

# **Effingham Public Library Policy Manual**

Updated January 2026

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## **OUR PURPOSE**

These policies are guidelines for the Board of Trustees, Director and staff with which to better serve the community where the library is located. By following guidelines we ensure that each patron is treated with the same set of rules in a fair and equal manner. If you have any concerns about this policy or the enforcement of this policy, please contact the management team. If you are still concerned, please contact the library director. After speaking with the library director, you may request to speak to the library board members at the next regularly scheduled board meeting.

### *Vision Statement*

The Effingham Public Library: A catalyst for positive action.

### *Mission Statement*

The Effingham Public Library creates unique opportunities to connect with literature, learning, and the community.

### *Values*

Connection  
Service

# LIBRARY POLICY

First and foremost, the Effingham Public Library has adopted and adheres to the *ALA Code of Ethics*. (Available at <http://www.ala.org/ala/aboutala/offices/oif/statementspols/codeofethics/codeethics.cfm>)

By using Effingham Public Library you are agreeing to the following policies.

## I. BORROWING PRIVILEGES FOR RESIDENTS AND NON-RESIDENTS

The Effingham Public Library is primarily supported by property taxes paid by residents of the City of Effingham. Library cards are provided at no cost to residents upon presentation of proof of residency. Additionally, anyone owning or renting real property within the municipality may obtain a Library card at no charge upon presentation of a tax bill or lease documents. Owners/Renters of commercial property are entitled to one card per business.

If a nonprofit organization is located within the jurisdictional boundaries of the Effingham Public Library, it is eligible for one library card recorded under the organization name. A tax bill listing Effingham library taxes or a letter on the organization letterhead from the director of the organization must be presented. The person signing the library card application will be responsible for any fines or fees associated with the library card. The library card must be present in order to borrow any library materials. The library director or the director's designee will make all final decisions on the eligibility of an organization for borrowing privileges.

Temporary cards may be issued to those living in a temporary residence within the city limits of Effingham. A current photo ID and proof of address (typically via a letter from the facility) are required. The card will be valid for 6 months and has a limit of 6 items. If a person holding a temporary/limited use card moves outside of the city limits of Effingham, that card immediately becomes invalid.

Non-residents may apply for borrowing privileges by paying the current fee method established by the State Librarian and adopted by the Effingham Public Library Board of Trustees. The annual fee is waived for veterans with a documented service-connected disability greater than 70%. The annual fee is also waived for preschool through 12<sup>th</sup> grade aged children that meet the guidelines for a card as established in the Cards for Kids Act. A certification document, provided by the library, must be signed by an adult representative of the student applicant's household. The card may only be used by the child. A nonprofit organization located outside of the jurisdictional bounds of the Effingham Public Library may apply for a non-resident card by providing the same information as a non-resident patron. A minimum fee of \$25 is established for all non-resident cards, excluding non-residents that qualify as a disabled veteran or Cards for Kids Act.

An eResources-only card may be purchased annually by a non-resident for a fee of \$100. This fee will be annually reviewed by the Effingham Public Library Board of Trustees.

Resident cards are valid for three years, while nonresident library cards and eResources-only cards are valid for one year.

In order to obtain any library card, you must present one form of identification which bears your name, photo, and current address. This form of identification includes, but is not limited to: driver's license, utility bills, mail, or voter's registration card. P.O. Box addresses are not considered valid proof of residency. If a person does not have a mailing address other than a P.O. Box, they must prove their residency through other means (a letter from the landlord or piece of mail sent to residence).

A parent or legal guardian must assume responsibility for materials borrowed by a person under sixteen years of age. Therefore, it is the adult's identification that is required for registration of a minor.

State and federal rules and laws pertaining to confidentiality of records and privacy protect information provided on the registration form. Information about use of Library materials and services will be disclosed only as provided by applicable law

As a resident or non-resident card holder of Effingham Public Library, the borrower identified on a valid borrower's card may physically take his/her library card to another participating Illinois public library to borrow materials. Those materials are the responsibility of the individual who borrows them and are subject to all the fines, rules and regulations of the lending library. Often libraries limit the borrowing privileges of reciprocal borrowers, and it is best to establish local rules and procedures before making your selections.

### **Eligibility to Borrow**

Individuals presenting valid borrower's cards issued by the Effingham Public Library are eligible to borrow materials from the Effingham Public Library when the following conditions are met:

- No materials that are more than one circulation period are overdue on their card.
- No outstanding fines in aggregate excess of \$5.00 have accrued to their card.
- No materials borrowed for them from another library are overdue in any amount.

The library staff may not waive these regulations without the specific permission of the library director or director's designee; however, the patron may request and receive a 24-hour hold on the item(s) he or she wishes to check out to allow the patron to correct the situation, which has resulted in loss of eligibility to borrow.

## **II. PATRON CONDUCT POLICY**

The Board of Trustees of the Effingham Public Library has established the following rules for patron conduct in the library. Any user not in compliance with the following

rules or who jeopardizes the health or safety of other users or acts in a manner inconsiderate of other users may be asked to leave. Should the offender not leave when ordered to do so, the police will be summoned.

#### Library Rules:

1. Loud, offensive, or threatening language and disruptive behavior are not permitted. Any behavior that disrupts or interferes with the operation and/or use of the library is prohibited.
2. Improper acts which are subject to prosecution under any criminal or civil codes are prohibited.
3. Soliciting, petitioning, loitering, or any other activity that would interfere with the normal flow of library business is prohibited. There is a community bulletin board for the sale of items, but staff and patrons may not be approached about sales including but not limited to fundraisers. The library is not responsible for anything posted on the bulletin board.
4. Theft, mutilation, or vandalism of library property is prohibited.
5. Patrons will be appropriately attired, including shirts and shoes.
6. Food and beverages without secure lids are not to be consumed while using any library computer.
7. Smoking, the use of any tobacco product, smoking any legal or illegal substance, or the use of alcohol is not permitted in the building and/or within 15 feet of the building.
8. Bicycles or other vehicles may not be parked in a manner that blocks or hinders entry to the library.
9. Animals are not permitted in the library, except for companion animals for the disabled and/or for the purpose of library programming.
10. Parents should be aware of and comply with the library's Safe Child Policy.
11. Restrooms will not be used as a bathing facility.
12. The library dumpster is considered private property. Any dumpster "diving" (retrieving items in the dumpster for reuse) is hazardous and prohibited. Depositing any personal items in the dumpster for disposal is also prohibited.
13. Library phones will not be used for personal use. Library visitors are expected to inform staff of emergencies so they may contact appropriate services. If

necessary, the library staff will assist children under 15 in contacting their parents.

Anyone who has willfully violated any of these rules may be excluded from the library for a length of time to be determined by the Library Director.

### **III. FILMING AND PHOTOGRAPHY POLICY**

#### General Public

Visitors may take casual photographs or video recordings in the public areas of the library. Photographers and videographers must refrain from disrupting or hindering the use of the library by others. Library staff may stop any photography or filming that appears to interfere with the library's ability to conduct business, or that compromises public safety or security.

#### News Media

When possible, library staff should be notified in advance of visits by the media to avoid potential interruptions. Members of the media should check in with staff at the Circulation desk upon entering the library, in order to alert staff of the intent to film or photograph inside the library.

#### Library Programs

The library engages in photographing and filming its events and activities for its own publicity and promotional purposes. Attendees should alert library staff if they do not want to be photographed or filmed.

Attendance at library sponsored events constitutes the consent of attendees, and the consent of parents or legal guardians of minor children in attendance, to the future broadcast, publication or other use of photographs or videos at the discretion of the Effingham Public Library.

### **IV. SAFE CHILD POLICY**

No public place, including the library, can guarantee the safety of children. A child could be approached by a stranger, become ill, wander outside, or become lost or injured. Because of this, parents or guardians are responsible for their children's safety and well-being while their children are visiting the library. The library cannot and does not assume responsibility for the safety and well-being of children. The library staff cannot observe all patron contacts made on the premises.

1. Parents or guardians are responsible for their children in the library. The Effingham Public Library is not responsible for children left unattended.
2. The library staff will assist children with using the library, but will not act as caregivers for children.
3. Children under 10 years old must not be left alone in the library. A responsible caregiver (parent, guardian, or sibling or babysitter age 13 or older) must *supervise children in the same department* of the library. Parents or guardians

remain responsible for their children and tweens/teens even when the parent or guardian is *not* present in the building.

4. If the library is closing, at a regular time or in an emergency situation, and a parent or guardian of a child cannot be located in the building, the Effingham Police Department will be called to assist the child. Under no circumstances will a staff member drive any child home.
5. The library is not responsible for the care and safety of minor children traveling to and from library premises.

## **V. PUBLIC ACCESS TO ELECTRONIC INFORMATION NETWORK**

### **State Library Systems**

Affiliation with the Illinois Heartland Library System provides an additional source of library materials

Effingham Public Library and all ILLINET libraries use electronic information networks such as the Internet for a variety of purposes:

- access to shared automation systems that provide bibliographic access to the collections of the local library and libraries in the region and across the state.
- access to the wealth of information resources available via the Internet.
- access to general and specialized shared licensed databases available to ILLINET member libraries through regional and statewide cooperative programs.

### **Relationship to Other Library Policies**

Effingham Public Library's Policy for Access to Electronic Information Networks is part of the library's overall policy structure and should be interpreted in conjunction with other existing policies. Copies of all library policies are available upon request from a library staff member.

### **“Global” Versus “Local” Resources**

Most resources available via the Internet and other electronic information networks are “global” resources rather than “local” resources. Effingham Public Library does not and cannot control the information content available through global resources such as information obtained from outside sources via the Internet. Internet resources enhance and supplement resources that are available locally within a library. Library users must be aware that Effingham Public Library does not exercise control over information obtained via the Internet and must keep in mind the following points when evaluating information obtained via the Internet:

- information obtained via the Internet may or may not be reliable and may or may not be obtained from a reliable source.

- information obtained via the Internet may or may not be accurate.
- information obtained via the Internet may or may not be current and up to date.
- links to information on the Internet may not always be valid, and particularly information sites on the Internet may sometimes be unavailable and this unavailability often occurs unpredictably.
- Some library patrons may consider certain information obtained via the Internet controversial.

Effingham Public Library urges library patrons to be informed consumers and carefully evaluate information obtained via the Internet. Library staff may be available to assist patrons in making judgments about the reliability or currency of certain types of Internet information sources, but are unable to provide definitive analysis of particular sources due to the extremely large variety and volume of information available via the Internet.

Effingham Public Library is not responsible for damages, indirect or direct, arising from a library patron's use of Internet information resources.

### **Library Patron's Rights**

Library patrons have certain rights with respect to use of electronic information networks such as the Internet. Effingham Public Library will work with other libraries in the Illinois Library and Information Network to preserve and protect these rights, subject to limitations imposed by licensing and payment agreements with database providers.

- library patrons have the right to confidentiality and privacy in the use of electronic information networks to the extent possible given certain constraints such as proximity of other patrons and staff in public access settings.
- library patrons have the right to equitable access to electronic information networks.
- library patrons have the right to access and read all library service policies and discuss questions with appropriate library staff.

### **Patron Assistance and Instruction**

Effingham Public Library's staff may provide assistance to patrons in the use of electronic information networks as time and staff knowledge permits. Printed and online documentation and instructions are available at or near points of service. Formal instruction in particular aspects of electronic information network use may be available. Staff will not provide basic computer skills training outside of specific program time. Staff will not fill out employment applications for library visitors. Staff may provide printing assistance and basic troubleshooting.

## **Use of Equipment and Networks**

Effingham Public Library requires that library patrons using electronic information networks such as the Internet do so within the guidelines of acceptable use. The following activities are unacceptable:

- Use of electronic information networks for any purpose with results in the harassment of other users.
- Destruction of, damage to or unauthorized alteration of the library's computer equipment software, or network security procedures.
- Use of electronic information networks in any way, which violates a Federal or State law.
- Use of electronic information networks in any way that violates licensing and payment agreements between Effingham Public Library and network / database providers.
- Unauthorized duplication of copy protected software or violation of software license agreements.
- Violations of system security.
- Behaving in a manner that is disruptive to other users, including but not limited to overuse of computer equipment, which serves to deny access to other users.

## **Children's Access to Electronic Information Networks**

Effingham Public Library supports the right of all library users to access information and will not deny access to electronic information networks based solely on age.

Effingham Public Library recognizes that the electronic information networks such as the Internet may contain material that is inappropriate for children. Parents are expected to monitor and supervise their children's use of the Internet. Library staff is unable to monitor children's use. Parents are encouraged to discuss with their children issues of appropriate use and electronic information network safety.

## **INTERNET RULES**

1. Library Internet computers are available for use on a first-come first-served basis.
2. Patrons are to read the Internet Rules and abide by them. The Library reserves the right to restrict Internet use based on violation of the Internet Rules.
3. There is a 1 hour per session limit on the use of the Internet computers. There is a limit of two hours per day, per person. The Library's software manages patron sessions on the Internet computers and patrons will be notified of the time remaining in their session. There is also a limit of two people at a time at the computer. Parents are responsible for children 15 and under using Library Internet computers. There are very limited exceptions to the library's time limits

on the Internet computers.

4. The library is not responsible for the content of any materials accessed through the Internet. Parents or guardians, NOT the library or its staff, are responsible for the Internet information selected and/or accessed by their children. Parental supervision of children searching the Internet is advised.
5. Inappropriate use of the Internet may result in suspension or revocation of Internet use following the policy violation consequences in section XII of the library policy. The following activities are unacceptable:
  - Using the Internet for any purpose which results in the harassment of others.
  - Destroying, causing damage to or unauthorized alteration of the library's computer equipment, software, or security procedures.
  - Downloading (FTP) any software to library computers or to an external device.
  - Contacting a source which contains lewd, obscene, and/or pornographic material.
  - Participating in and/or observing a chat, instant messaging session, and/or social media which contains lewd, obscene, and/or pornographic material.
  - Copying a program from the hard drive for personal use--this is a violation of federal law.
  - Introducing viruses into the library's software, databases, or e-mail in any way, re-arranging the computer desktop, or harming any library computers, networks, software, or automation systems in any way.
  - Violating federal, state or local laws, including the transmission or receiving of child pornography or harmful material, fraud, or downloading copyrighted material.
6. Cost for printing materials from the computer will be \$0.25 (twenty-five cents) per page for black and white copies and \$0.50 (fifty cents) per page for color copies. ***No exceptions will be made to this, even if you supply your own paper.***
7. Online catalog computers are available to search for and request library materials. These computers are not to be used for surfing, e-mail, chatting, games, etc. There is not a time limit on these computers, but patrons should be aware of others waiting.
8. The Library also provides wireless laptop computers for public access Internet. The laptops do not have the software to monitor patron usage and do not have the ability to print. We ask that patrons respect the time limits for usage set by the Internet Rules when using the laptops.

### **Wireless Networking Policy – Effingham Public Library**

1. The Effingham Public Library provides free Internet access points or “hot spots” for users with portable computers or devices capable of receiving wireless signals, during normal

library business hours. These access points allow users to access the Internet from their laptop computers when sitting within range of the access points.

2. Library staff will provide general information on the settings necessary to access the Internet via these connections, but are not responsible for any changes users make to their computer settings and cannot guarantee that a user's hardware will work with the library's wireless connection.
3. The Library accepts no responsibility regarding the ability of patron owned equipment to connect to the wireless network. Library staff will not change settings on patron equipment.
4. The Library's wireless connection is unencrypted and unfiltered. Use of the wireless connection is done at the patron's own risk. By using this connection, patrons acknowledge that security errors and hacking are an inherent risk associated with any wireless service. For that reason, patrons expressly agree that they knowingly assume such risk, and further agree to hold the Library harmless from any claim or loss arising out of, or related to any such instance of hacking or other unauthorized use or access into the patron's computer.
5. The Library accepts no responsibility for any software downloaded and/or installed, e-mail opened, or sites accessed while patrons are on the wireless internet connection. Any damage done to the patron's equipment or self from viruses, identity theft, spyware, plug-ins, or other Internet-borne programs is the sole responsibility of the patron. The patron indemnifies and holds harmless the Library from any such damage.
6. All users are expected to adhere to a "good neighbor" policy and should avoid extended periods of high bandwidth usage or any needless network traffic. The wireless network is for client access only; it is not to be used to connect servers to the network nor as a means to provide network services. Any form of File Sharing or peer-to-peer applications is strictly forbidden.
7. The library provides access only to Web-based email. For Outlook or other email services, you must connect with your own Internet provider.
8. Access to printers via patron-owned equipment is not supported. If you need to print, please save your work to a USB flash drive or email files to yourself, then login to a wired library workstation and send jobs to the public printer.
9. Our Internet Policy governs use of these access points. Patrons connecting to the wireless network are responsible for reading the internet rules and abiding by them. The library is not responsible for any damage done to personal laptops while on library property.
10. All users are expected to use the library's wireless access in a legal and responsible manner, consistent with the educational and informational purposes for which it is provided. Users should not violate federal, state or local laws, including the transmission or receiving of child pornography or harmful material, fraud, or downloading copyrighted material.
11. Any restriction or monitoring of a minor's access to the library's wireless network is the sole responsibility of the parent or guardian.

## **VI. MATERIAL SELECTION**

Overall responsibility for collection development rests with the Director who operates within this framework of policies determined by the Board of Library Trustees. Typically, the Director delegates or shares this responsibility with designated members of the

staff. However, all members of the staff and patrons may recommend titles for consideration, and recommendations for materials from citizens of the community are encouraged.

### **Criteria for Selection**

The general criteria considered in selecting materials include: 1) significance and permanent value to the existing collection, 2) qualifications of author or producer, 3) suitability of subject and style for intended audience, 4) quality of format, 5) currency or timeliness, if applicable, 6) demand by patrons, 7) price, 8) attention given to the item by reviewers and general news media, 9) availability of materials in other libraries, and 10) technical quality of non-book materials. In selection, consideration will be given to the work as a whole. No work shall be excluded because of specific passages or pieces taken out of context.

### **Scope of Collection**

Through careful selection, the Library strives to maintain a diverse collection of quality materials, including items of contemporary significance and permanent value, as well as a selection of materials concerning social issues and ephemeral items. Circulating materials are supplemented by a variety of reference materials for in-house use as well as by online databases. Because the Library serves a public embracing a wide range of ages, educational backgrounds, and reading skills, it will always seek to select materials of varying complexity.

The library will provide, when possible, materials on all sides of controversial issues, materials that give evidence of a sincere desire to be factual, that are written in a reasonable fashion, and that show results of careful study. The Board of Trustees has adopted the American Library Association's Bill of Rights and the Freedom to Read statement, Open Meeting Act, and Freedom of Information Act.

### **Requests for Reconsideration**

Requests for reconsideration may be made only by registered patrons, and shall be made in writing and given to the library director or director's designee for consideration at the next regularly scheduled Board meeting. The Board will issue a written response. Forms are available upon request at the check out desk.

### **Duplicate Copies**

The number of copies purchased varies with the expected use of any item. As extensive demand for individual titles is demonstrated, duplication to meet the demand is implemented.

## Weeding

In order to maintain the best possible collection of materials, a continual weeding process takes place. Items are discarded if they are outdated, if they no longer circulate, if there are more duplicate copies than needed, or if they are in poor physical condition. Items will be clearly marked that they are discarded and/or the barcodes will be removed from them. Discarded items will be sold with proceeds going to the library or disposed of in some other fashion. A complete weeding of the entire collection is accomplished every five years.

## VII. CIRCULATION OF MATERIALS

### Length of Loans for Typical Card

The Effingham Public Library circulates materials in a variety of formats including books, magazines, audiobooks, CDs, videos. The following terms of loan are applicable as indicated:

	<b>Length of Loan</b>	<b># Allowed</b>	<b>Renewals</b>	<b>Requests</b>
Books, audiobooks, CDs, kits	14 days	25 adult books 25 juvenile books 7 audiobooks 7 CDs 3 kits	3 times *	20 requests for books, audiobooks, and CDs; 10 requests for others
DVDs, TV series	14 days	7 items	3 time*	20
Video Games	14 days	3 items	3 time*	10
Magazines	14 days	7 items	3 times*	10

\* If there are outstanding requests for the item, the library is unable to honor renewal requests.

### Fees and Fines

The Effingham Public Library has established, in addition to the schedule for lost or damaged items, the following schedule of fines for overdue materials as well as fees for other services provided by the Effingham Public Library.

## **Overdue Materials**

A patron has a grace period of 3 days before an overdue notice is generated. A patron becomes delinquent when they have 5 or more items overdue. If a patron has more than \$5.00 in fees on their records, their borrowing privileges will be restricted or suspended.

*EPL no longer charges daily fines on overdue materials.* This excludes equipment, and Technology Devices that might have their owner User Agreement in order to borrow.

If an item is more than 42 days overdue, the patron will be considered delinquent and the patron's borrowing privileges will be considered suspended until the patron clears their record.

## **Interlibrary Loan**

When patrons want material that is not available within the Effingham Public Library, we ask other agencies (either within our shared database or through other databases) to provide it. This is the process of interlibrary loan. Materials borrowed through interlibrary loan have a circulation period that is determined by the lending library, not the Effingham Public Library. The due dates established by the item's home library need to be respected or Effingham Public Library could lose the privilege to borrow through interlibrary loan. A patron's habitual failure to return items may result in individual loss of the privilege in order to preserve the privilege for other library patrons.

Effingham Public Library cannot renew items from other libraries without expressed permission from the loaning library.

Upon receiving interlibrary loan materials at the Effingham Public Library, the requesting patron will be notified. Patrons will have seven days to pick up materials from the Effingham Public Library. After that time, the material will be returned to the lending library.

## **Lost and/or Damaged Materials**

Materials borrowed via any mechanism are the responsibility of the library patron. Replacement cost is the responsibility of any patron who borrows and loses any library material. In the case of children under the age of 16, it is the guardian's responsibility to pay for lost or damaged items.:

Replacement cost of items owned by the Effingham Public Library is determined by the item's inventory record. The library will determine the replacement cost for items that do not have an inventory records. The replacement cost of an item received via interlibrary loan is determined by the lending library.

Once a lost item has been paid for the item is the property of the payee. The library will not refund the lost payment if the item is found at a later date.

A patron becomes delinquent if they have 3 or more lost/damaged items in any twelve month period.

### **Claims Returned**

If a patron claims they have returned an item that cannot be located by the library, this item may be marked "claims returned." However, if a patron has 3 or more claims returned on their library card in any twelve month period, they become delinquent.

## **VIII. INFORMATION SERVICES**

### **Programming Services**

The Effingham Public Library offers programs that inform, educate, entertain and provide cultural enrichment to the residents of our community. Events and classes sponsored by the Library support the mission of the Effingham Public Library and expand the visibility of the Library in the community.

Library staff develops programs for community members of all ages and for the enrichment of residents' lives. Factors considered are: relevance to community needs, diversity of interests, popular appeal, suitability for the intended audience/s, presenter qualifications in content area, budget constraints, the availability of staff, and both physical and virtual meeting spaces. Staff welcomes program suggestions and proposals, yet retains the right to determine which programs and events are scheduled. Presentation of a program topic does not constitute an endorsement by the Library of the group's or individual's policies or beliefs. Though fees are generally not charged for Library programs, it may be necessary to charge fees for items such as materials, food, or transportation.

In planning programs, the Library will attempt to hire presenters who do not have a vested interest in selling their products or services to participants. The speaker may leave business cards for participants to pick up after the program should anyone be interested. Only under specific instances deemed appropriate by Library staff may merchandise be sold. An example of this would be an author visit with a book signing.

The Library makes every effort to share accurate information, and professional advice may be offered as a public service. However, such advice is not an endorsement by the Library, and the Library is not responsible for any errors, omissions, or interpretations of information and/or advice garnered through library participation, nor for any actions taken in response to such advice or information.

The Library may co-sponsor programs with other organizations or groups. Library sponsorship of a program does not constitute an endorsement of the content or topic of

the program or of the views expressed by speakers, presenters, participants, or audience members.

Requests for reconsideration of a posted program may be made only by Effingham Library cardholders, and shall be made in writing and given to the library director or director's designee for consideration at the next regularly scheduled Board meeting. The cardholder making the request for reconsideration is requested to attend said meeting. The Board will issue a written response.

### **Reference Services**

The Effingham Public Library offers access reference services and in-house use of materials to all persons regardless of age, race, sex, social or economic status. All questions will be treated with equal respect and confidentiality.

The Effingham Public Library will offer basic reference service, such as assistance finding books and with LibraryOnTheGo (downloadable media), during all hours that the library is open. In addition to basic reference service, the library will strive to provide staff trained to offer more advanced reference services Monday-Thursday 9am-7pm, Friday 9am-4pm and occasional Saturdays. Staff will offer these reference services in person, by phone, by fax, and electronically.

Staff will strive to answer and or give patrons a status update within one weekday of the request. Reference questions that the library cannot answer with the resources they have access to will be referred to appropriate agencies.

The library will select online databases with the same criteria as books. The library will provide access to onsite and offsite use of online databases (contingent on database agreements) that add to the scope of the library collection.

While the library will strive to provide accurate and current information, staff will not be responsible for any inaccurate information obtained. The library can provide assistance locating information on but will not interpret information. This includes but is not limited to medical and legal topics.

### **Reader's Advisory Services**

The library will provide staff with training in reader's advisory and will assist patrons with book suggestions upon request. The library will offer lists of suggested reading material. All reader's advisory inquiries will be confidential.

### **Outreach Services**

Outreach Service provides library services to individuals and groups who are unable to physically come to the library. "Outreach" is generally defined as being confined to one's residence either temporarily due to illness or accident, or permanently due to disability, age, or other mobility issues. "Outreach" also includes connecting with businesses and organizations and providing services on site. This service is open to all ages.

Outreach services are provided at no additional cost to anyone with a valid Effingham Public Library card in good standing. Materials will be delivered to and picked up from each participant's residence. Participants will be charged with the replacement cost for materials that are lost or damaged while in their care, but will not be charged overdue fines.

The library representative may choose not to enter a location, leave a location immediately, and/or recommend suspension of outreach service if any of the following conditions exist:

1. Any person in the location presents threatening, obscene, or abusive language, gestures, or images.
2. Any person in the location harasses the library representative.
3. Any person in the location is engaging in illegal activity.
4. Any person in the location exhibits signs of illness that may endanger the health of the library representative.
5. The conditions of the location and/or property are unsafe or unsanitary.

The library has the right to terminate this service to any individual or group who does not meet the terms and requirement as defined above.

## **IX. FEES**

*Copies:* \$.25 per page

*Fax:* \$.50 per page to receive and \$1.00 per page to send. Faxes are sent only within the continental United States. The Effingham Public Library assumes no responsibility of notification of the receipt of a fax for an individual, unless phone number of recipient's phone number is listed. The fax will be held by the library for one week and then discarded if not picked up.

*Computer printouts:* \$.25 per page for black and white and \$.50 per page for color. This fee applies to all material printed by library printers including, but not limited to, Internet downloads, CD-ROM product information, personal work, and graphics. Patron must pay for all pages printed regardless of the amount of lines on the page. Any printouts left on the printer will be held by the library for one week and then discarded if not picked up.

*Scanning:* \$.25 per page.

## **X. CONFIDENTIALITY OF LIBRARY RECORDS**

The Effingham Public Library abides by Illinois Law (See the Illinois Library Records Confidentiality Act, 75 ILCS 70/1 through 70/2) that states that the records of patron transactions and the identity of registered library patrons is confidential material. The Effingham Public Library does not make available the records of patron transactions to

any party except in compliance with the law. The Effingham Public Library does not make available lists of registered library patrons except in compliance with the law. Records of patron transactions are not subject to the Freedom of Information Act.

## **XI. DISPLAY AND EXHIBITS**

Because the Effingham Public Library is a community center, it invites local organizations to submit exhibits of cultural, artistic and educational interest for temporary placement in the library building. This display space is not available for political purposes or religious proselytizing; however, religious displays are accepted and encouraged if they are educational. Religious displays will be deemed educational by the library director.

The name of the sponsoring group and a contact telephone number must be visible.

Exhibits may be scheduled for up to one month. Reservations for exhibit space may be made up to 90 days in advance of the reservation date. Reservations are accepted on a first come, first serve basis; however, organizations may be limited to one exhibit per calendar year.

The setting up and removing of exhibit materials must be done at the time agreed upon when the space is reserved. Items not removed from the exhibits at the scheduled time will be boxed by library staff and stored at the library for 30 days, after which time they will be disposed of. All efforts will be made to contact the exhibitors to arrange a pick up time.

The Effingham Public Library and the City of Effingham are not responsible for theft or damage of items in its exhibit areas. Insurance is the sole responsibility of the lender. All items placed in the library are done so at the owner's risk. Any individual or organization providing materials for an exhibit shall sign a form that releases the Library from any responsibility for loss or damage to works on display. If the individual is a minor, a parent or legal guardian shall sign the waiver.

## **XII. GIFTS AND SPECIAL COLLECTIONS**

The library is grateful for gifts of items and materials, and its collection has been enriched greatly by many fine donations of books, etc. However, in accepting a gift, the library reserves the privilege of deciding whether it should be added to its collection. Once an item is donated to the library, the donor relinquishes all rights to the item, and items will not be returned for any reason.

Gifts of printed and manuscript materials on the history of the community and the region are welcome and will be shared with the Genealogical and Historical Society.

The library makes an effort to utilize all gift material which it does not add to its own collection or place in the book sale or other book sharing programs at the library to the very best advantage. .

All donations must be delivered to the library. If items are packed in boxes, the weight limit is 40 pounds for each box to ensure the safety of both patrons and staff when transporting/moving the donation. Each donation should be limited to no more than 6 boxes per week per household to allow our staff and volunteers to process the donations in a timely manner.

Items not accepted:

- Anything worn, tattered, yellowed, stained, bug/animal damaged, musty, or moldy (i.e. books that we must throw away)
- Anything highlighted, written in or drawn upon
- Anything that has not been stored in a climate-controlled environment (i.e. please no items that have been in long term storage or garages/sheds)
- VHS
- Newspapers and magazines
- General knowledge encyclopedias and any textbooks

All donations are tax deductible. A receipt is available upon request, but please note that the Library cannot assess the value of your gift.

The Effingham Public Library is a tax funded organization and is unable to provide donations to other organizations.

### **XIII. VOLUNTEER POLICY**

The Effingham Public Library's volunteers are an important extension of the Library's staff. Volunteers perform a wide variety of tasks that are important to the institution. The following policy is designed to promote a maximum degree of excellence.

Definition of a Volunteer

One who performs a service of his or her own free will; one who contributes time, energy and talents directly or on behalf of the Effingham Public Library and is not paid by Library funds. All volunteers must be accepted, enrolled, and trained by the Library prior to performance of assigned tasks.

Guidelines for Volunteers

1. Volunteers are required to fill out a volunteer application prior to being accepted as a volunteer. Volunteers under 18 years of age need the permission of their parents to serve as volunteers for the Library. The minimum age for a volunteer is 10 years old.

2. The library cannot guarantee the availability of volunteer work, as volunteer work is based on library needs.
4. Volunteers must comply with all Library policies.
5. Each volunteer is required to wear a volunteer badge and/or volunteer shirt.
6. The Effingham Public Library reserves the right to terminate the services of the volunteer.
7. Volunteers should not be in Staff Only areas of the library without direct supervision by a Library staff member.
8. Volunteers may not be used to establish and maintain new library services.
9. Volunteers will not be used to replace or reduce the number of paid staff.
10. Volunteers will be covered with respect to liability insurance in relation to their duties. Volunteers are not covered by Library health insurance, workers' compensation insurance, IMRF, or provided any other benefits by the Library.
11. Volunteers are responsible for maintaining the confidentiality of ALL library information. Failure to maintain confidentiality will result in immediate termination of the volunteer.
12. The employee who supervised the volunteer will, upon request, provide letters of reference for the volunteer, if deemed appropriate.
13. All personal information about the volunteer is for internal use only.

#### **XIV. MEETING ROOMS**

The Effingham Public Library provides the use of meeting rooms for library-related cultural, civic and educational purposes. Permission to use library facilities does not constitute an endorsement by the library of the group's policies or beliefs.

1. Library programming has priority at all times.
2. Facilities will be reserved on a first-come, first-served basis. Rooms may be booked up to 60 days in advance of event.
3. Rooms are reserved only after a request has been submitted through the online room booking program and approved by the Director or the library designated representative.
4. Groups may not schedule meeting rooms more than once a month without Director approval. Additional fees may be assessed. Groups using the meeting rooms on a regular basis must reapply annually.
5. Government entities will not be charged a fee to use a meeting room to conduct government functions and trainings.
6. A fee of \$25/hour for the small meeting rooms (Luttrell and Bauer) and a fee of \$50/hour for the large meeting room (Workman) will be assessed for any event that is hosted by a non-profit/tax exempt organization, a for profit making group or business, fundraising event (excluding library activities), meetings where a tuition or fee is being assessed (excluding library activities), meetings where products or services are promoted or

sold, or events of a personal nature (birthday parties, bridal/baby showers, etc.)

7. Outside groups are responsible for setting the room up as well as returning the room to the prior set up. Tables and chairs may not be removed from any room without permission from the Library Director.
8. All payments must be complete prior to admittance to the room. The person signing for the room is liable for any breakage, damage, or theft of any Library property caused as a result of the event and/or incorrect securing of facilities upon exiting.
9. All fees must be paid 24 hours in advance of the event.
10. There is no extra charge for the use of library equipment at meetings in the library. Items must be reserved at time of registration. Please check with library staff to see what is available for use during your meeting.
11. The library should be notified immediately of a cancellation. All cancellations must be made at least 24 hours in advance to the room reservation. The library reserves the right to cancel because of weather or other conditions. If the library is closed, all meeting room reservations are canceled during the closure. If the library basement is converted to a city-wide storm shelter through our intergovernmental agreement with the City of Effingham, all bookings will be cancelled and a refund will be offered for the effected time period.
12. Smoking and alcoholic beverages are not allowed on the premises.
13. Refreshments may be served in the meeting Room. Library facilities must be left clean and orderly. All trash must be placed in containers and taken to the dumpster outside. Coffee pots should be turned off.
14. Users will assume legal responsibility for the cost of repair or replacement of damaged property or equipment or for special cleaning, if necessary.
15. The library will not be responsible for any property left in the building by users.
16. Children's groups with up to 20 children must be supervised by at least two adults, with one adult for every 10 additional children.
17. The library director is authorized to deny permission to use the facilities to any group that violates these rules. The library reserves the right to deny use of the room.
18. These rules are subject to periodic review and change by the library board of trustees.

## **XV. SECURITY CAMERAS**

### **PURPOSE OF SECURITY CAMERAS**

The Library has security cameras to enhance the safety and security of Library users, staff, and property. Security cameras are used to discourage illegal behavior and policy violations, to enhance the opportunity to apprehend offenders, and to provide recorded data relevant to the control of library security and operations. The security camera installation consists of dedicated cameras providing real-time surveillance through a central monitoring facility. There is no audio recording associated with the cameras.

#### SIGNAGE

The library posts signs at both public entrances alerting patrons to the use of security cameras for monitoring and recording on library property.

#### STAFF ACCESS TO DIGITAL IMAGES

Live surveillance and recorded data are accessible in staff areas only. Only the following administrative staff members are permitted to release recorded archival data to law enforcement in compliance with this policy: Library Director and Managers. Such authorized administrative staff members may direct IT staff to access and isolate live or recorded data related to a specific incident or may ask other staff to view live or recorded data in order to ascertain security concerns. Authorized administrative staff members shall notify the Library Director whenever archival video data is accessed.

#### COLLECTION OF DIGITAL IMAGES

Video footage is collected for library purposes. The library is under no legal obligation to collect video footage. Authorized administrative staff may turn off surveillance for maintenance, or to ensure patron privacy.

#### ACCEPTABLE USE AND PATRON PRIVACY

##### Activity on library property

Authorized administrative staff may use live surveillance, a still shot, or selected portions of recorded data to assess the security risk of a specific individual, to investigate a crime on library property, to request law enforcement assistance, to validate serious or repeated policy violations, to alert staff to banned or repeatedly disruptive individuals, or to address internal security/operational concerns. In the discharge of such duties, authorized administrative staff members are permitted to connect the recorded digital image with identification data available on the library's patron databases.

##### Requests from law enforcement and Department of Children and Family Services (DCFS)

Authorized administrative staff may use live surveillance or recorded data to cooperate with DCFS, or with law enforcement investigations of criminal activity, missing persons, or runaways. Any such video data provided to law enforcement or DCFS will be with the knowledge and authorization of the Library Director when practicable. If the Library Director cannot be reached in a timely manner, a Manager may provide authorization.

##### Privacy

In all other respects, recorded data will be accorded the same level of confidentiality and protection provided to library users by Illinois State law, The Effingham Public Library policies, and the American Library Association policies on confidentiality and privacy, with footage released only in accordance with, and required by law.

## **XVI. PEST CONTROL AND RESPONSE**

It is the responsibility of the Effingham Public Library to maintain a healthy, clean, and safe environment for all Library users and to protect the Library's investment in library collections, equipment, and property. In order to fulfill this responsibility, the Library may restrict a user's ability to borrow materials and/or to visit Library facilities when such use may jeopardize the health and cleanliness of library facilities, collections, equipment, property, and/or users.

Pests that may present human health or safety hazards to staff and users include, but are not limited to, roaches, bed bugs, fleas, lice, ants, silverfish, some types of beetles, and rodents. These pests may cause damage to library materials, equipment, and property, and can result in pest introduction or infestation to the Library. Evidence of pest problems or infestation include live or dead pests, eggs, nymphs, feces, and spotting associated with pests.

If a patron returns library material or equipment with pests or signs of pests, the borrowing privileges of that patron and, if applicable, any other patrons at the same residence will be suspended. Suspension of borrowing privileges will be lifted after the patron presents proof that the residence has been successfully treated for and eradicated of pests by a licensed and accredited pest control company based on the discretion of the Library Director.

If a patron uses library facilities with evidence of possession of pests or with clothing that is stained with urine or feces, library use privileges will be suspended. Suspension of library use privileges will be lifted when the patron can return without evidence of pests or stains.

The Effingham Public Library works proactively to reduce risk to staff, users, and property; monitor our detection, testing, and response processes on an ongoing basis; and contract only licensed, accredited, and reputable pest detection and control companies.

Patrons must cease to borrow materials from the Library if they are experiencing pest problems or infestation in their residence. Library staff must immediately report any sightings of live or dead pests or evidence of pests to a supervisor. Any item identified by staff as potentially containing live or dead pests or evidence of pests will be immediately quarantined and treated or discarded at the Library's discretion.

## **XVII. POLICY VIOLATION CONSEQUENCES**

Patrons who fail to abide by library policy and/or cause severe or repeated disturbance in the library may be asked to leave and not return to the library for a period of 1 day to 1 month, depending on the nature of the violation and/or the number of repeat occurrences of violations.

If a patron fails to comply with a request to leave the property or responds in an abusive fashion, the police may be dispatched for assistance.

Library personnel will record instances in which patrons behave in a way that violates library policy and/or are required to leave the library.

In the instance of repeated or severe disruptive or abusive behavior, the Director or Manager on duty may ban the patron from the library's property for a period of time to be determined by the Director or Manager, or until the Library Board can review the situation. The Library Board will review instances in which a patron is banned long term to determine the duration of the ban. The Library Board may consider any and all available information about the patron's behavior, and may elect to ban a patron from the library until and unless there is further action from the board. The patron will be notified in writing of the action of the Library Board.

Patrons wishing to appeal a ban may do so upon written request to the Library's Board of Trustees.