



Westerville Public Library



Public Services Policies

Library Board of Trustees
Manual Revised and Updated
January 28, 2020

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INTRODUCTION

PURPOSE OF POLICIES

Policy last updated: September 23, 2014

The Public Services Policies of the Westerville Public Library (hereafter referred to as the Library) explain and regulate the manner in which the Library directly interacts with Library customers and the community it serves. These policies describe the variety, extent, and limit of services and materials offered by the Library, and ensure that customers and staff alike may understand what those opportunities and limits are. Policies are approved by the Westerville Public Library Board of Trustees (hereafter referred to as the Board) and are reviewed and revised as necessary.

VISION STATEMENT

Policy last updated: January 28, 2020

A community where equal access to knowledge creates understanding and limitless potential.

MISSION STATEMENT

Policy last updated: January 28, 2020

Creating a bridge to opportunity through open access to information, inspiration and understanding.

OPERATIONS POLICIES

SERVICE AREA AND GOVERNANCE

Policy last updated: September 23, 2014

The Westerville School District Library (hereafter referred to as the Library) is organized as a school district library. Its legally-defined service area is the same as that of the Westerville City School District. This district is comprised of 52.5 square miles; 37 square miles are within Franklin County with the remaining 15.5 square miles in southern Delaware County.

As a recipient of Public Library Fund monies from the State of Ohio and local property tax funds, the library extends its full services to the inhabitants of the Westerville City School District and abridged services to other residents of the State of Ohio.

The Library is governed by a Board of Trustees (hereafter referred to as the Board) which consists of seven members appointed by the Westerville City Schools Board of Education for terms of seven years. The Board's operating policies are described in its bylaws.

LOCATION AND HOURS OF SERVICE

Policy last updated: January 28, 2020

Westerville Public Library

126 South State Street
Westerville, OH 43081-2095
614-882-7277
www.westervillelibrary.org

The Library is open to the public:

Monday - Thursday: 9am - 9pm

Friday & Saturday: 9am - 6pm

Sunday: 1pm - 6pm

The Library is closed on the following days:

- New Year's Day
- Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

In addition, the Library closes at 6pm the day before New Year's Day and the day before Thanksgiving Day. The Library may also be closed for a Staff In-service Day in order that all staff may participate; the date is set by Library administration.

The Board reserves the right to close the Library at additional times when appropriate. When possible, the public will be notified in advance of closings that fall outside the regular Library schedule. The Library Executive Director, or a designee, is authorized to close the Library in emergency situations.

STAFF IN CHARGE

Policy last updated: January 28, 2020

Daily operations and general supervision are the responsibility of the Library's Executive Director or, in their absence, the designated person in charge.

MEETING/STUDY/TUTOR ROOMS

Policy last updated: January 28, 2020

The primary purpose of the Library's meeting rooms is to provide a space for Library and Library-related activities. Needs of the Westerville Public Library (hereafter referred to as the Library) for use of the meeting rooms take precedence over use by outside groups. The Library reserves the right to cancel or reschedule any meeting.

The following rules of use apply:

- Library meeting rooms may be used free of charge.
- The use of meeting rooms for financial gain is prohibited. This includes marketing or selling goods or services, fundraising, or accepting donations.
- Entrance fees/admission charges are acceptable only to cover the cost of the program (speaker fees, meals, handouts, etc.) Imposing entrance fees/admission fees other than to cover program overhead is strictly prohibited.
- Meeting rooms may be reserved in advance, either in person, by telephone or through our online reservation software.
- Meeting room reservations are not transferable from one group to another.
- Private parties are prohibited. (Examples of reservation requests that WILL NOT be approved include: birthday parties, anniversary parties, baby showers, etc. Examples of reservation requests that WILL be approved include: meetings for Boy Scout troops, condo associations, homeschoolers, PTAs, etc. Memorials that are a religious service will also be approved.)
- If a scheduled meeting is cancelled, the Library should be advised at least twenty-four hours in advance.
- Food and drink are permitted in the meeting rooms. Alcoholic beverages and smoking are prohibited in the Library.
- The name, address or telephone number of the Library may not be used as the contact person, nor shall the use of the meeting room be publicized in such a way as to imply the Library sponsorship of the group's activities unless the activity is being co-sponsored by the Library.
- No decorations, posters or any other materials may be installed or displayed inside or outside the meeting rooms without prior Library approval.

- No Library equipment should be removed from the meeting room area without Library approval.

Any group using Meeting Rooms A, B and the Conference Rooms shall:

- Have at least one person in attendance who is at least eighteen (18) years of age and who will be responsible for the group and use of the meeting space.
- Be financially responsible for any damage to Library property, buildings, furnishings and/or equipment, and assume responsibility for all loss, damage or injury arising from use of meeting room space.
- Covenant and indemnify themselves for any claim, suit judgment, cost expense or responsibility of any kind whatsoever resulting from use of property; premises or facilities of the Library.

For the Study and Tutor Rooms:

- **Late policy:** Room reservations are held for fifteen minutes. After fifteen minutes the room may be booked for another user.
- Reservations are limited to 3 hours per day.

For cause, the Library Executive Director may waive any meeting room regulation and may deny or cancel any application for reservation of meeting room space.

EXHIBITS AND DISPLAYS

Policy last updated: January 28, 2020

Exhibit and display spaces are primarily for the promotion of Library materials, programs and services. Preference will always be given to Library needs. When the display cases in the mallway, the meeting room walls, or the display case in Youth Services are not otherwise in use, the Library may provide these spaces for the display or exhibit of collections or materials of general interest to the public.

Displays or exhibits promoting local educational, cultural or recreational opportunities are encouraged. The following categories of exhibit materials are specifically excluded: displays which serve only to advertise active business or commercial ventures, and partisan materials which promote current political candidates, campaigns, parties or issues. The Library reserves the right to approve the content and arrangement of all exhibits, and the Executive Director makes the final determination as to whether the materials comply with these guidelines.

Requests for display space must be scheduled in advance. Displays will stay up for approximately one month. Requests are filled on a first come, first served basis. All exhibits must fit within the space allocated.

The presence of a particular display in the Library does not indicate that the library advocates or endorses the viewpoints of exhibits or exhibitors.

The Library assumes no responsibility for the preservation, protection, or possible damage or theft of any item exhibited or displayed. Items are placed on display in the Library at the owner's risk.

PUBLIC BULLETIN BOARD

Policy last updated: January 28, 2020

Materials to be posted on the public bulletin board in the Library mallway must be approved by Library administration or a designee. Materials posted without approval will be removed.

Permission will be given based upon the non-profit nature of the material, its timeliness and the limitations of display space. Local non-profit organizations and events will be given preference. The Library will not post personal advertisements, or for-profit or commercial materials

For political items, see Voter Information.

PUBLIC LITERATURE RACKS

Policy last updated: September 23, 2014

Members of the public who wish to distribute printed materials are welcome to place them in the literature racks provided for that purpose. These literature racks are located at the east entrance to the Library, in the glassed-in area between the two sets of automatic doors.

No prior approval is needed for placing materials in the public literature area, but the items must fit within the racks provided. The only intervention by Library staff occurs when materials need to be straightened.

VOTER INFORMATION

Policy last updated: January 28, 2020

To aid voters in becoming better informed, the Library provides a voter information table stocked with literature provided by a variety of individuals and groups. Anyone is invited to add materials about ballot issues and candidates to this table; all points of view are welcome. The Library does not endorse a particular candidate or view.

Because the Library is an election site, Library staff will remove and discard all campaign materials from display or distribution on the day the polls open.

GIFTS AND DONATIONS

Policy last updated: January 28, 2020

The Library welcomes the support of individuals and groups through contributions of book or non-book materials for the Library's collections; contributions of appropriate gifts that will enhance the Library's physical environment; and bequests, trusts, or donations of monetary or other assets for Library purposes.

Materials and equipment given to, and accepted by, the Library will become the sole property of the Library to be managed as the director or their designee deems appropriate. The Library is unable to furnish appraisals of donated items, and reserves the right to refuse any donation.

The Library accepts gifts of miscellaneous books or other materials with the understanding that items not added to the Library's collection may be given to the Friends of the Westerville Public Library to sell on the Library's behalf.

Individuals or organizations who wish to donate gifts of a more specific nature, such as works of art, furniture, equipment, special collections, and real property, will be referred to the director who, in consultation with the Board, will determine whether or how to accept such a gift.

If an individual or group wishes to donate funds for specific purposes, the amount and nature of the expenditure must be approved by the Board before the gift is accepted. Items so purchased become the property of the Library and may be disposed of accordingly.

Library staff will not give appraisals of gifts and donations for tax purposes.

The Board accepts and acknowledges gifts at each regular monthly Board meeting.

See also, Fiscal Policy Manual - Library Donation and Gift Policies.

RECRUITMENT AND USE OF VOLUNTEERS

Policy last updated: January 28, 2020

The Library's volunteer program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff and/or work on special projects

An adult who would like to volunteer at the Library needs to complete an adult volunteer application form. Prospective volunteers will be contacted when an assignment fitting their interests and abilities becomes available.

Teens need to complete a teen volunteer application form and attend a teen volunteer training session prior to volunteering. A Youth Services staff member will schedule and coordinate all teen volunteer activities.

LIBRARY MATERIALS EVALUATION AND SELECTION

COLLECTION DEVELOPMENT -- ADULT, YOUTH AND MEDIA DEPARTMENTS

Policy last updated: January 28, 2020

Philosophy and Goals

The Westerville Public Library Board of Trustees, working with the staff of the Library, affirms the following objectives:

- To serve all the people
- To provide a variety of materials and programming for everyone's informational, educational, recreational and cultural needs
- To provide qualified staff to give guidance in the use of materials
- To provide access for all people
- To initiate a leadership role in the community to serve as a link between the individual and the community
- To inform the public of Library resources and services
- To support intellectual freedom

The Library adheres to the principles of the [Library Bill of Rights](#), the [Freedom to View](#), and the [Freedom to Read](#) statements adopted by the American Library Association.

In a free society, information on different points of view should be readily available to allow individuals to decide which ideas are meaningful to them. The public library is the institution that provides free access to these ideas. The Library, consequently, has the responsibility for selecting materials, which reflect a wide variety of ideas and may contain controversial points of view. Since the Library has a responsibility to protect the rights of all users, it does not limit the use of its collection. Library staff may offer guidance in selection; however, monitoring the reading, listening, and viewing of children is the responsibility of their parents or legal guardians.

The needs, interests and points of view of the Library's community range over the spectrum of all subjects inherent to contemporary society. The Library has a responsibility to provide a diversity of materials in various formats. Materials are selected to reflect changes in educational, cultural and intellectual ideas and the impact of new technology within the limitations of budget and space.

Criteria for Selection

While a single standard cannot be applied to each potential item for selection, materials are judged by the following criteria:

1. Availability and suitability of format
2. Suitability of subject, style and level for the intended audience

3. Critics' and staff's reviews
4. Reputation of the publisher or producer; authority and significance of the author, composer, filmmaker, etc.
5. Timeliness or permanence of the material
6. Quality of writing, design, illustrations, or production
7. Relevance to community needs
8. Potential and/or known demand for the material
9. Relative importance in comparison with existing materials in the collection on the same subject
10. Availability and accessibility of the same material in the local area

These criteria apply to purchased and donated materials as well as special collections.

Special Collections

From time to time, the Library may establish a special collection on a temporary basis or as a permanent collection. A special collection may be developed to meet a particular need in the community or may be established to provide a comprehensive collection of works deemed necessary to address a topic in greater detail. The rules governing the purchasing of books and materials for special collections will be applied the same as the general collection.

Weeding

The Library weeds its collection on a regular basis to keep the collection current and as a timely resource for the community. The library staff will generally follow the principles established in *The CREW Manual for Modern Libraries* by Jeannette Larson for detailed guidelines for weeding. (CREW is an acronym for Continuous Review Evaluation & Weeding.)

Gifts and Donations

See Gifts and Donations.

STATEMENT OF CONCERN REGARDING LIBRARY RESOURCES -- FORM

Policy last updated: January 28, 2020

The Westerville Public Library (hereafter referred to as the Library) adheres to the principles of the **Library Bill of Rights**, the **Freedom to View** and the **Freedom to Read** statements adopted by the American Library Association.

Anyone submitting this **Statement of Concern Regarding Library Resources** form to a Library staff member will receive a response within ten working days.

Name _____ Date _____

Address _____

Email _____ Phone _____

Do you represent yourself? _____

Do you represent an organization? (please identify) _____

1. Resource on which you are commenting:

_____ book	_____ display	_____ movie
_____ magazine	_____ library program	_____ music
_____ newspaper	_____ art print	_____ electronic resource
_____ other [please specify] _____		

Title _____

Author/Artist/Producer/Provider _____

2. What brought this resource to your attention?

3. Have you examined the entire resource? _____

4. What concerns you about this resource? [Use additional pages if necessary]

4.a What do you believe is the purpose of this resource?

4.b For what age group should this resource be recommended? _____

4.c What harmful effects do you feel might be the result of using this resource?

5. Overall, do you believe there is any value in this resource? _____

6. Are there resources you can suggest to provide additional information and/or other viewpoints on this topic?

7. Are you aware of any critical reviews dealing with this work? Please cite review source, author, volume number and/or date of publication and page numbers.

8. What do you believe may be the result of using this resource?

9. What would you like the library to do about this resource?

10. Additional comments: _____

COLLECTION DEVELOPMENT -- WESTERVILLE HISTORY CENTER AND MUSEUM

Policy last updated: January 28, 2020

Statement of Purpose

The American Issue Publishing Company, the parent company of the Anti-Saloon League, was incorporated in 1909 and remained active until 1973 when Rev E. H. Dailey, the surviving trustee, donated the American Issue Publishing Company, land, buildings and contents to the Westerville Public Library. The library now acts as trustee of the world's largest collection of temperance books, papers and records. The collection covers the years between 1870 and 1934 and manuscript material has been reproduced on 575 rolls of microfilm. Most of the original material is housed in the Ohio Historical Society archives with many items retained in the Westerville History Center and Museum's archives. Hereinafter, the Westerville History Center and Museum shall be referred to as the Center.

The Center has the responsibility to accept and collect material that pertains to the Anti-Saloon League, its subsidiary enterprises and its personages as they related to the history of Westerville. It also accepts and collects material that pertains to the history of the City of Westerville, the School District of Westerville, and the townships of Blendon and Genoa and of Franklin County as it relates to the city and school system for use in meeting the research, educational and recreational needs of its customers.

Generally, to have and exercise all rights and powers conferred on nonprofit corporations under the laws of Ohio, or which may hereafter be conferred, including the power to contract, rent, buy or sell personal or real property; provided, however, that the Center shall not, except to an institutional degree, engage in any activities or exercise any powers that are not in furtherance of the primary purpose of this corporation.

In order to carry out the purposes of the Center, it has adopted the following Collections Management Policy.

Further Development of Purpose Statement

- A. To collect, preserve, research and interpret materials that pertain to the Anti-Saloon League and to all aspects of the history of Westerville with emphasis on social, educational, business, government and economic activities of its residents as expressed in:
 1. Personal documents (letters, diaries)
 2. Institutional documents
 3. Ephemera (pamphlets, flyers)
 4. Newspapers and clippings
 5. Publications of local organizations (churches, schools, businesses, etc.)
 6. Maps
 7. Photographs with appropriate documentation

8. Documented drawings
 9. Theses whose main content concerns Westerville
 10. Genealogical histories of Westerville families
 11. Oral histories
- B. To solicit items relating to the history of Westerville as donations to the Center and/or the Westerville Historical Society.
 - C. To make such items available through public display by operating the Center.

Scope of Collection

- A. Items acquired by the Center shall relate to the history of Westerville.
- B. As additional space becomes available and educational programming implemented, it is hoped that acceptance of large artifacts and memorabilia would be possible. At this time, we have neither the space nor the means to preserve and display large items.
- C. All items acquired shall have historic value, which depends on documentation available, and their physical condition.
 1. Materials that lack complete documentation may be collected as long as they contribute to a clearer understanding of the history of Westerville.

Management

- A. The management of the Center shall be under the supervision of the Library and its designated staff.
- B. The Center's personnel shall be in charge of the records and shall record appropriate information about each item or group of items in the collection
- C. The Center shall maintain a separate record for items de-accessioned from the collection.
- D. A report shall be written annually enumerating the acquisitions and enumerating the items, which have been de-accessioned during the calendar year.

Acquisitions

- A. Acquisitions may be acquired through donation, bequest, exchange, or purchase: solicited or unsolicited.
- B. Each donation must be accompanied by a Donation Agreement or a will that transfers unrestricted ownership rights to the Library.
 1. Each donor shall have access to the Collections Management Policy.
 2. The donor may place no restrictions on the use of the item.
 3. The Center may dispose of the donation if it is considered to have no value to the collection.
- C. Items will not be accepted if the Center has no provision for adequate care of them.
- D. Potential donors will be asked to supply as complete documentation as possible, including a chronological history of the object and its owners.
- E. All legal, moral and ethical implications of the acquisition must be considered before accepting them.

- F. The Center will not make appraisals of prospective donations for tax purposes, but may suggest the name of several knowledgeable appraisers.

Loan of Items

Outgoing Loans of Items

1. The Center may lend items from its collection for the temporary display or educational purposes off-site if such locations offer reasonable security and environmental conditions.
2. Authorization for all loans of items rests with Library acting on the recommendation of the Center.
3. When an item[s] is loaned, the authorized agent of the Library and the second party to the loan must sign a loan contract. The contract must include description and condition of the item borrowed, its estimated value and the dates of the loan period, which correspond with Library policy.
4. Items borrowed must give reference to the Center as appropriate in its display.

Incoming Loans of Items

1. Approval for borrowing items rests with the Library.
2. All items borrowed shall be subject to the same criteria as permanent acquisitions.
3. Upon authorization for borrowing items, the authorized agent of the Library and the second party to the loan must sign a contract. The contract must include description and condition of the item borrowed, its estimated value and the dates of the loan period.
4. The owner must carry insurance on all items.

De-accessioning

- A. From time to time the collection of the Center shall be examined to determine if it contains items that should be removed from the collection.
- B. It shall be the responsibility of the Center to recommend what items should be disposed of and by what means.
- C. Items shall not be sold, given or otherwise transferred, publicly or privately, to members of the Center.

REQUEST TO REPRODUCE MATERIALS -- TEMPERANCE AND JOHN R. KASICH CONGRESSIONAL COLLECTIONS -- FORM

Policy last updated: January 28, 2020

Warning concerning copyright restrictions: The copyright law of U.S. [Title 17, United States Code] governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or reproduction. One of these specified conditions is that the photocopy or reproduction is not to be “used for any purpose other than private study, scholarship, or research.” If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of “fair use,” that user may be liable for copyright infringement. The Westerville Public Library (hereafter referred to as the Library) reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

Conditions of Reproduction

1. The right to reproduce materials held in the Temperance Collection and Kasich Congressional Collection of the Library is granted on a one-time basis only. Any further reproduction of this material is prohibited without the written permission of the Library.
2. Materials are reproduced for research and educational use only and may not be used for publication, exhibition, or any other public purpose without the express written permission of the Library.
3. Any publication, exhibition, or other public use of materials reproduced from the collections of the library must credit the Library.
4. In requesting permission to reproduce materials from the collections of the Library as described above, the requestor agrees to hold harmless the Library and its Trustees, officers and agents either jointly or severally from any action involving infringement of the rights of any person or their heirs and descendants in common law or under statutory copyright.
5. Permission may be granted to reproduce portions of the collections of the Library. The reproduction of any of the collections of the Library in their entirety is prohibited.
6. Permission to reproduce material in which reproduction rights are reserved must be granted by signed written permission of the persons holding those rights.
7. Materials are not to be removed from the library for reproduction.
8. Library staff may make photocopies.
9. The Library with the full cost chargeable to the requestor will arrange photographic reproduction. Only one print shall be provided, and all negatives shall remain the property of the Library.
10. The requestor agrees to pay all pre-determined usage fees incurred when permission has been granted to publish, broadcast or exhibit this material.
11. Purpose for which reproductions to be used _____

Citation

The Westerville Public Library would appreciate receiving a copy or tear sheet of any publication/ presentation featuring material from the Library’s collections.

- Title of publication[s], Media presentation or other source where this reproduction will appear _____
- Author, editor or producer _____
- Publisher, production company _____
- Anticipated date of publication or release _____

Agreement

In accordance with the reproduction and duplication conditions set forth herewith, I hereby apply for permission to publish the materials described herein.

Signature

Date

Print name

Title

Copyright to the materials described herein has been dedicated to the public. Consideration of the requirements is the responsibility of the author, producer, and publisher. To the extent that the Westerville Public Library possesses rights to this material, you are hereby granted permission to publish one time only in your work described above.

Approved by _____

Date

BORROWING OF LIBRARY MATERIALS

LIBRARY CARD REGISTRATION

Policy last updated: January 28, 2020

All Ohio residents are welcome to apply for a Library card. Library cards are issued at no charge.

Adults age 18 and over are required to fill out a short application form, show photo identification and proof of current address to a staff member at the Customer Services Desk in the Library's main entrance to receive a Library card.

Children under the age of 18 must be accompanied by a parent or legal guardian to receive a Library card. The application form must be completed. If the child does not have photo identification, the photo ID or Library card of the parent or legal guardian may be used instead.

EDUCATOR CARD

Policy last updated: January 28, 2020

The Educator Card, a Library card with special advantages, is designed to help educators who live or work in the Westerville School District make full use of the Library's resources.

More information about the Educator Card can be found on the Library's [website](#).

RESPONSIBILITIES OF LIBRARY CARD OWNER

Policy last updated: January 28, 2020

A Library user is responsible for all materials checked out on their Library card.

If such materials are lost, damaged or returned late, the Library card owner is responsible for paying the applicable fines or fees. The parents/legal guardians of a child younger than age 18 are financially responsible for all materials checked out on a minor's card. The parents/legal guardians are also responsible for the appropriateness of materials checked out to their child, including electronic information.

It is the responsibility of the Library card owner to notify the Library immediately if

- a card is lost or stolen
- a change in name, address, phone number or email occurs.

There is no charge for replacing a lost/stolen Library card.

LOAN PERIODS OF LIBRARY MATERIALS

Policy last updated: September 23, 2014

Library materials are loaned for a period of 28 days, 21 days, 14 days, 7 days or hourly--depending on the type of item.

Items borrowed through interlibrary loan from another library on behalf of a Library customer are subject to the loan rules of the lending organization.

RENEWING OF LIBRARY MATERIALS

Policy last updated: January 28, 2020

Eligible Library items can be renewed for additional loan periods. The Library will attempt to auto-renew items two days before their due date. Customers may continue to renew items online, by phone or in the Library.

However, items on reserve for other customers cannot be renewed.

Items borrowed through interlibrary loan from another library on behalf of a Library customer are subject to the renewal rules of the lending organization.

FINES AND FEES

Policy last updated: June 27, 2017

Beginning August 17, 2017 any materials borrowed from and returned to the Library will not be charged overdue fines.

Customers are still responsible for fines accrued prior to August 17, 2017.

When items are 2, 10, and 20 days past due, customers receive notification by phone or email. On the 30th day overdue, a bill for the replacement cost of the item and a \$5 processing fee is mailed to the customer's address, and added to the customer's account. At 55 days overdue, the account is sent to a collection agency, and a non-refundable \$10 fee is added to pay for the services of the agency. To be sent to the collection agency, an account must owe at least \$25 and have at least one item 55 days overdue.

Check out and renewal of items is blocked if fines/fees total more than \$10.00 on a library account.

When an item is lost or damaged, the cardholder is required to pay the cost of the item plus the processing fee. The parents/legal guardians are responsible for such charges on a child's card.

Items borrowed through interlibrary loan from another library on behalf of a Westerville Public Library customer are subject to the fines/fees rules of the lending institution.

BANKRUPTCY

Policy last updated: January 28, 2020

The bankruptcy process is handled by the Library's Customer Services Manager or designee.

Once the Library is notified that a bankruptcy has been filed, collection activity is suspended on the customer's account and on the accounts of any minor children--to the extent that the charges existed prior to the date of the bankruptcy filing--until the library is notified of the outcome.

If a bankruptcy results in a discharge of debts, all fines, fees and collection agency charges on the account are waived.

BORROWING FROM OTHER LIBRARIES

Policy last updated: January 28, 2020

The Library offers the public access to millions of materials to through interlibrary loan. This includes the consortiums of SearchOhio and OhioLINK. This reciprocal borrowing system allows

customers to place available items on hold from all over the state and have them delivered to the Library for pickup.

The borrowing of items through these consortia agreements is subject to the rules and practices of the lending organization.

On request, the Library will provide access to materials other libraries as a courtesy. Loans outside a consortia agreement will be decided on a case-by-case basis by the Adult Services Manager.

PUBLIC ACCESS TO LIBRARY RECORDS

PUBLIC RECORDS REQUESTS

Policy last updated: January 28, 2020

The Library maintains many records that are used in the administration and operation of the Library in accordance with the Ohio Revised Code. Public access to these records is available within the guidelines explained in the Library's Public Records Policy. This policy is available in the Library's printed policy manual and also accessible by visiting the Library Policies page on the Library website -- <http://www.westervillelibrary.org/policies>.

RELEASING LIBRARY ACCOUNT INFORMATION

Policy last updated: January, 28 2020

The privacy of Library records is a responsibility that the Library takes very seriously. For a customer's protection and in accordance with Ohio law, Library account information is disclosed in the following ways.

A customer's Library account contains:

- Titles checked out on the customer's Library card
- Titles on reserve for the customer
- Personal information including address & phone number
- Any fines or fees owed

To borrow materials, a customer must present a Library card or their photo ID.

To discuss their Library account, a customer must

- show their Library card OR
- show their photo ID OR
- provide their full name and card number

To discuss their child's (under age 18) Library account, a person must

- show their child's Library card OR
- show their photo ID or their Library card with same last name or address as child OR
- provide child's full name and card number

To discuss another person's Library account, one must

- show that person's Library card OR
- provide that person's full name and card number.

ADULT SERVICES

ADULT SERVICES STANDARDS AND GUIDELINES

Policy last updated: January 28, 2020

The Library recognizes and respects that each question is important to the customer who asks it. Library staff will use authoritative and appropriate sources to respond to all customer questions. In some cases, staff may refer a customer to other agencies that can more completely answer a question. The number of customers waiting for help may restrict the time available to help any one customer; however, staff will strive to provide effective service to all customers.

Reference/Information Service Guidelines:

- **Legal and Tax Information** -- Staff provide legal definitions and specific citations from the legal codes, but do not interpret passages. Staff do not recommend specific attorneys, but may suggest the customer contact an attorney or the local bar association for further assistance. Staff assist customers in locating specific tax forms and publications. Staff do not interpret tax regulations or provide tax advice.
- **Medical Information** -- Staff will assist customers in finding information about diseases, medical conditions, tests, and treatments in print and electronic resources. Staff do not interpret the information found in these medical resources. Staff do not make diagnoses, give advice, or recommend specific health care professionals.
- **Research Requests** -- If the information needed to answer a question is very lengthy or must be compiled from several sources, staff help the customer to locate appropriate materials, show them how to use them, and check periodically to make sure the customer is progressing well. When a research request is phoned in, staff encourage the customer to come to the Library in person if the appropriate materials are accessible in the Library. Staff may recommend electronic resources and borrowing from other libraries, and may make referrals to other libraries and organizations when those collections would better meet the customer's needs.
- **Computer Program/Website Assistance** -- Staff will get customers started on the computer program/website in which they have an interest. Staff may refer customers to appropriate book or online resources for instruction, or to another agency to more completely answer a question.
- **Projects** -- Staff will introduce customers to programs, and offer basic instruction and assistance, but they may not do an individual's project for them. However, staff will be available to answer questions if the need for help arises.
- **Computer Use** -- Computers are generally limited to one hour of use
- **Duration of Assistance** -- Staff may not be able to stay with any one customer for a long period of time, as they will need to help other customers as well. Customers needing extensive assistance with a program should contact the reference/information staff in the Library's Adult Services department to make an appointment to receive help.

TECHNOLOGY

TERMS OF USE

Policy last updated: January 28, 2020

The following Terms of Use apply to all Library computer use and Internet access.

The Library provides access to the Internet and other electronic services to further its mission of selecting informational and educational resources of value to the community. These services are offered in conformity with the [Library Bill of Rights](#), the [Freedom to Read](#) policy and the [Freedom to View](#) policy.

The Internet contains many different kinds of material, some of which may be deemed to be of a controversial or offensive nature. In offering Internet access, the Library staff cannot control nor assume total responsibility for:

- Access points reached
- The content of interactive communication such as e-mail and newsgroups
- The validity of information
- Accessibility due to technical difficulties or Internet reliability
- Privacy of information from any websites left open by a customer

By using the Library's network, customers agree to the following:

- These workstations are part of the Library's Local Area Network (LAN). Each workstation in the network is set up to run pre-installed software only.
- Do not attempt to run your own software, customize files, or change configurations.
- Do not turn off the computer or reboot the system. Ask a Library staff member for assistance.
- To improve privacy of online service accounts, such as e-mail, electronic ordering, etc., log out of each such service when finished with it.
- When finished using the workstation, be sure to remove any personal storage devices and log off of the workstation.

Inappropriate Use

In order to comply with contemporary community standards regarding obscenity as defined in 2907.01 of the Ohio Revised Code, the Library deems as inappropriate the following uses and practices:

- Display of sexually explicit graphics
- Display or transmission of profane, abusive or threatening language
- Unauthorized copying of copyright-protected materials.
- Violating any local, state or federal statute.

Parental Responsibility

Parents are responsible for their children's use of the Internet, the Library accepts no responsibility for children's internet use. Access to material that is considered harmful to juveniles as described in the OBSCENITY section of the Ohio Revised Code 2907.31 is not permitted because those materials do not support the mission of the Library. For more information on child safety on the Internet, we recommend viewing the National Center for Missing and Exploited Children's [NetSmartz](#) program.

Those persons having a concern about access to the Internet should ask at the reference desk in the Adult Services Department for the Statement of Concern form. The completed statement should be returned to the reference desk for processing.

Security

- Computers and peripherals are not to be opened or disassembled for any reason. Furthermore, deliberate altering of any aspect of any computer, peripheral, or associated firmware/software in a manner that defeats security measures protecting the integrity of computers, software configurations, or network systems will result in the loss of library computer privileges and possible legal ramifications.
- Destruction or damage of equipment due to willful misuse will result in legal action.
- Willful removal of any part of the computer will be considered theft and will result in legal action.

Customers violating any usage guideline will be asked to stop. If the violation continues, the customers will forfeit computer and library privileges.

Internet Access – Acceptable Use

Users accessing the Internet do so at their own risk and the Library is not responsible for material viewed or downloaded by users from the Internet.

The Internet is not monitored; users may encounter material they find offensive.

In order to comply with contemporary community standards regarding obscenity as defined in Section 2907.01 of the Ohio Revised Code, the library deems as inappropriate the following uses and practices:

- Accessing pornographic materials and sexually explicit graphics
- Display or transmission of profane, abusive or threatening language
- Transmission of threatening, obscene or harassing materials
- Unauthorized copying of copyright-protected materials
- Violating any local, state, or federal statute

Users violating acceptable use standards may lose Internet, computer and library privileges

Filtering

The Library uses a filter software application to screen all public computers having Internet access. This product is highly interactive, allowing library staff to quickly access, block or unblock sites and works well in our network environment.

The Library blocks sites, not words, so as to not block health, medical and other information which through key word searching might become inaccessible. This software has proven effective in enforcing the Library's Appropriate Use Policies. However, no system is foolproof. Further monitoring or restrictions are the sole responsibility of the parent or guardian.

Policy Enforcement

Customers who access pornographic sites, attempt to access password functions and otherwise violate the [Acceptable Use Policy](#) are abusing computer services and are subject to losing computer, Internet and library privileges. Library staff will intervene by following procedures to address policy violations, including securing name, address, library card, issuing a "cease and desist" warning, and up to termination of library card and/or use of the library.

Legislation

As the important national debate in courts and Congress continues balancing intellectual freedom with protection of minors from pornographic and sexually explicit materials, we will revise our policies and practices to comply with those decisions.

LIBRARY WEBSITE

Policy last updated: September 23, 2014

The Library maintains a website to further communication with its customers and to provide remote access to its resources. In choosing resources to link directly to its website, the Library follows its materials selection policy. However, the Library does not monitor or control information accessible through the Internet and is not responsible for the content of that information.

SOCIAL NETWORKING

Policy last updated: September 23, 2014

The Library may use social networking to facilitate communication and encourage collaboration between Library staff and Library customers. The Library reserves the right to monitor content before it is posted on all of its social networking sites and accounts, and to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of copyright, trademark right or other intellectual property right of any third party, or otherwise inappropriate for the service.

The Library also reserves the right to edit or modify any submissions in response to requests for feedback or other commentary. Notwithstanding the foregoing, the Library is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the service.

WIRELESS INTERNET ACCESS

Policy last updated: September 23, 2014

The Library provides wireless Internet access throughout its building. Properly equipped Internet-enabled devices will connect to the network in the same manner they would to other typical wireless networks. The wireless network is unsecured. Customers should use appropriate caution when transmitting personal information over unsecured networks.

CUSTOMER CONDUCT AND LIBRARY SECURITY

PUBLIC BEHAVIOR POLICY

Policy last updated: January 28, 2020

The Westerville Public Library Board of Trustees is responsible for determining the rules for public behavior in the Westerville Public Library (hereafter referred to as the Library) that are necessary to:

- Sustain an environment that is conducive to the purpose of the Library for customers and staff.
- Ensure the use of the facilities, materials, and services by the greatest number of individuals.
- Preserve those materials and facilities from harm.
- Ensure the safety of Library customers and staff.

Any misconduct that hinders the use of Library materials or services, that disturbs the use of the Library by other customers or Library staff, or endangers the safety of the customer in question or other customers or Library staff, is prohibited. Such misconduct might include, but is not limited to:

- Loud or boisterous behavior.
- Conversation that is disturbing to other customers or staff.
- Profanity or other abusive language toward other customers or toward staff.
- Possessing any weapon on Library property, unless authorized by law.
- Damaging Library furniture, equipment, or materials.
- Harassing others, either verbally or through actions. Harassment may include initiating unwanted conversations, impeding entering or exiting the building, etc.
- Fighting on Library property.
- Using tobacco in any form, or e-cigarettes, while inside the Library building.
- Possessing, selling, or using alcoholic beverages or illegal substances on Library property.
- Buying, selling of any kind, or soliciting for personal gain or charitable purposes (excluding approved library programming).
- Using any personal listening device at a level that can be heard by others.
- Skating or skateboarding anywhere on Library property.
- Distributing literature, taking surveys, or asking customers or staff to sign petitions within the Library building.
- Bringing an animal, other than a service animal, into the Library building.
- Not wearing shirt or shoes.
- Leaving personal property unattended.
- Using an emergency exit at times other than an emergency.
- Any activities prohibited by law.

The Library reserves the right to inspect all bags, purses, briefcases, packs, personal equipment, and coats/outerwear for the presence of library materials.

The above rules are based on powers granted to a public library board of trustees under the Ohio Revised Code, Section 3375.40(H).

ENFORCEMENT OF PUBLIC BEHAVIOR POLICY

Policy last updated: January 28, 2020

Library staff are authorized to bring to an individual's attention any act or omission which violates the Library's rules for public behavior and detracts from the decorum of the Library. Such an individual will be asked to change the problem behavior to conform to the rules. If such change is not evident or forthcoming, that individual will be asked to leave Library property. Failure to leave, if asked, will result in the police being called. A violation of section 2911.21 of the Ohio Revised Code (Criminal Trespass) will be considered if the individual does not leave of their own accord.

Depending on the severity of the misbehavior, individuals who have been asked to leave the building and property may be banned from returning to the Library for a set period of time. Such individuals will be informed of the date they may return to Library property. If the banned customer is a minor, the child's parent or legal guardian will be informed of the reason for and the length of the ban.

Any banned individuals who enter Library property will be arrested for trespassing.

PETITIONING AND DISTRIBUTING INFORMATION

Policy last updated: September 23, 2014

Courts have held that a public library is a "limited public forum." "Limited" means it is a place to exercise First Amendment rights, subject to reasonable restrictions as to the time, place, and manner for doing do.

The Library supports free speech, but also reserves the right to establish the following guidelines for anyone who wishes to gather signatures for a petition or distribute information on Library property. Such persons must:

1. stay outside the Library building when gathering signatures or distributing information.
2. avoid positioning themselves or any objects, such as tables and chairs, on the walkways laid with square black pavers so as not to obstruct ingress or egress to the Library building.
3. treat Library customers in a polite, low-key manner.
4. refrain from using equipment for audio amplification.

Any person who does not follow these guidelines will be required to leave Library property; however, a petitioner/distributor of information who is willing to adhere to the guidelines will be welcome to substitute in their place.

UNATTENDED MINORS

Policy last updated: January 28, 2020

The Library welcomes and encourages customers of all ages to visit the Library and take advantage of the programs, services and resources that it offers.

Responsibility for the safety and behavior of minors always rests with the parent, guardian, or assigned adult caregiver, and not with library staff. Staff cannot act *in loco parentis*, nor can Library staff supervise unattended youth. Children under age 8, especially, should always be in sight of and closely supervised by a parent or responsible adult caregiver.

Any child under age 8 not within sight of their parent or responsible adult caregiver in the Library will be considered abandoned. If a reasonable effort to locate the parent or responsible adult caregiver is not successful, the police will be called to take charge of the abandoned child.

STRANDED CHILD AT CLOSING TIME

Policy last updated: January 28, 2020

No stranded child under age 14 shall be left on Library property at closing time. A child will be considered abandoned if parent, legal guardian or assigned caregiver is not present at closing time. In this case, staff will call the police and ask them to assume responsibility for the stranded child. Two staff members will remain with the stranded child until police arrive.

PERSONAL PROPERTY DISCLAIMER

Policy last updated: September 23, 2014

Customers should be attentive to their property while in the Library or on Library grounds. The Library is not responsible for a customer's lost, damaged, or stolen property.

VIDEO SURVEILLANCE AND RECORDING

Policy last updated: September 23, 2014

The purpose of video surveillance is to deter crime and to aid in protecting the safety of individuals and the property of the Library. Video surveillance of areas for security purposes is conducted in a manner consistent with other existing Library policies, and is limited to uses that do not violate the reasonable expectation of privacy.

Areas under surveillance may include those of public use, staff work areas, parking lots, and grounds. Targeted video surveillance is prohibited if such observation is based on the characteristics and classifications that would be considered discriminatory under law (e.g., race, gender, sexual orientation, national origin, disability, etc.).

The existence of this policy does not imply or guarantee that any or all cameras are recording images, or are monitored in real time, 24 hours a day, seven days a week.

Video surveillance images may be viewed only by Library staff or law enforcement officers.

OUTREACH SERVICES

OUTREACH SERVICES FOR SENIORS/HOMEBOUND

Policy last updated: January 28, 2020

The Outreach Department offers free delivery and pickup of Library materials to the elderly, the disabled and those who are temporarily incapacitated.

To be eligible for Outreach Services, a customer must live within the Westerville City School District and be one of the following:

- unable to visit the Library due to physical or mental disabilities.
- a resident of a nursing home, assisted living facility, or senior apartment (regardless of health or mobility).
- a full-time caregiver to someone with physical or mental disabilities.

A Library card in good standing is required for the use of this service.

OUTREACH SERVICES FOR PRESCHOOLS, DAYCARES AND HOMESCHOOLS

Policy last updated: September 23, 2014

The Outreach Department offers free delivery and pickup of Library materials to locations of early childhood education that are situated within the Westerville City School District.

Facilities eligible for delivery and pickup include:

- Daycare centers
- Preschools
- In-home daycares
- Homeschools for children with disabilities

A Library card in good standing is required for the use of this service.

OUTREACH SERVICES FOR SCHOOLS VIA LIBRARY LINK

Policy last updated: September 23, 2014

The Outreach Department offers free delivery and pickup of Library materials to public and private schools located within the Westerville City School District.

All deliveries and pickups are made every weekday during school hours, insofar as possible.

Persons at the participating schools eligible for Library Link service include

- Students
- Faculty
- Staff

A Library card in good standing is required for the use of this service.

SPECIAL SERVICES

VOTER REGISTRATION

Policy last updated: September 23, 2014

The Library provides Voter Registration and Absentee Ballot Request forms for both Franklin and Delaware Counties and forwards the completed forms to the appropriate State of Ohio government office.

The Customer Services Department is responsible for handling these forms according to the guidelines established by the Ohio Secretary of State's office.

NOTARY SERVICE

Policy last updated: January 28, 2020

The Library offers basic notary service to customers and visitors. Notarizations are provided for documents of a reasonable length on by appointment basis. Customer requests will be reviewed and scheduled as time allows. Notaries adhere to the Ohio Revised Code Section 147 and all other applicable regulations and laws. Any fee(s) assigned in conjunction with this service will be assessed by Library Administration on an ongoing basis.

TEST PROCTORING

Policy last updated: January 28, 2020

The Library provides a test proctoring service. As staffing and space allows, staff members will administer exams from any school or institution that allows test proctoring.

A test must be scheduled in advance by contacting the Library. At that time, the staff member will determine if the Library can meet all of the criteria specified by the school or institution from which the test originated. When proctoring, Library staff will follow the proctoring rules and procedures of the school or institution.

Each exam scheduled for proctoring will require a fee. Payment will be due at the time the test is administered. The amount of the fee will be assessed by Library Administration on an ongoing basis.

GOLDEN BUCKEYE CARDS

Policy last updated: September 23, 2014

Ohio residents who are at least 60 years of age or disabled can register for a Golden Buckeye card at the main desk in the Library atrium. Library staff members will verify proof of age or disability in accordance with the instructions on the registration form. Completed forms are sent to the State of Ohio at no charge to the customer. No copies of completed forms are retained at the Library.

INCOME TAX FORMS

Policy last updated: January 28, 2020

The Library provides a basic selection of federal and state income tax forms during tax season. These forms are sent to the Library by the various taxing authorities to distribute free of charge to our customers.