



HOOD COUNTY
LIBRARY

Policies and Procedures

Purpose

The purpose of this manual is to provide the policies and procedures for the operation of the Hood County Library.

Hood County Library's Mission Statement

It is the mission of this library to serve all residents of the county by offering a wide variety of materials and programs to enrich their personal, educational, and professional growth. Our special mission to children and their parents is to encourage a love of reading and a desire for learning. By offering a well-balanced collection in various formats and by utilizing changing technology, the library strives to help its patrons discover new ideas, the joy of learning, and the power of information.

Collection Development Mission

The Hood County Library strives to collect and maintain a well-rounded collection of materials in various formats to assist its patrons with their personal, educational, and professional needs.

The collection should reflect a diversity of ideas and the interests of the community and its patrons. A broad array of books, serials, media, and electronic resources is maintained and circulated to further the goals of lifelong learning; to expose patrons to new ideas; to entertain and assist them in their personal growth; and most importantly, to encourage patrons and all Hood County residents to fulfill their needs for entertainment and personal growth at the Hood County Library.

Funding: The Hood County Library is predominately funded by the taxpayers of Hood County via tax assessments, as well as funds set aside by the Commissioners' Court from the county's general fund or the permanent improvement fund.

Open Records

The Hood County Library affirms and will comply with all Freedom of Information/Open Records provisions under Texas state law.

Approved by the Hood County Commissioners' Court 10/13/2015

All aspects of Library service will be governed by the principles set forth in the Texas and US Constitutions, the Code of Ethics of the American Library Association and the Library Bill of Rights.

Art. 1, Sec. 8, Texas Constitution: Every person shall be at liberty to speak, write or publish his opinions on any subject, being responsible for the abuse of that privilege; and no law shall ever be passed curtailing the liberty of speech or of the press.

Amendment 1, U.S. Constitution: Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press, or the right of the people peaceably to assemble, and to petition the Government for a redress of grievances.

Library Bill of Rights

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

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

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

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

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

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

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

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

Code of Ethics of the American Library Association

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

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

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

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

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

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

Hood County Library Code of Conduct

Statement of Library Conduct

On behalf of the library staff, we want to welcome you to the Hood County Library! To ensure the comfort, enjoyment and safety of all patrons using this Library, the Library staff enforces the following policies and requests your cooperation:

THE FOLLOWING TYPES OF BEHAVIOR ARE UNACCEPTABLE AND INCOMPATIBLE WITH THE LIBRARY'S GOAL OF PROVIDING A PLEASANT AND SAFE ENVIRONMENT

- Physical or verbal abuse, including harassment of staff and/or patrons (Texas Penal Code Section 42.01 (1),(2), & (4));
- Sexual harassment of library users or of library staff;
- Making offensive gestures or displaying obscene material;
- Use of any tobacco products, including e-cigarettes;
- Bringing in & consuming food or drink;
- Intoxication or possession or use of alcohol, or illicit drugs;
- Possession of pornographic material, including accessing pornographic sites on library computers;
- Loud, inappropriate, or disruptive behavior including talking on cell phones in the library;
- Exhibitionism or flashing;
- Voyeurism;
- Soliciting;
- Illegal acts including any that violate state, federal or local laws;
- Theft or vandalism to the building, property, equipment, or materials;
- Entering the library having neglected bodily hygiene and/or emitting odors that offend patrons and/or staff;

- No animals except service dogs are permitted inside the building;
- Sleeping in the library and/or loitering on its premises;
- Shoes, shirt and appropriate dress required. No skates or shoes with wheels, swimwear, skateboards or scooters (except scooters used by physically challenged individuals) allowed;
- Refusal to comply with library policies and procedures;
- Violating the library's Parent-Child policy.

The Library reserves the right to provide programming that may temporarily create exceptions to these policies.

Library employees are authorized to enforce these rules. **The library staff reserves the right to revoke or restrict the library privileges of any user whose conduct is contrary to these rules and may request the assistance of the Hood County Sheriff's Department.**

Hood County Library Parent-Child Policy/Unattended Children

The Hood County Library welcomes children and encourages their use of library resources. We want their visits to the library to be rewarding and fulfilling and we hope they look forward to each visit with anticipation. Our staff is prepared to assist your children to locate books and media and explain the library services that meet their needs. In an effort to provide a comfortable and safe environment for children and our adult patrons, the following policies will apply:

- Children 12 years of age or younger must be accompanied by an adult or responsible caregiver (not younger than 15 years of age);
- Children 5 years of age or younger must be within visual contact of the responsible adult or caregiver at all times because the library staff cannot supervise or ensure the safety of unattended children;
- Children and teenagers are expected to follow the same **Code of Conduct** that applies to adult patrons;
- Library staff cannot supervise or ensure the safety of unattended children. Parents are responsible for the actions and well-being of their children and children *must* be supervised at all times;
- Inappropriate or disruptive behavior may result in library staff asking the child and responsible adult (or family) to leave the library;
- Caregivers are not allowed to use the Internet computers while they are responsible for supervising their children;
- Children under 12 years of age are not allowed on the Internet computers unless their purpose is school-related and they must be supervised by a responsible caregiver no younger than 15. Parents or caregivers must give permission on the library card application for their children to use the computers.
- Children without transportation must call for a ride home no later than 30 minutes before the library closes;
- During *open* hours, the library staff will try to locate and/or contact the responsible adult for any child left unattended and if unable to find this person, library staff will place the child in the care of personnel from the Hood County Sheriff's Department;
- Children 15 or younger left unattended when the library *closes* will be allowed to use the library telephone one last time to call a responsible person to pick them

up. If their ride has not arrived within 15 minutes after closing, the library staff will place the child in the care of personnel from the Hood County Sheriff's Department.

Hood County Library Collection Development Policy

Collection Development Mission

The Hood County Library strives to collect and maintain a well-rounded collection of materials in various formats to assist its patrons with their personal, educational, and professional needs.

The collection should reflect a diversity of ideas and the interests of the community and its patrons. A broad array of books, serials, media, and electronic resources is maintained and circulated to further the goals of lifelong learning; to expose patrons to new ideas; to entertain and assist them in their personal growth; and most importantly, to encourage patrons and all Hood County residents to fulfill their needs for entertainment and personal growth at the Hood County Library.

Materials Selection Policy

Responsibility for Selection

The library will maintain a collection of books, audiovisual media, electronic databases, online access, and other resources that reflect the mission, vision, and values of the library to the community. The Library Director is responsible for collection development and maintenance. The Library Director also has oversight of and supervisory responsibility for, staff involved in selection and acquisition of library materials and resources.

The library encourages community input in acquiring library resources. The circulation desk staff will take patron requests, determine whether the library owns the title, and perform preliminary research to locate bibliographic information for the material. If the circulation desk staff cannot locate the resource, the staff will send the request to the Library Director.

The Library Director makes the final selections and orders all adult materials. The Youth Librarian makes the final selections and orders all juvenile and young adult materials. Decisions of the Library Director and the Youth Librarian are based on consideration of the current budget, staff recommendations, patron requests, and an analysis of circulation statistics and interlibrary loan requests.

Level of the Collection

The level of the collection maintained by this library primarily focuses on basic information and recreational reading. The collection is subject to review based on new trends and an analysis of the circulation statistics.

Selection Criteria and Scope

The basic intent of title selection is to purchase and maintain a well-balanced collection representing all viewpoints and opinions to meet patrons' needs and to further the mission of the library. These goals are implemented giving consideration to current space and budgetary constraints. When selecting potential acquisitions, the staff must consider the following criteria: popular demand, importance and value of subject matter to the collection, timeliness, literary merit, cost, and suitability of the format. The Library Director encourages the staff to consult with one another regarding potential acquisitions. Final decisions regarding the classification of materials under the library's prevailing cataloging rules shall be made by the library director.

A variety of selection tools may include trade and professional journals, publishers' catalogs, promotional materials from selected vendors, lists of recommended and award winning titles, as well as reviews from area newspapers and patron requests. Interested volunteers have been asked to recommend acquisitions for parts of the collection that include Spanish language titles, genealogy and local history titles, and some juvenile titles such as the graphic novel genre.

The format for potential acquisitions is an increasingly important consideration. The staff is encouraged to consider the value of print versus non-print formats for recommended selections using the criteria of patron preference and its impact on circulation statistics, quality and longevity of the format, cost and space considerations, and availability of the title.

Other Considerations

Gifts and Donations

Gifts and donated titles must meet the same criteria as acquisitions. The library staff accepts gifts and donations but informs donors their donation may not be added to the library collection. Volunteers from the Friends of the Library sort these donations and alert the library staff of selected potential additions to the library collection. A receipt form will be provided to the donor from the Friends of the Library for Hood County but the Library will not determine a value for the material.

Donated books and media not selected for retention are entrusted to the Friends of the Library for Hood County. Volunteers from the Friends of the Library come to the library on a daily basis and sort donated items for the semi-annual book sale held at the Library in the spring and fall, as well as for their book store. Monies made from these sales are donated to the Library to purchase unbudgeted items.

Duplicates

The library often receives duplicate copies of popular fiction titles from patrons. Retention decisions are made by the circulation staff, the cataloger, and the Library Director. The staff considers factors such as the current popularity of the title, if it is on the reserve list, the durability and binding of the book, if it is out-of-print, its cost, and whether the title is a classic, part of a series or is frequently stolen.

Local history works and local genealogy material is scarce enough to warrant retaining all copies.

Replacements

Replacement copies are purchased depending on their circulation history, their current condition and quantity of like titles in that section. Often replacement copies are out-of-print and therefore, unavailable for purchase. If this is the case, the staff will find a similar title to purchase, if warranted. Items that are stolen or marked “Lost” may also be replaced.

Local Authors

The Hood County Library welcomes the growing opportunities new self-publishing technologies offer local writers for self-expression. The Library has a “Local Authors Shelf” for works written by authors living in our region. Works by local authors must meet the same selection criteria as all titles considered by the library. Books contributed to this collection become the property of the library. Books that have not circulated or circulated only a few times will be considered for weeding when necessary. Removed books will not be returned to contributors. We ask local authors to donate their books to the collection if they would like their books added to this specific section.

Interlibrary Loan Requests

After the third request is made for an Interlibrary Loan, the library staff will recommend adding a title to the collection if it meets our selection criteria. If a staff member recommends the title for acquisition, the staff member will forward the bibliographic information to the Library Director on a “Book/DVD Recommendation” form indicating it is a request based on having received a number of Interlibrary Loan requests for the title.

Displayed Flyers and Posters

The library offers a community information bulletin board - first come, first served - that is open to all community groups except political candidates and profit making ventures (sales or

marketing). The librarian and staff will not filter posted items other than those deemed obscene or past its scheduled event date.

Weeding Policy

Weeding or Deselection Objectives

Evaluating the quality of the collection is an ongoing objective performed by the entire staff. Weeding titles is a necessary requirement to upgrade the quality of the collection, create shelf space, and make the collection easier to use and more visually appealing.

Damaged Library Materials

Library materials are often subject to aging or damage. Items identified as damaged or aged to the point of requiring repairs will be repaired if library staff determines the items are necessary to the collection. If items are not necessary to the collection, or are damaged or aged beyond reasonable repair, then the items will be withdrawn from the collection. The items will be forwarded to the Friends of the Library for Hood County for disposition or discarded if they are too badly damaged to be sold.

Weeding Criteria and Procedures

Criteria for weeding will vary by subject category and format. The staff must consider the following factors: frequency of circulation, overall physical condition, overall appearance, age of the information contained, availability of space and need relative to the library's mission.

The staff is encouraged to remove material for weeding consideration whenever they handle an item, whether checking it in or out, shelf reading or shelving, or handling it for any other purpose. Recommendations for deselection may be made by any staff member.

When titles are removed from the shelves, they are placed in the Work Room for all staff members to examine. If a member of the staff disagrees, they may remove the title from the cart and discuss their reasons with the Library Director. Material that needs to be replaced is moved to a separate area and these titles are discussed with the staff member responsible for that subject category and/or the Library Director, who is responsible for making the final determination.

Staff will use as a reference tool, the book entitled "The Crew Method: Expanded Guidelines for Collection Evaluation and Weeding for Small and Medium-Sized Public Libraries" (2012 edition). A copy is accessible to all library staff when questions arise. Portions of this tool have been reviewed with the staff and discussed at staff meetings focusing on collection development issues.

Challenged Materials

Patrons finding certain library materials and resources objectionable may discuss them with the Library Director. If patrons request additional consideration they must complete the form **Request for Reconsideration of Library Materials**.

Any resident of Hood County eligible to use the services of the Hood County Library or obtain a Hood County Library card may file a written complaint and must provide full name and address on the **Request for Reconsideration of Library Materials** form. Anonymous complaints will not be considered. Completing and submitting the form for the challenge hearing may make your name and comments available for public record.

Upon receipt of a **Request for Reconsideration of Library Materials**, the Library Director will alert the Library Advisory Board Chairperson and the patron's issue will be referred to the next Library Advisory Board meeting for review.

The Library Advisory Board will conduct a public hearing for library patrons to speak either for or against a book challenge.

In making their decision, the Library Advisory Board and Library Director will consider public testimony, professional reviews, selection criteria listed in the Library's Collection Development Policy, the American Library Association's Library Bill of Rights, Freedom to Read Statement, the Freedom to View Statement, the Texas Library Association's Intellectual Freedom Handbook, the **Art. 1, Sec. 8, Texas Constitution, and Amendment 1, U.S. Constitution**.

After careful consideration by the Library Advisory Board, the patron will be notified of the results of the review. The Library Director, with the advisement of the Library Advisory Board, will determine the final decision for the challenged material(s).



HOOD COUNTY
LIBRARY

222 North Travis Street
Granbury, TX 76048
817-573-3569
www.youseemore.com/hood

REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

If you have found materials or library resources about which you have concerns, please complete this form to assure prompt, complete consideration by library staff.

Request initiated by:

Name _____ Library Card # _____

Address _____

City, State, Zip _____

Telephone _____ Email: _____

Complainant represents:

___ Self

___ Organization or Group Name _____

Material in Question:

Format (circle one): Book / Audiobook / Movie / Magazine / Other _____

Title _____

Author/Editors/Actors _____

Call Number (located on spine of item) _____

Please complete the following information:

1. What are your concerns about this material? Please be specific.

2. Did you read, listen, and/or view the entire book or material?

Yes No

If no, which parts did you read, listen, and/or view? _____

3. How did this material come to your attention? _____

4. What do you understand to be the general purpose for this material?

5. If the material in question is a movie, are you aware of the MPAA rating?

Yes No N/A

6. Have you read any professional reviews made about this material?

Yes No

If yes, please list the reviews you have read _____

7. Have you read the Collection Policy, as outlined in the Library's Policy?

Yes No

8. Have you been able to discuss this material, and the Collection Policy, with the Library Director?

Yes No

9. What action are you requesting the Library take regarding this material (i.e. do you think the material should be removed, reclassified to another section, etc.?)

Signature _____ Date _____

Return this form to:

Library Director, Hood County Library, 222 N. Travis Street, Granbury, TX 76048

In accordance with the Hood County Library Policies and Procedures manual, the Hood County Library subscribes to the Library Bill of Rights as adopted by the American Library Association June 27, 1967 and its subsequent amendments. This document reads, in part: "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." We realize that everyone's tastes are different, and that is our responsibility to provide materials on a multitude of subjects and viewpoints, in many styles.

If you feel that a book or other item in our collection does not belong in the library we ask that you fill out the form above and leave it at the front desk. The desk clerk will see that it is given to the Library Director. The Library Director will contact you regarding your complaint.

The Hood County Library believes in the rights of a free press guaranteed by the Constitution of the United States of America. We further believe that it is the responsibility of the parents or caregivers, and not the library staff, to monitor the reading, watching or listening activities of their children.

Hood County Library Library Circulation Policy & Procedures

Policy

The Hood County Library staff strives to serve the residents of the County by offering a wide variety of materials in various formats that will enrich the patron's personal, educational and professional growth. A well-balanced collection is maintained to select new materials and to delete out-of-date or worn titles, if they meet certain criteria. It is the responsibility of the Library staff to facilitate accessibility to the collection while ensuring that individual titles are available for continued circulation. Adherences to these procedures ensure patrons are accountable for material they sign out and these procedures protect resources for which the County has used citizens' tax money to purchase.

Procedures

Library cards – The following applies:

- All Hood County residents are eligible for a library card.
- Non-residents are also eligible for library cards. Non-residents are those persons not living within Hood County.
- Each individual adult patron applying for a library card will be required to provide a picture identification card and proof of their current address such as a current voter registration, vehicle insurance, or bill.
- New cardholders will be limited to two (2) items on their initial checkout.
- To protect the user, their library card or driver's license/ID is required to check out material.
- Using another patron's library card is prohibited except in the case where a parent or caretaker is using their card for their own minor child(ren) or other family member and a note must be inserted into patron's account.
- Patrons take responsibility for all material checked out on their card even if they are using their card to check out items for others.
- Minor children (17 and younger) may have their own card and the same restrictions that apply to adults will also apply to them. Children must have the signature of a parent or

legal guardian to be issued a card. The adult must meet the requirements noted above. The parent or legal guardian will be responsible for all items checked out on their children's account.

- The library staff will not take responsibility for checking out material to a minor that the parent finds objectionable. The ultimate responsibility will rest with the parent or legal guardian to monitor their children's checked out materials.
- A lost library card may be replaced for \$2.00.
- Library cards expire annually so that patron information may be updated.

Check Out Limits – The following applies to books and media:

- Media includes DVDs, MP3s, and Audio CDs – 10 per household, per format.
- Books - 20 per patron.
- Playaway Views - 2 per household.
- No more than 20 items per account checked out at one time.

Renewals – The following procedures apply:

- Any title may be renewed twice unless there is a reserve or hold on it (books and audio for a total of 6 weeks, movies for a total of 3 weeks).
- Once an item has reached an overdue status, it cannot be renewed.
- A patron may view and renew their items and/or other family member's titles via the library's website using their library card number and personal pin at <http://youseemore.com/hood>.
- The patron is responsible for renewing each applicable item charged to their account.
- Once a title reaches its renewal limit (twice), it must be returned to the library for at least one week to allow other patrons the opportunity to check it out. The items may not be placed on any other family member's account during that week.

Holds – The following applies:

- Items that are currently checked out or otherwise unavailable may be placed on hold, but holds may not be placed on any item listed in the catalog as available.
- Holds may be placed on an item in person, by phone, via e-mail or through the Hood County Library's website at <http://youseemore.com/hood>.
- Items placed on hold will be held for 4 days and a phone call, text, or email will be made to notify the patron their item(s) has arrived. A reminder call or notification will be made 2 days after the initial communication.
- If the item is not picked up within the 4 days, it will be taken off its reserve status that morning and placed on hold for the next patron, or returned to the shelves.

Overdues – The following applies:

- Anyone can pay fines on anyone else's account. Staff will offer a receipt from the cash register only so the patron's name and other information will not be available on the receipt. No library card or ID will be needed, just the name of the account.
- A list of current fine amounts is available in the Hood County tri-fold brochure and is also available at the circulation desk or by asking an employee.
- If a title is overdue and has reached its renewal limit, the library software will not allow additional renewals to be made and fines will begin accruing.
- Any extenuating circumstances must be documented and given to the Library Director for a decision to override a fine status.
- Patrons are informed of their overdue status by telephone first, and then a letter is sent to the patron.
- Accounts will be blocked from further use by the patron and all family members until less than \$10.00 is owed and all overdue items are returned.
- Account information will be forwarded to the Hood County Attorney after 30 days.

Damaged Materials – The following applies:

- If a patron returns an item that has been damaged, they will be charged for the full amount of the item plus the processing fee (\$3.00).
- Items are bought through particular vendors. Books typically have library-quality binding.
- If patron wants to purchase a replacement copy for the damaged item, it must meet these qualifications:
 - Purchase by patron for replacement must be approved by the Library Director;
 - Must have exact ISBN;
 - Must not be abridged unless library copy is abridged;
 - Must be in new condition;
 - Must be same format (hardcover, softcover, prebound, side-sewn binding, etc.);
 - If DVD, must be in plastic wrap.

TexShare Card Program

TexShare is a cooperative program designed to improve library service to Texans. The TexShare Card Program allows registered users of participating TexShare libraries to have direct, personal access to library materials not available at their local public or academic libraries.

Patrons are eligible for a TexShare Card on completion of the following:

- Valid Hood County Library card for at least six months;
- Be in good standing with no outstanding fines or levies against the borrower's card for at least six months;
- The patron must be at least eighteen (18) years of age.

Patrons are responsible for following all policies set by TexShare libraries where they are registered. The Hood County Library is not responsible for fines or fees incurred by patrons who borrow materials from other libraries with their TexShare cards. TexShare cards will be valid for one year from the date of issue.

Additional Procedures

- If a patron is unable to come in person to the library to check out an item, they may inform the library staff in advance that another individual will come for them and identify that person's name, then give their card to that individual and that person must present identification to the staff at the time of check out.
- The patron is responsible for notifying the staff if their card has been lost or stolen and a replacement card will be created only with the appropriate identification and payment of a \$2.00 replacement fee. This fee may be waived if a police report stating the library card was stolen is brought to the library.
- Patrons are responsible for all items checked out on their card until it is reported as being lost or stolen.
- A police report may be required if the card has been stolen or any extenuating circumstances have been claimed as the reason for the patron's request to be absolved of fines.
- Accounts cleared for these reasons are at the discretion of the Library Director.

Hood County Library Library Computer Use Policy

Library equipment may only be used for lawful purposes by the patrons and staff, and by using the library's computer equipment, patrons accept the agreement to abide by the following acceptable behaviors.

ALL PATRONS MUST HAVE THEIR LIBRARY CARD OR I.D. ON HAND TO USE THE COMPUTERS (Guest passes are available for out of town visitors).

- Even though the Library offers unfiltered access to the internet, the patron is responsible for insuring that such internet use does not violate the code of conduct (bullet 7) which prohibits accessing obscene or pornographic websites.
- Each patron is allowed 2 hours per day (with special permission from the front desk staff for school or job related activities computer usage can be extended).
- Conversing with others at the computer table is not allowed.
- Only one person allowed per computer.
- Patrons will be asked to leave for disruptive behavior or inappropriate computer usage.
- Patrons must respect the needs and sensibilities of other patrons.
- Patrons must abide the state and federal laws regarding the transmission of obscene, threatening, or harassing materials and messages.
- Patrons must observe the legal protections provided by copyright and license law and computer abuse law.
- Patrons must not move, relocate, or reconfigure any equipment including the headphones, or move the CPU for any reason.
- Patrons must not cause damage to equipment, software, or databases through abusive or destructive behaviors.

- Children accompanying users of the Library's computers must be supervised at all times by a responsible caregiver who is not using the computer.
- No one under the age of 12 is allowed on the internet computers unless the child is working on a school-related project. There are computers in the children's area for younger patrons.
- If a child under the age of 12 uses an internet computer for a school-related project, a parent or responsible caregiver must sit at the computer with the minor at all times. The parent is not allowed to be on a computer while supervising the child.
- Computers will automatically shut down 20 minutes before closing.

Hood County Library Internet Policy and Procedures

Acceptable Use Policy

The Internet provides access to a wealth of information far beyond the scope of the Hood County Library's collection. While most of the information accessed can be valuable and enlightening, the users may also find materials that are unreliable, personally offensive, or illegal under U.S. law. However, because of the international character of the Internet and its basic set-up, it is currently impossible to police such a global and changing network. Each individual user of library equipment who accesses the Internet must take responsibility for his/ her activities on the Internet and for the activities of his/her children.

By signing onto the computer using a valid Library card or getting guest pass with his or her driver's license or ID, a person is agreeing to the Acceptable Use Policy.

Failure to abide by the Acceptable Use Policy may result in losing computer privileges.

Procedures

1. By using the library's computer equipment, patrons accept the agreement to abide by the following acceptable behaviors:

- Users agree not to move, relocate, or reconfigure any equipment including headphones;
- Users must respect the needs and sensibilities of other patrons to conduct research and computer use in a quiet environment without distractions from others;
- Users must abide by state and federal laws regarding the transmission of obscene, threatening, or harassing materials and messages, and are obligated to observe the legal protections provided by copyright, license, computer abuse law;
- Users must not cause damage to equipment, software, or databases through abusive or destructive behaviors;
- Users will assume full responsibility for payment of any fees for access to any fee-based services;
- Children accompanying users of the library's computers must be supervised and monitored at all times to prevent damage to the equipment.

2. Examples of unacceptable use include, but are not limited to:

- Harassment and stalking of others;
- Libeling or slandering others;
- Violation or attempted violation of computer system security;
- Unauthorized use of computer accounts, access codes, or network identification numbers assigned to any other persons;
- Engaging in activity that wastes technology resources such as bandwidth, file space, and printers;
- Violation of all federal and state laws regarding the display of explicit sexual or pornographic materials; or
- Gambling on the Internet.

Disclaimer

In consideration for the privilege of using the system and for having access to the free information contained within it, you hereby release and hold harmless Hood County, its offices, agents, servants, or employees, the Hood County Library, its staff, volunteers, representatives, or advisors from any and all liability or responsibility for any and all claims, damages, losses, costs or expenses arising either directly or indirectly from the use of this system, whether or not caused in whole or in part, by alleged negligence of Hood County, its offices, agents, servants, or employees, volunteers, representatives, or advisors.

Time Limit

A 30 minute time limit will be imposed if others are waiting to use the computers. Each patron is allowed up to 2 hours per day. Special permission (work and/or school related) must be obtained by the library staff for extended computer use beforehand.

Printing

All patrons are responsible for all pages printed. All printing is released by staff after the cost of the pages have been paid. Staff has no control over the content of the printed items.

**Hood County Library
Meeting Room Policy and Procedures**

Meeting Room Policy Statement

The Hood County Library’s Jeanell Morris Meeting Room (hereafter known as the “Meeting Room”) has the primary purpose of supporting the Library’s programming and library-related activities that further the Library’s mission, goals and fundraising. The use of Hood County facilities for public meetings and other functions is allowed with prior approval from the library and on an availability basis. Each group wanting to use county facilities will provide the name and phone number of a contact person.

Hood County prohibits the use of its facilities for sales of any kind, fundraising, or individual candidate political events.

All rooms or facilities used must be returned to their original condition at the conclusion of the event or meeting, and all lights must be turned off. Failure to respect and care for county facilities will result in the loss of the ability to use them.

Jeanell Morris Meeting Room Form

I agree to restore the room to the same clean condition in which I received it.

I will sweep all food from the floor and pick up all mess made by my group and place all trash in the trash bin.

I will make sure all lights are turned off and all doors are closed when I leave.

Scheduled date and time I will use the room: Date: _____ Time: _____

If room is left in a dirty condition, doors open, lights on, I understand that I will forfeit the right to use this room under my name.

Name of group: _____

Date: _____

Name: _____

Phone: _____

Hood County Library Proctoring Policy

The Hood County Library staff encourages the pursuit of learning and education as offered by many venues. To assist patrons with the testing process, the staff offers the proctoring of tests if they meet the requirements listed below:

- Services are limited to library hours and staff availability. Although scheduled through a designated staff member, another staff member may be designated to proctor the test.
- The school will be aware that Library staff cannot monitor the student at all times, and tests will be taken in a public setting. While we try our best to accommodate the student, we do not have study rooms or any private space to test.
- The student is responsible for contacting the appropriate persons to obtain permission from the school to use Hood County Library as his/her proctoring test site and for scheduling a test time. We cannot guarantee that the proctor has a degree.
- Scheduling must be done at least a *week in advance*.
- If at any time a student needs to change or cancel their proctoring session, you must let the library know at least 24 hours in advance (except in cases of emergency).
- If the student does not notify the proctor of a cancellation, proctoring privileges will be revoked for the student.
- If any test needs to be mailed, the student must provide the library with the envelope and postage. If postage is not known, it may be purchased through the library for this purpose only. It is usually between \$2-3.
- A test may be sent by mail, email, or fax.
- Hood County Library cannot guarantee against computer malfunction. Appropriate persons will be notified in the event this occurs.
- All proctoring must be done during regular library hours. **Please take into consideration if you are taking an online test, the computers will shut down 20 minutes before closing.**

- Staff reserves the right to refuse to proctor any test which fails to comply with the above policies. Students must bring in a current ID to take their test.

Hood County Library Interlibrary Loan Policy and Procedures

It is the policy of the Hood County Library to assist its patrons in seeking certain items/materials not available in this library. This library offers Interlibrary Loan (ILL) services by requesting the loan of items from other libraries on behalf of the patron.

Interlibrary Loan Policies:

1. Patrons must have an account in good standing for 3 months before being allowed to request materials from the ILL service unless pre-approval is given by the ILL staff.
2. Patrons must have all pertinent and accurate information for requested materials.
3. Requests must be made by filling out an ILL form, one request per form, or by email.
4. The average time it takes for arrival of a request can be from one week to a month or more.
5. Popular fiction movies **will not** be requested; if a special circumstance exists, check with ILL staff.
6. The due date is set by the lending library **not** the Hood County Library.
7. If a request is unable to be filled the first time, the item is requested a second or third time. If this attempt is unsuccessful, the patron is notified that the item is unavailable.
8. The patron will be called or emailed when the requested item arrives.
9. If the request is a book it will be placed on the reserve shelf for pick-up when it arrives. If a request is microfilm it will be placed in the ILL Return box until the patron arrives to use it. If the request is a photocopy, it will be placed in the ILL Request box on the wall to await pick-up.
10. Patron will check out the item at the circulation desk confirming the agreement to abide by copyright laws and adhere to ILL policies and to return items when due.
11. Renewals are generally not available. Patron can make another request for the item after it is turned in if the lending library refuses renewals.
12. Patrons are limited to **3** requests at a time, and no more than **6** per month.
13. **No** new requests will be made if the patron has **overdue ILL materials**. The patron's library account must be in good standing to request items.
14. Patrons are responsible for **all** damages and lost items.
15. Lists of future requests will **NOT** be kept for patrons by library staff.
16. It is requested that patrons resort to ILL service **only** if the local collection has been exhausted. It is a misuse of the service to request more than what is needed.

17. The patron will be charged **\$2.00** for any ILLs not picked up by the due date to cover postage costs.
18. Service **will be discontinued** if patron does not comply with Hood County Library and ILL policies.

Hood County Library Book a Librarian Policy

The Library recognizes that not all patron information needs can be satisfied through a 5-10 minute reference transaction at the circulation desk and so provides the Book a Librarian service to offer assistance to those who seek one-on-one guidance for questions that require more time or preparation.

- The Book a Librarian (BAL) service is available to all HCL cardholders with accounts in good standing.
- Appointments may be made using the online BAL form or the paper BAL form.
- Appointments are available during Library operating hours at the Library. No appointments will be scheduled on County holidays, Saturdays, or Sundays.
- Patrons requesting BAL appointments must allow at least seven (7) days advance appointment within that time.
- To cancel an appointment, the patron must call the Library during operating hours and provide her/his name and the time of the scheduled appointment.
- Based on the subject of the appointment and staff availability, HCL staff will determine who will assist the patron for the appointment.
- Staff assigned will be based on availability and expertise and will be either a librarian or a library staff member.
- The BAL service is available to HCL cardholders who want help with topics like:
 - Filling out an online job application
 - Using one of the Library's databases
 - Setting up an email account
 - A tour of the Library
 - Creating a reading list
 - Downloading eBooks or audiobooks to their eReader or tablet
 - Downloading Freegal music
 - Genealogical or school research

- Due to staff expertise and availability, there are limits to the type of assistance we can provide through BAL. We cannot:
 - Offer medical, legal, business, or financial advice except to help the patron find reputable sources that can provide answers to these questions.
 - Provide technical support or troubleshooting for personal computers or devices except when it concerns utilizing HCL services like using the catalog, checking out eBooks, or accessing HCL databases. Library staff members are not technology experts and may not be able to provide assistance with certain computer operating systems, software, or applications. In these cases, HCL staff will provide the patron with resources for self-directed learning.
 - Type or proofread documents.
 - Offer job hunting or career advice beyond connecting the patrons with helpful resources.
 - Provide tutoring.
 - Provide in-depth genealogy research assistance.
 - Translate documents from one language to another.

Hood County Library Volunteer Policy

Statement of Purpose

The Hood County Library shall use the services of volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality library service. The library and its volunteers work together to meet the goals and mission of the organization.

Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

The Hood County Library shall make use of the services of interested volunteers to supplement and not to replace the work done by library staff.

Definition of a Volunteer

A volunteer shall be considered as any individual, 18 years of age or older, who contributes time, energy and talents directly or on behalf of the Hood County Library and is not paid by library funds.

All volunteers must be accepted and approved by the Library Director prior to performance of assigned tasks.

How to Become a Volunteer

- All volunteers are required to fill out a Volunteer Application Form.
- The Library Director will review the completed application form.
- Volunteers are selected based on their qualifications in relation to the needs of the library at any given time.
- Volunteers under consideration may be subject to a background check.
- If selected, volunteers will be contacted for an interview.
- If not selected, applications will be kept on file for six months.
- Acceptance of an application is at the library's discretion.

Supervision

Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. This supervisor is responsible for day-to-day management and guidance of a volunteer's work and will be available for consultation and assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment. If this supervisor is not available, the volunteer may also discuss any changes or problems with the Library Director.

Job Orientation and Training

Before beginning a volunteer assignment, the supervisor in charge will be responsible for the following:

- Take the volunteer on a tour of the building;
- Introduce volunteer to library staff;
- Review library and volunteer policies;
- Review job duties and expectations;
- Confirm work dates, times, and anticipated duration of the assignment;
- Review sign-in and sign-out procedures and places to put purses/ coats etc.;
- Provide training on any new skills needed to perform assigned tasks;
- Discuss procedures for obtaining, using, and caring for needed supplies;
- Provide safety orientation when necessary.

Volunteer Opportunities

Tasks that may be performed by volunteers are listed below, however not all opportunities are available at all times.

- Shelf books and other materials
- Dust books and shelves
- Shelf read

- Clean materials
- Help with programs and projects
- Process new materials
- Garden projects
- Clerical tasks (but not at the circulation desk)

Guidelines for Volunteers

1. Volunteers work hours at the library when supervisors are readily available. The number of volunteers accepted is based on the amount of work and supervisory time available. A schedule of availability will be discussed and adhered to according to the availability of the volunteer and available projects at the library.
2. Volunteers should notify their supervisor or the Library Director as soon as possible if they know they will be late or absent.
3. Volunteers must sign in and sign out of the volunteer notebook.
4. Volunteers are ambassadors for the library and need to present a positive image to the public. It is expected that each volunteer's dress and grooming will be appropriate for a business environment and in keeping with his or her work assignment. If a volunteer is dressed in an inappropriate manner, they will be asked to either change their attire or miss their volunteer opportunity.
5. Volunteers should maintain a professional, friendly demeanor at all times and are asked to direct all questions to a supervisor. Staff members are trained to deal with questions about the library's collection, services, policies and procedures.
6. Volunteers who are family members of library staff may not be placed under the direct supervision of their family member.
7. Volunteers will be familiar with and agree to abide by the library confidentiality of library records policy, as well as all other library rules and policies.
8. Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the library, or to make changes in the nature of their volunteer assignment.
9. Library owned equipment and supplies are for library use only and may not be used for personal business.

10. Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to their supervisor. Volunteers should also notify their supervisors of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to the supervisor or the Library Director.
11. Volunteers who are interested in paid employment with the library should apply through Hood County Personnel office and will compete with all other applicants responding to notices for available positions.
12. Volunteers who fail to meet the requirements of the job descriptions, violate library policies, or violate county, local, state or federal law while working at the library are subject to dismissal.
13. To end a volunteer commitment, the supervisor or Library Director must be notified of the decision and the effective date.
14. Use of alcohol or illegal drugs in the workplace is prohibited, as is the abuse of any drug or alcohol, or reporting for duty under the influence of drugs or alcohol.
15. All volunteers, employees, supervisors, and members of management, both male and female, are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of conditions of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment. Any sexual harassment needs to be reported immediately to the Library Director.
16. The supervisor may meet with the volunteer regularly to review job performance. Evaluations may be formal or informal and may be written or verbal.
17. Volunteers will not be used to replace or reduce paid staff but rather supplement the existing library staff.
18. Volunteers will report any grievances with staff, another volunteer, or a library patron and every attempt will be made to handle the situation through the Library Director along with the volunteer's supervisor.
19. Volunteers will not work at the circulation desk or work on their assignments at or around the circulation desk.

Hood County Library
Volunteer Policy

I, _____ (please print), received and read the Hood County
Library Volunteer Policy and will adhere to the standards set in the policy.

Volunteer Signature

Date

Library Director

Date