



## Maggie Osgood Library Policies

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## **Vision**

## **Mission**

The mission of the Maggie Osgood Library is to provide high quality materials and services to fulfill the educational, informational, cultural, and recreational needs of residents of Lowell, Oregon and nearby communities.

## **Goals**

- To make books and other resources available to all residents of the Lowell area so that they can become well informed, locate answers to important questions, cultivate their imaginations, develop skills for career and vocational advancement, and enjoy leisure through reading and viewing.
- To provide services that provide information, guide reading, organize materials and stimulate intellectual development for people of diverse ages, backgrounds, and interests.
- To strive consistently to provide the best possible library service to local residents.

## **Who May Use the Library**

The library serves the Lowell community as well as the residents of surrounding Lane County. City of Lowell property taxes offset the cost of a library card for local residents. Local residents are defined as those living in zip codes 97452, 97438 and 97531. The library has applied to join the Oregon Library Passport program to extend complimentary borrowing privileges to patrons of participating libraries while giving our patrons access to those libraries.

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

## **Services of the Library**

The library provides materials and resources for information, entertainment, intellectual development, and enrichment of the people of the community. The library endeavors to:

- Select, organize, and make available books and materials.

- Provide guidance and assistance to patrons.
- Sponsor and implement programs, exhibits, displays, book lists, etc., to appeal to children and adults.
- Develop partnerships with other community agencies and organizations.
- Maintain a balance in its services to various age groups.
- Cooperate with, but not perform the functions of, school or other institutional libraries.
- Provide service during hours which best meet the needs of the community. Promote the full range of available library services through print, social media and the library website.
- Regularly review library services being offered to ensure they are meeting the community's needs.

### **The Library Committee (Library Board)**

The Maggie Osgood Library Committee is a library board established by the City of Lowell in accordance with ORS 357.465. As an advisory library board, the library supports the work of the library director in policy development, planning and goal setting for the library and advises the city council on matters relating to the library.

The Committee consists of 5 individuals appointed by the City of Lowell Council. Individuals will serve on a rotating basis. See Lowell Municipal Code Sec. 2.624.

The Maggie Osgood Library encourages members of the library committee to take advantage of training opportunities for library trustees offered by statewide agencies and organizations.

### **Library Volunteers**

With a rich history of volunteer involvement, the City of Lowell encourages individuals and groups to volunteer to support the Maggie Osgood Library. Their energy and talents help the library meet its commitment to providing quality service to the public. Volunteer activities are organized and supervised by the library director, appropriate training and ongoing will be provided for these activities.

Volunteer requirements and regulations:

- Must be at least 11 years of age. Parents/guardians must sign a consent form for their children to participate.
- Must complete the city's volunteer application.
- All library volunteers will be subject to criminal background checks. Volunteers are required to record their hours of service using a designated form.
- Library volunteers are bound by the rules contained in all library policies and guidelines, especially those that relate to patron privacy and confidentiality.

- Volunteers are recognized by the public as representatives of the library and will be guided by the same work and behavior policies as employees. In addition, provisions of the City of Lowell's personnel policies related to Non-Discrimination, Harassment, Safety and Health, and general behavior also apply to volunteers.
- The library or the volunteer has the right to terminate the volunteer's working association at any time, for any reason.
- Volunteers are covered by library's Property, Liability, and Workers' Compensation Insurance policies.
- Volunteers will be interviewed to determine their interests and levels of experience.
- Volunteer talents, experience, availability, and interests will be considered in job assignments.
- Members of the library committee are subject to the same rules and expectations of other volunteers.

### **Library Staff**

The person appointed as library director shall be charged with the administration of the library. This City of Lowell staff member will:

- Report to the city administrator of the City of Lowell and shall be subject to the personnel policies of the City of Lowell.
- Oversee the day-to-day operations of the library, including volunteer management.
- Be responsible to the library board in matters pertaining to and concerning the library; be present at monthly board meetings and prepare and present such reports and meeting documents as requested.
- Maintain records in an efficient manner; present periodic reports to the library board and to the municipal governing body; prepare the draft of the library's annual budget.
- Oversee collection development for all materials in the library, including selection, ordering, processing, and weeding.
- Prepare the mandated annual Public Library Report for the State Library of Oregon
- Recommend changes or additions to library policies as needed.
- Supervise any additional library staff (if hired).
- Maintain and review a log of daily library activity including circulation statistics, meeting room activity and patron behavior.

### **Code of Conduct**

The staff and volunteers of the Maggie Osgood Library ensure that the library is a safe and welcoming environment for everyone. To do this, we ask that all library users follow these rules while at the library:

- Ask for help when you need it.
- Let us know if the library does not have the item or service you want.
- Keep your conversations (with people in the library and on the phone) and personal electronic devices at a volume that does not disturb others.

- Be courteous to other patrons and to staff.
- Ensure that your children 10 years and under are attended by a responsible caregiver 16 or older. Children 5 and under must always be in close proximity and within sight of the person responsible for their safety.
- Keep your service animals under control and properly clean up after them.
- Refrain from bringing non-service animals onto the property.
- Treat Library property with respect.
- Be responsible for personal belongings.
- Be conscious of taking up needed space.
- Move about the library quietly and calmly.
- Carry any wheeled devices such as skateboards, etc. Larger wheeled devices such as bikes, scooters etc. may be locked against the exterior library fence.
- Consume only legal beverages in properly covered containers.
- Wear appropriate clothing, including shoes and shirts.
- Refrain from carrying firearms.
- Refrain from being under the influence of a controlled substance or intoxicating liquor, including marijuana and marijuana derivatives.
- Refrain from consuming alcohol, marijuana, tobacco, e-cigarettes, or illegal substances.
- Refrain from sleeping or appear to sleep, camp, or loiter on library grounds.
- Refrain from using the library restrooms for personal hygiene such as bathing or shaving.
- Refrain from engaging in sexual conduct as defined in ORS 167.060.
- Refrain from disturbing other library patrons or staff through extremely poor personal hygiene.
- Ask for permission from the library director before conducting surveys or posting or distributing printed material.
- Refrain from panhandling.
- Refrain from using derogatory or insulting language based on race, creed, or sexual orientation.

In addition to the above, any violation of federal, state, or local statutes will be regarded as a violation of library rules. The Maggie Osgood Library reserves the right to eject or suspend library privileges to those individuals who violate library code of conduct. In addition to the sanctions imposed by the library, further sanctions may be pursued as determined by law.

### **Collection Development Policy**

The Maggie Osgood Library strives to provide all individuals in the community with free and convenient access to carefully selected books and other materials that support the pursuit of education, information, research, pleasure, and the creative use of leisure time. To achieve this

goal, the library must ensure that its collection remains current and responsive to the needs of its patrons and that materials are easily accessible through appropriate technology.

Because of the volume of publishing, as well as the limitations of budget and space, the library must have a selection policy with which to meet community interests and needs. The collection development policy is used by the library staff in the selection of materials and also serves to acquaint the general public with the principles of selection.

### **Authority and Responsibility for Selection**

The library director is responsible for selecting materials. The Library Committee determines the policy for selecting and acquiring materials. Volunteers and the general public are encouraged to recommend materials for consideration.

### **Intellectual Freedom**

The right to access materials of varying viewpoints is critical to democracy and the principles of intellectual freedom are guaranteed in the state and federal constitutions. In keeping with those principles, the Maggie Osgood Library subscribes to these foundational documents as official policy:

1. The American Library Association's (ALA) [Library Bill of Rights](#)
2. ALA's [Freedom to Read Statement](#);
3. ALA's [Freedom to View Statement](#)
4. ALA's [Free Access to Libraries for Minors Statement](#)

### **Selection Criteria**

Materials are selected by trained staff members for their literary or artistic merit, accuracy, utility, entertainment value, and/or current or historical interest.

Generally, except for items of special local interest or when it is possible to evaluate materials directly, items are selected based on favorable reviews, inclusion in special lists, patron or staff recommendations, popularity, or media coverage. The library seeks to develop a collection that includes materials on a variety of subjects and points of view, in keeping with the community's interests. The collection is reviewed regularly so that gaps in subject areas and formats may be filled. Each item must be considered with appropriate standards for its type and audience and the suitability of its format for a library collection. Some materials may be judged primarily in terms of artistic merit, scholarship, or historical significance; others are selected to satisfy recreational and entertainment needs. With a limited budget and space, the library emphasizes quality rather than quantity, balancing the value of and demand for materials. Final decisions are based on the value and interest of the item to the public. These standards apply equally to purchased and donated materials.

## **Guidelines**

The library director will follow these basic guidelines while carrying out this policy:

- The library will strive to provide a current and high-interest collection with the resources available for this purpose.
- The library does not attempt to acquire textbooks or other curriculum-related materials unless such materials also serve the general public.
- State and local historical materials will be acquired and preserved for their historical value rather than their literary merit. Usual weeding practices do not apply to local historical materials.
- Because the library serves residents with a wide range of ages, reading skills, and educational backgrounds, it will select materials of varying complexity.
- The library selects materials in languages commonly spoken at home by its patrons.
- Suggestions from the public for the purchase of materials are considered according to the library's general selection policies.

## **Access**

The use of rare and scholarly items, or items frequently subject to damage or theft, may be controlled to protect the materials for future patrons.

Children are not limited to the juvenile collection, although juvenile collections are kept together to facilitate use. Responsibility for a child's selections rests with the parent/guardian. Selection will not be inhibited by the possibility that children may inadvertently use the items. The parent/guardian who would rather his or her child not access certain materials should so advise the child.

## **Requests to obtain new material**

The library encourages patron suggestions for material to be acquired. The Library Director will evaluate all such requests. Criteria will include library collection development policies and budget. Alternative means of obtaining the information such as Interlibrary Loan may be suggested.

## **Electronic and audio books**

The library will subscribe to a regional consortium for access to eBooks and Audio books. Material in this collection is curated by a committee of the regional consortium.

## **Disposition of existing material**

To keep the collection current, it is necessary to remove books to make room for new titles, because they have become outdated, or because they have been damaged beyond repair. Material removed from the collection may be sold at public book sales, offered to the company Thrift Books for sale, donated to another non-profit entity or destroyed.

### **Books sales**

The library will hold sales of books as supplies allow. Pricing and selection of the items for sale will be determined by the library director upon the advice of the Library Board.

### **Collection Maintenance**

An up-to-date, attractive and useful collection is maintained through a continual withdrawal and replacement process. Replacement of worn volumes is dependent upon current demand, usefulness, more recent acquisitions, and availability of newer editions. This ongoing process of weeding is the responsibility of the library director. Withdrawn materials will be handled in a similar manner and under the same authority as donated materials.

### **Request for Reconsideration of Library Material**

Whenever a patron objects to the presence of an item, s/he will be referred to the library director. If the patron wishes the library to remove or reclassify the material, s/he must complete the "Request for Reconsideration of Library Material" form. The library director will examine the item in question and determine whether it conforms to the standards of this policy. The library director will also decide whether or not to withdraw the material in question and will write to the patron, giving the reasons for the decision. If the patron is not satisfied by the library director decision, the item will be referred to the library committee for further review. Materials subject to complaint shall not be removed from use pending final action.

## **Library Card Policy**

Maggie Osgood Library cards allow their holders to borrow a wide variety of free information and entertainment materials. They also provide access to electronic resources remotely. Any resident of zip codes 97452, 97438 and 97531 is eligible to receive a free library card. The library will honor valid library cards from other Lane County libraries and library cards from participating Oregon Passport Libraries.

- Patrons 18 and older may receive a regular library card by visiting the library and providing name, mailing address, street address, contact information, and date of birth.
- Patrons 17 or younger must have approval of a parent/guardian accepting responsibility. The person accepting responsibility for use of the library card (the adult or parent/guardian) must provide proof of identification and current residence and mailing address.
- Records of inactive library patrons may be purged after three years of inactivity.

Acceptable proof of identification and residency include but are not limited to the following:

- Valid government-issued photo ID or voter's registration card
- Valid student photo identification



- Utility bill
- Rent receipt signed by a landlord
- Lease or mortgage agreement
- Imprinted check
- Postmarked piece of mail delivered to the mailing address

For patrons 17 and under, a parent/guardian's card in good standing may be used as proof of residence and mailing address. Library staff and volunteers will use sound but flexible judgment in accepting applications and proof of address, remembering that the library's major aims are to verify that the applicant lives in an area eligible for a free card and have enough information to contact the patron regarding hold pickup, billing, and other notices.

Patrons who come to a library without sufficient identification to get a library card are welcome to use the library facilities, including any materials and equipment, and take any free items on offer. If a patron loses his/her library card, he should notify the library as soon as possible and request a replacement.

### **Privileges and Restrictions**

- Library cards are not transferable.
- Each adult patron must have his/her own card to check out materials. Parents and/or Guardians may authorize their children 17 years of age and younger to use their library card.
- To check out, patrons must show the card in person, show it digitally, provide valid photo ID, or verify information on the account.
- Family members living in the same household may pick up each other's holds. A patron also may allow another individual to pick up his/her holds by giving that individual the card to present at the library.
- If doing business remotely, the patron must verify information on the account.
- Reserves may be placed through the online library catalog or in person.

To help optimize availability of the collection to the public, the library limits the total number of items that can be checked out at the same time on a regular card to 20. A temporary limit on titles in a specific subject area may be set to allow equity of access.

Because holds are labor-intensive services, patrons also are limited to five outstanding holds. Patrons will be notified by email when holds are available. If a waiting list exists, the item must be picked up by the patron within 10 days of notification.

Provisional cards are issued to individuals with unstable living situations, such as those experiencing homelessness or those living in domestic violence shelters. To receive a provisional card, individuals must present a government-issued photo ID (it does not have to be

valid) and give a contact phone number. Cards are limited to two items checked out at once, one hold, and expire in three months but may be renewed.

## **Loan Periods**

Most circulating materials check out for three weeks. Movies check out for one week. Physical audio books check out for 4 weeks. Patrons may renew materials on the library's website or by contacting the library. An item may not be renewed if another person has a hold on it, it has already been renewed twice, or the patron has been billed for the item.

## **Fees**

Because the library is committed to equity of access, there are no fines for overdue materials. The library collects fees for the following:

- Lost or irreparably damaged items: Retail cost of item + \$5 processing fee. Patrons may bring in a good identical copy of an item to have the retail cost waived. They will still be charged the processing fee.
- Damaged items, if repairable: \$10 or the cost of the repair, whichever is higher.
- Destroyed media case: \$5.
- Lost media piece (e.g. disc from an audiobook or DVD series), if individually replaceable: \$10 or the replacement cost, whichever is higher.

Fees paid for lost materials may be refunded, less the processing fee, if they are returned in good condition within six months of having paid the fee.

If payment of fees represents a hardship the patron may speak to the library director for alternative means of taking responsibility for the lost or destroyed material.

## **Overdues and Billing**

Patrons will be notified about overdue materials by e-mail only. Otherwise, it is the patron's responsibility to monitor their record for overdue items. If a patron fails to return overdue materials within four weeks of the due date, the material will be considered lost and the patron will be billed for the item.

The library will not check out materials to any patron with outstanding fees exceeding \$15. Borrowing privileges will be restored when outstanding fees are brought under \$15. Exceptions to any provisions of this policy are at the discretion of the Library Director.

## **Gift and Donation Policy**

The Maggie Osgood Library welcomes and encourages gifts and donations that are consistent with the library's mission statement.

The Library Director will maintain a list of desired materials for those who wish to purchase material as a memorial, or in celebration of a milestone.

### **Donations for the library collection**

The Maggie Osgood Library accepts donations of print (books) and non-print (DVDs, Audiobook CDs, etc.) Items must be in good condition and meet current collection development criteria. Items in poor physical condition, outdated material formats, condensed/abridged titles, textbooks, and encyclopedias will not generally be accepted for donation. The library's acceptance of a donated item does not constitute an agreement to add it to the collection; the library will make all necessary decisions as to the retention, location, cataloging and other considerations related to the use, disposition and disposal of all donations. Unused donations cannot be returned to the donor. All donations are accepted with the understanding that if the library is unable to use the materials, they will be discarded as described in the Collection Development Policy. The library does not assess the value of gifts made to the library. Valuation should be determined by the donor.

If the requested item is retained for the collection the donor may request a book plate commemorating the donation.

### **Monetary Donations**

Monetary donations may be made to the Maggie Osgood Library or the City of Lowell and are tax-deductible.

### **Other Gifts**

Gifts and donations other than items which can be used in the library's collection (such as furniture, etc.) must be discussed with the library director who will make the final determination to accept or decline the gift. If desired, a commemorative marker will be included with the item. These gifts will be considered considering the following criteria:

- Relevance to the library's mission statement
- Space and security required to house or store the gift(s)
- Cost to maintain or preserve the gift(s.)

## **Privacy Policy**

The First Amendment of the United States Constitution guarantees freedom of speech with the corresponding right to hear what is spoken and read what is written without fear of government intrusion, intimidation, or reprisal. Confidentiality is the primary means of providing First Amendment protection for public library users.

Oregon law recognizes the Maggie Osgood Library as a public body subject to public records law. The library's policies on its records can be found in the City of Lowell's Public Records Policy. However, Oregon public records law also allows libraries to exempt certain records. In accordance with this law, the following library records are exempt from disclosure:

- Records showing the use of specific library materials, whether analog or electronic, consulted, borrowed, acquired, or transmitted, by a named person; or
- Records showing the name of a patron together with the person's address, email address, telephone number, or other personally-identifiable information.

The library is committed to protecting every patron's library records. However, upon issuance of a court order, the library may be required to disclose borrower records to law enforcement agencies. Depending on the court order, the library may or may not be allowed to disclose to the patron or anyone else, with the exception of legal counsel, that the records were released. These records include, but are not limited to circulation records, registration records and records regarding use of library information, materials, and services.

To protect patrons, if a court order is received, the library will not make library records available to any agency of state, federal, or local government without first consulting its legal counsel and unless a subpoena, warrant, court order, or other investigatory document is issued by a court of competent jurisdiction, showing good cause and in proper form. All such requests must be made through the library director.

To further protect library record privacy, the library shall electronically purge or manually shred the following records when they are no longer needed for regular library business:

- Records with personally-identifiable information including but not limited to a name together with an address, email, telephone number, or name of a library material used or accessed.
- Records showing information on use of the library's computer networks that can be specifically identified with a particular user or device.

The library reserves the right to use library records for administrative purposes, such as recovering overdue materials, payment for lost items, customer surveys, or other administrative communications.

The library does not allow use of library records for fundraising or political purposes. In all contracts with third-party agents, the library will protect patron and staff privacy to the

greatest extent reasonable under the circumstances. Nothing in this statement prevents the library from exercising its right to enforce its code of conduct, protect its facilities, network, and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes.

### **Programming Policy**

The Maggie Osgood Library presents programs that serve its mission to provide access to the power of information and imagination. These programs often are presented in cooperation with other private and public entities. As part of the library's role as an educational and cultural community center, programs are designed to meet the interests and needs of the community. Programs help the library meet information needs, enhance and extend the library collection, and provide entertainment. Programs may represent the wide range of ideas and views contained, and the programs will reflect the library's philosophy of free access to information. The ultimate responsibility for selection of library programs rests with the Library Director.

Library-sponsored programs generally are free and open to the public, though exceptions can be made. Programs are not allowed to serve as a platform for generating income for any group or individual, other than funds for the library or partnering nonprofit or governmental organizations whose missions align with the library's mission. Products or services shall not be sold during presentations. Exceptions are authors, performers, directors/producers, and artists who present programs in cooperation with the library. Those individuals may sell materials related to the presentation immediately before or after the program. If appropriate, program materials may include names and information about partnering and sponsoring entities, including mentions on promotional materials, in program introductions, and distribution of materials immediately before or after the program. This does not constitute endorsement, merely acknowledgment.

Requests for programs are welcomed and will be accommodated as time, space, and budget allow.

### **Meeting Room Policy**

Meeting room space is provided in order to promote the library's mission. Meeting room space is reserved primarily for library and city activities. Nonprofit, civic, and community organizations or government entities may use meeting room space without charge for non-commercial uses such as meetings, lectures, or similar activities whenever a conflict does not exist with city or library activities. Such events must be open to the general public. Businesses and commercial organizations may use the meeting room without charge for educational and informational purposes or for staff meetings and trainings at the discretion of the library director. The maximum number of individuals who may gather in the meeting room or the library proper is TBD.

Meeting room use does not constitute library endorsement of the beliefs or ideas expressed by users of the space. Events will not be publicized in a manner suggesting library sponsorship or affiliation. The library's name, address, email, or phone number may not be used as the contact information for any event except those sponsored by the library.

### **Rules on Using the Meeting Room**

The meeting room is considered a limited public forum and thus is open to all legal content and viewpoints, with the restrictions noted in this policy. Space is available to the public on a first-come, first-served basis and may be reserved up to two months in advance. Applications may be filed in person or electronically.

In order to allow maximum access to the room, regular weekly bookings are allowed at the sole discretion of the library director, taking into account the requested duration of the booking and the foreseeable availability of the room. Event organizers are responsible for abiding by the terms of this policy, other library and city policies, any accompanying rules of use, and local, state, and federal laws. Violation of these terms may result in denial of future access to the meeting room space.

An event organizer wishing to book the room must be a responsible adult over age 17. This person shall assume full responsibility for any injury or damage to city property, building, furnishings, artwork, or equipment that results from the group's use of the facility. When an event includes people younger than age eighteen, the following number of adults are required for each age group of children, per Oregon regulations regarding childcare: Ages 0-2: 1 adult per 4 children Age 2: 1 adult per 5 children Ages 3-4: 1 adult per 10 children Ages 5-17: 1 adult per 15 children. People attending events must make their own provisions for childcare and supervision and the organizer must ensure that children under age 10 be accompanied by a parent, guardian, or responsible caregiver 14 or older. Children 5 and under must always be in close proximity and within sight of the person responsible for their safety.

Users are responsible for setting up chairs or tables. Furniture may not be moved from one room to another without staff approval. All furniture and equipment must be returned to their original locations. Materials are not to be attached to walls, windows, doors, or furnishings except at the direction of a city staff member. The library does not assume liability for personal injuries, nor does it assume liability for damage or theft of personal property which occur as a result of the actions of the organizers or participants in events scheduled in library facilities. When not scheduled, anyone may use the Meeting Room on a first-come, first-served basis, but priority is given to groups over individuals. Maximum room capacity is people, including organizers/presenters. Meeting organizers are responsible for crowd control. Meetings must be confined to the Meeting Room. Programs must not interfere with library operations.

### **Use Restrictions Policy**

Sometimes a patron's behavior may necessitate restricting his/her use of library services. Such behavior includes but is not limited to violations of library policies as well as violations of federal, state, or local statutes.

### **Responsibility and Restrictions**

The library director is responsible for determining whether behavior(s) of patrons are unacceptable as delineated by library policies. When such behavior occurs, staff are authorized to restrict a patron's access to library services in a way that is appropriate to address the unacceptable behavior and past actions by the patron. Such sanctions include, but are not limited to, the following:

- Bans from using the relevant service (e.g. meeting room, computers, bulletin boards);
- Loss of library card privileges;
- Billing for damage;
- Requirement for accompaniment by a parent, guardian, or caretaker;
- Ejection from library property (temporary, conditional, or extended).

Library staff will use sound but flexible judgment in determining appropriate sanctions and lengths. A report of any sanctions will be made and filed in the daily incident report of the library.

### **Warnings**

At his or her discretion and depending upon the specific actions by an offending patron, the library director may warn a patron up to twice before imposing a sanction. Subsequent similar behavior by the same individual may not require warning before sanctions are issued, and such sanctions may be more severe. While the library views this policy as primarily corrective and progressive, it is not possible to define in advance the specific action to be taken in response to every behavior and the need to protect the safety of library patrons. Consequently, the library reserves the right to take appropriate action, including immediate ejection from city property, in response to circumstances and events on a case-by-case basis.

For instance, staff may restrict a patron's use of services, or immediately eject a patron without warning for more severe violations of policy, including abusing library staff, volunteers or patrons, abusing city property, attempting to alter or compromise library technology or networks, or violations of local, state, or federal laws.

Staff will make a written record of any instances in which sanctions are issued and will maintain current lists of patrons who are restricted from using library services and are banned from the library.

## **Internet Use Policy**

To fulfill its mission of providing public access to information of all types in a wide range of formats, the Maggie Osgood Library provides access to Internet resources. The Internet offers access to many valuable local, national, and international sources of information. However, some information found on the Internet may be inaccurate, incomplete, dated, or offensive to some individuals. A good information consumer must evaluate the accuracy and appropriateness of all information. Library patrons use the Internet at their own risk. The library is not responsible for the content of the Internet, changes in content of the sources to which the library pages link, or for the content of sources accessed through secondary links.

### **Access by Minors**

Consent given on the part of parents or legal guardians for a library card constitutes acknowledgment by the parents or guardians that they have a responsibility for monitoring their child's use of all library resources, including the public computers. Parents or legal guardians should guide their children in use of the Internet and inform them about materials they should not use. Although the library affirms and acknowledges the rights and responsibilities of parents and guardians to monitor and determine their children's access to library materials and resources, including those available through the Internet, the library has taken certain measures designed to assist in the safe and effective use of these resources by all minors, including providing Internet filtering. To address the issue of the safety and security of minors who use email, social media, and other forms of direct electronic communications, and to warn them against making unauthorized disclosures about their Internet use and personal identification information, the library urges minors to keep in mind the following safety guidelines:

- Never give out identifying information such as home address, school name, or telephone number.
- Let parents or guardians decide whether personal information such as age, marital status, or financial information should be revealed.
- Never arrange a face-to-face meeting with someone via the computer without parents' or guardians' approval.
- Never respond to messages that are suggestive, obscene, threatening, or make one uncomfortable.
- Have parents or guardians report an incident to local authorities and the National Center for Missing and Exploited Children at 1-800-843-5678 if one becomes aware of the transmission of child pornography.
- Remember that people online may not be who they say they are.
- Remember that everything one reads may not be true.

### **Internet Workstation Guidelines**

The Library promotes responsible use of the Internet and of its computer workstations by the following:



- Each library patron is entitled to a specified amount of time at a library Internet workstation each day.
- Behavior that will interfere with another person's concentration when using computer workstations is prohibited. Such behaviors include, but are not limited to, loudly conversing with others, using cell phones inappropriately, switching computers frequently, playing in the computer area, and climbing or standing on furniture.
- Workstation use is limited to one person per workstation except in special circumstances.
- Library staff has the right to restrict the length of time any individual may use Internet workstations, particularly when others are waiting to use them.
- Parents are responsible for directing and guiding their children's use of the Internet.

### **Acceptable Use of Internet Workstations**

The following is a list of acceptable uses:

- Research using the Internet.
- Accessing the library materials catalog.
- Doing word processing, spreadsheets, and presentations.
- Accessing e-mail via web-based services.

Our workstations have had their operating systems secured to reduce the need for technical support that inevitably comes from providing public access to PCs. They have the following limitations:

- Documents cannot be saved to the PCs' hard drive. If you wish to save files, bring your own device such as a flash drive.
- Due to the nature of the Internet, services apart from those for which our machines are designed may not be available; e.g., chat, playing games, streaming video and audio, and so on. These are not library supported or controlled.
- The library makes no guarantee that the Internet will be available for use.
- Staff and volunteer assistance for the public in the use of Internet workstations is necessarily limited. Staff will help to the best of our abilities, but responsibility for using and learning how to use Internet workstations ultimately rests with the user.

### **Unacceptable Uses of Internet Workstations**

- Viewing material that violates federal, state or local laws or regulations, including those regarding accessing, viewing, printing and distributing obscenity or child pornography. Staff may direct Internet users to avoid the display of images that create a sexually hostile environment for library users and/or staff. Because Roseburg Public Library is a public place, staff has the authority to end an Internet session that displays inappropriate material.

- Using computers to gain access to the library's network or computer systems or to any other restricted network or computer system.
- Using computer accounts, access codes, or network identification numbers without authorized permission.
- Violating copyright laws or licensing agreements pertaining to software, files, and other resources obtained electronically.
- Violating another user's privacy.
- Attempting to alter software configurations or to cause degradation of system performance.
- Engaging in any activity that is deliberately and maliciously offensive, libelous, or slanderous.
- Installing or downloading any software.
- Disrupting or interfering with network users or services. Such interference or disruption includes, but is not limited to, distribution of unsolicited advertising, harassment of others, propagation of computer worms or viruses, randomly initiating interactive electronic communications, and overuse of interactive network utilities.
- Tampering with, destroying, or damaging equipment, software, or data belonging to the library.
- Seeking unauthorized access to networks and systems, including so-called "hacking."

## **Filtering**

By default the Maggie Osgood Library filters all Internet workstations. Filtering software may not block all material users find offensive. Individual users must accept responsibility for determining the suitability of content for their children.

Adults may request filter override for the sake of research or other information gathering.

## **Public Computer Usage Agreement**

Computer users will agree to the following terms each time they log onto a library computer:

*As a user of this computer (or, as a user of the library's Wi-Fi), you agree not to:*

- *Mishandle, damage, or attempt to damage Maggie Osgood Library equipment or software.*
- *Hack into any computer network or system.*
- *Interfere with system operations, integrity, or security.*
- *Gain or attempt to gain access to another person or entity's files or authorization code(s).*
- *Harass people or organizations with messages, prints, or images.*
- *Violate copyright laws and software licensing agreements.*
- *Engage in any activity that constitutes a criminal offense under federal, state, or local laws and regulations.*

- *In addition patrons will be asked to sign a copy of this policy the first time they access the library computers. Hardcopies of these forms will be maintained by library staff.*

### **Time and other limits**

To access the Internet a patron must use their own library card number. A visitor who does not have a library card may receive an Internet guest pass by signing up and showing current, valid photo identification.

Each person can access a minimum two one-hour sessions per day on library public computers. The first hour will automatically extend unless there is someone else waiting in the queue. Patrons must use their own library card number or guest pass number to sign up for a computer and log in.

The library's computers are set up for use by a single individual. Non-disruptive group work may be allowed.

### **Printing**

Printer copies from public computer workstations are available according to the latest schedule. Patrons are expected to check before they print so that they do not print material they do not need.

### **Privacy of Information**

We recommend against entering private or personal information on any public Internet workstation. This includes entering logins and passwords for bank accounts, stock brokerage accounts, commercial vendor accounts, and the like. We do not, and cannot, guarantee the privacy of any such information entered on a public workstation. Our machines are meant to be used for research purposes and not as a means of conducting personal or corporate business. The USA Patriot Act (2001) also affects the privacy of library records.

### **Wireless Internet Access**

- The Maggie Osgood Library provides wireless Internet access to library users. This wireless access is not filtered, and it is not secure.
- All Unacceptable Uses of Internet Workstations noted above apply to patrons' use of the library's wireless Internet service.
- Be advised that our limited technical support time always will be focused first on our online system and second on public Internet access through our library workstations. We cannot guarantee wireless service will always be available when the library is open. Please inform us if you believe the service is down. Our policies for public Internet workstations apply to wireless users, as well.

- The library does not provide support or advice in getting your personal laptop enabled for wireless service. Please contact your service provider if you need help.
- Entering private or personal information on any public Internet workstation or wireless network is not recommended. This includes entering logins and passwords for bank accounts, stock brokerage accounts, commercial vendor accounts, and the like. We do not, and cannot, guarantee the privacy of any such information entered on a public workstation or a wireless connection. Our Internet access is meant to be used for research purposes and not as a means of conducting personal or corporate business.

### **Enforcement of Policies**

The library director is authorized to interpret and enforce these policies in accordance with applicable law and to ensure appropriate behavior of all persons in the library facilities. Persons found to be violating these rules will be asked to discontinue that activity. If they continue, they may be asked to leave the library facility. If they refuse, police assistance may be sought by library staff.

### **Public Notice Bulletin Board Policy**

Bulletin board materials may be submitted for posting by nonprofit organizations for civic, educational, or cultural purposes. Such organizations may submit literature publicizing a specific event. Limited space generally allows only short-term notices. The director must approve all postings and may prohibit postings which do not meet library standards. Library staff will place and remove postings promptly.

Each item posted must be dated and signed. A request for return of items, along with name and telephone number of person to be contacted, should be printed on the back of each article. Unless such arrangements are specified, items must be picked up the day following the date of the publicized event if the owners want them returned. Otherwise, the library will not be responsible for returning materials.

### **Children's Safety and Unattended Child Policy**

The Maggie Osgood Library is dedicated to providing a welcoming environment that encourages children to visit the library, use library collections and services, and attend library programs. Library staff and volunteers are available to assist and support children with their use of library resources. The library is a public building, open to everyone and a child's safety cannot be guaranteed. Children may encounter hazards in the library such as doors, furniture, electrical equipment and other patrons.

The library is not responsible for a minor's selection of library materials, attendance at programs or use of the Internet or other services. Parents, guardians, or responsible adults are expected to accompany their minor children in the use of library materials and services, including computer use.

The responsibility for the behavior and well-being of children using the library rests with the parent, guardian, or designated caregiver. Library staff members cannot supervise children in the Library. The library does not serve in loco parentis.

### **Practice**

Children under 10 years of age must be accompanied by a parent, guardian, or designated responsible caregiver (16 years of age or older) at all times while in the Library. Caregivers must supervise and provide guidance for children during the entire library visit.

Oregon Revised Statutes (ORS) 163.545: Child neglect in the second degree. (1) A person having custody or control of a child under 10 years of age commits the crime of child neglect in the second degree if, with criminal negligence, the person leaves the child unattended in or at any place for such period of time as may be likely to endanger the health or welfare of such child. (2) Child neglect in the second degree is a Class A misdemeanor.

**In the following situations, Library staff will take the actions outlined below for all children zero (0) to seventeen (17) years of age:**

- A child is alone and frightened or crying in the library.
- A child is alone and doing something dangerous, or another person in the library seems to be a danger to the child.
- A child is alone and is not following the Library Code of Conduct.
- No caregiver comes to pick a child up at closing time.

*Library staff members will evaluate the situation and try to contact the child's parent or guardian. If staff cannot reach the parent or guardian, he or she will place the child in the care of the appropriate local agency which may include law enforcement.*