
- The Library does not charge fees for this service but greatly appreciates donations in support of the Library's collections and services.
- The Library is not responsible for loss or delay due to facility technology related issues and problems. Exams are taken at your own risk.

Online Examinations

- All MENDOCINO County Libraries will provide online examinations. These libraries will provide a computer that has Microsoft Word and Internet access. The library cannot allow the installation of any special software that may be needed to complete the examination on a library computer. It is the student's responsibility to ensure that the library's computing resources are adequate for their test taking requirements.

X. Displays, Exhibits, Bulletin Boards and Literature Racks

The purpose of the library's public bulletin boards is to provide places for community announcements of general interest. The library must keep in mind its position of impartiality on all issues; thus it cannot promote a particular cause or point of view. Also, the space available for public display is limited. Guidelines to be used in accepting or rejecting materials follow.

Ask at desk before posting. Items not approved may be removed.

No organization or individual may display any materials that advocate the election or defeat of a candidate or proposition, or which solicit support for a cause, unless materials are also supplied which set forth the opposing view and space permits all these materials.

No organization or individual shall place in the library any receptacle that solicits donations other than the Friends of the Library.

No poster or display shall solicit consideration of any product or service offered by any commercial enterprise or by any individual. Support may be solicited for generally recognized charitable organizations if space permits. Announcements of programs sponsored by local organizations may be displayed provided there is room and they are of a reasonable size.

Nothing may be sold in the library unless sponsored by the library or the Friends of the Library

No purely personal announcements can be accepted

No announcements or events or solicitations from private for-profit businesses or service providers will be accepted.

The library assumes no responsibility for the protection of the items displayed

Any proposed display that does not seem to be covered by the above guidelines shall be referred to the library director for a decision or in the director's absence, the supervising librarian or in a branch, the branch librarian

XI. Community Art Exhibit Policy

Approved by the Library Advisory Board on January 17, 2008

Statement

The primary purpose of Mendocino County Library art displays is to enrich the Library experience of the Mendocino County Library patrons.

The Library Art Exhibit Committee is responsible for the selection of Library art exhibits. The Library endorses appropriate exhibits with the goal of creating a cultural and educational environment within the Mendocino County Library. Special consideration will be given to works of art produced by local artists.

Composition of the Library Art Exhibit Committee

1. Library Branch Head
2. Friend of the Library member or designee
3. Museum/Culture designee

Proposals

Artists and art organizations are encouraged to apply to exhibit in the Library exhibit areas. Owners of artwork with local community interest, or historical significance are also encouraged to apply. Proposals will be considered by the Library Art Exhibit Committee. Preference may be given to artists who have not displayed at Mendocino County Public Library before or within the last three years of request.

Exhibition Selection

Local artists and art organizations, amateurs and professionals, are invited to exhibit art at the Library. The Art Exhibit Committee will take this into consideration:

- ☐ Overall community interest
- ☐ Relevance to Library programs
- ☐ Dates of previous Library exhibits by the same artist, lender, or organization.
- ☐ Dates of previous Library exhibitions of similar items or topics
- ☐ Special needs, costs, or requests associated with proposed exhibits

The Library commits to be thoughtful and sensitive in choosing works of art to be displayed in the Mendocino County Library. Selections are at the discretion of the Library Art Exhibit Committee.

Cancellation of Exhibits

The Library Art Exhibit Committee reserves the right to cancel any exhibit should unforeseen conditions or situations arise.

Exhibition Presentation, Installation, and Dismantling

Two-dimensional artwork must be suitably framed and ready for hanging. Unframed artwork will not be exhibited without specific permission of the Committee. The artist/lender of three-dimensional works of Art must provide pedestals, display cases, or platforms as needed, which must be approved prior to installation by Branch Head. Any costs associated with special installation or display needs (such as special lighting) must be pre-approved by the County Librarian or designee and borne by the artist/lender.

Artists/lenders must remove artwork from the Library no later than two days after the end of the exhibit unless the artist/lender has made written arrangements with the Exhibits Manager prior to the exhibit. If prior written arrangements are not made, the Library will charge the artist/lender a storage fee of \$50.00 per day after the second day.

Security/Liability

The Library cannot be responsible for reimbursement or replacement of lost, stolen, or damaged items. The Library encourages the artist/lender to obtain a rider on his or her insurance policy for the duration of the exhibit. The Artists/lenders will be required to complete and sign a waiver/release of Library liability before any works of art are exhibited and provide pictures of each item. Items valued at more than \$500 must include proof of value either by attaching a certificate from an approved appraiser or including record and copies of receipts showing history of sales. For items entering the permanent collection of the Library, the County will cover liability with proof of value and a photograph of the item (s).

Donated Art.

The Mendocino County Library reserves the right to dispose of any artwork donated as best benefits the libraries and the communities they serve. This may include disposal or sale or as gift to another organization for their use.

XII. Volunteers

A. General volunteer programs

1. The library utilizes community volunteers to provide more complete service to its patrons.
2. In the absence of a volunteer coordinator, a library staff member will be responsible for the selection, orientation, and supervision of volunteers. This coordinator will work under the direction of the Assistant County Librarian. Selection and/or acceptance of volunteers will be left to the discretion of the appropriate staff members.

B. Special volunteer programs

1. An active Friends of the Library group for each branch is encouraged and the County Librarian keeps the Library Board apprised of the Friends' volunteer activities.

XIII. Patron Behavior (Policy approved by Mendocino County Board of Supervisors 2/07)

The freedom of access to ideas and information is essential to a democratic society, and the equality of access to information is one of the highest priorities of the Mendocino County Library. The library affirms its support of Article V of the *Library Bill of Rights*, which protects the rights of an individual to use a library regardless of origin, age, background, or views. Additionally, the library acknowledges its responsibility to safeguard the accessibility of information for those in our society who cannot afford to obtain such information through commercial means.

Accordingly, the Library will seek to impose the minimum number of restrictions on library facilities and resources necessary to protect the public's right of access to library facilities, to insure the safety of users and staff, and to protect library resources. No one will be denied use of the library merely because his or her appearance or state of mind generates annoyance or negative subjective reactions from others. Further, all library rules shall be enforced evenhandedly, and not in a manner which would arbitrarily benefit or disfavor any person or group.

Rules

1. The Mendocino County Library shall uphold all state laws and local ordinances in regard to public behavior.
2. Patrons shall be engaged in activities associated with the use of a public library while in the building. Patrons not engaged in reading, studying, or using library materials shall be required to leave the building.
3. The following list of activities not associated with the use of a public library are specifically prohibited:
 - Smoking or using tobacco products
 - Sleeping
 - Eating, drinking
 - Bringing food/drink inside the library with the exception of water enclosed in a capped container.
 - Bringing animals inside the library (except service animals)
 - Bringing a weapon into the library unless authorized by law (a patron authorized to carry a weapon must notify library staff that he/she is carrying a weapon in the library)
 - Using a cell phone or pager in the library
 - Bringing personal articles into the library that do not fit comfortably under a desk chair. Items needed for library research and necessary human conveyances such as wheelchairs and strollers are not prohibited.
 - Bringing bicycles inside the library
 - Skating and related activities, including scooters, inline skating, skateboards, roller skating, etc.
 - Abusing or vandalizing library facilities or equipment
 - Rearranging/disarranging library materials
 - Damaging/mutilating/cutting pages from library materials
 - Using restrooms for washing clothes or bathing
 - Entering nonpublic areas such as staff work rooms, offices and storage areas

- Petitioning, panhandling, soliciting or distributing materials within the library.
 - Moving library furniture or using it for any other purpose than for which it was designed.
4. All personal items must remain with the owner.
 5. Patrons shall respect the rights of other patrons and staff and shall not harass or annoy others anywhere on the premises by:
 - Noisy or boisterous activities
 - Loud, abusive, threatening, harassing or insulting language
 - Prolonged staring at another person
 - Following another person about the building
 - Playing audio equipment so that others can hear it
 - Singing or talking loudly to others or in monologues
 - Behaving in a manner which reasonably can be expected to disturb other patrons or staff
 - Soliciting funds or offering any goods or services for sale to protect patron privacy (unless authorized by the Branch Head)
 - Neglecting bodily hygiene so as to constitute a nuisance to others.
 6. Patrons shall not interfere with another person's use of the library or with the library personnel's performance of their duties.
 7. Patrons shall wear appropriate attire, including shirt and shoes.
 8. Patrons shall use the appropriately designated restroom.
 9. Children under the age of eight must be accompanied by a parent or caregiver.
 - a. Responsibility for all children using the library rests with the parent / guardian or assigned chaperone and not with the library personnel.
 - b. Children must not be allowed to abuse computers or other equipment
 10. Patrons shall promptly leave the building at closing time or in an emergency.
 11. Any person violating any of these rules shall be required to leave the premises. A patron who refuses to leave under these circumstances is trespassing, and staff will seek assistance from the police, if necessary.

C. Comments and suggestions

The library makes available to library users a simple form which encourages comments and suggestions on all aspects of library services. (See Appendix D for sample.) The suggestion, comment or complaint is given to the branch manager or appropriate staff member. It is reviewed and investigated, and appropriate action is taken. This may include an oral or written response to the library user, and may be referred to the appropriate staff member, the County Librarian or designee, the Library Board or the County Executive.

D. Controversial materials

The library makes available to library users a 1-1/2 page form which allows library users to comment in detail on materials included in the library collection (See Appendix B: "Request for Reconsideration of Library Materials"). Completed forms are given to the County Librarian, and the materials in question are reviewed for suitability in the collection. Appropriate library staff may be consulted, and the request may be forwarded to the library board if appropriate.

E. Unsupervised children or elderly

The library cannot assume responsibility for children or the elderly who are unable to care for themselves, who are left unattended for a long period of time or are not picked up at closing time.

XIV. Staff Respectful Behavior Policy

The experience our patrons have and how they feel when they visit Mendocino County Library is one of our main priorities. As Library employees, it is necessary to maintain a friendly professional atmosphere, no matter what our actual feelings may be. All Library employees are expected to follow the Respectful Behavior policy.

Staff of the Mendocino County Library are expected to treat each other, patrons, and visitors with respect and dignity; all verbal and non-verbal behavior should be courteous, honest, and respectful.

To this end, staff will:

- Speak to co-workers and the public in a conversational tone of voice at all times.
- Respectfully pose questions or inquiries to others to gain information
- Keep an acceptable interpersonal physical space and a non-threatening posture when speaking with a co-worker, colleague, clients, customer or subordinate
- Disagreements with co-workers, colleagues, clients, customers or subordinates will be addressed privately, quickly, professionally and in a courteous manner.

If staff encounters a situation that raises a question or concern about improper conduct, follow the following reporting process:

- First, discuss the concern with the person(s) involved.
- If it is unresolved then discuss issue with the supervisor who is close to the situation and best able to help. Gossiping is discouraged.
- Do not discuss the matter with individuals who were not involved in the incident and/or are not in your chain of command.
- If staff are uncomfortable raising certain questions or concerns with the individual(s) involved or the supervisor, staff are encouraged to discuss the issue(s) with the County Librarian.

SECTION C: COLLECTION DEVELOPMENT

I. Philosophy

Intellectual Freedom Definition

Collection development and material's policies are guided by the principles of intellectual freedom. These stem from the First Amendment of the Constitution, which affirms a citizen's right to hold beliefs and to express them. Freedom of speech and freedom of the press also apply to its counterpart, the right to unrestricted ACCESS to the expressions and beliefs of others.

The Role of the Public Library

Public libraries play a unique role in the preservation of democracy by providing an open, nonjudgmental institution where individuals can pursue their interests and gain an understanding of diverse opinions. Libraries must continue to play an essential role in safeguarding the intellectual liberty of the public and they must recognize, understand and support freedom of access.

II. Selection Development Policy

Purpose of Policy

To guide the library staff in the selection of materials,

To inform the public about the principles upon which selections are made.

Definition of Materials Selection

"Selection" refers to the decision that must be made either to add materials or to retain materials already in the collection.

Goals of Book Selection

- To maintain a well balanced and broad collection of materials for information, reference and research.

To support the democratic process by providing materials for the education and enlightenment of the community.

- To provide recreational resources.

III. General Principles

1. Materials to be added to the collections of the Mendocino County Library are selected on the merits of a particular work in relation to the needs, interests and demands of this community.
2. Responsibility for the reading of children rests with their parents or legal guardians. Selection should not be inhibited by the possibility that books may inadvertently come into the possession of children.
3. Materials with an emphasis on sex, or containing profane language should not be automatically rejected. Selections should be made on the basis of whether the book presents life in its true proportions, whether characters and situations are realistically presented, and whether the book has literary merit.
4. Based on the services it is expected to perform, it is the responsibility of this library to provide circulating, reference and research material for both the diverse general public of this community as well as students, at all levels of formal and informal education.

IV. Specific Principles for Selection

The following principles are applied to the selection process for materials:

1. Contemporary significance or permanent value
2. Accuracy
3. Authority of author
4. Relation of work to existing collection
5. Price, format and ease of use
6. Scarcity of information in subject area
7. Availability of material elsewhere in the community
8. Popular demand — The library should make available materials for enlightenment and recreation even if not enduring in value, interest or accuracy. A representative sampling of experimental or short-lived material should be purchased.

V. Specific Criteria for Selection

Adult NonFiction:

Chief points considered are readability of material, authenticity of factual matter presented, and quality of writing, cost, format, existing library holdings and suitability of material to the community. Nonfiction may be excluded for inaccurate information, lack of integrity, sensationalism, intent to indicate hatred or intolerance, and text material of too limited or specialized a nature.

Titles are selected on the basis of the content as a whole and without regard to the personal history of the author. Important books of all persuasions should be carried. In no case is any book included or excluded merely because of the race or nationality, or the political or religious views of the writer. In the case of controversial questions, variety and balance of opinion are sought whenever available.

Adult Fiction:

Selection of adult fiction is made with reference to one or more of these criteria:

1. It should contribute to the individual's awareness of self, community and social heritage.
2. It should contribute to the value of the library's collection as a whole by representing all types and styles of literature.
3. It should provide pleasant reading for recreational and creative use of leisure time. Serious works, which present an honest aspect of life, are not necessarily excluded for frankness of expression.

Children's Materials:

The first objective in selecting children's materials is to encourage the child's joy in reading and in being read to. Books are selected which offer adventure of mind and spirit to the growing child, cultivating an appreciation of literature both oral and written and encouraging the creative use of leisure time by inquiring minds. Special attention is given to books of use and value to parents and teachers, or other adults working with children.

The public library does not provide basic texts or materials needed in quantity for school work. It accepts as its responsibility the providing of supplemental materials of varied kinds to enrich the resources available to the individual student and teacher. Please see the library's separate policy statement regarding the selection of materials for the children's collection.

Reference Materials:

The library reserves the right to determine which materials are included in the reference collection (materials for in-library use only) and which materials are included in the circulating collection. Criteria for designation shall include but not be limited to the following: value, availability, replacement cost, volume of patron demand, current library programs, initial purpose for which materials were procured, and restrictions imposed by suppliers.

Documents/Special Collections:

The library collects and preserves documents primarily of local importance or historical value.

Magazines and Newspapers:

Basic popular, general informational and scholarly magazines are selected to supplement the book collection, bring book information up to date, and fill in those areas where book resources are weak, inferior, or non-existent.

Newspapers are selected to meet reference and research needs of patrons, to provide current information, and to satisfy casual interest in current events. Local and National newspapers are supplied upon sufficient demand and within budget and space limitations.

NonBook Materials

The library recognizes the importance of non-book materials both as a supplement to its book collection and to its concept of service. Within budget limitations CD's, videos, Internet services and other materials will be purchased in accordance with criteria outlined for adult and children's materials. Please see the library's separate policy statements regarding the selection of videocassettes and Internet services.

VI. Gifts

Gifts accepted by the Mendocino County Library are judged upon the same basis as purchased materials. They are considered with the explicit understanding that such factors as duplication, lack of community interest, processing costs or inadequate shelf space may prevent their addition to the collection or permanent retention on the shelves. Gifts are accepted with the understanding that the library, if it cannot use them, may at any time dispose of them in any way it sees fit. The Library Advisory Board must formally accept any conditions proposed to a gift. No conditions may be imposed relating to any gift after its acceptance by the library.

Donors must be willing to assign proper and legal title which can include copyright and literary rights to all gift books, manuscripts, and other materials which have significant monetary value.

The library does not assess the value of materials and therefore does not provide that information for tax exemption purposes. However, upon a donor's request, the library supplies a statement listing the number and general type of materials accepted.

Original works, crafts, artifacts, furniture and items large enough or of a nature to be considered permanent and non-circulating may be referred to the Library Board for consideration before final acceptance is given. Labels may be affixed to gift items indicating the donor and related information helpful to the patron or person whom the gift honors.

VII. Memorials

The library welcomes funds to be used for the purchase of memorials. A thank-you note is sent to the donor, and the family of the person honored is notified. If requested, memorial materials may carry a gift plate showing the name of the person honored.

VIII. Labeling Of Materials

Library materials are not marked or identified in such a way as to indicate approval or disapproval, and materials are not sequestered, except for the purpose of protecting such materials from damage or theft.

In order to permit free and convenient access to library materials, the library endorses an open shelf policy. Therefore no materials shall be either removed from open shelves or kept in a restricted area because of their controversial nature or because they are more suitable for one age group than another or because their subject matter, viewpoint or treatment might be opposed to by certain individuals or groups.

Responsibility for children's reading and viewing materials rests with their parents and legal guardians. Selection of materials for the adult collection is therefore not influenced by the possibility that children may obtain materials which some parents might consider inappropriate.

Purchase requests for materials from patrons will be seriously considered. If deemed inappropriate for the collection (e.g., due to cost, format, or degree of technicality), an attempt is made to borrow it through the interlibrary loan network.

IX. Withdrawing

Materials are withdrawn regularly in accordance with the criteria for selection. Replacements are based on the same principles.

Stolen or mutilated materials will be replaced when deemed necessary to the maintenance of a well-rounded collection. Materials of marginal importance whose use cannot be adequately controlled may not be replaced.

Responsibility

Responsibility for the selection of library materials falls under the jurisdiction of the County Librarian, who operates within the framework of the policies determined by the Library Board. Since no one person is fully qualified to determine the reading needs of all persons in all sections of the community, responsibility for materials selection may be delegated to staff members by the County Librarian, who has the authority to implement the policy. Suggestions from patrons are always welcome and given serious consideration. Problems in material selection are referred first to the Branch Supervisor and then to the County Librarian.

The library attempts to follow the guidelines of The American Library Association, which recommends that annual withdrawals average about 5% of the total collection so that a library can maintain an up-to-date and inviting collection. Lack of demand, obsolete or erroneous information and poor condition of material are the main reasons for discarding. Standard titles of lasting value (unless they are replaced by newer copies) and materials of special local interest will not be discarded at the larger branches.

1. Gift materials will be subject to the same standards for inclusion and weeding as purchased materials.
2. Archival materials in great demand (e.g., County Annual Report) will be preserved in acid-free materials but additional copies are available for public use. The library maintains a collection of county documents.

SECTION D: EMERGENCIES

I. Fire

Staff should not under-estimate the potential danger to patrons or staff represented by a fire. At the first indication of smoke or flame, staff members should investigate the situation to determine location and extent of the fire. If the fire can obviously be contained and extinguished quickly and safely by staff, proceed to do so. However, if there is any

doubt about whether the fire can be controlled, staff must call 911 immediately or the fire department and then clear the building.

The time to think about fires is before they happen. Staff will be familiar with the type, location, and application of the fire extinguisher(s) in the building. All staff and volunteers will be oriented to this information.

II. Health emergencies

Staff members should exercise caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. Without specialized training it is not advisable for staff to undertake more than keeping the sick or injured patron comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable.

The Rescue Squad/Police (911 if available) should be called immediately in the event of any serious problem.

No medication, including aspirin, should ever be dispensed to the public.

III. Bomb threats : Procedures

Keep the caller on the line as long as possible. Ask the caller to repeat the message and try to write down every word spoken by the person.

If the caller does not indicate the location of the bomb or the time of possible detonation, ASK FOR THIS INFORMATION.

Pay particular attention to peculiar background noises such as motors running, background music and any other sounds which may indicate where the location from which the call is originating.

Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments.

Immediately after the caller hangs up, call the police. Clear the building. The police will handle the actual bomb search.

IV. Blood Borne Pathogen Procedures

Approved by the Library Advisory Board July 17, 2009

The Mendocino County Library will follow County Policy when dealing with possible blood borne pathogens on library materials.

In addition to general safety precautions, staff should use the following procedures when working with library materials.

1. Disposable gloves will be worn when handling delivery if any contamination is suspected.
2. If materials from other libraries have questionable fluids on them, they should be sent back to the originating library in a plastic bag with a note attached to outside.
3. If material belonging the Mendocino County Library is returned with blood or bodily fluids, gloves should be worn for any further handling
4. If possible apply disinfectant to the item. The disinfectant should be one part bleach to nine parts water and should be replaced often with a fresh mixture as it does not have a long shelf life.
5. If the item cannot be disinfected, place item in bag and give supervisor to process.
6. Staff members should wash their hands immediately after removal of gloves or other protective equipment with soap or other approved antiseptic hand cleansers.

7. Employees shall report any exposure to blood and other body fluids immediately to the supervisor. Employees shall immediately wash the exposed area with soap and warm water. If the exposure is a splash to the mouth, rinse immediately. If the exposure is a splash to the eyes, immediately irrigate the affected eye with cool water for no less than 10 minutes, with the flow of water going from nose to temple.
8. The employee will contact Job Care within 24 hours of exposure and follow the physician's recommendation for testing and vaccination. Said expenses will be paid for by the Library.

SECTION E: REVISION OF LIBRARY POLICIES

The preceding statements of Mendocino County Library's policies shall be subject to review and needed revision at least every five years by the Library Board. Individual policies will be reviewed or added as needed.

Adopted: July 2009

MENDOCINO COUNTY LIBRARY

EXAM PROCTORING REQUEST

Student Name		Phone number	
Email		Address (if necessary)	
Name of Institution			
Contact info for institution.			
Library fills out information below.			
Exam Date:		Exam Time:	
Assigned Proctor			
Received by (name)		Date:	

DISCLAIMER: The library is a public building offering public services. It cannot be responsible for any and all connection, transmittal or telecommunication disruptions or failures. All use of libraries facilities or equipment (including use of computers) are used on an as-is basis. Students bear sole liability for completion and transmission of exams.