

WILSONVILLE PUBLIC LIBRARY POLICIES AND PROCEDURES 2019

The Wilsonville Public Library is a member of the Library District of Clackamas County and the Libraries in Clackamas County (LINCC) consortium. The Library abides by District and LINCC agreements regarding service areas and revenue, collection sharing, database standards, etc.

ACCESS TO LIBRARY MATERIALS AND SERVICES

During its hours of operation, all persons may make use of the Library resources. No item will be sequestered except for the purpose of protection from damage or theft, or if selected primarily for staff use. All material is available to the public upon request.

The library staff will not permanently mark or identify material in any manner indicating approval or disapproval of the contents. However, material may be included in thematic exhibits or placed in a display of staff favorites to generate interest, with the understanding that such inclusion or display does not imply any official approval or disapproval of the contents by the Library. Items of adult interest that could be confused for children's materials may be specifically marked to avoid confusion.

Access by Children

Definitions:

Parent/guardian is a person who has legal custody of a child.

Caregiver is a person who looks after a child at the direction of a parent or guardian. This can be a friend, older sibling, nanny, etc.

The Library welcomes children into the library. In order to protect their safety, the Library requires that:

- ♦ Parents/guardians shall be responsible for their children's behavior at all times, whether or not the parent/guardian accompanies their children to the Library.
- ♦ Children six years and under must be within view of their caregiver at all times.
- ♦ Children 7 to 12 years old may be out of view of their caregiver while the caregiver is in the library as long as the child's behavior is not disturbing others.
- ♦ The caregiver must be at least 15 years old.

Staff will attempt to contact the parents/guardian or caregivers of a child who is disruptive, is left alone after the library closes, or needs other care. **If a suitable caregiver is not available, staff may call the police to take custody of the child.**

Responsibility for the use of library material by children up to age 15 rests with their parents/guardians.

LIBRARY HOURS

The Library Director sets the Library hours with the advice and consent of the Library Board and City Council. Holidays and extraordinary closures will be in accordance with City of Wilsonville policy. FY2017-18 Library Hours are:

Monday through Thursday	10am to 8pm
Friday and Saturday	10am to 6pm
Sunday	1pm to 6pm

LIBRARY BEHAVIOR

Disruptive behavior is defined as, in the opinion of Library staff, any patron behavior that interferes with the normal operation of the Library or which unreasonably interferes with another patron's ability to use the Library, creates an unsafe environment, or interferes with staff's ability to do their jobs. Examples of disruptive behavior include but are not limited to:

- ♦ Any illegal act
- ♦ Damage to Library property
- ♦ Threatening or aggressive behavior or language
- ♦ Blocking access to Library services
- ♦ Theft
- ♦ Loud noises, including, but not limited to shouting and audio equipment use
- ♦ Cell phone use within the Library. Although patrons are welcome to use cell phones in the Library's outer lobby (by the Rose and Oak Rooms).
- ♦ Running, skateboarding, wrestling, rough-housing anywhere on Library grounds
- ♦ Sexual harassment of any kind
- ♦ Use of tobacco, marijuana, alcohol or illegal drugs
- ♦ Use of cigarettes, e-cigarettes, or personal vaporizers
- ♦ Intoxication
- ♦ Soliciting of any kind
- ♦ Possession of weapons of any kind, except as allowed by law
- ♦ Excessive odor either because of poor personal hygiene or excessive cologne/perfume
- ♦ Using library restrooms for bathing, washing hair, shaving, washing laundry, or other improper use
- ♦ Entering or remaining upon library premises with belongings that cannot be carried in a single trip and stored under a library chair or table without disturbing others
- ♦ Leaving personal items unattended

Food is not allowed in the Library public areas, except for the main entryway, Oak, and Rose Rooms. Drinks with secure (screwed on or firmly snapped on) lids are allowed in the Library.

The plaza in front of the Library may be used for solicitation and petition circulation.

RESTRICTION OF LIBRARY PRIVILEGES

Violation of Library Policy and Procedures may result in the restriction of Library privileges by the Library Director or designated staff. Restrictions may be conditional, for a defined duration, or permanent. Any person whose privileges have been suspended by staff may appeal such suspension in writing to the Library Board. See also 'Appeals' below.

Examples of possible restrictions include:

- ♦ Suspension of circulation privileges
- ♦ Suspension of public computer privileges
- ♦ Exclusion from the Library per Wilsonville City Code 10.550

LIBRARY CARDS

LINCC Library Cards

Individuals residing in, owning or renting real property within the Library District of Clackamas County and the employees of the City of Wilsonville are eligible for the free borrowing privileges of the Library. Residents of other jurisdictions may be eligible for free borrowing privileges under reciprocal lending agreements during the effective term of such agreements.

Teacher Cards

The Library supports local school teachers in their efforts to educate the children of the Wilsonville area, and recognizes the value of using library material in their classrooms. Teacher cards will be provided to teachers who are teaching in Wilsonville schools. Teachers who live out of district and out of the MIX (Metropolitan Interlibrary eXchange) service area but teach in Wilsonville will not pay the out-of-district fee for a Teacher Card. Among other benefits, Teacher Cards do not accrue fines on overdue material, but do accrue charges for lost material. Teachers must receive a Teacher Card from Youth Services staff. Eligibility status of Teacher Cards will be reviewed at least annually.

Temporary Library Cards

Temporary Library cards may be issued to:

- ♦ Guests of eligible residents, provided that the resident host provides confirmation of the guest's residency.
- ♦ Persons who can prove they are staying at hotels, motels or vehicle parks within the City during the duration of their stay.

- ♦ Adults, at the discretion of staff, if proof of ID or residency is not available.
- ♦ Children who are visiting the Library with their classes if proof of residency is not available.

Temporary library cards will be restricted to no more than three items checked out at any time, and will automatically expire in three months from date of issue.

Oregon Library Passport Cards

Oregon Library Passport cards are available to Library users who are not eligible for free borrowing privileges. To be eligible, the user's home library must participate in the Oregon Library Passport program. To receive a Library Passport card, a user must present their library card from their home library, in addition to other identification noted below.

Oregon Library Passport cards are restricted to five items checked out at a time and five active holds. Oregon Library Passport cards cannot be used to access online databases or library2go material, or for interlibrary borrowing outside of Clackamas County. Users may check out Cultural Passes with Oregon Library Passport cards. Circulation privileges will be blocked if a user has fines on three items, or has \$25 in total fines. The cards expire each year, but can be renewed.

Non-Resident Fee Cards

A fee will be charged for a library card to patrons ineligible for free borrowing privileges. Non-resident library cards enjoy full library privileges. Fees for non-resident library cards are set by the Library Director, and reviewed by the Library Board.

The fee for a Non-Resident library card is \$95 per year (FY2017-18). Patrons may pay for all or part of library card costs by volunteering at the Library. Library card costs will be reduced for each hour volunteered at a rate equivalent to the prevailing minimum wage.

Identification

Identification verifying eligibility, including proof of current address, will be required for Library borrower's cards. Preferred identification includes:

- ♦ Oregon Driver License (proof of residency and identification)
- ♦ Oregon Identification Card (proof of residency and identification)
- ♦ United States Passport (proof of identification)
- ♦ Social Security Card (proof of identification)
- ♦ Current student body card (proof of identification)
- ♦ Fishing or hunting license (proof of identification)
- ♦ Property tax statement (proof of residency)
- ♦ Current voter registration card (proof of residency)
- ♦ Business mail dated within 30 days (proof of residency)
- ♦ Personal check with name and address (proof of residency)

- ♦ Rental agreement (proof of residency)

At staff discretion, a temporary library card may be issued to a permanent resident who does not immediately provide adequate identification, or who does not have a permanent address.

Children

A child of any age is eligible for a library card with approval from their parent/guardian. Library card applications for children and youths up to their 15th birthday must be signed by a parent/guardian, and the parent/guardian’s name and identification will be entered into the child's circulation record as the responsible party for any charges accrued on the child’s account. To the extent possible, library staff will work with parent/guardians regarding use of the library collection.

BORROWING ITEMS

Checkout Most items within the Library are available for checkout. Items designated for reference use, including current-issue magazines, are not normally checked out, but may be checked out at the discretion of the Library Director or delegated staff.

A library card is preferred to check out material. If a library card is not available, patrons may show picture ID. Patrons may provide an image of their library card from their cell phone.

In the event that the patron does not have picture ID staff may choose to make identification by asking a series of questions based on the information on their account. For example, their birthdate, street address, phone number, and/or e-mail address.

Self-Check

Patrons may check out materials themselves by using the self-check terminals. Patrons will need to know their library barcode and pin, or have their library card.

Loan Periods

Loan periods for selected material are follows:

Cultural Passes	1-2 Days
DVDs Lucky Day DVDs	7 Days
New Fiction Magazines Career CD Music Learning Kits (Great Courses) Lucky Day items (books, audiobooks)	14 Days

New Nonfiction Adult and Children's Print (unless noted above) Adult and Children's Audiobooks	28 Days
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Loan periods may be altered in special circumstances.

Renewals

All items may be renewed up to five times as long as there are no holds on the item(s).

Overdue, Lost, or Other Charges

Patrons are responsible for all material checked out from the Library. Overdue charges, fees for damage, and costs replacement of items that are lost, stolen, or destroyed will be applied to the user's account. Staff are able waive or reduce overdue charges at their discretion.

Non material charges, such as for faxing, photocopying, or notary services, among others, should be paid at the time of service and will not be added to the patron's account.

Daily overdue charges and maximum overdue charges per item are as follows:

Children's Material	\$ 0.25/day	\$3.00 maximum
Young Adult and Adult Material	\$ 0.25/day	\$5.00 maximum

Items not returned or renewed by 45 days after the due date will be considered lost and patrons will be charged for replacement. Replacement costs are approximately the retail cost for replacement and are reflected in the record for the item.

Suspension of Circulation Privileges

Circulation privileges will be suspended for patrons whose circulation record shows a total of more than **\$25** in charges owed to LINCC Libraries.

Payment

Patrons may pay charges by cash, check, or credit card. Alternatively, patrons may pay overdue or lost item charges by volunteering for the Library. Charges will be reduced for each hour volunteered at a rate equivalent to the prevailing minimum wage.

In lieu of payment for a lost item, the patron may donate to the Library the same item in excellent condition or a substitute agreed to in advance by the Library Director or designee.

The Library may use collection agencies to obtain payment from patrons who do not either return items or pay lost item replacement charges.

Refunds

Fees paid for lost items may be refunded upon request if the items are returned in acceptable condition within six months of the date due. The full amount paid for such items, less the item's maximum overdue charges, will be refunded.

PRIVATE AND PUBLIC INFORMATION

The Library respects patrons' right to privacy. Oregon law allows library staff to refuse requests to disclose patron information. The staff will use its best judgment in determining whether to disclose personal information regarding its patrons when the request is for information other than for Library purposes or under due process of law. The following examples are intended to guide staff in determining the types of information, which should not be disclosed: names of people who have borrowed certain items; lists of items borrowed by individuals being given to persons other than the borrower or the borrower's legal ward; driver's license number, addresses, telephone numbers, e-mail addresses, or other information from its registration files not available from public sources.

Public Computers

Normally public computers within the Library do not save any evidence of a user's session. All files created or modified and all internet cache contents are discarded at least daily.

Police Requests

The Library will make every effort to assist law enforcement agencies in investigating criminal activity. All requests from law enforcement authorities should be forwarded to the Library Director. The Library Director (or designee) will release records based on the advice of the City Attorney.

ELECTRONIC RESOURCES

Public Computer Access

Library users with library cards are eligible to use public library computers for up to two hours each day. A session may be extended at the discretion of Library staff. Computer users must use their own library card. Library users who are not eligible for free library cards may get a guest pass from the Circulation or Reference desks which allows one hour of computer use.

The Internet

In accordance with the Library's mission, this document, and the American Library Association's Library Bill of Rights, the Library will provide as complete access to the function and content of the internet as practically feasible. The internet is an unregulated information and communications resource. Patrons should be aware that information delivered over the internet

can be controversial, misleading, or wrong. Patrons should exercise their own judgment concerning the validity and suitability of content.

The Library does not monitor patron's use of internet workstations, but will respond to patron concerns about inappropriate behavior or display of inappropriate material. Library staff may ask users to close computer windows or take other actions as necessary. Failure to comply with staff requests may result in restriction of library privileges, including but not limited to ending of the current computer session, exclusion from the Library, or other restrictions.

The Library supports the rights and responsibilities of parents/guardians to monitor the use of the internet by their children. Internet stations in the Children's room and Young Adult area will be filtered to provide a convenient option for parents/guardians who may prefer more limited access to the internet for their children. Patrons should understand that internet filtering is an imperfect technology, and there can be unexpected results. Because the Library is not in a position to monitor use of materials in the Library, parents/guardians who wish their children to use filtered terminals must exercise their own vigilance. The Library does not accept responsibility for any unexpected or undesired results of use of the internet, whether filtered or unfiltered.

Wireless Internet Access

The Library provides wireless internet access for the general public during library open hours. In order for individuals to access web pages and other web based services, they must agree to the library's terms of use:

Please feel free to use the public access internet within the library building during library open hours.

In accordance with the Library's mission, the Library will provide as complete access to the function and content of the internet as practically feasible. The internet is an unregulated information and communications resource. Patrons should be aware that information delivered over the internet can be controversial, misleading, or wrong, and should exercise judgment accordingly.

The Library does not monitor patron use of the internet, but will respond to reported concerns about inappropriate behavior or publically visible display of inappropriate material. Library staff may ask users to close computer windows or take other actions as necessary. Failure to comply with staff requests may result in restriction of Library privileges, including but not limited to ending of the current computer session, exclusion from the Library, or other restrictions.

Library rules and federal law prohibit copyright-infringing use of library resources, including downloading via the library internet. Please refrain from viewing or downloading material that would infringe copyright.

The Library will endeavor to maintain continuous public internet service, but please be aware that circumstances beyond our control may hinder public access at times.

By clicking on the "accept" button below, you indicate your acceptance of the above terms. For those of you who actually read this, please enjoy using the internet at the Wilsonville Public Library!

Children's Early Learning iPads Children's Early Learning iPads can be checked out from the Youth Services reference desk when staffed. iPads circulate for 30 minutes per patron and must stay within the Walt Morey Children's Room.

Use and Misuse

The library staff is not in a position to monitor the use of electronic resources by the public. However, an individual's access to electronic resources may be suspended or restricted by the library staff if the resource is abused. Abuse includes:

- ♦ Electronic receipt or display of material that would be considered obscene under federal or state law prohibiting dissemination of obscene material;
- ♦ Installation of personal software on public computers or other City owned equipment;
- ♦ Attempts at any unauthorized access, including use of someone else's library card to access computers;
- ♦ Alteration or damage to computer equipment or software;
- ♦ Violation of copyright or licensing laws;
- ♦ Use of computer workstations or wireless internet access for any illegal purpose;
- ♦ Behavior which disturbs the atmosphere of the Library, violates the rights of others or creates a nuisance;
- ♦ Violation of another user's privacy; and-
- ♦ Any other action that violates Library Policy and Procedures.

INTERLIBRARY BORROWING AND LENDING

Interlibrary borrowing and lending within Clackamas County

Through its affiliation with the Libraries in Clackamas County (LINCC) consortium, and the online catalog, the Wilsonville Public Library can obtain library materials from other LINCC libraries. The loan-initiating process is referred to as "placing a hold." Patrons as well as library staff place holds directly through the online catalog, either from a workstation within the library, or through a remote connection. Patrons will need their library barcode number (as well as their PIN number if requesting materials from a remote connection) in order to request materials. There is no charge. Generally, all formats can be requested, but availability, loan periods, fines and other policies are dictated by loaning libraries. Patrons may have as many as 15 unfilled hold requests at any one time, and may ask for a "High Volume" library card should they routinely need more.

As a member of LINCC, the Wilsonville Public Library freely lends its materials to the patrons of other LINCC libraries. The Library lends all formats, but does not normally lend designated reference material.

Interlibrary borrowing and lending outside of Clackamas County

Borrowing

Library cardholders in good standing may request items not available within the LINCC consortium through LINCC interlibrary loan services. All print formats may be requested, except for materials published, produced, or released in the current or prior calendar year (new nonfiction print titles are exempt from this policy). The Library provides Interlibrary Lending (ILL) access to nonfiction DVDs (e.g. documentaries), but entertainment DVDs (e.g. Hollywood movies and TV shows) are requested only on an exception basis. Material checkout is for the standard 28-day loan, unless otherwise noted on the item. Patrons may request one renewal directly from the ILL Network office. Library staff cannot renew ILL materials; ILL material requests are limited to five per patron per month.

There is no charge for this service by the Wilsonville Public Library. However, if the lending library charges an additional fee, the patron requesting the material is responsible for payment. Patrons will be informed of the possibility of additional charges before the material is obtained.

Patrons will be charged overdue fines of 25¢ per day, up to the cost of the item. The borrowing patron is responsible for any lost ILL items, which will be charged based on the cost forwarded to LINCC from the lending institution.

Lending

The Wilsonville Public Library lends most materials from its general collection. Loan periods are 28 days, and renewals may be requested. ILL policies for specific types of material are governed by the countywide agreement and are as follows:

- ♦ LINCC lends no materials published, produced, or released in the current or prior calendar year.
- ♦ LINCC lends no materials in circulation or on hold.
- ♦ LINCC lends AV materials only to Oregon libraries.
- ♦ LINCC lends print materials to all requesting libraries. (Exception: Clackamas County will not lend to libraries blocked for unreturned items.)

TEST PROCTORING

Wilsonville Library provides free test proctoring, under limited circumstances, to the community. The Library can proctor online tests, or tests sent to the Library by mail.

Tests sent to us by mail

Students must provide the institution giving the test with the Library's contact information:

If there is an initial agreement to be filled out and sent in, it will be signed by the librarian on duty at the time the agreement is presented. The test will be proctored by a reference librarian, although due to schedules, the test may be proctored by a different librarian than the one who originally signed the agreement.

Library staff will check identification, and ensure that no notes or textbooks are used. However, due to time constraints, **staff cannot proctor tests that require the proctor to remain in a separate room with the student throughout the exam.** At the discretion of the test proctor, backpacks, cell phones, and other items may be held at the Reference Desk during the testing period.

Any postage required to return testing materials must be provided by the student at or before the time of testing. There may be an additional charge for delivering next-day air materials to the appropriate location for sending.

Online Tests

Library staff is available to proctor online tests. The student is responsible for calling to arrange a time to take the test. The online tests will be taken in the public internet area of the Library. There may be noise or disturbance from other nearby internet users. Staff will type in provided passwords.

ANIMALS IN THE LIBRARY

Animals are prohibited from entering Library facilities, with the exceptions of animals featured in programs sponsored by the Library, and service animals and service animal trainees in accordance with the “Americans with Disabilities Act”.

It is prohibited to leave an animal tethered and unattended on library premises for any length of time that, in library staff opinion, may be hazardous to the health of the animal, is unsafe for other patrons, or blocks passage.

MATERIAL SELECTION

The Library's Collection Selection and Development Policy is a separate document incorporated herein by this reference.

USE OF LIBRARY CONFERENCE AND MEETING ROOMS

Community Meeting Rooms (Rose Room, Oak Room, Library Study Rooms)

The City of Wilsonville Facility Fee Policy and the Wilsonville Public Library Meeting Room Policies and Procedures govern use of the Library meeting rooms.

DISPLAYS IN THE LIBRARY

Community Bulletin Board

The Wilsonville Public Library Community Bulletin Board Policy governs posting of notices.

Monthly Art Exhibits

The Library invites local artists to display their artwork within the Library lobby. Display is governed by the Wilsonville Public Library Guidelines for Lobby Exhibits and Artist/Exhibitor Responsibilities.

FUNDRAISING

Non-profit groups using the Oak and Rose Rooms may use the rooms to fundraise for their benefit. Fundraising by the Library should benefit only the Library, the City of Wilsonville, the Wilsonville Public Library Foundation, or Wilsonville Friends of the Library.

Local artists and performers may be permitted to sell books, CDs, and other items within the Library in conjunction with a Library event or performance.

NOTARIES

The Library provides notaries for the public. This service is guided by the Wilsonville Public Library Notary Policy, which is a separate document incorporated herein by this reference.

PHOTOGRAPHY

Library staff may photograph users in public spaces on Library grounds. Photography and use of photographs is guided by the City of Wilsonville Photo Policy Notice – Wilsonville Library; Wilsonville Parks, which is a separate document incorporated herein by this reference.

LIBRARY STAFF

Library staff members are employees of the City of Wilsonville. City Personnel Policies govern Library staff. The City establishes salary schedules and classifications.

Memberships

American Library Association, Oregon Library Association and other appropriate membership dues for the Library Director, interested Library staff and Board members will be paid by the City if budgeted funds allow.

APPEALS

Decisions of the Library Director may be appealed in writing to the Library Board. Any decision of the Library Board may be appealed in writing to the City Council provided the City Council has decided whether it shall accept the appeal for hearing. The appeal, if accepted, shall be heard based on the record or de novo.