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Polk County Library

PATRON POLICY MANUAL

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POLK COUNTY LIBRARY PROGRAM POLICY

MISSION STATEMENT

The mission of the Polk County Library System is to improve and enrich the lives of our users through information and recreation. The Library values the citizens of Polk County and responds to their needs by providing clean and inviting buildings, well-organized and up-to-date collections, friendly professional service, and well-trained staff who are committed to the Library vision. Our vision is to be a thriving Library that is an integral part of the community.

LIBRARY CARDS

INTRODUCTION

When applying for a library card, the patron enters into a contract with Polk County Library. The card extends borrowing privileges from the Library’s digital, shared, and local collections. By signing the card, the patron agrees that they are accountable for the timely and safe return of all items borrowed on the card and agree to pay for lost and damaged items.

Library cards issued by any of the public libraries within Polk County will be honored by all the Polk County Public Libraries provided that the borrower is in good standing with the Library system. All cards must be renewed annually; proof of address or current ID may be requested at renewal.

A library card may be invalidated or suspended by the Polk County Library at any time if the patron does not return overdue materials, does not pay outstanding fees, does not abide by other Library policies, or habitually abuses Library policies.

RESIDENT CARDS

Library cards are issued to residents, property owners, or employees of the Library in Polk County. Applicants for a library card are required to present 2 forms of identification; one of which must prove proof of residency or property ownership. Required proof of residency may be in the form of any one of the following items.

- A valid driver’s license with a current address.
- A state issued identity card
- Current property tax receipt. A personal property tax receipt, a real property tax receipt or a certificate of non-assessment is acceptable.
- A valid voter's registration card
- A current utility bill showing patron's name and address
- Recently cancelled mail with name and physical address.

If non-picture identification is presented, staff may also require a picture ID as additional proof.

Patrons registering for a library card will be checked against the Missouri Evergreen Library Consortium patron database. Patrons with more \$20.00 in fines, fees, or lost materials at any Missouri Evergreen Library will be required to clear the account at that Library before being issued a Polk County Library card. It is the patron’s responsibility to contact their previous Library to clear accounts.

Hotels, motels, group homes, residential treatment centers, shelters and other temporary housing are not considered to be permanent addresses. Residential Managers of such facilities may sign for one card for facility use. The individual signing for the card will assume financial responsibility for Library materials checked out on the card.

A physical address must be provided for proof of residency. Post office box will be accepted as mailing address only. A resident card becomes invalid if the cardholder moves outside the Library District unless the individual still owns property inside the county limits.

MINOR CARDS

If the applicant is seventeen years old or younger, the library card must be signed by the parent/legal guardian after providing proof of residency (see resident cards). Applicants eighteen and older are considered adults and must provide their own proof of address and sign their own application.

A minor card grants access to the full collection of Polk County Library including online materials and filtered Internet computers. Library staff does not supervise children and do not know what a parent considers appropriate for their child. The responsibility for materials used by minor rests completely with their parents/legal guardians. Materials selected for the Adult and Young Adult collection are intended for mature readers. Checkouts to minors from these collections are allowed with the signed parental permissions on a minor's library card application. Separate collections are available for children and young people, but it is not the responsibility of the Library, its Board of Trustees, staff, or volunteers to determine which collection they should use or what item in the collection is suitable for an individual.

If a parent/legal guardian does not agree to full access to the collections, a minor card will not be issued. Parents/legal guardian must then use their own card to check out material for child.

A parent/legal guardian of a minor child will be given access to the circulation records of the child if the parent/legal guardian is in possession of the child's Library card and is able to provide appropriate identification.

This section is required by Missouri Regulation 15 CSR 30-200.015. Section revised 6-27-23.

HOMEBOUND RESIDENT CARDS

Book delivery to homebound patrons is provided for and is available to residents of some nursing homes in the City of Bolivar.

Bolivar residents interested in homebound book delivery can contact the Library to be placed on the homebound delivery list. The Library will contact the patron and set an appointment to apply for or renew a Library card and discuss materials the patron is interested in checking-out.

Homebound library cards are kept on file at the Library so library staff has access to them for checking-out materials. Homebound materials are delivered and picked-up monthly based on the library staff's schedule.

Homebound patrons are financially responsible for materials checked-out on their Library card.

All materials checked-out on a Homebound card are due 30 days from the date of check-out and may be renewed twice, unless they are reserved for another patron.

The following items are not available to check-out on Homebound Cards: High Demand Items, Steam Kits, Library of Things, technology, games, and puzzles.

Homebound patrons may place up to 25 holds on materials that are owned within Polk County Library and/or within the Missouri Evergreen Library Consortium.

Homebound patrons who wish to discontinue participation in the homebound program must notify the Library. Library cards can be changed from Homebound to Resident and picked up at the Bolivar location.

EDUCATOR CARDS

Educator Cards allow teachers of Polk County School Districts, upon the approval of each District's Administration, to check out Library materials for use in their classrooms. Teachers can hold these cards specifically for classroom use so they do not need to use their personal Library cards for this purpose.

Polk County teachers who do not reside in Polk County are allowed to have access to the Library's resources without paying a non-resident fee.

Educator Card applicants must provide a current photo I.D. and current proof of employment or school ID from a Polk County School District.

A Library employee will deliver and pick up materials once a week to a Polk County School District building of their choice.

The following items are not available to check-out on Educator Cards: High Demand items, Steam Kits, Library of Things, technology, games and puzzles.

Up to 50 items at a time can be checked-out on an Educator Card. Up to 25 DVDs may be checked-out at a time, but they will count toward the 50-item total.

All materials checked-out on an Educator Card are due 30 days from the date of check-out and may be renewed twice, unless they are reserved for another patron.

Teachers may place up to 25 holds on materials that are owned within Polk County Library and/or within the Missouri Evergreen Library Consortium.

Teachers will be held financially responsible for all materials checked-out on their library card.

STUDENT CARDS

The Polk County Library holds a reciprocal lending agreement with Southwest Baptist University (SBU) that allows current SBU students, regardless of their permanent home address, to obtain a free library card by showing their current SBU student I.D. card and photo I.D. Student cards allow the same number of check-outs as Resident cards and can be renewed annually as long as the student attends SBU.

NON-RESIDENT CARDS

Non-Residents (residing outside of Polk County) can obtain a Polk County Library card by showing a current photo I.D. and paying the \$50 non-resident fee. This fee is in lieu of the Polk County Library tax and is due annually in order to renew the Library card.

Non-Resident cards are issued one per family and are allowed the same number of check-outs as Resident cards.

E-CARDS

Library E-cards may be issued to all adult residents in Polk County or people working in Polk County. E-cards are only valid for the library's online resources and downloadable resources. Patrons may receive an E-card by email, upon providing Name, Date of Birth, and address to library staff.

E-card patrons may not checkout physical items but may upgrade to a resident or non-resident card with acceptable proof of residency. See Resident Cards for acceptable forms of identification. (Section added 9-15-2020) (revised 6-27-2023)

LOST AND DAMAGED CARDS

If a patron should lose their card, they may be issued another card for a charge of \$3.00. It is the patron's responsibility to report lost cards; until the card is reported lost, the patron is responsible for all items charged.

A library card that is damaged may be replaced free of charge provided that the patron brings the damaged card to the Library to be replaced.

MATERIALS AND THEIR CIRCULATION

GENERAL CIRCULATION GUIDELINES

All patrons must present their card at the service desk at the time of checkout.

Items limited to in-house use such as reference books, microfilm, current issue magazines, current and back issue newspapers, reserved books, local history materials, and other so designated, do not normally circulate but may circulate at the discretion of the Director.

Library users will not be allowed to check out materials if they owe \$20.00 or more in unpaid fees, have material that is overdue and cannot be renewed, or have material that has been marked lost. Materials that are more than 42 days overdue are automatically marked lost, and the total replacement cost is charged to the patron's Library card.

Hotspots require a \$5.00 deposit to check out. The deposit will be refunded if the hotspot is returned on time. Deposits are forfeited if the hotspot is late enough that service has been disconnected. (rev. 8/17/22)

LENDING LIMITS, RENEWALS AND FINES SCHEDULE

Library materials schedule of limits and fines:

Material	Checkout Time Limit	Renewals If no hold	Checkout Limit per card	Late fee per day
High Demand and Read-Along Books	7 days	2	7	0
Children Tablets and Circulating Laptops	7 days	2	1	0
Hotspots and Steam Kits	21 days	2	1	0

Inhouse Laptops	2 hours (in house use only)	2	1	0
All other Material	21 days	2	25	0

Total items checked out is limited to 25 per card. (revised 1/17/2023, 6/26/23)

HOLD REQUESTS

Patrons may place up to 10 holds, except as otherwise provided, on materials that are owned within Polk County Library and/or within the Missouri Evergreen Library Consortium. Holds will be transferred to the patron's preferred Polk County Library location as soon as they become available.

Holds will be held for 3 business days. If the item is not picked up in that time period, the item will be removed from hold for that patron.

OVERDUE LIBRARY MATERIALS

Patrons may receive email, text, or phone call reminders when items are 7-days or more overdue. Patrons may receive mailed notices when items are 14 and 21-days overdue. Items that are more than 42-days overdue are automatically marked lost and costs are assessed to the patron.

The Library has no obligation to remind patrons to return materials. The Library calls or sends reminder notices as a courtesy to patrons.

It is the patron's responsibility to update mailing address, email address, and phone numbers or texting information with the Library. The Library cannot be held responsible when reminders or notices are undeliverable due to incorrect addresses and phone numbers that have not been updated by the patron.

All materials are due on the due date. There is no pre-set grace period except for items due on dates the Library is closed. All such materials are due the following business day. Hotspots may be turned off if the item is more than 7 days late.

It is the patron's responsibility to call, log-on, or come in to renew items.

LOST AND DAMAGED ITEMS

Charges for lost items are assessed based on the suggested retail price of the lost material. The suggested retail price compensates the library for staff time and processing materials, i.e. barcodes, covers, labels, etc.

Lost fees will be cancelled if the item is returned in good condition. The library does not accept replacement items in place of paying lost/damaged fee or return of lost materials.

No refunds for lost materials will be issued to patrons once those items have been paid for. The item, if found, is the property of the patron.

The Library may charge for items that are damaged that are not considered normal wear and tear.

Barcodes	.50
Spine Labels	.50
DVD/Audio Case	1.00

Torn Pages, Marks, Spills, etc....	3.00 or the price of item if deemed unusable
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(rev. 8/18/2020)

MINORS AND MATERIALS

The Polk County Library has adopted the American Library Association Freedom to Read and Freedom to View statements. Parents/legal guardians—and only parents/legal guardians—have the right and responsibility to restrict access of their children—and only their children—to Library resources. Parents/legal guardians who do not want their children to have access to certain Library services, materials, or facilities should so advise their children and supervise them accordingly. Librarians and Library governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between a parent and child.

A parent or guardian of a minor child will be given access to the circulation records of the child if the parent or guardian is in possession of the child’s Library card and is able to provide appropriate identification.

BORROWING BEYOND POLK COUNTY AND REFERENCE SERVICES

INTERLIBRARY LOANS

Polk County Library adheres to the policies and regulations set forth by the Missouri Evergreen Consortium to allow resource sharing between participating Missouri public libraries.

Interlibrary loan service is available to patrons with Polk County Library. In order to submit a request for an item, the patron’s card must be a valid, unblocked card.

If the item is available from an Evergreen Library, there will be no fee associated with interlibrary loan service. A hold may be placed directly from the Library’s catalog. A patron, except as otherwise provided, may have ten (10) Evergreen holds on their account. (Revised 6/27/23)

INTERLIBRARY LENDING

The Polk County Library honors interlibrary loan requests from Missouri Evergreen. Lending time for materials is set by the borrowing Library in Missouri Evergreen.

The Polk County Library will not lend:

- Genealogy resources
- Material that the Library has owned less than six months
- Material with local circulation restrictions. Examples: Steam Kits, Technology, Read Along Books, etc....

The borrowing Library is responsible for the safety of the item from the time the item leaves the Polk County Library until it is returned. If damage or loss occurs, the borrowing Library is responsible for the cost of items. (Revised 6/27/23)

REFERENCE SERVICES

The Polk County Library offers basic reference services. The Library will help patrons locate the information they need and provides basic computer help as staffing allows.

Library staff members are not allowed to offer medical, legal, or financial advice. This includes the interpretation of materials for the patron. However, the staff should make every effort to provide materials that are suitable for each patron's educational background and level of comprehension.

Staff members may assist students in locating information needed for school assignments but cannot assist the student in completing school assignments or homework.

Library staff may not advise or help with any tax question. Staff may not fill out patrons' taxes online. Staff may provide patron with forms at printing cost. Staff may also direct them to professional help or institutes.

FAX SERVICE

Fax service is made available to Library patrons for both transmission and receipt of documents. Staff will fax materials for patrons; patrons are not allowed to use the fax machine.

Faxes cost \$.15 for the confirmation page. Any copies that have to be made before faxing, such as copying a fragile document to ensure it is not torn by the fax machine, will be added to the cost of faxing. After faxing, a confirmation sheet will print out showing that the fax has gone through.

Received faxes are \$.15 a page. Received faxes need to be picked up promptly. Library staff are not responsible for contacting patrons concerning received faxes. Received faxes that are not picked up within 7-business days of receipt will be destroyed. (revised 6/27/23)

COPIES, PRINTING, AND SCANNING

Black and white copies and printing is available at all Library locations. Wi-Fi printing is available at all locations by emailing document to printing@polkcolibrary.org. Color copies and printing is available at Bolivar and Humansville locations.

When printing from patron access computers, money is added to the patron's printing account at the service desk and is automatically deducted as the patron prints. Balances on the printing account can be left on the account for later use or refunded. Patrons must present their Library card at the circulation desk in order to add printing money or receive a refund.

Copying fees may be paid at the service desk or deducted from the patron's printing account at the service desk by presenting a Library card.

Printing is \$.15 for Black and White and \$.25 for color printing.

Document scanning is also available at all Library locations for free. (revised 6/27/23)

PROCTOR SERVICE

The Library will proctor examinations for individuals, subject to the availability of authorized staff and resources. Examinations must occur during the hours the Library is open to the public. Examination times are scheduled by the student with an authorized proctor in coordination with Library staff.

It is the responsibility of the student taking the examination to ensure that all requirements for the examination can be met and that the examination is received by the Library before the scheduled examination time.

Subject to availability, a quiet room will be provided where the student may take the examination. The Library does not guarantee that the students will be under continuous observation during the examination.

Cost of mailing an exam back to an instructor, as well as any print cost of materials is the responsibility of the student.

COMPUTER AND INTERNET USE

The Polk County Library recognizes the value of computer availability and Internet access in its mission to provide for the informational, educational, and recreational needs of its patrons. The Library strives to provide up-to-date technology to meet those needs.

The Internet is a global electronic network with no state or county control of its users or content. The Internet and its available resources contain material of a controversial nature. Library staff cannot control the availability of information or links that may change rapidly or unpredictably. Not all sources on the Internet provide accurate, complete or current information.

Parents or guardians of minors must assume responsibility for their children's use of the Internet.

LIBRARY COMPUTERS

The Library utilizes time and print management software on its public access computers. This software helps ensure availability of computers throughout the day, and allows patrons to maintain a personal account for ease of use.

Library staff have the ability to monitor public computers from staff computers in order to safeguard equipment and other patrons.

Library computers do not allow for downloads of software or applications from outside sources. However, software and files for personal use may be downloaded directly to the patron's USB (flash) drive or disc. Please notify a staff member if you believe a computer requires updates of software or applications.

Patrons who require assistance in using the computers or accessing the Internet may receive limited assistance from Library staff depending on staff availability.

Library staff will not enter patron personal information into forms or documents for patrons and cannot complete electronic tasks for patrons (i.e. word processing, e-mail set-up, employment applications, job searches, etc.)

Patrons are not allowed to turn off or shut down computers.

Two people may sit together at a computer, if they do not disturb others.

All patrons have the right to privacy; however, the computers are located in a public area and privacy cannot be guaranteed.

Staff will require that patrons turn down audio when it can be heard outside of headphones/ear buds. Staff reserves the right to log-off patrons that do not comply after verbal warning.

Printing fees are pre-pay and must be paid at the service desk. Library computers will not print if copies are not paid in advance.

PATRON ACCESS

Patrons must use their own Library card to log-on to Library computers. Parents may not use children's cards, and children may not use parent's cards. Violation of this rule may result in loss of computer use privileges.

Polk County residents who possess a Polk County Library card that is in good standing may use Library computers free of charge.

Patrons must agree to the computer use agreement when signing in to the public computers:

Patron use of public access computers is limited to two hours per day. Public access computers are preprogrammed to log-off after one hour of use. The patron may log-on for the second hour if there are no other patrons waiting for a computer. Patrons may also log-on and use the remainder of their allotted two hours later in the same day.

Sessions may be extended for completion of proctored exams, student studies, or similar occurrences. The patron must be aware of the log-out time and notify staff in plenty of time to have the extension granted (at least 5 minutes before scheduled log-off time). Library staff are not responsible for loss of data due to automated computer log-off.

The Library uses filtering software in compliance with the Children's Internet Protection Act. The Library has no liability for damages related to the operation of, or failure of, the filtering software or its intervention by users. An adult may request that the filter be turned off; however, all Library policies regarding appropriate internet use still applies.

The Library prefers that Polk County residents obtain a Library card when planning to use Library computers on a regular basis.

GUEST ACCESS:

Guests or Non-Polk County Residents over the age of 18 may gain a computer access login number at the service desk. Pass use is limited to two hours per day. Printing is available; payable in advance.

ACCESS FOR MINORS

The Library uses filtering software in compliance with the Children's Internet Protection Act. Filtering software is not foolproof. It diminishes the likelihood that searchers will inadvertently retrieve text or images that they may find offensive, but does not eliminate that possibility.

Minors, age 17 and under, must have their own Library card to log-on to computers and may not use the cards of others including parents, guardians, and siblings.

Minors will not be given guest pass access without being accompanied by legal guardian.

As with all Library resources, the Library affirms the right and responsibility of parents/guardians, not Library Staff, to determine and monitor their minor child's use of the Internet. The Library also provides computers without Internet access in the Children's Department at all locations except Morrisville Library.

WIRELESS ACCESS

The Library attempts to make wireless access as available as possible but patrons may encounter areas in the building where wireless reception may be limited. The Library's wireless network is not secure. The Library cannot guarantee the security of any information sent to and from a patron's laptop or other wireless device.

Library staff can give limited assistance with connecting to the wireless network. The Library can make no guarantee that a wireless connection is always possible. The Library assumes no responsibility for the safety of equipment or for device configurations, security, or data files resulting from connection to the Library's wireless access.

UNACCEPTABLE USES OF COMPUTERS

- Uses that violate the law or encourage others to violate the law.
- Uses that compromise the safety or security of minors.
- Uses that cause harm to others or damage to their property.
- Uses that jeopardize the security of the computer network or other networks on the Internet.
- Uses that attempt to circumvent log-on management software, filtering software or computer configurations.
- Transmitting of offensive or harassing messages.
- Offering for sale or use any substance, the possession or use of which, is prohibited by law.
- Viewing, transmitting or downloading pornographic material.
- Viewing, transmitting or downloading materials that encourage others to violate the law.
- Downloading or transmitting confidential, trade secret, or copyrighted materials.
- Participating in "hacking" activities or any form of unauthorized access to other computers, networks, or information systems.
- Disclosing or sharing user passwords with others.
- Impersonating another user.
- Using personal software programs on Library computers unless fully loaded on a USB device and does not require download to computer.
- Damaging or modifying Library computer equipment or software.

CHILDREN SERVICES

DEPARTMENTAL GOALS AND PRINCIPLES OF SERVICE

The objectives of the Children's Area are: to introduce as many children as possible to the public Library environment in order to create lifetime readers and Library users; to provide children with access to current information and quality literature; and to provide complete and accurate answers to reference questions to all patrons of the Library. The Children's Area is open during all Library hours.

All children age 8 and younger must be supervised by an adult, parent, or guardian age 18 or older at all times.

Children who cannot read are not allowed to use the catalog terminal but are encouraged to use the public computers under adult supervision.

CHILDREN'S MATERIALS

The Children's Areas provide juvenile materials suitable for children in a variety of formats and age levels in sufficient number to meet the current and anticipated needs of the community. (See Collection Development policy)

Materials specifically for children and all other materials in the Library are available to all children at all times that the Library is open. Parents/legal guardians are solely responsible for supervising or limiting their children's access to Library materials. (revised 6/27/23)

EARLY LITERACY PROGRAMS

Daytime story time sessions are regularly scheduled for the general public.

Story time sessions are developed for pre-school children of different ages.

An adult must accompany and remain with children attending story time. If a child engages in disruptive behavior during the story time, the adult must remove the child from the story time session and must also remove any other children in his or her care from the session. Unaccompanied children may not stay in a story time session.

TOURS AND CHILDREN'S GROUPS

All tours of the Library must be scheduled in advance. Children's group tours should be scheduled as far in advance as possible. Children's groups visiting the Library in study or reading groups should call ahead if possible.

The Library reserves the right to refuse a tour because of inadequate notification or the unavailability of a time slot for a tour.

Any children's group in the Library must be attended by an adult, whether the group is attending a scheduled program or engaged in a reading or study session. At least one adult must stay with the group during story time sessions. At least two adults must stay with the group if there are sixteen or more children attending the session.

UNATTENDED CHILDREN

Children 8 years-old and under must be accompanied by an adult (responsible party at least 18 years of age or older) at all times. Library staff are not responsible for the supervision of children left unattended by a parent or guardian.

Library staff will follow these procedures in the event a minor, age 17 or under, has visited the Library and is without transportation at the time of closing:

- Under no circumstances will Library staff transport a minor child away from the Library building.
- Staff will immediately call a parent or guardian to pick up the minor.
- If a parent or guardian has not picked-up the minor within 15 minutes of the call, local police will be contacted.
- Staff will post a sign on entry door stating "A minor child was left unattended at the Library after closing and has been turned over to the insert the name of local law enforcement agency." (This agency could be the Bolivar Police Department, Fair Play Police Department, Humansville Police Department, or Polk County Sheriff's Department depending on the branch location and time of the occurrence.)
- As soon as possible, the Library staff members involved will file an incident report with the Library Director.
- On the next business day, the Library Director will send a letter notifying the parent or guardian of this policy and the Library's hours of operation.

CONFIDENTIAL PATRON INFORMATION

It is the policy of the Polk County Library to ensure privacy of the users of its services. Any information obtained as the result of patronage with the Library will be treated as confidential and released only as authorized by this policy.

This right to privacy extends to circulation records, reference requests, database searches and all other personally identifiable uses of Library materials, facilities or services. Library records are for the sole purpose of protecting Library property and are not to be used directly or indirectly to identify the types of materials used by Library patrons. Under no circumstances shall Library staff answer to a third party about material or information used or requested by a patron without a court order or subpoena.

Circulation records shall not be made available to anyone except pursuant to a court order or subpoena as may be authorized by law. Upon receipt of a court order or subpoena, the Library Director may consult with a Library designated legal counsel to determine if the order or subpoena complies with applicable law.

An individual may request information concerning their own Library records by presenting his or her Library card or photo ID. The Library does not keep a past history of items circulated unless they have a bill attached. A parent or guardian of a minor child will be given access to the circulation records of the child if the parent/legal guardian is in possession of the child's library card and is able to provide appropriate identification.

The following section of the Missouri Revised Statutes clearly defines the responsibility of the Library in safeguarding patron information:

Disclosure of Library records not required--exceptions.

RSMo 182.817. Notwithstanding the provisions of any other law to the contrary, no Library or employee or agent of a Library shall be required to release or disclose a Library record or portion of a Library record to any person or persons except:

(1) In response to a written request of the person identified in that record, according to procedures and forms giving written consent as determined by the Library; or

(2) In response to an order issued by a court of competent jurisdiction upon a finding that the disclosure of such record is necessary to protect the public safety or to prosecute a crime.

LIBRARY BEHAVIOR POLICY

- Shirt and shoes are required in the Library.
- Disruptive conduct, including excessively loud talking, is not allowed.
- Parents and guardians are expected to stay in close proximity to their children at all times while in the Library. For example, parents and guardians are not to leave their children in the children's area while they use a computer. The Library provides internet capable laptops for adults to use while supervising children.
- Children should not be allowed to climb shelving or other Library furnishings or fixtures.
- Parents or guardians may be asked to take excessively loud or disruptive children out of the Library.
- Willfully annoying or harassing another person is prohibited.
- The Library does not have a public telephone and will not allow public use for incoming or outgoing calls on Library telephones except in the case of an emergency.
- Furniture may not be rearranged. Only one person may sit in each chair at one time. Feet should not be placed on furniture.

- Smoking, use of tobacco products, and vaping are prohibited inside the Library, but are allowed in the designated area outside the building.
- Alcoholic beverages are not permitted on Library property.
- Patrons under the influence of drugs or alcohol are not allowed in the building.
- Sleeping for an extended period of time (more than 10 minutes) is prohibited.
- Trash both inside and outside the Library should be placed in appropriate receptacles.
- Library restrooms may not be used for bathing and grooming (shaving, washing hair, etc.), doing laundry, or loitering.
- Use of roller blades, roller skates, or skateboards is not permitted on Library property. The Library is not liable for injuries or damages incurred by skaters or skateboarders.
- Bicycles should be secured in the bicycle rack provided outside the Library. The Library is not liable for injuries or damages incurred by cyclists.
- Any person who poses a health or sanitary risk or whose bodily hygiene constitutes a nuisance to other persons or damages Library property shall be required to leave the Library premises or Library property.
- Inappropriate behavior, which disturbs other Library patrons or staff, is not permitted inside or outside on Library property.
- Weapons are not allowed on Library property except as provided by RSMO 571.030.
- A person may not mutilate, deface, or remove without authorization, any part of the Library collection, building, or furnishings.
- Loud, abusive, aggressive, profane and/or threatening language or behavior toward Library staff or other patrons is not permitted.
- Willfully destroying or damaging Library property including materials, furnishings and technological equipment, fixtures, and landscaping is not permitted. This includes tampering with computer hardware and software.

USE OF CELL PHONES AND OTHER DEVICES

Cell phones are allowed in the Library; however, please be mindful of loud conversations.

Audio equipment may be used with a headset but will not be allowed if sound can be heard outside of the headset.

Patrons may use personal laptop computers or devices in the Library and may plug them into available power outlets. Cords must not pose a safety hazard. Personal computers or devices may use the Wi-Fi to connect to Internet, but not LAN via ethernet cable.

The Library is not responsible for any damages to personal computers, tablets, smart phones, or e-readers during their use at the Library. (revised 6/27/23)

SOLICITING

Soliciting on Library property is prohibited. No solicitation of funds for individuals or organizations, sale of items for any cause, or panhandling is permitted in the Library or on Library property.

Exceptions: Activities authorized by and on behalf of the Library. Activities authorized by and on behalf of the Friends of the Polk County Library organization.

Library patrons will not be asked by staff or outside individuals to make purchases on behalf of or contribute to any Library cause or fundraiser while visiting the Library in the normal course of operation of the Library.

Specific fundraising events may be held in the Library meeting facilities and sale of products may be advertised or displayed but no action may be taken that is not initiated by the patron.

ACCESSIBILITY

The Polk County Library adheres to the Americans with Disabilities Act that assures equal access to employment opportunities and access to all Library facilities, services, activities, and programs. Every attempt is made to accommodate the needs of those with disabilities, and the Library welcomes input about ways the Library can more completely serve them. Questions about ADA compliance and complaints or suggestions about accessibility of Library facilities or programs should be addressed to the Library Director.

The Library can provide information for contacting the Wolfner Talking Book and Braille Library. The Wolfner Library is associated with the Missouri State Library and houses extensive resources for the blind and physically handicapped. Their services are free to Missouri residents.

SERVICE ANIMALS

Animals are not permitted in the Library, except service animals as defined by ADA Revised Requirements (2010).

Service animals are defined as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

LOST, UNATTENDED, AND ABANDONED ITEMS

LOST ITEMS

GENERAL, NON-PERSONALIZED ITEMS

The Library maintains a lost items bin where patrons may locate personal items that have been found at the Library. Library Staff can direct patrons to this bin. General, non-personalized items include but are not limited to jackets, caps, children's items, ear buds, sunglasses, reading glasses, notebooks, etc.

Patrons are not required to present ID to claim their property from the lost items bin. The Library reserves the right to empty the lost items bin once a month. Items that have not been claimed will be donated to local charities or properly discarded.

ITEMS OF VALUE

Library staff make every effort to contact patrons who have left behind items of value, depending on the patron contact information that is readily available. Items of value include wallets, bags, and purses that contain legal ID, cash, checks, and other such items. These items may also include jewelry, watches, and electronics-

Valuable items are stored in a locked area for at least 7 business days and may be claimed by individuals who can present proper ID or proper description of the item. Items of intrinsic value that are not claimed within 7 business days will be turned over to local law enforcement.

UNATTENDED AND ABANDONED ITEMS

Library staff reserve the right to collect any items appearing to be unattended on Library property. These items will be sent to the lost items bin or stored in the locked area and proper lost items procedures will be followed.

Items appearing to be abandoned on Library property will be properly discarded or turned over to local law enforcement. The Library reserves the right to immediately contact local law enforcement when any suspicious item is located on Library property (i.e. bags and back packs, boxes, electronic items, vehicles, etc.)

LOST LIBRARY CARDS

Lost library cards may be held at the circulation desk for up to one month. The Library may hold dozens of lost library cards at any given time. Therefore, Library Staff make no effort to contact patrons with lost Library cards and do not mail them back to patrons. However, Library Staff will note on the patrons account that a lost card is being held at the circulation desk. The Library reserves the right to discard lost Library cards once a month and remove notes from patron accounts. Patrons will be responsible for paying a \$3 fee to replace lost Library cards.

PATRON COMPLAINTS AND CONDUCT ISSUES

Any person not abiding by these or other rules and regulations adopted by the Library Board may be denied the privilege of access to the Library or its resources, by the Library director or designee. Library employees will contact law enforcement authorities if illegal activities are observed or reported or as otherwise deemed advisable. Based on the nature of the offense, warnings and other preliminary steps may be bypassed.

The Library reserves the right to evict and/or ban in accordance with this policy, any person not abiding by the published Patron Policy Manual, including the Code of Conduct, and any other Library policy adopted and published by the Library Board of Trustees from time to time.

BANNING PROCESS

One verbal warning for any minor offense.

Second policy infraction on the same day results in removal of the patron from the Library premises for the day. Parent or police may be contacted, if applicable.

Third and subsequent infractions within 3 years will result in banning from the Library premises for not less than seven (7) days. Library card privileges will be revoked during the period of suspension. Parents of minors will be contacted.

Indefinite suspensions or immediate removal may result from recurring, frequent, or serious infractions of Library policies.

NOTIFICATION OF ACTION

Any patron who has been evicted and/or prohibited from returning to the Library shall be provided with written notification indicating the reasons for the ban, the Library policy violated, the duration of the ban and the appeals process.

An incident report is to be filed by Library staff immediately to the Library director, in addition to verbal notification of the action to the administrator or supervisor in charge.

IMMEDIATE AND PERMANENT EVICTION

Communication of threats, physical violence or sexual misconduct (including, but not limited to, indecent exposure, unwelcome touching or sexual harassment toward staff or Library patrons) and engaging in any illegal acts or conduct in violation of federal, state, or local law, ordinance or regulation will result in immediate and permanent eviction from the Library and the notification of law enforcement authorities.

APPEALS PROCESS

Any patron subjected to specific enforcement of this policy may file a written appeal to the Director. The Director will review any appeal made and provide a written response affirming, overturning, or modifying the enforcement action. Patrons objecting to the director's decision may make a written appeal to the Library Board within 10 days of receiving the Director's determination. The Library Board will review any appeal made to them at the next regularly scheduled Board meeting and provide a written response affirming, overturning, or modifying the enforcement action. Failure to appear at the scheduled hearing will result in the denial of the appeal.

NONCOMPLIANCE WITH EVICTION OR BAN

Any person who disregards a request by a staff member to leave the building and/or premises for a violation of Library Policy or who enters the Library or premises while banned will be considered a trespasser and will be immediately reported to local law enforcement authorities and subject to arrest and prosecution for trespassing.

MEETING ROOM AND PUBLIC FORUMS

MEETING ROOM POLICY

(Revised 2/20/2024)

Organizations and individuals may rent the Bolivar McDaniel Meeting Room up to 4 hours of use per day for a fee of \$30.00. A \$10.00 fee is assessed for each additional hour requested.

Organizations and individuals may rent the Bolivar conference room, the Bolivar Gibson-Padgett Collaborative Room, the Humansville meeting room, or the Fair Play meeting room up to 4 hours of use per day for a fee of \$20.00. A \$5.00 fee is assessed for each additional hour requested.

Non-profit groups with a 501c3 and governmental agencies, may rent any meeting room for a fee of \$10.00 for up to 4 hours per day. A \$5.00 fee is assessed for each additional hour requested.

Reservations should be made at least 14 days in advance. The Library cannot guarantee that requests will be processed if it is submitted less than 14 days in advance.

If the reservation is approved, the applicant will be emailed a payment notice. Payment must be made in full no later than 7 days from the date Library staff sent the agreement and invoice. Failure to do so may result in cancellation of the reservation request. The Library accepts checks payable to Polk County Library as well as debit/credit cards through PayPal.

Reservations may not be made more than three months in advance or three times quarterly without prior library approval. The scheduling of Library activities in the meeting rooms will take priority over the scheduling of meetings for outside groups or organizations. Reservation requests may be made at service desk or online. However, the reservation is not final until library approval and payment is received.

In the event of a Library building emergency or inclement weather, meetings may be cancelled by Library staff. Every effort will be made to notify the party responsible for the booking; however, it is the person's responsibility to check with the Library to confirm the Library's closing. Payment for booking will be refunded. There will be no refund if the event is cancelled by the organization/individual.

Rooms that do not have a prior reservation are open and available to the general public with no charge. They may not be reserved for sole use without going through the reservation system in advance. Anyone may enter the rooms for any reason. If there is a reservation for the room, occupant must vacate room.

Meeting rooms are available to applicants on an equitable basis. Applicants may rent a room if space is available. When a group/individual is permitted to use a Library meeting room, it does not in any way constitute an endorsement by the Library of the policies or beliefs of the renter, and no claim to that effect nor claim to Library sponsorship may be used, explicit or implicitly, in advertising meetings held in the Library meeting rooms. Neither the name nor address of the Library may be used as the official address or headquarters of any organization that uses a Library meeting room. The Polk County Library will make no effort to censor or amend the content of a meeting.

No event or presentation shall be held at the library without an age-appropriate designation affixed to any publication, website, or advertisement. This does include all meetings scheduled by organizations renting meeting room space in the library (Missouri State Regulation 15 CSR 300-200.015). Failure to add age-appropriate designation may result in group/individual being prohibited from using the space for future events. (revised 6/27/23)

Organizations or individuals may not charge an attendance fee. In certain instances, a materials fee may be requested to cover the cost of consumables used in a program. This fee cannot exceed the cost of materials and permission must be granted in advance by Library director.

RESPONSIBILITY OF ORGANIZATION/INDIVIDUAL

Smoking, vaping, alcoholic beverages, and illegal drugs are prohibited in the Library meeting rooms. Refreshments may be served inside the meeting room only; they may not be taken into the main area of library.

Library staff cannot provide childcare services or facilities for supervision of children of persons attending meetings in Library meeting rooms. No child under the age of 10 may be left unaccompanied in any area of the library.

Tables and chairs will be provided in a general room arrangement. The Library will not provide special set-up or arrangements. The Library may assist in technology setup when possible.

By submitting a booking, the organization or individual agrees to comply with the policies and procedures regarding the use of the Library meeting rooms.

Groups and individuals using the Library meeting rooms are responsible for basic cleanup and returning the room to order. Any equipment or displays brought in for a meeting should not be left unattended and must be removed at the end of the meeting. The Library is not responsible for lost or stolen items.

Damages to the premises, equipment, or furnishings as a result of meeting room use will be charged to the group or individual responsible for room booking. Fees for excessive cleanup may also be charged. The group or organization and its members, jointly and severally, will assume and bear full responsibility for loss of, injury, or damage to any property of the Polk County Library caused or inflicted by the organization, its members, affiliated persons, guests, or invitees.

Room decorations, banners, or flyers may not be affixed to any wall, light fixture, or ceiling in any manner. Failure to comply will result in damage charges, and the organization or individual being prohibited from further reservations.

Failure to comply with this policy and any accompanying procedures for the facility may result in denial of future use of the Library meeting rooms, financial liability for damages, and/or immediate removal from the meeting rooms.

RESPONSIBILITY OF ORGANIZATION/PATRON

Revised 5/19/2020

Smoking, alcoholic beverages, and illegal drugs are prohibited in the Library meeting rooms. Refreshments may be served inside the meeting room only; they may not be taken into the main Library.

Library staff cannot provide childcare services or facilities for supervision of the children of persons attending meetings in Library meeting rooms.

Tables and chairs will be provided in a general room arrangement. The Library will not provide special set-up or arrangements.

Each group must register at least semi-annually by completing a meeting room application form. Limits to frequency of reservations by returning groups or individuals will be at the discretion of the director.

By completing and submitting an application form, the organizations or individuals agree to comply with the policies and procedures regarding the use of the Library meeting rooms.

Groups and individuals using the Library meeting room are responsible for basic cleanup and returning the room to order. Any equipment or displays brought in for a meeting should not be left unattended and must be removed at the end of the meeting. The Library is not responsible for lost or stolen items. Damages to the premises, equipment, or furnishings as a result of meeting room use will be charged to the group responsible. Fees for excessive cleanup may also be charged. The group or organization and its members, jointly and severally, will assume and bear full responsibility for loss of, injury, or damage to any property of the Polk County Library caused or inflicted by the organization, its members, affiliated persons, guests, or invitees.

Failure to comply with this policy and the accompanying procedures for our facility may result in denial of future use of the Library meeting rooms, financial liability for damages, and/or immediate removal from the meeting rooms.

PUBLIC FORUM AREAS

Revised 4/16/2019

Public libraries are classified as “limited public forums,” which essentially recognizes that libraries have the ability to place “time, place, and manner” restrictions on speech and speech-related activities occurring on their property as long as the restrictions are both reasonable in nature and viewpoint neutral (See also Confidential Patron Information Policy).

FILMING AND PHOTOGRAPHY POLICY

Filming and photography are allowed as described below only to the extent that it does not interfere with the delivery of library services and is consistent with the Library's mission. All parties involved in filming and photography are expected to follow the Library Behavior Policy.

Persons filming or photographing on library premises have sole responsibility for gaining all necessary releases and permissions from persons who are filmed or photographed. The Library undertakes no responsibility for obtaining these releases. Presence in the Library is not consent on behalf of patrons for use of their image or likeness by any third party.

Failure to obtain releases and permissions from persons being filmed or photographed will be deemed unacceptable behavior for purposes of enforcing the Library's Behavior Policy.

Library staff shall terminate any photo session that violates Library policies or appears to compromise public safety, patron confidentiality, or security. Termination may occur at any time that the activities become basically incompatible with the normal activity of the Library's use, safety, and function.

NEWS MEDIA FILMING AND PHOTOGRAPHY

The Library has an open-door policy for news media photographers and reporters who are doing stories or projects that directly involve the Library and its programs, resources, and services. However, advance authorization for such coverage must be obtained from the Library's Executive Director.

The Library does not grant permission for news media to use its facilities for stories or projects that do not relate to the Library itself; The Library disallows using Library facilities as interview venues for unrelated stories and disallows access to Library patrons for opinion polls or interviews within its facilities.

DOCUMENTARY-TYPE FILMING AND PHOTOGRAPHY FOR PUBLICATION OR BROADCAST

The Library permits photography and filming of its premises and activities when the use of such involves the Library directly, i.e. books, articles, or videos about the Library itself, the Library's position as a learning destination, or as part of a piece used to describe Polk County. Authorization must be obtained in advance from the Library's Executive Director.

RESEARCH PHOTOGRAPHY

The Library permits research photography of its materials and resources within certain limitations. Researchers and journalists are responsible for obtaining their own permissions when photographing copyrighted material in the library.

AMATEUR FILMING AND PHOTOGRAPHY

Casual amateur photography and videotaping is permitted for patrons and visitors wanting a remembrance of their visit. The use of additional equipment such as lighting is not permitted. Amateur photographers have explicit responsibility for gaining all necessary releases and permissions from persons who are filmed or photographed.

PHOTOGRAPHY FOR GROUPS AND NON-LIBRARY EVENTS IN MEETING ROOMS

Groups renting Library facilities may arrange for photographers and news media during their event. Filming and photography for such events is restricted to the space reserved by the group and may not take place in other areas of the Library without advance authorization of the Library's Executive Director.

As part of its information mission and as a public service, the Library may allow for distribution of free handouts, flyers or publications provided such distribution does not negatively impact the appearance of the Library's public areas.

BULLETIN BOARD

The Library may allow posting of information on the Community Bulletin Board on a space available basis.

Posting of notices or distribution of materials at the Library does not indicate Library endorsement of the ideas, issues, or events promoted by those materials. The Library assumes no responsibility for any inappropriate use of posted information.

Library staff will remove outdated postings or postings known to have been on display for a month or longer. Library staff reserve the right to remove inappropriate material from the bulletin board. Inappropriate material may include but not be limited to explicit words or pictures, threatening or disturbing content, or other material as may be deemed inappropriate by the Library Director.

DISPLAY CASES

Patrons are encouraged to contact the Director concerning useful displays to be loaned to the Library. The Library is not responsible for any damaged, lost or stolen items loaned for the display cases.

Displays are approved at the discretion of the Director.

LIBRARY BUILDING AND GROUNDS

PUBLIC PETITION

Organizations or individuals may present public petition on Library grounds as long as sidewalks, parking spaces, driveways, and Library entrances are not obstructed in any way. Public petitioning is not allowed inside Library buildings, including lobby areas.

Public petitioning on Library grounds does not in any way constitute an endorsement by the Library of the petitioner's policies or beliefs, and no claim to that effect nor claim to Library sponsorship may be used, explicit or implicitly, in advertising petition drives held on Library grounds. Neither the name nor address of the Library may be used as the official address or headquarters of any organization.

LIBRARY PROGRAMMING

The Polk County Library provides a wide variety of programs that promote the enjoyment of reading and provide cultural, educational, and recreational enrichment to the community.

CONTENT

Programs will be planned to meet the interests and needs of community members and will represent the wide range of ideas and views contained in our materials collections. Presentation at the Library of any specific idea, strategy, financial plan or investment does not constitute endorsement. Organizations or business affiliations used by the Library in our promotions also do not constitute endorsement, merely acknowledgement.

The Library's staff uses the following criteria in making decisions about program topics, speakers, and accompanying resources:

- Community needs and interests
- Availability of program space
- Treatment of content for intended audience
- Presentation quality
- Presenter background/qualifications in content area
- Budget
- Relevance to community interests and issues
- Historical or educational significance
- Connection to other community programs, exhibitions or events
- Relation to Library collections, resources, exhibits and programs

In addition, the Library draws upon other community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for Library programs; performers and presenters will not be excluded from consideration because of their origin, background, or views, or because of possible controversy. Library staff who present programs do so as part of their regular jobs and are not hired as outside contractors for programming.

Library programs must be non-commercial. No solicitation for business will be permitted. The sale of products at a Library program is not allowed except for the following:

- Because the Library wants to encourage reading, writing, and an appreciation for culture, writers, performers, and artists may sell their own works at Library sponsored programs.
- Programs designed specifically to raise funds for the Library.

The Library may partner with another agency or community organization when these programs are central to the Library's mission. Co-sponsored programs must include participation by Library staff to plan and develop program content, provide logistical support, or include information about Library collections relevant to programs.

In general, Library programs are free. However, a materials fee may be requested to cover the cost of materials used in the program (i.e. craft supplies); this fee will not exceed the cost of materials and will be stated upfront.

Some programs may require pre-registration. Due to limited seating for computer classes and other fixed seating programs, a \$10.00 deposit may be collected to hold a seat. The money will be refunded upon program attendance or with a one-week cancellation notice. Failure to attend will result in forfeiture of deposit.

Attendees are requested to silence electronic devices and refrain from accepting calls during programs.

Adult programs are intended for an adult audience and are typically restricted to adult participants. An age-appropriate designation will be affixed to any program publicity, whether in print or online.

COMMENTS

The Library welcomes expressions of opinion from customers concerning programming. If a patron questions a Library program, he/she should first address the concern with a Library staff member. Patrons who wish to continue their request for review of Library programs may submit a Request for Reconsideration form. Requests for review of programs will be considered in the same manner as requests for reconsideration of Library materials. See Collection Development Policy.

SOCIAL MEDIA

PURPOSE OF THE LIBRARY'S SOCIAL MEDIA SITES

The Polk County Library has established social media sites primarily in order to inform Library users about Library programs, events (including those co-sponsored with other organizations), and materials, and to encourage dialogue and the exchange of information and knowledge between users and Library staff about these programs, events and materials. The Library's social media sites are not intended to be traditional public forums for the general exchange of ideas and viewpoints, but a limited forum for discussing Library programs, events and materials. Courts have recognized that libraries are limited purpose public forums, and as such, are only obligated to permit the public to exercise rights that are consistent with the nature of the Library and consistent with the government's intent in designating the Library as a traditional public forum. All postings related to this mission statement (as so determined by the Library in its sole discretion) are permitted except as otherwise stated in this policy.

AGREEMENT

By joining, utilizing and/or posting on the Library's social media sites, you agree to comply with this policy, and the Polk County Library policy on Internet and Computer Use, as applicable.

DISCLAIMER

The Library is not responsible or liable for the content of postings by third parties on any Library sponsored social media site, and postings do not reflect the opinions or positions of the Polk County Library, its employees, or Board of Trustees.

NO PRIVACY

You should have no expectation of privacy in postings on Library sponsored social media sites, and by utilizing these sites, you consent to the Library's right to access, monitor and read any postings on the sites. The Library in its sole discretion shall determine whether postings on its social media websites are public records and whether exemptions from disclosure apply.

OWNERSHIP

By posting on the Library's social media sites, you give the Library permission to use your name, profile picture, and the content of any posting you make without compensation to you or liability on the part of the Library. This permission ends if you delete your posting.

POSTING

Any postings inconsistent with the purpose of Library's social media site, as determined by the Library in its sole discretion, may be removed in accordance with the process set forth in this policy. Examples of postings not permitted include, but are not limited to:

- Advertisements
- Spam
- Postings which contain obscene matter
- Disparaging, harassing, abusive, profane or offensive postings
- Postings that are hateful, threatening, pornographic, that contain graphic or gratuitous violence
- Potentially libelous or defamatory postings
- Postings which contain privileged, proprietary, or confidential information about any person, business, or entity, including, without limitation, patrons, vendors, the Library or Library partners
- Postings which violate or potentially violate local, state, or federal laws, including, without limitation, intellectual property and copyright laws
- Posting which discriminate on the basis of race, color, religion, national origin, sex, handicap, age, sexual orientation, creed, or ancestry
- Postings which are sexually harassing, including, without limitation, epithets, slurs, negative stereotyping, sexual rumors that show hostility toward individuals based on gender, derogatory comments about individuals' body or appearance, unwelcome sexual compliments, innuendos, suggestions or jokes.
- Promote alcoholic beverages, cigarettes or other tobacco products, or any illegal product, service, or activity
- Support or opposes any labor organization or any action by, on behalf of, or against any labor organization
- Support or opposes the nomination or election of a candidate for public office, the investigation, prosecution, or recall of a public official, or the passage of a levy or bond issue.

USE OF PHOTOGRAPHY

The Library may take pictures of events and Library activities expressly for the purpose of posting to social media sites. The Library will inform patrons, verbally or by posting signage, when photography is taking place. If a patron does not wish the Library to post photos of themselves or their minor children, the patron has that right and needs to inform Library staff not to post the pictures of themselves or of their minor children, and those pictures will not be posted.

VIOLATIONS OF THIS POLICY

Postings which the Library in its sole discretion, deems unpermitted under this policy, may be removed in whole or in part by the Library immediately upon discovery by the Library without prior notice. The Library reserves the right to terminate accounts, ban or block users who have posted in violation of this policy on more than one occasion.