

Pender County Public Library Policies Handbook

PUBLIC SERVICE MANUAL

PENDER COUNTY PUBLIC LIBRARY SYSTEM

This document sets forth the principles on which the Pender County Public Library System operates and the policies that result from these principles.

The mission of the Pender County Public Library System is as follows:

The Pender County Public Library seeks to meet the general informational, educational and recreational needs that can be best met through library resources. Through library resources, collections, and services the library seeks to enhance individual and community life.

I. GENERAL LIBRARY OBJECTIVES

In order to achieve this goal, the general objectives of the Pender County Public Library shall be as follows:

- A. To assemble, preserve and make accessible, in organized collections, books and related educational and recreational materials in order, through guidance and stimulation in the communication of ideas, to enlighten citizens and enrich their personal lives.
- B. To serve the community and county as a center of reliable information.
- C. To provide local government officials with information and to perform research as needed.
- D. To serve as a center for local history and the preservation of local archives in all forms.
- E. To provide a place where inquiring minds may find opposing views on controversial subjects. The library does not promote any particular belief or view, but it should provide a resource where the individual can freely examine both sides on controversial issues or ideas and make his or her own decisions.
- F. To support educational, civic and cultural activities of groups and organizations by appropriate means and ways.
- G. To provide opportunity and encouragement through resource provision and interaction with children, young people, men and women to educate themselves continually.
- H. To seek continually to identify community needs, to provide programs of service to meet such needs within budgetary constraints, and to cooperate with other organizations, agencies and institutions which can provide programs or services to meet community needs.
- I. To provide opportunity for recreation and cultural entertainment through the use of literature, music, films and other art forms.

I. LIBRARY PERSONNEL

The Pender County Board of Commissioners delegates the hiring of department heads to the County Manager, including the Library Director. The County Manager delegates the authority to select, hire, and evaluate library staff to the Library Director. The County Manager delegates to the

Pender County Public Library Policies Handbook

library director the responsibility of administrating the library and all its services, including implementing library policy and county policy. The personnel policies that appear in the Pender County Personnel & Administrative Manual apply to all employees of Pender County.

II. LIBRARY BOARD

The Library Board of Trustees is an advisory board and has no responsibilities except those granted by the Pender County Board of County Commissioners. Members are appointed by the County Commissioners. The advisory board has official authority to formulate policies for the library, can make recommendations on specified issues, serves in a library advocacy where needed to support library services, and generally serves as a liaison between the community and the library. The library director serves as secretary for the library board of trustees, which meets quarterly, or as needed. The bylaws of the Pender County Library Advisory Board of Trustees as granted by the Pender County Board of Commissioners is located in this document as **Appendix 1**. General principles of serving on a library board in NC can be found in the North Carolina Public Library Trustee's Pocket Handbook.

III. WHO MAY USE THE LIBRARY

The library's first priority is to provide its services to all residents of Pender County. Membership will not be denied or abridged because of religious, racial, social, economic or political status. Other persons residing outside the county but owning property, or employed, in the county shall have the same status as residents. Persons residing in certain contiguous counties may also have membership privileges at the library where such service is extended to Pender residents in agreement with that county library (See **Appendix 6**).

IV. SERVICE STANDARDS FOR THE PENDER COUNTY PUBLIC LIBRARY

The library will attempt to provide enough materials to make it a reliable and dependable source of information and recreation for the people of Pender County. Books and non-book materials such as periodicals, pamphlets, manuscript documents, sound, video and/or digital recordings, microforms, etc. shall be provided.

The library is not obligated to furnish materials needed for formal courses of study offered by elementary and secondary schools and by institutions of higher learning. While the public library has materials for individual programs of study, it is not funded to furnish research and professional journals required for most academic study.

All library materials will circulate except those items designated as reference and some local history materials which may be photocopied.

In accordance with its sincerely held objective of providing equal service to all, this library subscribes to the *Library Bill of Rights* of the American Library Association (which appears in its entirety in **Appendix 2** of this document) and to the *Freedom to Read* statement adopted by the American Library Association (**Appendix 3** of this document) and the Intellectual Freedom Statement (**Appendix 4**).

V. COLLECTION DEVELOPMENT POLICY

Selection of books and all non-book library materials is the culmination of a process that begins with suggestions from staff and patrons and with recommendations made in the professional literature.

Pender County Public Library Policies Handbook

The library ascribes to the philosophy of selection, not censorship. The policy is explained in full in **Appendix 7**.

VI. REQUEST FOR RECONSIDERATION

Should a member of the community wish to request that the library reconsider a book or other material in the collection, they may follow the procedure outlined in **Appendix 8**.

VII. GIFTS TO THE LIBRARY

Gift material will be accepted with the understanding that the books or materials may be added to the collection, sold, exchanged, given to other libraries, or discarded. The donations are received by the library and after consideration for the collection, go to the Friends of the Library to be sold to benefit the library. Therefore, the library reserves the right for first refusal. If requested, library staff issue a receipt to the donor on behalf of the Friends of the Library of the branch where the donation was received. **Appendix 9** provides the form given to donors of materials.

VIII. COLLECTION MAINTENANCE

The Pender County Library recognizes the need for continuous evaluation of its collections in response to the changing nature and needs of its community; this collection maintenance is accomplished through the weeding (i.e., removal from the collection), replacement, and duplication of its titles.

IX. POLICIES ON AUDIOVISUAL MATERIALS

The Pender County Library attempts to maintain a balanced supply of audiovisual materials. The library subscribes to the Freedom to View, a policy statement of the American Library Association, which is reproduced in its entirety in **Appendix 5** of this document.

X. EXHIBIT POLICY

The library is a public forum for ideas and information. Because access to information is fundamental for the public, the library holds the position that posters, pamphlets, flyers, art, and displays may be permitted whenever possible, in the designated display areas. See **Appendix 10** for the full Exhibits Policy.

XI. ACCESS TO CIRCULATION RECORDS POLICY

The library will protect, as far as possible, the privacy of any patron who uses the library and not make any inquiry into the purposes for which a patron requests information or books. Records which may be required in lending books or answering reference questions are for the sole purpose of protecting public property. Under no circumstances shall the staff of the library ever answer to a third party about what a patron of the library is reading or calling for from the library's collection. Furthermore, it is the policy of the library not to yield any information about its patrons or their reading to any agency of government, whether local, state or federal, without an order from a court of competent jurisdiction. State law protects the privacy of library users in regard to what they borrow from the library (NCGS 125-19)

Pender County Public Library Policies Handbook

XII. PUBLIC LIBRARY DISRUPTIVE BEHAVIOR POLICY

It is the policy of the Pender County Library to offer the full range of library service to all residents of the community, regardless of age, sex, racial or ethnic origin, religion, economic status, etc. It is the intent of the library to provide its services with a minimum of regulations and restrictions, adopting only those which are absolutely essential to the library's operation.

The library recognizes that the users of the library are in fact the owners of the library. As user/owners, the public has certain expectations of the library. These include an outstanding collection of library materials; pleasant, attractive surroundings; and courteous, efficient and effective service from the staff. Library users have a right to assume that visits to the library will be free from harassment; free from physical discomfort and danger; free from psychological and emotional stress.

The library staff has basically the same rights. Each member of the staff should be able to do his/her work free of harassment, abuse, discomfort, and undue psychological stress.

The rights of both the public and the staff are sometimes violated by the attitudes and behavior of a very small minority of persons. A Behavior Policy to address these problems is located in **Appendix 11** of this document.

NORTH CAROLINA LAWS PERTAINING TO THE DISRUPTIVE BEHAVIOR POLICY

G.S. 14-33 Misdemeanor assaults, batteries and affrays.

G.S. 14-76 Larceny, mutilation, or destruction of public records and papers.

G.S. 14-127 Willful and wanton injury to real property.

G.S. 14-132 Disorderly conduct in and injuries to public buildings and facilities.

G.S. 14-134 Trespass on land after being forbidden.

G.S. 14-190.9 Indecent exposure.

G.S. 14-204.1 Loitering for the purpose of engaging in prostitution offense.

G.S. 14-269 Carrying concealed weapons.

G.S. 14-277.1 Communicating threats.

G.S. 14-398 Theft or destruction of property of public libraries, museums, etc.

XIII. OUTREACH SERVICE POLICY

The purpose of the outreach program is to provide basic public library services to individuals confined to their homes, nursing facilities and day care centers and who are unable to come to the county library or branch libraries in the county.

Services include programming for preschool children in day care centers, registering library users, promotional activities, and homebound services.

HOMEBOUND: Library outreach services operate to preschoolers and homebound as a part of the Pender County Library System. Homebound Outreach Service is provided by the Pender County Library to the homes of persons who meet the criteria for homebound service as established by the Pender County Library Board of Trustees. These criteria are similar to those of other counties, as well as to the Medicare Home Health restrictions and the Meals on Wheels guidelines. This policy is

Pender County Public Library Policies Handbook

found in **Appendix 12.**

IX. SAFE CHILD POLICY

The Pender County Library welcomes children of all ages. It is a doorway through which life-long learning take place. The public library is however, a public building. As such, anybody can enter -- law abiding or otherwise.

Library staff have many duties to perform in order to serve all citizens of Pender County. They cannot monitor the behavior or whereabouts of any patron--including children. Staff do not take over parental responsibilities for children who come into the library.

A child could be tempted to go off with a stranger. A child could become ill. A child could get lost. Any of these or other emergencies could take place in a public building. It is for the safety of each child that the Pender County Library has adopted this Safe Child Policy found in **Appendix 13.**

XV. AUDIOVISUAL MATERIALS POLICY

Audiovisual material may not be duplicated by library patrons. Tampering with or duplicating public library-owned audiovisual materials will result in charges for any damages and/or full charges for the material. Audiovisual material purchased by the library may not be shown to groups beyond a normal circle of family and friends unless public-performance rights are indicated on the packaging. The exception would be if the material is used appropriately within the educational conditions of copyright law. Details of restrictions on the age of the borrower, and loan limits may be found in the Fine & Fee Schedule in **Appendix 6.**

XVI. INTERNET ACCESS AND USE POLICY

The Pender County Library is required to provide levels of protection for children and adults by federal law if the library is to be eligible for certain types federal funding. To this end, a policy requiring adult supervision for certain age children, and parental authorization for all minors has been implemented. In addition, content filtering is in place to assist protection of youth and adults from pornography. Individual users are reminded that they are responsible for the sites they choose to access. As with other library materials, a child's access to the Internet is the responsibility of the parent. This policy is found in **Appendix 14.**

Library staff cannot provide in-depth training concerning Internet and electronic resources computer jargon or personal computer use. We may, however, be able to offer searching suggestions and answer questions. Internet reference books and electronic resources are available for your use. Because of library scheduling, Internet-and electronic resources-trained staff may not always be available. Library staff cannot provide adult supervision for children's Internet and electronic resources access.

Patrons wishing to use the Internet and electronic resources must sign up on a first-come, first-served basis for the next available time slot. The Library retains the right to limit the access time of any patron.

Because these terminals are in a public place, patrons may not visit sites containing images which may reasonably be construed as obscene, illegal, defamatory, or offensive.

Internet use will be managed in a manner consistent with the Library's Disruptive Behavior Policy. The following actions will not be allowed:

- displaying obscene or disruptive messages, files, or images

Pender County Public Library Policies Handbook

- using obscene language or adding files to the network
- harassing, insulting, or attacking others
- violating copyright laws or software license restrictions

Failure to abide by these policies will result in the loss of Internet privileges as well as appropriate legal action.

XVII. MEETING ROOMS

Public use of the meeting rooms in the libraries is provided under the Meeting Room Policy (**Appendix 15**). These rooms are provided for library programming and public use within the policy. The policy has been crafted to address a wide array of concerns and issues seeking to balance community need with appropriate principles within the public setting.

XVIII. ART ACQUISITION

It is not within the collection development policy of the library to collect art, however it is recognized that either the purchase of, or offers of gifts of art may occur due to the prominence of the library in community life. In such case, the library has a policy to guide the purchase or acceptance of gifts of art works. (**Appendix 16**.)

XIX. SPECIAL EVENTS

Special and ongoing events are part of every library operation. Book sales, author events and book signings, art exhibits and sales are often in the realm of public expectations for the library as a special community place. The library has a policy to guide some of these events in **Appendix 17**.

XX. DONOR RECOGNITION POLICY

The library encourages the private support of library services through gifts of money, real property, personal property, mixed property, bequests, and trust funds. A policy to accept such gifts and to recognize appropriately the generosity of the donor has been developed (**Appendix 18**). This policy applies to small and large gifts, and stipulates a procedure in the event of a building campaign program to guide any recognition that might be attached to such gifts.

BYLAWS

Library Advisory Board of Trustees

Pender County Public Library

The Library Advisory Board of Trustees of the Pender County Public Library exists by virtue of the provision of North Carolina General Statute 153A-265 through 153A-266 and exercises the powers, authority, and responsibilities delegated to it by the Pender County Board of County Commissioners. This board performs the duties of an advisory board as outlined herein and has no legal responsibilities other than those granted by the County Commissioners. In general, this advisory board acts as a liaison between the library, local government, and the community.

Composition, Appointment, Term, Removal

The advisory board shall be composed of appointees, one from each commissioner's district. The Pender County Board of Commissioners shall appoint and reappoint members as vacancies occur. Term length and reappointment policy will be set by the commissioners. The board of commissioners may remove an advisory board member at any time for incapacity, unfitness, misconduct or neglect of duty (GS 153A-265).

Board Powers and Duties

The county board of commissioners reserves the responsibilities of the supervision and care of library facilities, appointments of employees, and budget development for itself as delegated to the county manager and subordinates.

The Advisory Board duties are:

- 1) To serve as a liaison to library management and the county commissioners on behalf of the community in support of the development and improvement of library services.
- 2) To formulate and adopt policies for the library. If a desired policy is in conflict with Pender County policy, they shall carry a recommendation to the commissioners on behalf of the library for such an exception.
- 3) To make recommendations to the governing body concerning the construction and improvements of library buildings.
- 4) To serve as the final authority in re-determination of the availability of library materials (i.e. requests to remove materials from the collection viewed as objectionable by an individual or group).
- 5) To establish a schedule of fines and charges for the late return, failure to

Pender County Public Library Policies Handbook

return, damage to, or loss of library materials; to take other measures to protect and regulate the use of such materials.

- 6) To participate in the long range planning of the library.
- 7) To review and advise regarding the annual budget preparation of the library, and to advocate to the county commissioners, and/or legislature, for ample funding.
- 8) To otherwise advise the board of commissioners on library matters.

Library Director

The library director shall be appointed under the authority of the county manager and be responsible for the supervision and management of all units of the library system under his/her direction or designee. The library director shall be responsible for recommending employment and direction of the staff, formulation of programs, library services to the public, and for the operation of the libraries within the financial conditions set forth in the annual budget. The trustees operate in an advisory capacity, leaving the director to manage the day-to-day operation of the library.

Officers

Officers of the advisory board chosen for a one year term at the first meeting each year shall be the chairman and vice-chairman. The chairman of the board shall preside at all meetings, appoint all committees, authorize calls for special meetings and generally perform the duties of a presiding officer. In the absence of the chairman, the vice-chairman shall serve or the members may select a temporary chairman for the meeting.

The secretary of the board shall be the library director (but without voting privileges) or staff designee, who shall prepare meeting agendas, keep a true and accurate account of all proceedings of board meetings; issue notices of all regular meetings and, on the authorization of the chairman issue the call for special meetings. The secretary shall maintain in the library director's office the minutes and other records of the board, and shall notify the county manager's office of any vacancies on the board.

Meetings

General: The board shall schedule regular quarterly meetings, at a regular time and date agreeable to members of the board. Special meetings may be called by the chairman (or on the written request of two members) for the transaction of business stated in the call for the meeting. A quorum of the board shall consist of a simple majority of the board.

Pender County Public Library Policies Handbook

Proceedings of all meetings shall be generally guided by Robert's Rules of Order. All meetings of the board will be governed by the North Carolina Open Meetings Law (NCGS 143-318.9 to 143-318.18).

Placing an Item on the Agenda: Anyone may submit a request in writing to the board secretary to place a matter on a board meeting agenda. This written request must include the topic, purpose, and necessary background information to understand the issue and what action they wish the library advisory board to take, if any. This written request must be received by the library director no later than fourteen (14) calendar days before the next regularly scheduled library board meeting in order for it to be placed on the meeting agenda.

Appeals: Appeals of decisions or interpretations from the library of policies established by the advisory board will follow the following process: After submitting a written complaint about a policy formulated by the advisory board to the library director, followed by a written reply from the library director, a party may appeal the decision of the library director to the library advisory board following the procedures outlined above.

Library staff may not appeal decisions of the library director to the board of trustees, but must follow the Pender County Personnel grievance policies and procedures detailed in the Pender County Personnel Policy.

Absences: The attendance of board members shall be recorded in the minutes. If a board member is absent for more than two consecutive meetings, a recommendation for removal may be forwarded to the county manager upon a vote of the majority of board members present in a meeting.

Amendments

Subject to approval by the board of commissioners, these by-laws may be amended at any regular meeting of the library board, with a quorum present, by a majority vote provided the amendment was stated in the call for the meeting.

Procedural or other amendments which do not change the primary purpose and function of the board will not require approval of the County Board of Commissioners. The County Attorney shall provide an opinion to the Library Advisory Board as to whether a change requires approval of the Board of Commissioners.

Adopted by the Pender County Board of County Commissioners

February 5, 2007

Library Bill of Rights

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

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the Library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free access to ideas.
5. A person's right to use a Library should not be denied or abridged because of origin, age, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948. Amended February 2, 1961, June 27, 1967, and January 23, 1980, by the ALA Council

The Freedom to Read

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove books from sale, to censor textbooks, to label "controversial" books, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We, as citizens devoted to the use of books and as librarians and publishers responsible for disseminating the, wish to assert the public interest in the preservation of the freedom to read.

We are deeply concerned about these attempts at suppression. Most such attempts rest on a denial of the fundamental premise of democracy: that the ordinary citizen, by exercising critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow citizens.

We trust Americans to recognize propaganda, and to reject it. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

We are aware, of course, that books are not alone in being subjected to efforts at suppression. We are aware that these efforts are related to a larger pattern of pressures being brought against education, the press, films, radio and television. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of uneasy change and pervading fear. Especially when so many of our apprehensions are directed against an ideology, the expression of a dissident idea becomes a thing feared in itself, and we tend to move against it as against a hostile deed, with suppression.

And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes

Pender County Public Library Policies Handbook

the toughness and resilience of our society and leaves it the less able to deal with stress.

Now as always in our history, books are among our greatest instruments of freedom. They are almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. They are the natural medium for the new idea and the untried voice from which come the original contributions to social growth. They are essential to the extended discussion which serious thought requires, and to the accumulations of knowledge and ideas into organized collections.

We believe that free communications essential to the preservation of a free society and a creative culture. We believe that these pressures towards conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those which are unorthodox or unpopular with the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept which challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighting and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians and booksellers do not need to endorse every idea or presentation contained in the books they make available. It would conflict with the public interest for them to establish their own political, moral or aesthetic views as a standard for determining what books should be published or circulated.*

Pender County Public Library Policies Handbook

APPENDIX 3.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one who can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to determine the acceptability of a book on the bases of the personal history or political affiliations of the author.*

A book should be judged as a book. No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish which draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern literature is shocking. But is not much of life itself shocking! We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters taste differs, and taste cannot be legislated; nor can machinery be devised which will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept with any book the prejudgment of a label characterizing the book or author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.*

Pender County Public Library Policies Handbook

APPENDIX 3.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.*

The freedom to read is of little consequence when expended on the trivial; it is frustrated when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channels by which the intellectual inheritance is handed won and the principal means of its testing and growth. The defense of their freedom and integrity, and the enlargement of their service to society, require of all publishers and librarians the utmost of their faculties, and deserve of all citizens the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of books. We do so because we believe that they are good, possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expressions that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read are unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, by the ALA Council and the AAP Freedom to Read Committee.

A Joint Statement by:
Association of American Publishers
American Booksellers Association

American Library Association
Subsequently Endorsed by:
American Booksellers Foundation for Free Expression

Pender County Public Library Policies Handbook

American Civil Liberties Union
Anti-Defamation League of B'nai B'rith
Children's Book Council
International Reading Association
National Association of College Stores
P.E.N. American Center
Periodical and Book Association of America
Society of Professional Journalists
YWCA of the U.S.A.

American Federation of Teachers AFL-CIO
Association of American University Presses
Freedom to Read Foundation
Thomas Jefferson Center for the Protection of Free Expression
National Council of Teachers of English
People for the American Way
Sex Information and Education Council of the U.S.
Women's National Book Association

Intellectual Freedom Statement

An Interpretation of The Library Bill of Rights

The heritage of free men is ours.

In the Bill of Rights to the United States Constitution, the founders of our nation proclaimed certain fundamental freedoms to be essential to our form of government. Primary among these is the freedom of expression, specifically the right to publish diverse opinions and the right to unrestricted access to those opinions. As citizens committed to the full and free use of all communications media and as professional persons responsible for making the content of those media accessible to all without prejudice, we, the undersigned, wish to assert the public interest in the preservation of freedom of expression.

Through continuing judicial interpretations of the First Amendment to the United States Constitution, freedom of expression has been guaranteed. Every American who aspires to the success of our experiment in democracy who has faith in the political and social integrity of free men--must stand firm on those Constitutional guarantees of essential rights. Such Americans can be expected to fulfill the responsibilities implicit in those rights.

We, therefore, affirm these propositions:

1. *We will make available to everyone who needs or desires them the widest possible diversity of views and modes of expression, including those which are strange, unorthodox or unpopular.*

Creative thought is, by its nature, new. New ideas are always different and, to some people, distressing and even threatening. The creator of every new idea is likely to be regarded as unconventional--occasionally heretical--until his idea is first examined, then refined, then tested in its political, social or moral applications. The characteristic ability of our governmental system to adapt to necessary change is vastly strengthened by the option of the people to choose freely from among conflicting opinions. To stifle nonconformist ideas at their inception would be to end the democratic process. Only through continuous weighing and selection from among opposing views can free individuals obtain the strength needed for intelligent, constructive decisions and actions. In short, we need to understand not only what we believe, but why we believe as we do.

Pender County Public Library Policies Handbook

APPENDIX 4.

2. *We need not endorse every idea contained in the materials we produce and make available.*

We serve the educational process by disseminating the knowledge and wisdom required for the growth of the mind and the expansion of learning. For us to employ our own political, oral, or esthetic views standards for determining what materials are published or circulated conflicts with the public interest. We cannot foster true education by imposing on others the structure and content of our own opinions. We must preserve and enhance the people's right to a broader range of ideas than those held by any librarian or publisher or church or government. We hold that it is wrong to limit any person to those ideas and that information another believes to be true, good, and proper.

3. *We regard as irrelevant to the acceptance and distribution of any creative work the personal history or political affiliations of the author or others responsible for it or its publication.*

A work of art must be judged solely on its own merits. Creativity cannot flourish if its appraisal and acceptance by the community is influenced by the political views of private lives of the artists or the creators. A society that allows blacklists to be compiled and used to silence writers and artists cannot exist as a free society.

4. *With every available legal means, we will challenge laws or governmental action restricting or prohibiting the publication of certain materials or limiting free access to such materials.*

Our society has no place for legislative efforts to coerce the taste of its members, to restrict adults to reading matter deemed suitable only for children, or to inhibit the efforts of creative persons in their attempts to achieve artistic perfection. When we prevent serious artists from dealing with truth as they see it, we stifle creative endeavor at its source. Those who direct and control the intellectual development of our children--parents, teachers, religious leaders, scientists, philosophers, statesmen--must assume the responsibility for preparing young people to cope with life as it is and to face the diversity of experience to which they will be exposed as they mature. This is an affirmative responsibility that cannot be discharged easily, certainly not with the added burden of curtailing one's access to art, literature, and opinion. Tastes differ. Taste, like morality, cannot be controlled by government, for governmental action, devised to suit the demands of one group, thereby limits the freedom of all others.

Pender County Public Library Policies Handbook

APPENDIX 4.

5. *We oppose labeling any work of literature or art, or any persons responsible for its creation, as subversion, dangerous, or otherwise undesirable.*

Labeling attempts to predispose users of the various media of communication, and to ultimately close off a path to knowledge. Labeling rests on the assumption that persons exist who have a special wisdom, and who, therefore, can be permitted to determine what will have good and bad effects on other people. But freedom of expression rests on the premise of ideas vying in the open marketplace for acceptance, change or rejection by individuals. Free men choose this path.

6. *We, as guardians of intellectual freedom, oppose and will resist every encroachment upon the freedom by individuals or groups, private or official.*

It is inevitable in the give-and-take of the democratic process that the political, oral and esthetic preferences of a person or group will conflict occasionally with those of others. A fundamental premise of our free society is that each citizen is privileged to decide those opinions to which he will adhere or which he will recommend to the members of a privately organized group or association. But no private group may usurp the law and impose its own political or moral concepts upon the general public. Freedom cannot be accorded only to selected groups for it is then transmuted into privilege and unwarranted license.

7. *Both as citizens and professionals, we will strive by all legitimate means open to us to be relieved of the threat of personal, economic, and legal reprisals resulting from our support and defense of the principles of intellectual freedom.*

Those who refuse to compromise their ideals in support of intellectual freedom have often suffered dismissals from employment, forced resignations, boycotts of products and establishments, and other invidious forms of punishment. We perceive the admirable, often lonely, refusal to succumb to threats of punitive action as the highest form of true professionalism: dedication to the cause of intellectual freedom and the preservation of vital human and civil liberties.

In our various capacities, we will actively resist incursions against the full exercise of our professional responsibility for creating and maintaining an intellectual environment, which fosters unrestrained creative endeavor and true freedom of choice and access for all members of the community.

We state these propositions with conviction, not as easy generalizations. We advance a noble claim for the value of ideas, freely expressed, as embodied in books and other kinds of communications. We do this in our belief that a free intellectual climate fosters creative endeavors capable of enormous variety, beauty,

Pender County Public Library Policies Handbook

and usefulness, and thus worthy of support and preservation. We recognize that application of these propositions may encourage the dissemination of ideas and forms of expression that will be frightening or abhorrent to some. We believe that what people read, view, and hear is a critically important issue. We recognize, too, that ideas can be dangerous. It may be, however, that they are effectually dangerous only when opposing ideas are suppressed. Freedom, in its many facets, is a precarious course. We espouse it heartily.

Adopted by the ALA Council, June 25, 1971, Endorsed by the Freedom to Read Foundation, Board of Trustees, June 18, 1971.

FREEDOM TO VIEW

The Freedom to View, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest possible access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video and other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or film maker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed by the ALA Council on January 10, 1990.

Pender County Public Library Policies Handbook

APPENDIX 6.

Pender County Library

HEADQUARTERS – BURGAW

103 S. Cowan St PO Box 879
Burgaw, NC 28425 ph. 259-1234

HAMPSTEAD BRANCH

75 Library Drive ph 270-4603
Hampstead, NC 28443

Business Hours for both locations:

Monday, Wednesday and Friday: 10:00am – 6:00pm
Tuesday and Thursday 10:00am – 7:00pm
Saturday: 10:00am – 2:00pm

- Renew or place holds online 24/7, or by phone.
- Personal Online Accounts set up by request.
- Drop box available for returns after hours.
- Website: Search for "Pender County Library"

OVERDUE FINE SCHEDULE:

	<u>Overdue Charge</u> per Day:	<u>Maximum Charge</u> per Item:	<u>Lending Privileges</u>
1. Hardback books (2 wk loan for “new” fiction 3 wk. loan for all others)	\$0.10 day	\$4.00	All ages
2. Paperback books (3 wk. loan)	\$0.10 day	\$2.00	All ages
3. Family Theme Bags (3 wk. loan, limit 1 per family; return inside only)	\$0.10 day per item \$0.25 day for bag	\$3.00 \$3.00	All ages
4. Audio books (2 wk. loan)	\$0.10 day	\$4.00	All ages
5. Magazines (1 wk. loan, back issues at least 3 months old only; limit 5)	\$0.10 day	\$2.00	All ages
6. Videos (1 wk. loan; limit 4)	\$1.00 day	\$5.00	Adults 18 and over only
7. DVDs (4 nite loan; limit 4; 1 renewal)	\$1.00 day	\$5.00	Adults 18 and over only
8. CD music (1 wk loan; limit 5)	\$0.25 day	\$3.00	All ages
9. Audiovisual Equipment (3 day loan)	\$2.00 day	\$6.00	Adults 18 and over only

Pender County Public Library Policies Handbook

APPENDIX 6.

FEES:

1. First **library card** is free. Proof of mailing address required. Replacement fee: \$3.00
Signed parental permission to obtain a library is required for youth age under age 16.
2. Library cards are free, by reciprocal agreements, for residents of: Bladen, Columbus, Onslow, Sampson, and Duplin counties if they are in good standing with their home library systems. Free cards are also available to non-residents if they show proof of property ownership in Pender, or have a Pender Co. employment address. **All other non-residents may apply to receive a card for \$20.00/yr.**
3. **Interlibrary Loan Search:** \$3.00 per delivered book title
4. **Photocopy/Computer Printouts:** \$0.10 per page b/w \$.50 color

INTERNET PRIVILEGES: Parents/legal caregivers are responsible for children's use of the Internet. To assist families in exercising this responsibility, there is a separate application for youth under age 12-17. All youth must present their library card each time they wish to use the Internet, so staff may check to see that parental permission is granted. Other restrictions also apply.

Revised 9/17/08

Pender County Public Library Policies Handbook

APPENDIX 7.

PENDER COUNTY PUBLIC LIBRARY

COLLECTION DEVELOPMENT POLICY STATEMENT

Adopted by the Library Board July 26, 2000

MISSION STATEMENT AND GOALS

MISSION STATEMENT: The Board of Library Trustees adopted the following mission statement:

To provide modern library resources and services necessary to satisfy the evolving informational needs and recreational pursuits of the community, thus enhancing the quality of life in Pender County.

GOALS:

In support of this statement, the Board also adopted these goals for Pender County Public Library to fulfill:

- Provide information and independent learning resources which are technologically advanced.
- Promote community awareness of library services and resources.
- Create and maintain excellent customer service with a well trained and motivated library staff.
- Serve as a children's door to learning while promoting the enjoyment of reading.
- Promote state-of-the-art library facilities through planning and funding.
- Provide effective and efficient procedures to maintain and monitor internal library operations.

Implementation of these goals involves a variety of services from the library including management, collection development, information services, programming, and funding. The purpose of this statement is to focus on collection development. This policy is to guide library staff and to inform the public about the principles of collection development.

OBJECTIVES

Users of Pender County Public Library should have the highest quality library service available within the constraints imposed by financial limitations.

The quality of library service depends to a great extent on the availability of a well-selected, well-maintained collection which provides library materials in adequate numbers in a variety of appropriate formats. Providing such a collection is one of the most important things Pender County Public Library does.

Pender County Public Library Policies Handbook

APPENDIX 7.

DEFINITIONS

"Materials" is used for all forms of media and has the widest possible inclusion. Materials may be but are not limited to: books (hardbound and paperback), maps, magazines and journals, newspapers, video cassettes, filmstrips, compact discs, audio cassettes, data bases, and CD-ROM products.

"Selection" refers to the decision that must be made to add a given item to the collection. It does not refer to guidance or assisting a library user.

"Collection development" refers to the ongoing evaluative process of assessing the materials available for purchase and in making the decisions, first, on their inclusion, and, second, on their retention if they are added.

RESPONSIBILITY FOR MATERIALS SELECTION

Final responsibility for selection lies with the Board of Library Trustees. However, the Board delegates to the Director authority to interpret and guide the application of the policy in making day-to-day selections. The Director will authorize other staff to apply this policy in building collections.

DUTIES OF LIBRARY STAFF

All staff members selecting library materials will be expected to keep the objectives in mind and apply their knowledge, training, and experience in making decisions.

CRITERIA OF SELECTION

No item in a library collection can be indisputably accepted or rejected by any established given guide or standard. However, certain basic principles can be applied as guidelines. Every item must meet one or more of the following criteria as are applicable to its inclusion in the collection.

Timeliness and permanence of the materials.

Quality of writing, design, illustrations or production.

Reputation of the publisher or producer; authority and significance of the author, composer, film maker, etc.

Relevance to community needs.

Potential and/or known demand for the material. Price.

Relative importance in comparison with existing materials in the collection on the same subject.

Suitability of subject, style, and level for the intended audience.

Availability and suitability of format.

Pender County Public Library Policies Handbook

APPENDIX 7.

SELECTION TOOLS

Selection of materials is done from book reviews in professional library and popular journals and magazines, subject bibliographies, annual lists of recommended titles, publishers' catalogs, customer requests, and salesmen for specific materials. Online resources and lists are also used.

USE OF LIBRARY MATERIALS

The library recognizes that many materials are controversial and that any given item may offend some library user. Selections will not be made on the basis of any anticipated approval or disapproval, but solely on the merits of the work in relation to collection building and to serving the interests of Pender County citizens.

The use of rare and scarce items of great value may be controlled to the extent required to preserve them from harm, but no further.

Responsibility for the reading, listening, and viewing of library materials by children rests with their parents or legal guardians. Selection will not be inhibited by the possibility that materials may inadvertently come into the possession of children.

GUIDELINES FOR SELECTION

- The library takes cognizance of the purposes and resources of other libraries in the Pender County area and shall not needlessly duplicate functions and materials.
- The library acknowledges the purposes of educational programs for students of all ages provided by the educational institutions in the area. Text books and curriculum related materials for these programs are provided where the materials also serve the general public or where they provide information not otherwise available. The library is particularly cognizant of the needs of pre-school children who are not served in a formal way for their collection interests except by the public library. Meeting their needs constitutes an educational preparation before their years in school.
- The library acknowledges a particular interest in local and state history; therefore, it will take a broad view of works by and about North Carolina. However, the library is not under any obligation to add to its collections everything about North Carolina or produced by author, printers, or publishers with North Carolina connections.

MAINTAINING THE COLLECTIONS

Selection is only one aspect of collection development. Rigorous attention must be given to assessing needs for adding, replacing, and discarding materials in every collection.

Copies of titles must be added based on heavy use determined by demand and data on use of the copies available.

Pender County Public Library Policies Handbook

APPENDIX 7.

Withdrawals are required for out-of-date materials, those for which there has been no use in a given period of time, damaged items, and those lost by users. Replacement or substitution of these materials reintroduces the selection process.

GIFTS

The library accepts gifts of materials, but reserves the right to evaluate and dispose of them in accordance with the criteria applied to purchased materials. Gifts which do not accord with the library's objectives and policies will be given to the Friends of the Library group designated for each branch.

MATERIALS AND RESOURCES

Fiction

Classic literature, popular best sellers, and genre fiction make up the fiction collection. Its purpose is both to entertain and enrich human understanding by presenting stories in an imaginative way rather than in a factual manner. The emphasis in the collection is on American and English authors. Current best sellers are leased in multiple copies.

Nonfiction

The nonfiction collection emphasizes timely, accurate and useful informational materials to support individual, business, government, and community interests. It also emphasizes materials that are current and high-demand. Materials are available for all ages and reading levels.

Materials are selected to represent a continuum of opinions and viewpoints when available. Titles with continued value and those of current, accepted authority are part of the library collection. As a new field emerges, the library attempts to respond with timely additions. While most non-fiction materials are selected for their utility, others are acquired for their capacity to enrich and entertain. Requests from library users are given high priority.

Periodicals

Periodicals are selected to supplement the book collection and to provide materials on current issues, for research and for general reading. The library also selects newspapers of local, state and national interest, depending on the place of publication, the breadth of coverage and the degree of fulfillment of reference or recreational needs.

Children's

Materials are purchased for children from infancy to age 12. The emphasis of selection is on children's recreational and general information needs.

Easy Books - Easy books may be either educational or recreational in intent, they are distinguished by their illustrations which serve to either supplement, extend, or, in the case of wordless books supplant the text. In most instances, easy books are read aloud to the child or the child studies the

Pender County Public Library Policies Handbook

APPENDIX 7.

pictures and creates his/her own text. Concept books, i.e. books that develop a child's understanding of colors, numbers, etc., fall into the easy book category. Board books for toddlers, stressing colorful simple objects, are also included in this collection.

Juvenile Fiction - Juvenile fiction collection is designed to meet the needs of the child now ready to make the transition to shorter chapter books or books with a longer text. An effort is made to include all books that have won children's literary awards. Genres such as sport, animal, science fiction, and mystery are all represented.

Juvenile Nonfiction - The nonfiction collection consists of materials to meet informational, educational, and recreational reading needs of children in preschool through grade eight. Because reading levels vary from child to child, a few materials at a higher or lower reading level are included.

Microfilm - The library microfilms newspapers published in Pender County. Such materials are too fragile or bulky to retain in the original form.

Video - The library acquires and makes available video to serve the general informational, educational and recreational needs of the community. The video collection consists of a mix of feature films including current high interest and old classics; nonfiction films including self-help, educational, how-to, travel, etc. and children's films.

Sound Recordings - The collection contains sacred, gospel, country western, classical and popular music; audio books and instructional recordings. Demand dictates a strong collection of current popular music and audio books.

RECONSIDERATION OF LIBRARY MATERIALS

Should a member of the community wish to request that the library reconsider a book or other material in the collection, they may follow the procedure outlined below. The Library's Collection Development Policy will be used by all involved to inform every stage of the review process. The materials in question will remain in the library collection during the review process.

1. The patron will be referred to the staff member responsible for the collection in question. If that staff member is not available, the patron may leave a message for the designated staff member to contact them.
2. If the patron is not satisfied with the response, the request will be forwarded to the library director, who will speak with the patron about their concerns.
3. If the patron is still not satisfied, they will be offered the Request for Reconsideration of Materials form below. A separate form must be filled out for each item that the patron would like to request for reconsideration. Upon receipt of the form(s), the library director will respond in writing within 14 calendar days, with extensions provided for holiday closures, planned vacation, and medical leave. Longer periods may also be necessary in the case of multiple request forms being submitted within a short time period.
4. If the patron is not satisfied with the library director's written response, they may submit an appeal to the Library Advisory Board. Per the bylaws of the Library Advisory Board as approved by the Board of County Commissioners, requests for items to be included on the agenda must be submitted in writing to the library director no later than 14 calendar days before the next regularly scheduled Library Advisory Board meeting in order for it to be placed on the agenda.
5. At the meeting where this item is on the agenda, the Library Advisory Board will make a formal response to the request(s) for reconsideration of material. Per the bylaws of the Library Advisory Board as approved by the Board of County Commissioners, the Library Advisory Board serves as the final authority in re-determination of the availability of library materials (i.e., requests to remove materials from the collection viewed as objectionable by an individual or group).

Pender County Public Library Policies Handbook

APPENDIX 8.

Request for Reconsideration of Library Material

Requestor Name: _____

Address: _____

City/State: _____ Zip: _____

Phone: _____ Email: _____

Do you represent a group/organization? Yes ___ No ___

If yes, what is the name of the group and what is your position?

Resource that you are concerned about:

Title: _____

Author: _____

Is this resource currently in Pender County Library's collection? Yes ___ No ___

Did you read/view/listen to the entire work? Yes ___ No ___

What do you think is the central theme of this resource?

What concerns you about this resource? Please be specific; cite pages.

Pender County Public Library Policies Handbook

APPENDIX 8.

What harmful effects do you think might result from someone using this resource?

Are there other resources that relate to this subject which you feel would be better suited for the library's collection?

In your opinion, could this resource be of value to another audience? Why?

Requester's signature

Date

Pender County Public Library Policies Handbook

APPENDIX 9.

FRIENDS OF THE
PENDER COUNTY LIBRARY
PO Box 879
Burgaw, North Carolina 28425

~~~~~

**NON-CASH GIFT RECEIPT**

**TO DONOR:** This tax exempt organization may not place a value on non-cash gifts. This is the responsibility of the donor. This form is provided to document your gift for IRS tax deduction purposes. We recommend you itemize, or describe, your donation and retain this as evidence of your non-cash gift. This will be the only record provided of this donation. We thank you for your gift.

**Date:** \_\_\_\_\_

**Donor Name & Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

No goods or services were provided to the donor by the Friends of the Library in exchange for the donated items below. Thank you again for your non-cash gift to the Friends of the Pender County Public Library.

**Gift was received by** \_\_\_\_\_ **on behalf of the**  
(library staff member)

Friends of the Pender County Library.

\_\_\_ Check if description continued on reverse side.

**Total Donor Assigned Value:** \$ \_\_\_\_\_

**Pender County Public Library Policies Handbook**

**APPENDIX 9.**

TOPSAIL TOWNSHIP  
FRIENDS OF THE LIBRARY  
75 Library Drive  
Hampstead, North Carolina 28443

~~~~~

NON-CASH GIFT RECEIPT

TO DONOR: This tax exempt organization may not place a value on non-cash gifts. This is the responsibility of the donor. This form is provided to document your gift for IRS tax deduction purposes. We recommend you itemize, or describe, your donation and retain this as evidence of your non-cash gift. This will be the only record provided of this donation. We thank you for your gift.

Date: _____

Donor Name & Address: _____

No goods or services were provided to the donor by the Friends of the Library in exchange for the donated items below. Thank you again for your non-cash gift to the Friends of the Pender County Public Library.

Gift was received by _____ **on behalf of the**
(library staff member)

Topsail Township Friends of the Library.

___ Check if description continued on reverse side.

Total Donor Assigned Value: \$ _____

Pender County Public Library Policies Handbook

APPENDIX 10.

PUBLIC EXHIBITS POLICY

Adopted 7/23/03

The exhibit and display policy is intended to guide the staff and public in the use of these areas at all libraries. These areas include, but are not limited to, exhibit cases, bulletin boards, tables, brochure displays, and free-standing panels.

In accordance with the Library Bill of Rights, to which Pender County Public Library subscribes, the library will make the exhibit and display areas "...available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use." The beliefs or contents of the displays or exhibits are not seen as an endorsement by the Library.

Objectives

The objectives of this service include:

- 1) To provide exhibits which may promote the use of library materials.
- 2) To provide a place of public display of materials in the community interest.
- 3) To provide a place for posting local and other informational materials.
- 4) To provide exhibit space of art, crafts, or other work of community groups and individuals.

Eligibility

An exhibit must meet the following guidelines:

- 1) It will not tend to incite produce lawless action.
- 2) It will not tend to be disruptive of other library functions.
- 3) It will not be obscene.
- 4) It will not obviously promote false or misleading information.
- 5) It will not be defamatory.

Policy

- 1) Exhibits must be in the public interest and must be educational in nature.
- 2) The Pender County Library Director reserves the right to approve all proposed exhibits.
- 3) Plans for the exhibit must be discussed with either a Library Associate or the Director.
- 4) Library exhibits have priority over the scheduling of public exhibits.
- 5) Exhibits must achieve a reasonable standard of appearance, meeting the approval of the library representative.
- 6) The library is not responsible for damage to, or theft of, displays or exhibits. The library staff will take reasonable care of exhibits.

Pender County Public Library Policies Handbook

APPENDIX 10.

- 7) Exhibits should not be left longer than two (2) weeks except by agreement with the library. Exhibits should be dismantled and picked up by the date agreed upon.
- 8) Gifts of exhibits for permanent display will not be accepted. Any gift accepted by the library becomes the sole property, and under control, of the library.
- 9) Exhibitors must sign an agreement to this policy before installing an exhibit.

Public Bulletin Boards

Public bulletin boards are maintained by the library as a public information display area. Announcements of events, meetings and services offered may be posted in these spaces.

The posting of such notices is limited to the available designated space and is provided on a first-come, first-served basis. Dated material will be removed by library staff after the announced event has passed. If there is no expiration date for a notice, items will be removed as space is needed for other listings.

When posting items, the oldest presently displayed announcement will be removed to provide needed space. No section of the display area may be reserved. The library staff will make certain the display area is maintained in a neat manner. This may involve the removal or rearrangement of notices to provide a neat appearance.

The library reserves the right to remove any material which is profane, pornographic, or offensive by community standards.

Free Literature

Community organizations and government agencies sometimes make their free publications available through the library. For some such literature, notably federal and state income tax return forms, etc. library staff supervise the acquisition and display of. Individuals and groups may place other free brochures, pamphlets, tabloids, etc. only in designated areas. This area may be adjusted accordingly if it interferes with other library purposes.

Pender County Public Library Policies Handbook

APPENDIX 11.

Behavior Policy

Amended 8/15/01

The Pender County Public Library seeks to maintain an environment that is attractive, comfortable, and conducive to using library resources. Library users have a right to assume that visits to the library will be reasonably free from physical discomfort and danger and reasonably free from psychological and emotional stress resulting from human social factors. Library staff expects to have the same rights under which to perform their duties. To these ends the Library has established the following **Code of Conduct**:

THE FOLLOWING BEHAVIORS ARE PROHIBITED....

- 1) ...engaging in **loud conversation or laughter** which is disturbing to others; use obscene or abusive language; play radios or other noise producing devices which is disturbing to others.
- 2) ...voluntarily making **persistent noises** which disturbs others in the library resulting in a complaint, and continuing after the noise-maker has been requested to stop.
- 3) ... **using tobacco** products in the library. **Covered or bottled drinks are allowed** throughout the library, and **food is only allowed in tiled areas and the meeting room** associated with a booked function.
- 4) ...**carrying a concealed gun or weapon** on the premises.
- 5) ...**loitering or roving** through, or in and out of, the facilities displaying no apparent intention of using library resources or materials; **lying down, dozing, or sleeping** in the library. This rule shall not apply to children under the age of six who are nonetheless are expected to be kept under reasonable control and visual oversight at all times.
- 6) ... possessing in the library, or on the premises, **alcoholic beverages or illegal drugs**.
- 7) ...**skating, skateboarding, or riding bikes on the premises including sidewalks or parking lot** other than arriving or departing the site as a mode of transportation.
- 8) ...**Harassing** another person. Harassment includes all unwanted or abusive attention by verbal or other expressive means or gestures.
- 9) ...**distributing** leaflets, performing **surveys**, asking individuals to sign **petitions**, or similar activities on library property without approval. Exceptions are activities that are library sponsored. Community organizations may submit fliers to library administration for review for posting or distribution from lobby literature racks or bulletin boards.
- 10) ...**bringing animals, except service animals** with owner, into the library unless associated with a library program or without approval.
- 11) ...**not wearing shoes and shirts**. Indecent exposure is also prohibited within state law.
- 12) ... engaging in **any other behavior, or condition, that infringes on the rights of other patrons** to enjoy library facilities.

Violation of these rules after warning may result in staff asking violators to leave the premises. Repeated violations of a serious nature (repeated harassment, verbal or physical assault, etc.) may result in **suspension of library privileges, including access to the premises**, for a defined time determined by the severity and history of the offense.

Pender County Public Library Policies Handbook

APPENDIX 12.

Approved 8/15/01

HOMEBOUND OUTREACH SERVICE

The Homebound Outreach Service operates as a part of the Pender County Public Library System under the direct supervision of the Library Director. The service provides home or institutional delivery of library materials and readers advisory service.

Homebound Outreach Service is provided by the Pender County Public Library to the homes of persons who meet the criteria for homebound service as established by the Pender County Library Board of Trustees. These criteria are similar to those of other counties, as well as to the Medicare Home Health restrictions and the Meals on Wheels guidelines. Exceptions to these conditions will be considered individually by the county Library Director.

A recipient of this service must meet one of the following conditions:

2. He/she must have a condition resulting from an injury or illness restricting his/her ability to leave the residence except with the aid of supporting devices or the assistance of another person, or he/she has a condition, that is medically contraindicated.
3. He/she must be a senior citizen (age 65 or older) who has no other means of getting to a library facility.
4. He/she may temporarily need homebound service. It will be provided to persons who are suffering from extreme weakness after surgery or illness. These persons must be incapacitated for at least six weeks.

We encourage institutions to bring patrons to the library if possible as a benefit to the resident. However, if the library visits the institution, cooperation from the agency will be a necessary and expected ingredient in the relationship.

Each prospective outreach patron will be interviewed to determine eligibility and given a review of the program before being enrolled.

The only materials not available are reference works and videos. Materials may be renewed by phone and will also be renewed automatically by library staff if either patron or the library has to postpone a visit. No fines apply. Both library and patron are expected to call one another to convey a cancellation.

APPENDIX 13.

Pender County Public Library Policies Handbook

Safe Child Policy

Pender County Public Library

Children are a most important resource and deserve love, attention, supervision, and positive interaction. Part of the mission of the library is to address the educational, cultural and recreational needs of our citizens best served through local library collections and services.

It is not within the scope of the library to provide babysitting or childcare. Supervision of all library users is provided only to the degree of enforcing the Library's Code of Conduct in order that the rights of others to enjoy an orderly environment may be protected. Library staff will not assume responsibility for the care and safety of children in the library, other than to enforce the rules of conduct.

Children under the age of 10 must have a responsible caregiver age 16 or older with the children providing responsible supervision to see that the children adhere to the library's code of conduct. The caregiver is to remain within sight and conversation distance of the children.

For children 10 and older not accompanied by an adult, we expect parents/caregivers to follow all points in "The Parent-Library Partnership" statement. In return, the library seeks to provide informational sources for homework, personal enjoyment and enrichment for all children. No children should be in the libraries who are instructed to use the library as a shelter by parents or guardians who are unable or unwilling to pay to provide alternative care for them.

Children whose conduct is disruptive to library operations and other users' enjoyment and use of the library may have their privilege of using the library restricted or denied to the extent necessary to deal with the problem. Children may be asked to leave the library for the day. Further failure to observe this code will be grounds for denial of library privileges for longer periods of time. If necessary, the police can be called when juveniles' behavior is hostile or refuse to leave the library after being asked to do so.

Parents are expected to limit visits to a reasonable number and length of time. However, if visits are so frequent and lengthy that the child is unable to enjoy a productive time and, in the staff's opinion, contributes to behavior out of line with the Code of Conduct, staff will contact the parent/caregiver in the best interests of the child. In such cases, staff often finds they are thrust into a frequent role of caretaker and disciplinarian even for a child age 10 or older. Staff is authorized to notify legal caregivers verbally or by letter. Disregard of such contact may result in a child being denied entrance into the library until the caregiver responds favorably to attempts to communicate.

Pender County Public Library Policies Handbook

APPENDIX 13.

The Parent - Library Partnership

Adopted 4/19/2000

We expect parents to understand and to explain the library rules to their children. The rules and policies have been developed to safeguard the collection and to ensure fairness to all library users.

We expect all children under the age of 10 to be accompanied by an adult of a responsible sitter while visiting the library.

We expect all children and teens to use appropriate language and behavior in the library. Those who do not will be asked to leave.

We expect parents to set reasonable time limits for their children's library visits.

We expect sick children to remain at home and not to be brought into the library, especially during children's programming when illness may easily be spread to other children.

We expect parents to help their children arrive on time for programs. Children often feel embarrassed to arrive late. Your child will be assured of receiving the most value from the program when there are no outside distractions.

We expect parents to let us know if they or their children are unable to find the type of materials they seek. We welcome suggestions for materials which will broaden our collections or improve our service.

We expect parents to be responsible for the types of materials checked out by their children and their selection choices. Likewise parents are responsible for the child's Internet usage.

We expect parents to maintain control of their children while visiting the library. Please remember that the library staff's professional services do not include baby-sitting or childcare.

We expect parents who attend children's programming with their children to demonstrate good listening habits to model for the children.

We expect parents to see that overdue fines are paid promptly. Parents are financially responsible for damages or losses to library materials, equipment or property incurred by their children.

Pender County Public Library Policies Handbook

APPENDIX 14.

INTERNET POLICY Pender County Public Library

INTERNET POLICY DISCLAIMER: The library cannot guarantee that information found through the Internet is either accurate, authoritative or factual. Users, not the library, are responsible for the sites they access.

Parents/guardians of minor children are responsible for children's use of the Internet. As with other library material, any restriction of children's access is the responsibility of the parent/guardian.

This policy is designed to give parents the tools to exercise these responsibilities.

INTERNET ACCESS PRIVILEGES: All patrons must log in and out on the computer sign-up sheet for each session.

For children under 12, it is the supervising parent, or responsible adult, who signs in to use the computer. One child may share the computer under their supervision. When the parent leaves the computer the session is over for both.

For youth ages 12-17, a parent/legal guardian must come to the library to register the youth to use the Internet by signing a "parental permission agreement." Youth, 12-17, must present their library card each time they log in.

TIME LIMITS: Maximum of sixty (60) minutes per day, whichever comes first. Computer users initially have a block of thirty (30) minutes uninterrupted. *As long as there are no others waiting*, you may stay on the computer for *as long as* an additional 30 minutes. If you are asked to get off before 60 minutes elapses, you may sign-up for another turn to complete the maximum 60 minutes allowed. The library will try to accommodate longer periods as needed by patrons who are only doing word processing.

RESTRICTIONS:

- Do not send, receive or display inappropriate text or graphics that may be reasonably construed as obscene. The Pender County Public Library reserves the right to *terminate* any patron's Internet access, either temporarily or permanently, if screen displays are unreasonably disturbing or offensive to patrons or staff.
- No more than two people per computer, preferably parent with under age child.
- The use of "chat rooms" is prohibited. One warning, then off computer.
- For email, staff will not set up accounts for patrons.
- Privileges may be *suspended immediately* if a patron tries to alter software or hardware. *One warning* before suspension if patron repeatedly has so many programs opened simultaneously that the computer is overloaded thus "freezing" or "locking up." To avoid this, simply close programs you are not working with, and close extra browser windows.

Pender County Public Library Policies Handbook

APPENDIX 15.

PENDER COUNTY LIBRARY MEETING ROOM POLICY

Pender County Library provides free access to meeting rooms to support the informational, educational, and cultural needs and interests of our community. The Library offers its meeting rooms free of charge for use by individuals, community groups, and organizations engaged in educational, cultural, or civic activities. All meetings and events held in the Library's meeting rooms must be free and open to the public; private meetings and events are not allowed. The Library shall not discriminate in providing space on the basis of race, religion, age, sex, gender identity, sexual orientation, national origin, or disability. Use of the facilities in no way constitutes an endorsement by the Library of any group's activities or beliefs. All advertisements for events must clearly indicate the identity of the sponsoring organization, and in no way imply the event is sponsored by the library.

Failure to comply with the following rules may result in suspension of use of the room by the individual and/or sponsoring organization.

Financial Restrictions

All events and meetings held in the Library's meeting rooms must be free of charge. The selling of goods and/or services is not allowed. Exceptions to this may be granted for events cosponsored by the library, such as a Friends of the Library fundraiser or an author event where the author's books are available for purchase.

Reservations

- Large meeting rooms (accommodating up to 100 in Burgaw and up to 45 in Hampstead) and conference rooms (accommodating up to eight people)
 - All bookings are on a first-come-first-served basis.
 - Meeting rooms and conference rooms can be reserved up to 60 days in advance.
 - Only approved government affiliates may be allowed standing reservations.
- Large meeting rooms (accommodating up to 100 in Burgaw and up to 45 in Hampstead)
 - Groups may reserve large meeting rooms twice within a 30-day period.
 - Example: a group books a room on July 1 and July 15; the next date that the group can book the room is July 31 (30 days after the first of the two reservations).
- Conference rooms (accommodating up to eight people)
 - Groups and individuals may have one booking at a time, one booking per day per location (not per room).
 - Groups and individuals may have up to three hours per booking.
- Study rooms (accommodating up to four people)
 - Study rooms are not available for booking; they are available on a first-come-first-served basis for walk-in use only.
 - Groups and individuals may use the study rooms once a day for up to three hours.

Refreshments

- Food and drinks are allowed in the meeting rooms. Please use bottles or cups with lids.
- The person(s) booking the room and/or signing for the key, if issued, will be liable for cleaning costs for carpets soiled by food or drink spills.

Pender County Public Library Policies Handbook

- Smoking, vaping, and alcoholic beverages are not allowed in the building.

Room Set Up

- Rooms must be returned to their default arrangement after each use of the meeting rooms. Users of the room are responsible for arranging seating and tables for their own use.
- Arrive early and arrange seating to meet your needs and allow time afterwards for returning the room to its default arrangement.
- A projector is available in the meeting rooms; you can check out the remote control during library hours with a valid library card.

Using the Meeting Rooms While the Library is Closed

- The meeting rooms may be used while the Library is closed but the key must be checked out in advance.
- The person checking out the key must have a valid library card with borrowing privileges.
- At the conclusion of use, the meeting room and rest rooms should be checked to see that no one is inside. Lights in the room must be turned off and the building locked securely.

Requests for exceptions, or further interpretation for circumstances not clearly addressed herein, will be referred to the library director who has the authority to make allowances if warranted. The library board is the final authority in any dispute regarding these policies that cannot be negotiated by the library director.

Approved 6/29/2021

Art Acquisition Policy

Pender County Public Library

1. Art accepted into the library collection intends to emphasize the works of artists whose works have received recognition in professional juried shows.
2. Preferably, all art acquired should be framed.
3. All art and framing selected for inclusion in the permanent library collection must be approved by an art selection committee appointed by the Library Board of Trustees.
4. All art accepted into ownership by the library is subject to be exhibited in areas selected by the library; it may be rotated to any other Pender library for exhibit, may be placed in storage temporarily while other works are displayed, and/or loaned at the discretion of the Library Board.
5. All art acquired for the library through private contributions shall belong to the library and cannot be removed from the permanent collection without the approval of the Board of Trustees.

Pender County Public Library Policies Handbook

APPENDIX 17.

Approved 8/15/01

Amended 4/19/07

AUTHOR BOOK SIGNINGS – BOOK SALES ART EXHIBITS – ART SALES

Pender County Public Library

Authors, artists or other representatives of works in various media may wish to have book signings, art exhibits or other events promoting their works in the library. Such events may only be held by invitation from the Friends of the Library groups and/or the Library staff. Any invitation must be approved by the Library Director. The Friends are representative of the community the library serves and have the privilege of offering such opportunities to public in the name of the library and their respective group.

The library promotes the exchange of ideas by virtue of being a depository of books and other media. While it may accept a gift copy or even purchase a title of a book, it is not obligated to promote every work by individuals who may approach the library by allowing such events. Artists, or individuals, who wish to donate art work would do so under guidelines of the “Art Acquisition Policy” of the library.

Pender County Public Library Policies Handbook

APPENDIX 18.

Pender County Public Library

Donor Recognition Policy

The Pender County Public Library System encourages the private support of library services through gifts of money, real property, personal property, mixed property, bequests, and trust funds. The library accepts gifts to enhance services and facilities. The library, as advised by the Board of Trustees, and administered by the County, retains the right to reject or return any gifts or donations.

In addition to gifts made directly to the library, donors may offer gifts to the North Carolina Community Foundation (NCCF), and to the Friends of the Library (FOL) for each facility. The primary function of these support organizations is to provide financial support to the libraries. The NCCF receives and administers bequests, endowment funds, and other gifts for the library system. The Friends of the Library groups undertake a variety of activities, including book sales, to raise funds and provide support for their specific facility.

While unrestricted gifts are more desirable for the flexibility they allow the library, gifts with reasonable restrictions are also welcome. Contributions may be accepted for particular projects or services that fall within the library's mission and plans. All property and objects donated to the library become the sole property of the county which reserves the right to sell or dispose of such property if that should be for best interest of the library.

All contributions are acknowledged with respect and gratitude. Consistent with this policy the specific recognition accorded to donors may include named spaces, furnishings or fixtures within a library, letters of acceptance and appreciation, press releases, public events, mementos, certificates and presentation plaques, donor wall, or other ways approved by the Board of Trustees that commemorate the gift.

Pender County Public Library Policies Handbook

Books and Non-Print Materials Guidelines:

1. The library accepts gifts of books and non-print materials.
2. The library adds only those titles needed in the collection that meet the selection standards required of purchased materials.
3. The Friends group of each facility may sell or dispose of the materials not selected by the library for inclusion in the collection.
4. The Friends of the Libraries are organizations independent of the library, but whose existence and mission is to benefit the library. As such, the Friends and the library seek to work together to this end. The Friends receive, hold and dispense donations in support of the library's needs. Donors wishing to purchase materials for the library are encouraged to make a financial contribution to the Friends of the Library for this purpose. Materials will be selected by library staff and invoices forwarded to the Friends for payment.

APPENDIX 18.

Major Gifts

For contributions large enough to generate ample annual income, the library encourages endowments managed through the NC Community Foundation. NCCF will invest and professionally manage these funds providing supplemental income for purchases on an annual basis for perpetuity. Such annual revenue shall not be used to replace tax revenues.

For capital projects, donations may be given to the county or the NC Community Foundation which are governed by strict fiscal policies and audits. Donations may be also be given to the Friends organizations which are independent.

Major donor recognition shall be within the following general parameters:

- Recognitions shall contribute to the aesthetic integrity of the library building.
- Permanent recognitions must be easily maintained and withstand heavy use in the interior, or the weather if outside the library.
- Recognition in the form of portraits or photographs of donors to be hung on library walls shall not be permitted.

Recognition plaques shall be provided by the library. Other recognition may be provided by the Friends of the Library upon approval of the Library Board of Trustees.

Naming Privileges as Part of a Capital Campaign

The library may offer donor recognition opportunities as part of its library building and expansion programs. Such opportunities may include commemorative naming of facilities or parts of facilities, vehicles, equipment, furnishings and collections. Final decisions on naming and/or accepting any offers of contributions to name facilities or equipment shall rest with the Pender County Board of Commissioners.

Pender County Public Library Policies Handbook

Naming Guidelines

- Library facilities may be named as designated by a donor who makes a significant monetary contribution to the Library. Such donors must provide 50% to 100% of the cost of construction and equipment as negotiated with the County.
- The "cost of construction" will be the actual cost expended, if the amount of the contribution is negotiated within three (3) years of actual construction, or the current replacement/construction cost if the facility is more than three years old.
- Other naming opportunities within a facility may include such areas as meeting rooms, conference rooms, special use areas, collections and equipment. During the planning of a building project, appropriate contributions for such naming opportunities will be determined by square footage cost, actual cost of equipment and on-going operating cost. Such naming opportunities should be available to donors for 50% to 100% of the actual cost.

APPENDIX 18.

- Commemorative options for the purchase of equipment, shelving, furniture, fixtures, etc. are available to donors for 100% of the actual cost. In the event that such items have already been purchased out of Library funds, a contribution of an equivalent amount to the Library will earn the donor the desired commemorative opportunity.
- Named facilities or areas within facilities shall bear signage citing the role of the donor. All signage will be provided by the Library.
- No product logos shall be displayed on the signage.
- These guidelines may be revised by recommendation by the Board of Trustees to the County Commissioners in response to unique needs and opportunities of various projects and gifts.

Pender County Board of Trustees

March 2006

APPENDIX 19.

Public Wireless Network Policy

Pender County Public Library is pleased to offer wireless Internet (WiFi) access to its patrons for use with their own personal laptops, PDA's or other devices. This service is free of charge and

Pender County Public Library Policies Handbook

is accessible during the library's normal hours of operation on an "as is" basis with no guarantee and no warranty.

Like most public wireless access points, the library's public wireless network is not secure.

1. Pender County will be held harmless for any illegal activity or information accessed whether appropriate or inappropriate while on the Internet via the public wireless connection. In the case of minors, responsibility rests with parents or legal guardian.
2. Users may not send, receive or display inappropriate text or graphics that may be reasonably construed as obscene, and are expected to exercise immediate action in removing such content from monitors. The library reserves the right to ban any wireless Internet user from the library building and property, either temporarily or permanently, if screen displays are reasonably disturbing, offensive, or inappropriate to patrons, staff, and especially children (NCGS 13-190.13).
3. In using wireless Internet access and/or library power supply, the user agrees and hereby releases, indemnifies, and holds harmless, Pender County and its employees from any damage to his/her own equipment that may result from the use of this service.
4. It is the user's sole responsibility to protect his/her information from all risks associated with using the Internet, including any damage, loss, or theft that may occur as a result of the use of the library wireless access.
5. We strongly encourage users to observe standard security practices in relation to passwords and credit cards. Users should also make sure their personal devices have the latest virus protection software and system patches installed.
6. The library staff will not troubleshoot problems with your network equipment or make changes to the configuration or settings of your equipment.

Use of the wireless network indicates agreement with these terms and conditions.