

**PUBLIC SERVICES
POLICIES
(ACCESS POLICIES)**

**APPOMATTOX
REGIONAL
LIBRARY
SYSTEM**

**ADOPTED BY THE APPOMATTOX REGIONAL
LIBRARY SYSTEM BOARD**

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SECTION ONE: ELIGIBILITY FOR USE AND REGISTRATION

1.1 Residents 2/28/01

All residents of the City of Hopewell, Prince George County, and Dinwiddie County of all ages are granted full use of all services of The Appomattox Regional Library System.

1.2 Nonresidents 2/28/01

Everyone is welcome to use the services of the Appomattox Regional Library on library property. The Administration reserves the right to determine if nonresidents may be granted extended privileges.

1.3 Institutions 2/28/01

Administration reserves the right to grant institutions library privileges, including borrowing privileges with the assurance that the Institution follows all regulations that pertain to individuals.

1.4 Governments 2/28/01

The Appomattox Regional Library System serves as an informational agency to the local governments of Hopewell, Prince George County, and Dinwiddie County. All possible cooperation and service will be rendered to agencies of these governments.

1.5 Disability Access 2/28/01

The Appomattox Regional Library System does not discriminate on the basis of disability in the admission or access to, or employment in, its programs and activities.

All new facilities of the Appomattox Regional Library System shall be fully accessible to patrons and staff. The Library System will strive to adapt its current facilities to be fully accessible to all patrons and staff.

1.6 Revocation of Library Privileges 2/28/01

The Appomattox Library System reserves the right to withdraw or suspend the library privileges (including being present on library property) in the event that any of the public use policies stated in this document are disregarded. The Library System also reserves the right to withdraw or suspend the library privileges of any

individual or institution which acts in an inappropriate manner that interferes with other individuals use of library services. Anyone who has privileges revoked may appeal this action to the Library Board of Trustees.

1.7 **Reinstatement of Library Privileges**

2/28/01

The Appomattox Regional Library System reserves the right to reinstate the library privileges of an individual once the administration judges that the suspended individual will not break library rules or act in an inappropriate manner that will disturb other patrons.

1.7.1 **Replacement of Library Cards**

REV 3/16/10

A replacement library card due to being lost by a patron or for any other reason that is not deemed to be beyond the control of the patron will be charged to the proper patron account at a rate of \$1.00 per card. However, as courtesy the first time a replacement card is requested it will be at no charge. Staff may replace worn or damaged cards at no charge.

1.7.2 **Applying for Library Card when patron possesses a PPL Card**

3/16/2010 REV

If a patron applies for an ARLS Library Card and owes more than \$2.00 on a Petersburg Public Library (PPL) Card, that patron will be denied an ARLS card until they pay the necessary amount to bring their debt to PPL under \$2.00.

SECTION TWO: BORROWING OF MATERIALS

2.1 Borrowing Books and other Materials

REV 3/16/10

Library borrowing privileges shall be granted to any individual who qualifies under sections 1.1 and 1.2 of this document and makes proper application for such privileges.

Proper application for library borrowing privileges includes providing the library with necessary personal information, promising to comply with all library rules, agreeing to pay promptly all fines and damages incurred, and agreeing to give immediate notice of any change of address. Any child under age 14 may be granted library privileges provided the child or the parent or legal custodian of the child makes a proper application and such application is endorsed by the child's parent or legal custodian.

Loan periods for materials are as follows:		<u>times may renew</u>
Books (except Encyclopedias and reference)	2 weeks	5
Recorded Books	2 weeks	5
Music Compact Disks	2 weeks	1
Magazines (except for current issues)	2 weeks	5
Circulating Encyclopedias	2 weeks	5
Audiovisual Material (DVDs, Electronic Games)	1 week	0
Laptop Computer	2 hours	0

Reference Items:

Reference items may be borrowed from an ARLS library only when a supervising reference librarian has given special permission.

Item Circulation Amount Limits:

Except for select audiovisual materials, and laptop computers an unlimited number of items may be checked out unless particular subjects are put on limited reserve. A limit of three DVDs, three electronic games and five compact disks may be checked out by a patron at any one time.

Laptops are limited to one per user.

Laptop Computers:

Laptop computers may be loaned for in-library use only, and cannot be removed from the library for maximum of 2 hours in any 24-hour period.

They will be loaned on a first come, first served basis for in-library use. In order to checkout a netbook the patron must give staff state or federal photo identification such as a drivers license or passport to hold during the checkout. The same internet and computer use policies in place for use of library computers apply to the use of library laptops. All created files will be deleted upon the laptop's return. The laptop must be returned by the person that checked it out.

2.2 Renewing or Extending Loan Periods REV 3/16/10

Items be renewed or not renewed according to the chart in 2.1.
An item on request for another patron may not be renewed.

2.3 Overdue Materials REV 3/16/10

Items not returned or renewed by their due date are subject to fines. All items, except Audiovisual Materials, Laptops, and music CDs are fined at a rate of five cents per day not to accumulate over \$2.00 for any one item. DVDs and video games are fined at a rate of one dollar a day not to accumulate over \$5.00 for any one item. Music CDs are fined at a rate of fifty cents a day not to accumulate over \$5.00 for any one item.

Laptops are fined at \$5.00 for every hour or portion thereof that the laptop is overdue. The laptop becomes automatically "lost" twenty-four hours after checkout and the patron will be assessed a service fee plus full replacement cost of the laptop. The patron assumes full responsibility for the cost of repair or replacement of the laptop should the laptop be lost, stolen, or damaged while checked out to that patron.

2.4 Lost Materials REV 3/16/10

After notification by a patron, or after a final notice that materials are overdue and maximum fines are owed, the library may declare the item lost. The patron who loses an item is liable for the replacement cost and any fines/fees for the item as determined by the Library System.

If the item is recovered and returned to the library within 90 days, the library will refund only the cost of the lost item.

2.5 Damaged Materials REV 3/16/10

If an item is returned in damaged form by a patron and the Library System determines that the item must be replaced, the patron who had the item on loan when it was damaged is liable for the replacement cost of the item or missing and or damaged parts as determined by the Library System.

2.6 Revocation of Borrowing Privileges 2/28/01

It shall be within the authority of the Library System to revoke library-borrowing privileges of library patrons in the following instances:

- Patrons who have overdue library materials for which final overdue notices have been sent.
- Patrons who are negligent in making payment for damaged or lost materials.
- Patrons whose accumulated fines and penalties are in excess of \$2.00.
- Minors whose library privileges are to be revoked at the written request of the parent or legal custodian.

Any patron whose library borrowing privileges are revoked shall have the right to appeal such action to the Board of Trustees.

2.7 Reinstatement of Borrowing Privileges 2/28/01

The Library System shall reinstate library-borrowing privileges as follows:

- For patrons who have library materials, which have been overdue, library-borrowing privileges, shall be reinstated upon return of the materials.
- For patrons whose accumulated fines or penalties are in excess of \$2.00, privileges shall be reinstated upon payment of these fines or penalties.
- For minors whose privileges have been revoked at the request of a parent or legal custodian, privileges shall be reinstated with the written approval of the parent or legal custodian.

2.8 Confidentiality of Records 3/1/01

The Code of Virginia 2.1-342 states,

The following records are excluded from the provisions of this chapter [Virginia Freedom of Information Act] ... (8) Library records which can be used to identify both (I) any library patron who has borrowed material from a library and (ii) the material such patron borrowed.

Accordingly, when any local, state, or federal official, or a private citizen, seeks to gain access to library personal data, the following principles and procedures shall apply:

Library personnel shall not reveal any personal data on library users or allow access to such records. Library circulation records are confidential and gathered for library purposes. These records are not to be used to disclose identities of individuals in connection with materials borrowed from any facility of the Appomattox Regional Library System. Individuals seeking personal data from library records shall be referred to the Regional Library Director.

To protect the library user against invasion of privacy, the Regional Library Director shall withhold any information to be used for non-library purposes until served with a legal process, order, or subpoena which specifically identifies the information required and the purpose of such a request.

Upon advice of legal counsel, if defects are noted in the process, order, or subpoena, there shall be insistence made to proper persons that such defects are corrected before any records are released. No records shall be released until such process, order, or subpoena is proper and in full compliance with proper legal authority, whether local, state, or federal in nature.

Any problems or conditions relating to the privacy of a library user's personal data as recorded by the Appomattox Regional Library System which is not provided for in this policy statement shall be referred to the Regional Library Director. A decision on heeding the request shall be based upon proper study of the issues, and if necessary, upon the advice and counsel of the Chairman of the Board of Trustees and/or legal counsel.

SECTION THREE: AUDIOVISUAL SERVICES

3.1 Visual Materials 3/1/01

Visual materials are selected for the Library System under the guidance of the Appomattox Regional Library System's Collection Development Policy.

3.2 Audio Materials 3/1/01

Audio materials are selected for the Library System under the guidance of the Appomattox Regional Library System's Collection Development Policy.

SECTION FOUR: INTERLIBRARY LOAN 3/1/01

4.1 Borrowing from Other Libraries

Whenever an item is requested by a patron for an item not owned by the Appomattox Regional Library System, the Library System upon request of the patron shall make an attempt to borrow the item from another library. Normally, there is no charge for this service. However, the Library Administration reserves the right to pass along any charges incurred in the delivery and return of the material. Furthermore, patrons are liable for any overdue fines or replacement costs associated with items that are borrowed from other libraries.

4.2 Lending to Other Libraries 3/2/01

The Appomattox Regional Library System will be receptive to interlibrary loan requests from other library systems. Other library systems will be governed by the same lending policies as any other patron of the Appomattox Regional Library System.

SECTION FIVE: COPYING MATERIAL

5.1 Photocopying Print Material 3/2/01

Copies of print material may be made by patrons at the cost of ten cents per page. The Library System provides photocopying machines in each library.

5.2 Photocopying Microforms 3/2/01

Microfilm machines in the Headquarters Library are capable of making print copies at a cost of ten cents per page.

5.3 Photocopying Digital Materials 3/2/01

Most library computers have print capability. Copies of digital material may be made by patrons at the cost of ten cents per page.

5.4 Copyright 3/2/01

The Appomattox Regional Library System adheres to all of the provisions of the U.S. Copyright Law (Title 17, United States Codes Sec. 101 et seq.). Certain areas of copyright law continue to be open to interpretation; this policy represents a sincere effort on the part of the Library to operate within the full intent of the law. Appropriate notices will be posted at all copy machines, and other printing access points (computers, microfilm machines, etc.) reminding patrons of the Copyright Law. The Library disapproves of unauthorized duplication in any form regardless of media. Patrons of the Library System who willfully disregard copyright law are in violation of Appomattox Regional Library System Library Policy and do so at their own risk and assume all liability

SECTION SIX: REFERENCE SERVICES

6.1 Scope of Reference Services 3/2/01

The Appomattox Regional Library System strives to answer all informational questions from the public. This includes showing informational sources to patrons, showing patrons how to use reference sources, and if requested, directly looking up information for patrons. When necessary, the Library System will make referrals and/or contact outside sources to fully satisfy the patron's informational needs.

6.2 Depth of Reference Services 3/2/01

The Appomattox Regional Library System strives to acquire and maintain as many sources to answer informational questions as possible. These sources include all formats such as print, digital, microform, and the telephone.

6.3 Type of Reference Services 3/2/01

All informational questions will be answered in a timely and accurate way by professional library staff. As much as possible, the Library System will have professional reference librarians available to answer patron's informational requests.

SECTION SEVEN: SPECIAL COLLECTIONS

7.1 Permanent Special Collections 3/2/01

The Library System may maintain special collections on a permanent basis. A special collection consists of materials that warrant being kept separate from the general collection due to local interest, value, ease of accessibility, or needing special environmental considerations.

7.2 Temporary Special Collections 3/2/01

The Library System may take materials from the general collection and temporarily place them in a separate special collection. Normally, this will be done to make it convenient for patrons to access a group of materials similar in nature for a particular period of time. The Library System may also create temporary special collections for displays honoring a person(s), event, or special time of the year, and also for promoting reading, education, and library services.

SECTION EIGHT: PROGRAMS AND SPECIAL EVENTS

8.1 Library Sponsored Programs and Events 3/2/01

The Appomattox Regional Library System will offer special programs and events throughout the year to promote reading, literacy, education, and other efforts supported by the mission of the Library System. All of these programs will be open to the public and free of charge. Due to space restrictions, there may be programs and events that will require advance registration. The Library System reserves the right to limit attendance at a program, either through advance registration, or on a first come first serve basis. Normally this will be done if attendance at an event may violate fire occupation capacity codes or is otherwise deemed unsafe for the public.

8.2 Other Events and Programs 3/2/01

The Library System reserves the right to schedule programs and events sponsored by outside organizations if they are consistent with the mission of the Library System. All outside groups must adhere to the policies of this document including 8.1 and 11.1.

SECTION NINE: DISPLAYS AND EXHIBITS

9.1 Library Sponsored Displays and Exhibits 3/2/01

The Appomattox Regional Library System will occasionally set up special displays or exhibits throughout the year to promote reading, literacy, education, and other efforts supported by the mission of the Library System.

9.2 Outside Agency Sponsored Displays and Exhibits 3/2/01

The use of library facilities for displays and exhibits by outside organizations is subject to review of Supervising Librarians and/or the Regional Library Director.

Material being considered for display or exhibit must be in one of the following categories:

- Material produced by, or in co-sponsorship with local, state, or federal government agencies.
- Public service information produced by an established community organization.
- Material about political issues where both sides will be presented.

Displays and exhibits must be placed and removed at the direction of a library staff member under the direction of the Regional Library Director.

The Appomattox Regional Library System assumes no responsibility for lost, stolen, or damaged materials. Exhibitors shall indicate in writing that they have been advised of this policy, and that they agree to hold the Board of Trustees and staff of the Appomattox Regional Library System blameless from any claims for loss or damage to exhibits.

9.3 Individual Displays and Exhibits 3/2/01

The Appomattox Regional Library System may solicit or accept the display of an individual for such objects as art and collectibles. The Library system has the right to determine where, how, and for how long the items will be displayed.

The Appomattox Regional Library System assumes no responsibility for lost, stolen, or damaged materials. Exhibitors shall indicate in writing that they have been advised of this policy, and that they agree to hold the Board of Trustees and

staff of the Appomattox Regional Library System blameless from any claims for loss or damage to exhibits.

9.4 **Display and Distribution of Free Materials**

3/2/01

The Appomattox Regional Library System as practicable will attempt to disseminate current information of popular interest not readily available in other forms through the display of unsolicited free non-profit brochures, notices of non-profit meetings, and non-profit cultural activities.

Priority will be given as follows:

- Library materials.
- Information generated by Hopewell, Prince George, and Dinwiddie governmental agencies.
- Civic, cultural, and educational information.
- Other non-profit materials which will be displayed on a first-come, first-displayed basis as space permits.

The Library System will collect, catalog, and provide materials on a wide range of subjects as provided in the Collection Development Policy, but will not serve as a distribution point for organizations wishing to disseminate free copies of political (advocating a partisan viewpoint), moral, religious, or commercial tracts, or newsletters.

No materials may be distributed in the Library System without permission of the appropriate Supervising Librarian. Materials will be discarded as soon as they are outdated, or in the case of undated materials, at the discretion of the Supervising Librarian.

The display of an item does not constitute an endorsement by the Library System.

SECTION TEN: DISCARDING, DISPOSAL, SALES

10.1 Discard of Library Materials

REV 3/16/10

Selection of items for discard will be guided by the library system's Collection Development Policy, space considerations, unneeded duplication of existing holdings, obsolescence of content, low circulation, and un-repairable damage. Exceptions may be made in cases where an item is deemed to have value from the standpoint of local or state history, ownership association, or antiquarian significance. This policy applies equally to gifts and library-procured materials.

10.2 Disposal of Library Items

2/28/01

Discarded library materials and gift items may be sold, or donated to nonprofit, public-interest organizations, which sponsor book sales for fund raising purposes. Organizations supporting library services and located in the region will have priority.

Discarded library materials determined to have little or no potential for sale will be discarded by the library system in appropriate fashion.

Disposal of newspapers and periodicals will be determined by the Senior Librarian. When possible these materials will be recycled or given to groups which will be responsible for picking up in a timely manner.

10.3 Sales of Goods and Materials

REV 3/16/10

Sales of goods and materials by library-related groups and government departments and agencies are permitted within the limits of time and space.

SECTION ELEVEN: OUTREACH SERVICES

11.1 Homebound

3/2/01

The Appomattox Regional Library System supports and fully cooperates with community programs to deliver library materials to shut-ins. The Library System will do everything possible to insure that shut-ins have equal access to library materials.

11.2 Institutionalized

3/2/01

The Appomattox Regional Library System will work with the administrators of local institutions to assure that people in their charge have full access to library materials. This may take the form of issuing institutional library cards or welcoming group visits to the library. Institutionalized patrons and institutions

themselves are governed by the same library policies as all other patrons of the Library System.

11.3 **Disabled**

REV 3/16/10

All individuals, regardless of physical or mental disabilities are accorded the same library use privileges as any other Library System patron. The Library System will do everything possible to give full and equal service to all handicapped patrons.

11.4 **Bookmobile Services**

3/2/01

The Appomattox Regional Library System's bookmobile operates on a regular schedule. Bookmobile stops are chosen on the basis of geographic locations, proximity to populated areas and other library facilities, available parking, safety considerations, routing considerations, and usage levels.

11.5 **Delivery Services between System Libraries**

Rev. 6/24/03

In order to assure full access to all library materials of the Library System by citizens of Hopewell, Prince George County, and Dinwiddie County, the Appomattox Regional Library System operates a regular delivery system between system libraries. Normal operation consists of two deliveries per week between all system libraries.

SECTION TWELVE: USE OF LIBRARY MEETING ROOMS

12.1 Group Use of Library Space

Revised

1/16/07

The Library System strives to provide public meeting room space at each of its facilities. Meetings must be arranged with the Library System in advance. These rooms are available at no charge for non-profit groups wishing to present programs or to hold meetings which serve the community's needs for education, information, and cultural enrichment, with the following provisions:

1. All use of the meeting rooms is subject to the approval of the Regional Library Director or supervising librarian.
2. All programs/meetings must be open to the public, except for meetings pertaining to internal management issues (e.g. training or business meetings) of local area companies and organizations, subject to the approval of the Regional Library Director.
3. Library sponsored or co-sponsored programs take precedence over other groups at all times. The library reserves the right to change or cancel reservations in emergency situations.
4. Rooms are available on a first-come, first-served basis. Groups are encouraged to reserve rooms in advance. Same day scheduling will be done only at the discretion of the supervising librarian.
5. Advance notice of 24 hours must be given to the library in the event that a scheduled meeting is canceled.
6. Groups must consist of at least five individuals. Rooms may be made available for serious small group study or tutoring sessions at the discretion of the supervising librarian. Maximum attendance is limited by the size of the room.
7. Profit-oriented groups are prohibited from the use of the library meeting rooms, except for meetings pertaining to internal management issues (e.g. training or business meetings) of local area companies and organizations, subject to the approval of the Regional Library Director.
8. The name, address, or telephone number of the library must not be used as the official address or headquarters of an organization, unless approved by the director.
9. Meeting must not be of a nature that would interfere with the normal operation of the library.
10. Only the library or library group may sponsor a fund-raising or purely social program in the library, except for meetings pertaining to internal management issues (e.g. training or business meetings) of local area companies and organizations, subject to the approval of the Regional Library Director.
11. No attendance fee may be charged nor may a collection be taken up without the express prior approval of the director, except for meetings pertaining to internal management issues (e.g. training or business meetings) of local area companies and organizations, subject to the approval of the Regional Library Director.

12. The library meeting rooms are available only during the open hours of the library, except for meetings pertaining to internal management issues (e.g. training or business meetings) of local area companies and organizations, subject to the approval of the Regional Library Director.
13. Publicity for a meeting by a non-library group in a library meeting room must not be worded in a manner, which would imply library sponsorship of the group's activities.
14. Only 3 meetings may be scheduled on the calendar at any time for any group or organization, except for meetings pertaining to internal management issues (e.g. training or business meetings) of local area companies and organizations, subject to the approval of the Regional Library Director.
15. The use of the library meeting rooms for political rallies or partisan events shall not be permitted.
16. Smoking is not permitted in library meeting rooms or on library premises.
17. No alcoholic beverages are allowed in the library meeting rooms or on library premises, without the express prior approval of the Regional Library Director.
18. Each organization assumes the full responsibility for any damages incurred resulting from the use of meeting room facilities. Abuse of the facilities will be sufficient cause to deny further use of the rooms.
19. The Library will not store or be responsible for any materials of an individual or organization that may need or use space for a program or meeting.
20. Groups are responsible for cleaning up after their meeting and leaving the room as they found it.
21. Organizations that desire to use the kitchen facilities in the library must arrange for such use prior to the scheduled meeting date.
22. Granting the use of its meeting rooms does not imply approval by the library of the group, the meeting, or the ideas presented at the meeting.
23. The library is not liable for injuries to people or damage to or loss of property of organization using the meeting rooms.
24. Failure to abide by any of these rules or to cooperate with library staff may result in loss of meeting room privileges.

SECTION THIRTEEN: RULES OF CONDUCT FOR LIBRARY USERS

13.1 Appropriate Library Conduct

3/5/01

It is a responsibility of the library staff to maintain library environments in a pleasant manner for as many people as possible. In doing so, the library staff should not ignore a patron whose behavior disturbs others. Likewise, it is equally important that the library staff be tolerant of a patron who behaves unusually, but who does not disturb others.

The Library System shall have the authority to ask anyone to leave the library that is not behaving in an acceptable manner on the premises. Unacceptable behavior is behavior which interferes with others' use of the library. Anyone who has been removed may appeal this action to the Library Board of Trustees.

13.2 Workplace Violence Policy

Rev.8/31/04

It is the policy of the Appomattox Regional Library System to seek to maintain a safe workplace, free from any threat of physical violence, emotional abuse, or any form of potentially violent intimidation. Therefore the following policies will be followed:

- Acts of violence, verbal intimidation, obscenity, vandalism, sabotage, damage to library property, or the threat of such acts are prohibited. All complaints, reports, or advisements will be thoroughly investigated and reported to the proper law enforcement authorities as is warranted by the circumstances.
- Library staff members are advised to report any such acts, or threats of such acts as stated above, to the supervising librarian immediately. Failure to comply with this policy is a direct violation of library rules and may result in the activation of disciplinary procedures up to and including termination of employment.
- Any such acts or threats of such acts as described above which are committed by library patrons or visitors, will not only be reported to law enforcement officials, but may result in the suspension or revocation of library privileges.

13.3 Unattended Children

3/5/01

Children are welcome in all of our libraries and we are concerned about their safety and welfare. However, parents and caregivers are responsible for monitoring the activities and regulating the behavior of their children while the children are in the library.

If an unattended child is being disruptive, is habitually left unattended for long periods of time, or is deemed to be at risk of coming to harm (as in the case of a child being left unattended when the library is ready to close) the Library will take action. An effort will be made to locate the responsible parent, guardian or caregiver. If necessary, appropriate law enforcement or child protective authorities will be notified to take custody of the child.

We respect the privacy of all library patrons and will intervene only when, in the opinion of the library staff, the safety and well-being of a child is threatened.

13.4 Smoking

3/5/01

Smoking is not permitted in any areas of the library, public or non-public.

13.5 Food and Drink

REV. 6/24/03

The consumption of food or drinks in open containers is not permitted in the public areas of libraries except in specific designated areas (if the library has one) or during appropriate library activities or public activities as covered in policy 12.1 of this document. Drinking of beverages in a container with some type of lid that prevents spillage if the container was dropped or knocked over at any time during its use is allowed in public areas.

SECTION FOURTEEN: COMPLAINTS AND CHAIN OF AUTHORITY

- 14.1 **Comment Boxes** 3/5/01
All library locations and the bookmobile have suggestion/comment boxes. Blank forms are available at each location. All citizens are welcomed to place any suggestion or comment they wish in the boxes. All suggestions/comments will be viewed by the Regional Library Director who will either directly respond or delegate an appropriate staff member to do so. Unless the patron indicates otherwise, the suggestion/comment and reply will be posted. The patron's name will not be on the posted copy.
- 14.2 **E-Mail and Web Page** 3/5/01
The Appomattox Regional Library System has a freely accessible Internet Web Site at www.arls.org Patrons may send in reference questions, comments, or suggestions by accessing this page.
- 14.3 **By Telephone** 3/5/01
A patron may call directly at 804-458-0110 to speak with the Regional Library Director concerning a serious complaint or comment. Routine reference and other questions should be called in at 804-458-6329 or 804-861-0322.
- 14.4 **In Person** 3/5/01
A patron may request to directly speak with the Regional Library Director in person concerning a serious complaint or comment. Appointments can be made by calling 804-458-0110.

SECTION FIFTEEN: AVAILABILITY OF SERVICE

15.1 Hours of Library Building Operation 3/5/01

The Library System makes an effort to open all library buildings as many hours as possible that can be justified by the Library System's budget. Attempts are made to have a balanced schedule of morning, afternoon, and evening hours; and weekday and weekend hours. Suggestions for changes to the hours may be submitted to the Regional Library Director as directed under Section Fourteen of this document.

15.2 Holiday Closings 9/1/2008

The Appomattox Regional Library System is closed for the following holidays:

- New Year's Day (January 1)
- Martin Luther King Jr (3rd Monday in January)
- President's Day (Third Monday in February)
- Memorial Day (Last Monday in May)
- Independence Day (July 4th)
- Labor Day (First Monday in September)
- Columbus Day (Schedule Staff Development Day)
- Veteran's Day (November 11)
- Thanksgiving Day (Fourth Thursday in November)
- Friday after Thanksgiving
- Christmas Eve (December 24th)
- Christmas Day (December 25th)

If New Year's Day, or Independence Day, fall on a Saturday the preceding Friday will be observed as a closed holiday. If one of these two holidays falls on a Sunday, the following Monday will be observed as a closed holiday. Note: the library will in addition not be open on Saturdays or Sundays on which actual holiday dates fall.

If Dec. 24 and 25 fall on a Friday and a Saturday, Friday and Monday will be observed as closed holidays. If Dec. 24 and 25 fall on a Saturday and a Sunday, Friday and Monday will be observed as closed holidays. If Dec. 24 and 25 fall on a Sunday and a Monday, Monday and Tuesday will be observed as closed holidays. Note: the library will in addition not be opened on Saturdays or Sundays on which the 24th and 25th fall.

15.3 Carson Caboose

9/30/01

Public access to the Caboose located next to the Carson Depot Library is limited to the hours the Carson Library is open and/or ARLS staff is present. Special permission by the Regional Library Director may be given to representatives of the Town of Carson to open the Caboose to visitors.

All caboose visitors (except for official group tours) will be required to sign the guest register and list their address on the register. ARLS reserves the right for staff to ask for a picture ID to verify a patron's identity and address. After registering, the visitor will be given the key to enter the caboose if a staff member does not accompany them. The visitor will be informed that they must lock the caboose and return the key on completion of their visit to the caboose. If there are more than one visitor at a time, a staff member will use their judgment to coordinate who has the key and who will lock the caboose and return the key.

All visitors under the age of 14 must be accompanied by an adult while visiting the caboose.

15.4 Emergency Weather and Other Situational Closings

9/30/03

REV 2/1/20100

It shall be within the authority of the Regional Library Director or his/her designee to close library facilities in the event of hazardous weather, emergency, or unusual situations. Such closings will be announced when possible and practical through broadcast media.

Deviations from the regular operating schedule of the Library System for reasons other than hazardous weather, emergency, or unusual situations must be authorized by the Appomattox Regional Library System Board of Trustees. Publicity about such closings will be posted at all library locations.

15.5 Twenty Four Hour Web Page Access

9/30/03

Whenever possible, the Appomattox Regional Library System will post closings on its Web Page www.arls.org

SECTION SIXTEEN: USE OF LIBRARY COMPUTERS

16.1 Online Catalog

3/5/01

Accessible in all libraries and through the Library System's Web Page www.arls.org patrons may access a listing of all books and other materials owned by the Appomattox Regional Library System.

16.2 Software Applications

4/5/01

Software applications, such as word processing, are available on computers at all Appomattox Regional Library System libraries. The installment of software by person or persons not under the employ or direction of the Library System is prohibited.

16.3 **Online Periodicals**

3/5/01

Magazine indexes, abstracts, and full text articles are available in all libraries and through the Library System's Web Page www.arls.org

16.4 Computer and Network Resources

The library provides access to computer equipment, programs, databases and the Internet (collectively, the “computer resources”) for informational and educational purposes. All users of the library’s computer resources, both staff members and patrons, are expected to use these resources correctly and only for legal purposes. Computer resources may not be used for the following purposes:

- Violation of any applicable federal, state, or local laws, ordinances, rules, or regulations.
- Harassment of other persons or parties.
- Destruction of or damage to equipment, software, or data belonging to the library or other users.
- Gaining or attempting to gain unauthorized access to any computing, information, or communication devices or resources.
- Disruption or unauthorized monitoring of electronic communications.
- Unauthorized copying of copyright or other protected material.
- Violation of computer security or privacy.
- Unauthorized use of computer accounts, access codes, or network identification numbers assigned to others.
- Violation of software license agreements.
- Access or transmit illegal activity, child pornography, sexually explicit material that appeals to the prurient interest or any other material that is not constitutionally protected.
- Online dissemination of obscene or harmful to minors materials, including those for the specific purpose of inducing them to engage in or perform sexual acts.
- Violation of another person’s or party’s privacy. Use of computer facilities in ways that unnecessarily impede the computing activities of others (such as randomly initiating electronic communications or email exchanges, overuse of interactive network utilities, etc.)
- Any and all other matters which the library, in its sole discretion, subject to constitutional limitations, and in consideration of the best interests of the public, determines to be an unacceptable purpose.

Any staff member who observes any violation of these policies will take action to enforce compliance. In this regard, failure to comply with ARLS policies can result in suspension or cancellation of computer resources access, and/or in some cases legal proceedings.

**INTERNET ACCEPTABLE USE POLICY
APPOMATTOX REGIONAL LIBRARY SYSTEM****Rev. and Adopted 10/28/03****I. Library Mission Statement**

The Appomattox Regional Library System will provide services and programs to the communities it serves through support of life-long learning, general information, and the exchange of ideas with effective use of traditional library resources and emerging technology.

II. Internet Philosophy

Providing Internet access, as an information resource is a logical continuation of the Library's role of formal education support and reference service. The Internet enables the Library to provide information and commentary from around the globe to users who may not otherwise have access to this resource. This resource enhances the library's existing collection in depth and in currency.

However, the Appomattox Regional Library System disclaims any responsibility as to the Internet's quality, informational accuracy, authoritativeness, or usefulness for a particular purpose. The library also assumes no responsibility for any damages, direct or indirect, arising from the use of its connection to the Internet or other electronic resources.

III. Responsibilities of Internet Users

The library wishes to make the Internet and all computer resources available to anyone who respects the rights and property of others, including the library, and who abides by these policies. In offering Internet access, library staff cannot control access points which often change rapidly and unpredictably. Users are hereby notified that they are responsible for the access points they reach.

Parents or guardians of minor children must assume responsibility for their children's use of or exposure to the Internet through the library's connection. The Library System applies a filtering system to their computers to protect against access to visual depictions that are obscene, contain child pornography, or are harmful to minors. However, access to Internet sites containing "adult" content, as well as on-line communication with anonymous persons, is still possible. This is because no filter system has been found to be perfect and there can be no guarantees that our filtering system will block undesirable sites 100% of the time.

In order for the library to be in compliance with the Children's Internet Protection Act and with section 42.1-36.1 of the Code of Virginia, the following regulations, provisions, and recommendations are provided for Library Internet use:

1. All Internet accessible computers are filtered and may be used by patrons of any age without restrictions.
2. Adult patrons (18 years and older) may request from Library staff unfiltered access to the Internet, without explanation.
3. A minor (17 years and younger) may request a librarian to unblock an Internet site. If the librarian determines to the best of their ability that the site is not obscene, does not contain child pornography, and is not harmful to minors as defined by the Children's Internet Protection Act or Virginia law the librarian may unblock the site.
4. Computer resources may not be used for the following purposes:
 - Violation of any applicable federal, state, or local laws, ordinances, rules, or regulations.
 - Harassment of other persons or parties.
 - Destruction of or damage to equipment, software, or data belonging to the library or other users.
 - Gaining or attempting to gain unauthorized access to any computing, information, or communication devices or resources.
 - Disruption or unauthorized monitoring of electronic communications.
 - Unauthorized copying of copyright or other protected material.
 - Violation of computer security or privacy.
 - Unauthorized use of computer accounts, access codes, or network identification numbers assigned to others.
 - Violation of software license agreements.
 - Access or transmit illegal activity, child pornography, sexually explicit material that appeals to the prurient interest or any other material that is not constitutionally protected.
 - Online dissemination of obscene or harmful to minors materials, including those for the specific purpose of inducing them to engage in or perform sexual acts.
 - Violation of another person's or party's privacy. Use of computer facilities in ways that unnecessarily impede the computing activities of others (such as randomly initiating electronic communications or email exchanges, overuse of interactive network utilities, etc.)
5. Any content on a computer screen that the library, in its sole discretion, subject to constitutional limitations, and in consideration of the best interests of the public, determines to be an unacceptable purpose, a staff member may request the patron using the computer to cease viewing the offending computer site.

Any staff member who observes any violation of ARLS Internet policies will take action to enforce compliance. In this regard, failure to comply with

ARLS policies can result in suspension or cancellation of Internet access, and/or in some cases legal proceedings.

IV. Time Limits

Due to a limited number of computers, all patrons wishing to reserve a computer will need to sign up at the Circulation Desk. Reservation for computers designated for one-hour sessions are taken during the same day with a maximum of 2 hours per day. A patron is booked only one hour per day; the library reserves the right to “bump” any patron who has used up their hour of computer use, if that computer is needed for another scheduled patron. Patrons are expected to begin logging off a minimum of 15 minutes before library closing time.

Computers designated for INTERNET EXPRESS are intended to supplement the one-hour Internet service. They are designed to allow a patron to look up some quick information, access the library catalog, or check e-mail, without having to wait for a one-hour computer. There is a maximum logon of 4 usages or 2 hours per day. All policies listed previously in this document apply to these computers, even though patrons do not need to reserve them at the circulation desk.

VI. Printing

Each user may print at the charge of ten cents per page. This is the same rate charged for use of our photocopiers. Printed copies must be paid for at the Circulation Desk.

ALL PATRONS USING ANY OF THE LIBRARY'S COMPUTERS FOR INTERNET ACCESS MUST ACKNOWLEDGE AND ABIDE BY ALL OF THESE COMPUTER RESOURCES AND INTERNET ACCESS POLICIES.

FAILURE TO COMPLY WITH THESE POLICIES CAN RESULT IN SUSPENSION OR CANCELLATION OF PRIVILEGES, AND IN SOME CASES LEGAL PROCEEDINGS.

THIS POLICY WAS ADOPTED BY THE APPOMATTOX REGIONAL LIBRARY SYSTEM BOARD OF TRUSTEES 10/28/03.

SECTION SEVENTEEN: PUBLIC USE OF FAX TRANSMISSIONS

17.1 Location Availability Rev. 1/28/04

Because public fax facilities are not readily available in most areas of the ARLS service region, the Library System offers public fax services at all or selective locations. The Library only provides fax service to destinations in the United States.

17.2 Cover Sheet 4/30/02

Each fax must have a cover sheet, either provided by the patron or the library.

17.3 Costs 4/30/02

Transmissions of outgoing faxes to within the United States are as follows: \$2 for the cover sheet and \$1 for each additional page.

17.4 Service Availability 4/30/02

Service is primarily available only for outgoing faxes. If the library receives an incoming fax it will be held on the reserve shelf for no longer than seven days. The Library will not contact a patron to let them know that a fax has been received. It is the responsibility of the sender to notify a patron that a fax is awaiting them at the library. There is a charge of \$0.10 per page for receiving faxes.

17.5 Content Responsibility 4/30/02

The Appomattox Regional Library System provides fax facilities as a public service, but is not responsible for transmitted content.

APPENDICES

A. Library Mission Statement

The Appomattox Regional Library System will provide services and programs to the communities it serves through support of life-long learning, general information, and the exchange of ideas with effective use of traditional library resources and emerging technology.