

Public Service Policy

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I. Management Policies

MAN-1 The USA Patriot Act & Confidentiality of Library Records

Confidentiality of library records is central to intellectual freedom and directly related to the ability of citizens to use library materials and peruse information without fear of intimidation. In accordance with First and Fourth Amendments of the U.S. Constitution and the Code of Georgia, the Board of Trustees of the Sequoyah Regional Library System respects the privacy of users and recognizes its responsibility to protect their privacy.

1. The Library will not reveal the identities of individual users nor reveal the information sources or services they consult unless required by law. Confidentiality extends to information sought or received and materials consulted, borrowed or acquired. Confidentiality includes database search records, reference interviews, interlibrary loan records, computer use records, and all other personally identifiable uses of Library materials, programs or services.
2. The Library will hold confidential the names of card holders and their registration information and not provide access for private, public or commercial use.
3. The lawful custodian of the records is the Director of the Library.
4. The Library will not release registration, circulation or other records protected under the Georgia Code unless it is required by law to release the information. Under normal circumstances, this information will only be released to the person(s) whose name(s) appear on the Library card. Exceptions include the following:
 - a. A criminal or juvenile justice agency is seeking the information pursuant to an investigation of a particular person or organization suspected of committing a known crime AND the criminal or juvenile justice agency presents the Library Director with a court order demonstrating that there has been a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling.
 - b. The Library receives a Warrant for the information issued under the USA Patriot Act (which includes amendments to the Foreign Intelligence Surveillance Act and the Electronic Communications Privacy Act).
 - c. The library receives a National Security Letter seeking the information pursuant to the USA Patriot Act.
 - d. The Library receives a valid court order requiring the Library to release registration, circulation or other records protected under the Georgia Code and the information is not sought in conjunction with a criminal or juvenile justice investigation.
 - e. In the following cases:
 - To the parent of a minor patron
 - To an individual who has been named by the patron as someone who is authorized to access their account.

Procedures

1. The Library staff member receiving a request to examine or obtain information relating to registration records or circulation records or other records identifying the names of Library users, shall immediately refer the requestor to the Director, the official custodian of the records. (To prevent any misunderstanding, the staff member should avoid discussing with the person making the request what user information may or may not be available, or what the Library can or cannot do.) If the Library Director is not available, inform the requestor when the Director will be available. If pressed to act sooner, contact the Director immediately. In the event the Director cannot be reached, the Assistant Director or the highest ranking person on duty is responsible for working with the requestor.
2. The Library Director shall meet with the requestor of the information. If the requestor is a law enforcement officer the officer must have a court order, a warrant issued under the USA Patriot Act, or a National Security Letter (NSL) issued under the USA Patriot Act to receive the requested records. If the officer does not have a proper court order, warrant, or NSL compelling the production of records, the Library Director shall refuse to provide the information. The Library Director may explain the confidentiality policy and the state's confidentiality law, and inform the agent or officer that users' records are not available except when a proper court order in good form has been presented to the Library.
3. If the records requested cover registration, circulation or other records protected under the Georgia Code, and the Director is uncertain about whether the order, or subpoena presented to the Library Director is sufficient to require release of the records, the Library Director may immediately consult with legal counsel to determine if such process, order, or subpoena is sufficient to require release of the records.
4. If any written request, process, order, or subpoena is not in proper form or does not otherwise appear to be sufficient to support releasing the records, the Library Director shall insist that such defects be cured before any records are released.
5. If the Library Director or the Director in consultation with Library's attorney determines that the order, warrant, or NSL, is sufficient and compels the release of the records, the Library Director shall release the records.
6. If the request is made pursuant to the USA Patriot Act, the Library Director is authorized to obtain legal counsel regarding the request. As required by the USA Patriot Act, the Library Director may not discuss the request with anyone other than legal counsel.
7. If the requestor is not a law enforcement officer and has not presented any type of court or administrative order requiring release of the requested information, the Library Director shall refuse to provide the requested records. The Library Director may explain the confidentiality policy and the state's confidentiality law.
8. The Library Director is authorized to take legal action (such as moving to quash a subpoena) to resist releasing requested registration, circulation or other records protected under the Georgia Code if the Library Director and the Library's legal counsel deems such action to be appropriate.
9. Any threats or unauthorized demands (i.e. those not supported by a written request, process, order, or subpoena) concerning circulation and other records identifying the names of Library users shall be reported to the Director.
10. Any problems relating to the privacy of circulation and other records identifying the names of Library users which are not provided for above shall be referred to the Director.

References

U.S. Constitution

First Amendment: Congress shall make no law respecting the establishment of religion, or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press; or the right of the people peaceably to assemble, and to petition the Government for a redress of grievances.

Fourth Amendment: The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized.

MAN-2 Freedom of Information Act

The Sequoyah Regional Library System endorses and adheres to the Freedom of Information Act.

MAN-3 Statistics

The Sequoyah Regional Library maintains statistics on an ongoing basis as requested on the Georgia Public Library Services Annual Report. The statistics are available at the Regional Headquarters.

MAN-4 Fund-Raising, Donations, Gifts and Memorials

Donated Items (Other Than Books)

The Sequoyah Regional Library System may accept in-kind donations, such as merchandise coupons or complimentary admissions, in support of Library programs. In-kind donations will be acknowledged in the Library's promotional materials.

The Library may accept gifts of art, furniture, equipment, sculpture, decorative objects, historical artifacts, or any other such items when the following conditions are met:

- If a gift is proposed during design or construction of a new building, the Library may consult with the architect and the professional interior designer working on the building to determine whether the gift is appropriate to the facility and whether the Library will accept the gift.
- If a gift is proposed after a facility has opened, the proposal will be reviewed by a committee consisting of the Library Manager of the Library receiving the gift, the County Library Board Chair (or his/her designee), and a representative of Regional Library administration. The committee will be convened as needed and its ruling on the Library's acceptance of any piece shall be final.

The acceptance of books and other library materials is addressed elsewhere in the Sequoyah Regional Library System Collection Policy.

Gifts of art, furniture, equipment, sculpture, decorative objects, historical artifacts, or any other such items must be unconditional, transferring ownership and all the rights of ownership to the Library. Gifts are accepted only with the understanding that the Library has the right to determine retention, location, and other considerations relating to the use or disposition of the gifts. The Library may display the gift or not. The Library may sell the item for value and use the proceeds for any purpose appropriate to the Library's vision. The Library may transfer ownership to any other agency it deems appropriate.

The Library reserves the right to reject any donation deemed inappropriate or inconsistent with library specifications.

Library Naming and Recognition Policy

- It is the desire of the Board of Trustees that, in order to foster a sense of local community and to aid in identifying their location, branch libraries be named for the geographic area in which they are located. Exceptions to this policy can only be approved by the County Library Board.
- Recognition of individuals who have made a major contribution through service or monetary donation to the library or to the community in which the library is located may include the naming of a room or space within the library or providing a plaque in memory of or honor of the individual. Proposals for these kinds of recognition must be submitted to the County Library Board of Trustees and be approved by them. Proposals must include the reasons why the person should be honored.

MAN-5 Sale Items

Any items sold in the Sequoyah Regional Library System must benefit the library and be library related. Items for sale need approval from library administration.

MAN-6 Unclaimed Property

All personal property coming into the possession of library personnel from any source, wherein the owner is unknown or wherein the owner cannot be located after notice by certified mail to the last known address, shall be handled as follows:

Every effort shall be made to locate the rightful owner. If the owner cannot be located, the procedure for disposition shall be as follows:

1. Property shall be retained for 60 days
2. Items not claimed by the owners or not converted to library use shall be discarded, donated or sold at the discretion of the Library Director.

MAN-7 Disposition of Surplus Property

PURPOSE: To establish a procedure for the disposition of surplus property (excluding real property) for the Sequoyah Regional Library System. This policy will supersede all previous policies, written or understood.

SCOPE: This policy applies to all libraries whose contents are owned by the Sequoyah Regional Library System.

PROCEDURES:

1. All items with a purchased value of \$500 and above will be tagged and included on the Sequoyah Regional Library System inventory.
2. It is the responsibility of each department/library manager to determine what equipment/property assigned to his/her inventory is to be declared surplus.
3. These items are to be listed on a "Surplus Property Disposition Form A" and the form sent to the Assistant Director.

4. The items on the form will be submitted to the Cherokee, Pickens, or Gilmer Board, depending on where the surplus items are located, for their vote before submitting the recommendation to the Regional Board.
5. The Departments are responsible for the storage of their surplus items until the Sequoyah Regional Library Board approves them for surplus.
6. Items declared as surplus will be disposed of in one of the following ways, as determined by the library director:
 - a. Public advertised sale or auction.
 - b. Placed on Craigslist, eBay, or similar web site.
 - c. Donated to another governmental agency.
 - d. Donated to Non-profit Agency
 - e. Trade-in for an upgrade.
 - f. Destruction.
7. Funds received from the sale of surplus property will be deposited into the Development or Special Fund. The Director will determine the usage of these funds.
8. "Surplus Property Disposition Form B" will include details of final disposition, including date, names, etc. and will be completed by the Assistant Director of Operations.

MAN-8 Video Surveillance

(Adopted 1-26-16)

The Sequoyah Regional Library System utilizes video camera surveillance to help maintain a safe and secure environment. To ensure patron confidentiality, care is taken in the placement of the cameras to minimize the chances that cameras record what library patrons are reading, borrowing, or viewing.

Library surveillance video is subject to Georgia's Open Records Act. Video footage is not archived. Requests for copies of video surveillance records for specified time periods can be made to the SRLS administrative office at the R. T. Jones Memorial Library in Canton.

Law enforcement personnel may view surveillance camera feeds or footage at any time by contacting the appropriate branch or the regional office and by signing The Video Access Log. Only designated staff members have the proper credentials and training to access recorded surveillance footage. However, every effort will be made to respond to law enforcement requests as quickly as possible.

II. Facilities Use

FAC-1 Accident & Injury

If a library patron or an employee has an accident or is injured on library property:

1. Staff member may apply basic first aid as needed, such as cold cloths or pressure to stop blood flow. Do not attempt CPR or other life saving techniques unless trained to do so.
2. Staff member should not move injured person until it is determined that it is safe to do so.

3. If injury seems serious or patron makes the request, 911 should be called immediately. The staff member should find out where the person is being taken and make follow-up call to emergency room.
4. An accident/injury report should be written for every such incident. It should include the date, library staff member name, nature of the accident or injury, injured party's name, address and telephone number, treatment given and doctor's recommendations if applicable. Even if injured person refuses treatment or denies injury, this report form should be signed.
5. The accident/injury report shall be sent to Human Resources and will be placed in the library's permanent file and retained for seven (7) years.
6. If anything can be done to prevent a similar accident, the library staff should take those steps immediately.

FAC-2 Elevator Use

Public elevators in the Sequoyah Regional Library System are for the use of Library patrons and staff. Staff elevators are used solely for the purpose of staff and the transporting of material and equipment.

Guidelines:

Public Elevator Priority:

Handicapped patrons are given first priority followed by adults with babies and small children.

Patron Safety:

- Children under the age of 12 are not permitted to use the elevator without a caregiver.
- Never use the elevator during a fire emergency
- If the car stops between floors, use the emergency phone in the elevator. Never attempt to exit a car that is stuck between floors.
- An emergency alarm can be sounded from inside the car if a problem occurs.

Equipment Safety:

- To maintain the smooth operation of equipment, do not tamper with elevator equipment or controls.
- Do not pry or hold open doors by the edges.
- Do not exceed the car's passenger limit.

FAC-3 Meeting, Study and Board Room Use

(Revised 10-25-16 and 8-25-15)

Statement of Purpose

The Sequoyah Regional Library System has meeting rooms available as an extension of library services and for the purpose of meeting the informational, educational, recreational and cultural needs of a growing diverse community.

The Library subscribes to Article IV of the Library Bill of Rights that states that facilities should be made available to the public served by the given library on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

The fact that a group is permitted to meet at the public library does not in any way constitute an endorsement of the group's policies or beliefs.

Application for Use:

Meeting rooms are available in all of the libraries in the Sequoyah Regional Library System. The capacity of the rooms varies from library to library. There is no charge for the use of the meeting room, but a cleaning fee may be assessed if special cleaning is required after a group has used the room.

1. The library welcomes the use of its meeting rooms by governmental, educational, civic, and cultural groups. All meetings or programs must be open to the public and free of charge.
2. The meeting room must be booked in advance on a first-come, first-served basis by a person who will be responsible for all conditions stated. The library's use of the meeting room in providing adult education programs, children's programs, and other library-related uses takes precedence over other meetings. The library retains the privilege of canceling any outside use of the room but must give at least forty-eight hours notice. The following priorities will prevail in case of conflict:
 - a) Use by the Library or Library affiliate
 - b) County government
 - c) Local government
 - d) Non-profit organizations or agencies
3. An application must be filled out by an official of the organization requesting the room. It must be signed and returned to the library before the room is used. Forms are available at the Libraries or a printable form is available on the library website at <http://www.sequoyahregional library.org>. Library staff will respond to applications via telephone or FAX. When making a reservation, the person should state the name and nature of the group, the number of people expected, give the name, phone number and e-mail address (if applicable) of the person responsible.
4. When the meeting room is to be used by a qualifying organization with members under 18 years of age, application for the use of the room must be made by adults, and adults must be present during use of the meeting room. Sponsoring adults should arrive well in advance of the meeting hour to assure proper conduct throughout the meeting and stay until the room is restored to order and vacated.
5. The person/organization making the reservation will be held responsible for the proper conduct of those attending the meeting and for the expense of any damage to library property.
6. The library cannot guarantee a regular meeting place for any group. Reservations may be made for three consecutive meeting dates. At the end of the third meeting, future reservations may be made in the same manner.
7. Notice of cancellation shall be given to the library immediately, as failure to do so may deny others the use of the room. Continued abuse of this kind may result in refusal to book the group.

The Meeting Room may not be used for:

1. Any purpose which, in the opinion of the Director and/or Library Board, may interfere with the normal use of the Library
2. A return engagement by a group that has abused or damaged the facility in its earlier use or has violated any of the regulations set forth in this policy.

3. Sale or promotion of products or services, order placement, or solicitation for future sales, except in conjunction with a library program.
4. Events promoting individual political candidates.
5. Purely social functions unless sponsored by the library or a library group.
6. Activities for which admission, a donation, or a registration fee is charged. (An optional materials fee may be allowed with prior approval of the Library Director.)
7. Presentations by businesses or other commercial ventures which hold potential for financial gain through contacts with attendees.
8. Fundraising activities which do not benefit the library.

Hours of Use:

Meetings must be held within library hours unless local policy states otherwise. Notice will be given 20 minutes in advance of closing and all groups must leave the room at least ten (10) minutes before library closing time.

Equipment:

1. Library-owned circulating audiovisual equipment may be used but must be reserved ahead to guarantee its availability.
2. No equipment or supplies owned by a group or individual will be stored in the library.
3. Equipment or furnishings that are library property may not be removed from the meeting room.
4. No large furniture or equipment may be brought into meeting room or library without permission.
5. Library personnel cannot be provided to assist in the handling of materials, exhibits, or operation of audiovisual equipment.
6. All materials and equipment used by groups must be removed at the end of the meeting.

Capacity and Facilities:

1. Capacity of the rooms varies from library to library. Person making the reservation should contact the appropriate Library for maximum capacity. Fire regulations for room occupancy must be followed.
2. Groups using the meeting room are responsible for any special arrangement of chairs, tables, etc., and for returning the room to its original condition after the meeting. Lights must be turned off. Rooms must be vacated at least ten (10) minutes before library closing time or group will lose the privilege of using the room.
3. All craft programs must be approved in advance. No paint, glitter or other substances that can damage the carpet or tables will be allowed. No thumb tacks, pins, or scotch tape may be used on the walls, furniture, etc. Velcro may be used.

General Rules and Limitations:

1. All library policies apply to use of the meeting room.
2. No fees may be charged by a group while using the room. (Ninth Judicial Administrative District Office of Dispute Resolution "Seminar for Divorcing Parents" is exempt.) The library will accept donations to help defray the cost of the utilities.
3. In any publicity concerning meetings in the library, organizations are requested to use the correct name of the library and to make it clear that the library is not the sponsor.
4. The meeting room shall not be used as a headquarters or a mailing address for any organization.
5. The library does not have a paging service, and therefore we cannot call people to the telephone or provide a library phone for meeting room use. Library phones must be reserved for the conduct of regular library business.
6. Lighted candles or flames, because of fire hazard, are not to be used in the meeting rooms.
7. Any groups using the rooms that bring children to the meeting may not leave the children unsupervised in other areas of the library.
8. Library staff may attend or observe any meeting or program at any time.
9. For and in consideration of the use of the meeting room and library facilities, any person or group using same hereby agrees to indemnify and hold harmless the Sequoyah Regional Library System from any and all actions or suits relating to such rooms and facilities. Further, such person or group agrees to reimburse the Sequoyah Regional Library System for any and all costs for repair of any and all damage as may be caused directly or indirectly to the room and/or facilities by such thereof. If any organization refuses to pay for the damage, the matter will be referred to an attorney for legal action.
10. The Library Board expects that any group utilizing the meeting rooms will comply with the provisions of the Americans with Disabilities Act which require that a meeting or materials at a meeting be provided in an accessible format in response to a request.
11. Light refreshments are permitted if approved in advance.

Board Rooms

Board Rooms are not open to the public with the exception of Pickens County Library Board Room.

Pickens County Library Board Room shall be available for use in library-sponsored activities, and for educational, civic, and cultural groups. All programs must be open to the public. The Library's use of the Board Room in providing Library related activities takes precedence over other meetings.

1. All Meeting Room policies apply to the use of the Pickens County Board Room.
2. The Board Room must be booked in advance on a first-come, first served basis by a person who will be responsible for all conditions stated.

3. No fees are charged for the use of the room. No fees may be charged by a group while using the room. The Library will accept donations to help defray the cost of the utilities.
4. No children will be allowed to use the Board Room.
5. Equipment such as audiovisual projectors can not be used in the Board Room; however, laptop computers are allowed.
6. The Board Room can be used for a maximum of 16 adults.

Study Rooms

Study rooms are available in the libraries for use by the public for quiet study and small group meetings. The rooms will be used on a first-come, first-served basis and reservations will not be taken in advance. Library functions will have first priority to the use of the room. Study rooms may be booked for two (2) hours at a time. If at the end of the two (2) hours and no one is waiting on a room, it may be booked for another hour. Users are expected to observe the occupancy requirement posted in each room. All Library policies apply to the use of the study rooms. Please refer to FAC-9 and INF-4 for age restrictions. Notice will be given 20 minutes in advance of closing and all individuals must leave the study room at least ten (10) minutes before closing time.

Gilmer County Library Basement

The Gilmer County Public Library basement is used for library related storage and staging and is not available for public use.

FAC-4 Computer Lab Use

Computers Labs are available in some libraries. Library functions have first priority in use of the Labs. Some Labs are open during regular library hours to the general public unless the room has been reserved for training. A projector and screen for use in computer training are available for lab use.

General Rules and Guidelines for Use of the Labs

1. The Lab may be scheduled in advance by groups for training purposes.
2. All reservations must be made by persons at least 21 years of age. A reservation form must be filled out in advance by the person requesting the lab. Trainers must become familiar with equipment in advance of training session. Person signing the reservation form must accept responsibility for care of equipment and behavior of trainees.
3. No additional training software may be loaded in the lab server without advance approval by the Library System.
4. Training sessions must end at least ten (10) minutes before closing time.
5. No fees may be charged by a group for using the lab. While no fees may be charged, fees that cover supply use such as print cartridges and paper may be charged.

6. The library staff will not be available to assist with groups in the computer lab unless it is a Library sponsored event.
7. No preschool children will be allowed to enter the lab.
8. Patrons using the lab will be governed by library policies and procedures.

FAC-5 Exhibits and Displays

Statement of Purpose

In keeping with its mission to meet the educational and recreational needs of the community and its role as a community cultural center, the Sequoyah Regional Library System makes library exhibit and display spaces available without charge to community groups, organizations, and individuals. The Library presents exhibits and displays for the purpose of providing educational and cultural enrichment and lifelong learning, promoting library resources, and reaching out to the community.

Guidelines

Application Procedure

Applicants must fill out and sign an application form, which includes a waiver of liability, and be familiar with the Library's Exhibit & Display Policy.

Exhibit Spaces Available

- Display Cases
- Table Top Displays
- Wall Mounted Exhibits

The Walker System for hanging documents and artwork is available in some of the libraries' meeting rooms. Exhibitor must call the library for availability.

Content of Exhibits/Displays

1. Exhibits and displays must be of an educational, cultural or civic nature. Exhibit/display space will be granted to qualified individuals or groups within the community, provided the content of the exhibit/display is within the broad standards of community acceptability and is appropriate for all age groups, including children.
2. Exhibits and displays may not be for entrepreneurial or commercial purposes, for the solicitation of business, for profit or for fundraising. Religious proselytizing and partisan political recruitment are similarly prohibited; educational exhibits or displays on these subjects are allowed.
3. The Library reserves the right to refuse or remove any material judged unsuitable or to rescind an exhibit/display for violation of this policy.
4. In presenting exhibits and displays, the Library does not imply endorsement of the beliefs or viewpoints of their subject matter. The Library endeavors to present a broad spectrum of opinions and a variety of viewpoints.

Selection & Scheduling of Exhibits/Displays

All exhibits and displays will be considered in terms of the Library's mission to provide educational and cultural enrichment. The following will also be considered when approving exhibits and displays:

- Suitability of subject matter and physical presentation
 - Quality of the presentation
 - Space requirements
 - Timeliness
1. Applications for use of exhibit/display space will be considered on a first come first served basis. The exhibit/display period is generally between four and six weeks. The Library reserves the right to determine the schedule of exhibits/displays, including the length and location of exhibits/displays.
 2. Use of exhibit and display spaces for Library purposes takes precedence over other uses. On the rare occasion that the Library finds it must use its space unexpectedly for its own purposes, even though a non-Library exhibit/display has been previously scheduled, the Library will make every effort to schedule an alternate time for the exhibit/display. Potential exhibitors assume the risk that the Library may need to preempt an exhibit/display for its own purposes.

Installation of Exhibits/Displays

1. Exhibitors are responsible for installing and removing exhibits/displays on the dates agreed upon by the Library and the exhibitor, and for all measures necessary for installation and removal of exhibits/displays, including but not limited to packaging, storage, signage, labels, framing, and any equipment/supplies needed for same. Assistance will not be provided by library staff. All exhibits/displays must be set up and removed with as little interference as possible to the daily operations of the Library. Upon finished installation the exhibitor must seek final approval from the library's manager/ appointed designee before leaving the building. If the Library must remove an exhibit/display because it is not removed as scheduled by the exhibitor, the Library is not responsible for any damages. The Library will not provide storage for the property of organizations or individuals displaying in the Library.
2. Exhibitors are responsible for providing any necessary attendants for their exhibits. The Library does not provide staff to serve as attendants during an exhibit.
3. Exhibitors agree to be responsible for and to pay for any and all damages to Library property including exhibit/display spaces, walls, floors, grounds, furniture and fixtures resulting from the installation or removal of an exhibit/display.
4. Each exhibit/display must contain an informative explanation to assist the general public in discerning the subject or purpose of the exhibit/display. This information may be provided by explanatory labels on individual items, in poster or sign form, or be contained within the exhibit/display itself. Exhibitors are encouraged to provide a contact phone number as part of the exhibit/display for members of the general public who may wish more information.
5. The Library assumes no responsibility for the preservation, protection or possible damage or theft of any item displayed or exhibited. All items placed in the library for exhibit/display are so placed at the owner's risk.

The Library Director shall have the final decision on the content and arrangement of all exhibits/displays and reserves the right to reject any part of an exhibit/display or to change the manner of display, subject to appeal to the Board of Trustees. Complaints about this Exhibit & Display Policy or about the content of a particular exhibit/display should be addressed to the Library Director.

FAC-6 Brochures and Bulletin Boards

Statement of Purpose:

The Sequoyah Regional Library System maintains bulletin boards for the posting of materials and designated areas for the passive distribution of information. These spaces are intended to further the Library's mission by facilitating the exchange of information and ideas. The Library is a public forum for ideas and information. Access to ideas and information is fundamental to our social, political and cultural heritage. In order to carry out this purpose, the Library adopted the following concerning the display of information of posters, brochures and flyers.

Library bulletin boards and spaces for material distribution will be used to display and distribute information about the Library and Library sponsored programs and exhibits. If these spaces are not being used by the Library, they may, at the discretion of the Library Manager be made available for use by the public on equal terms, regardless of their beliefs or affiliations of individuals or groups requesting their use.

Guidelines

The Library will display information in the following order of priority:

1. Sponsored by Sequoyah Regional Library System
2. Friends of the Library in Cherokee, Pickens and Gilmer County
3. Pertaining to Cherokee, Pickens or Gilmer County government
4. Pertaining to Cherokee, Pickens or Gilmer City government
5. Non-profit organizations and schools in the service area
6. Other Georgia libraries and educational institutions
7. State and federal government information
8. Cultural, literary or consumer information

The Library prohibits the following items:

- Materials that support or oppose any current or pending ballot measure or political candidate.
- Materials asking Library visitors to sign a petition or letter are not permitted because it is not consistent with passive distribution.
- Materials that are obscene
- Materials that are obviously false or contain misleading information
- Materials that are commercial advertisements
- Materials that are defamatory
- Materials that tend to incite or produce imminent lawless action.

All posting and placement of materials shall be done by personnel from the Sequoyah Regional Library System. Individuals requesting posting or distribution shall not themselves post or distribute the materials.

The Library assumes no responsibility for the preservation or protection of materials posted or distributed. The Library reserves the right to remove and destroy outdated materials. Materials will not be returned.

The Director of the Sequoyah Regional Library System is responsible for the administration of the policy on a system-wide basis. Library Managers are responsible for the administration of the policy within their facilities.

FAC-7 Patron Behavior

(Revised 4-25-17)

The Sequoyah Regional Library System welcomes everyone to use the library for its intended purpose. To ensure the safety and comfort of everyone in our spaces we expect patrons to be respectful and courteous to library staff and other patrons.

When patron behavior disrupts the use of the library for library staff or other patrons, staff will take one or more of the following steps, appropriate to the situation:

- Issue a verbal warning
- Ask the patron to leave for the remainder of the day
- Call law enforcement
- Restrict library privileges – time and severity determined by infraction and previous incidents

One time or continued disruptive behavior could result in permanent or temporary restriction from the library premises and library privileges.

Disruptive behavior includes but is not limited to the following:

- Any act or conduct in violation of Federal, State, or local law, ordinance, or regulation
- Any act or conduct in violation of other Sequoyah Regional Library System policies
- Failure to comply with a reasonable staff request
- Misuse or willful damage to library property
- Use of abusive or obscene language
- Soliciting or petitioning
- Any behavior that constitutes a nuisance or disrupts the use of the library by others

FAC-8 Phone Use

Telephone

Library phones must be reserved for library business.

FAC-9 Unattended Children

Introduction

The Staff and Trustees of the Sequoyah Regional Library System hope that children who use the Library will perceive the library as a warm, welcoming and fun place to visit. We hope that families will take advantage of the tremendous resources the Library has to offer. The happiness and safety of young children left alone at the library can, however, be a serious concern. The Staff seek to create a welcoming and comfortable atmosphere. Yet the library is a public building, and as such it could be a dangerous place for children alone.

The Sequoyah Regional Library Staff cannot supervise children while carrying out responsibilities to other patrons, nor can they assume responsibilities for a child's safety, recognize a child's authorized caregiver(s), authorize medical treatment, or oversee the behavior of young patrons. For the protection and well being of children who enjoy the library, the following policy has been established.

Policy

The Sequoyah Regional Library System welcomes children of all ages to use its facilities and services. Responsibility for children using the library rests at all times with the parent(s) or assigned caregiver(s), not Library personnel. Therefore, for the safety of the children, it is the policy of the Sequoyah Regional Library system that young patrons nine (9) years of age and under be accompanied and directly supervised by a responsible caregiver aged sixteen (16) or over. Children between the ages of ten (10) and twelve (12) should not be left unattended for prolonged periods of time.

Unattended Children – Staff Procedures

Children Left Alone for Prolonged Periods of Time:

Definition: Prolonged Period of Time – The child has been in the library for such a period that he/she has become bored or restless, exhibiting prohibited behavior, missed a meal, has remained in the library the entire day etc. The time period may vary depending on the maturity level of the individual child.

- If a child has been in the library for a prolonged period of time, check with the child to see if he/she knows when the parent/caregiver is to pick them up.
- If they do not know, then try to obtain a phone number to reach parent/caregiver.
- If unknown, staff may determine it is in the best interest of the child to call the police.

Children Left Alone at Closing:

- One half hour before closing, staff will check with all children appearing to be in the library alone to verify that they will be picked up before closing.
- Children will be allowed to use the library phone to contact parents or caregivers to arrange transportation.
- If an adult cannot be contacted, and no one arrives to transport the child at closing time, the police will be called to take charge of the child.

General Guidelines:

- If possible, obtain the name, address and phone number of the child so the incident may be placed on the parent/caregiver record or in a file. Administration may place a phone call or write a letter to the parent/caregiver informing them of the library hours and policies.
- **Do not** put a child in your car to transport him/her home or anywhere else.
- At least two (2) staff members should wait with the child.

FAC-10 Equipment Use
(Revised 1-25-17)

Public Access Photocopier

The public access photocopiers are available for use by anyone during Library hours. Cost per copy is posted prominently on the machine and is established by the County Library Board of Trustees which may change the fee at any time by action of the Board of Trustees. The Copyright Law of the United States (Title 17 US Code) governs the making of photocopies of copyrighted materials. The Library expects that every patron user of the copier abide by the regulations. The person using the copier is liable for any infringement.

3D Printers

3D Printers are available to the public to make three-dimensional objects in plastic using a design that is uploaded from a digital computer file. The Library reserves the right to refuse any 3D print request.

The Library's 3D printers may be used only for lawful purposes. The public will not be permitted to use the Library's 3D printers to create material that is:

- Prohibited by local, state or federal law.
- Unsafe, harmful, dangerous or poses an immediate threat to the well-being of others. (Such use may violate the terms of use of the manufacturer.)
- Obscene or otherwise inappropriate for the Library environment.
- In violation of another's intellectual property rights. For example, the printers will not be used to reproduce material that is subject to copyright, patent or trademark protection.

Users must complete a 3D Print Request Form before their print job is accepted. Print jobs must be under three hours, unless approved by library administration. Only Library staff will have hands-on access to the 3D printers.

Cost per gram is posted prominently near the machines and is established by the County Library Board of Trustees which may change the fee at any time by action of the Board of Trustees.

FAC-11 Inclement Weather and Closing

Cherokee County Libraries will follow the recommendations and actions of the county government between 8:00 am and 5:00 pm, Monday – Friday. Closings during the other days and nights will be at the discretion of the Library Manager or Library Administration. Pickens and Gilmer County Managers will use their best judgment in determining the closing of the library. If the Library Manager deems it prudent to close the library, Library Administration should be notified.

FAC-12 Electric Outages

If electrical outage occurs during daytime hours, the library will remain open and all library users will be permitted to remain in designated areas.

If electrical outage occurs during nighttime hours, the library will remain open for one hour and all library users will be permitted to remain in designated areas. If electricity does not

resume after one hour, person in charge will proceed to close the library and then contact the library manager.

If electrical outages occur during extreme cold or hot seasons of the year, person in charge will call manager and/or administration for closing decision.

III. Circulation Services

CIR-1 Library Cards for Residents

Anyone may use the resources of the Sequoyah Regional Library System. Only registered patrons may borrow library materials. In order to register for a library card, applicants must live or own property within the Sequoyah Regional Library System service area: Cherokee, Pickens or Gilmer County. Applicants for library cards must show a photo ID or two documents that show a current address. Identification may be a valid driver's license or printed ID, printed personal check, property tax receipt or business mail with current postmark. Applicants under eighteen (18) require a parents or legal guardian signature on the registration card. Applicants ages thirteen (13) and under will be issued a children's library card. All resident cards are valid for two (2) years, at which time applicants will be asked to present an acceptable form of identification for address verification. The Sequoyah Regional Library System is not a member of the Georgia Pines System.

CIR-2 Library Cards for Non-residents

Anyone living outside of the service area may obtain a library card upon payment of a non-refundable annual fee. When renewed, applicants will be asked to present an acceptable form of identification for address verification.

CIR-3 Loan Periods and Loan Limits

(Revised 10-23-18)

The following loan periods and limits have been established to provide library users with an adequate amount of time to both use library materials and return them so that they are available in a reasonable amount of time for other users. Any materials borrowed from the Library are subject to a due date and the patron is expected to respect that date; a late fine will be imposed if materials are returned to the Library after the due date.

Loan Limits

Up to 30 items may be checked out on one card.

Loan Periods

The majority of the Library's materials may be borrowed for fourteen (14) days. If the date falls on a day when the library is closed, the loan period will be extended until the next day that the library is open.

Shortened or extended loan periods are established on specific materials.

CIR-4 Check-Out and Renewal
(Revised 10-27-15)

Checking Out Library Materials

Patrons must present a library card to check out library materials. The patron account number may be used in place of a physical card, with proper verification. If a patron cannot provide the physical card or the account number at check-out, a replacement card may be purchased (with proper ID), or the materials may be held for the patron.

Renewing Library Materials

Most materials may be renewed three (3) times. High demand items may be renewed if not reserved by another user. Materials may be renewed in one of these ways:

- Present the materials and borrower's card at the library circulation desk
- Telephone the library and give name and barcode number on library card
- Via the web-based on-line catalog

CIR-5 Holds
(Revised 10-23-2018)

A hold is a reservation placed for an item in the circulating collection that is checked out or otherwise unavailable at the time of the hold. A hold may be made by contacting a library staff member in person, by mail, by phone, by e-mail, or via the Library's on-line catalog. Patrons will be notified by text or email when hold item becomes available. When text or email are not an option, notification by phone is available. Holds will be held seven (7) days only. When more than one hold is placed on an item, a queue will be established, and each request will be filled in the order in which it is received. Ten (10) holds may be requested at a time.

CIR-6 Claims Returned or Claims Never Had

A borrower can have a maximum of one (1) "claimed returned" or "never had" items in active status. Any items "claimed returned" or "never had" over that limit will be billed to the patron.

CIR-7 Lost or Damaged Materials
(Revised 8-25-15, 10-23-18)

Full replacement cost will be charged for any periodicals or cataloged materials that are overdue for 30 days or damaged to an extent that they have to be replaced. The borrower may keep any damaged materials for which full replacement cost has been paid. If a lost item is found and returned to the Library within 180 days from the due date, in a similar condition as when borrowed, the replacement charge will be voided and the maximum late charge reinstated. The Library does not accept materials the patron has purchased in lieu of payment.

CIR-8 Fines and Fees

(Revised 4-26-16)

It is the responsibility of the Library to maintain a collection of materials to be shared by persons living within the service area—i.e. person paying taxes within the legal service area.

It is also the responsibility of the Library to govern the use of such materials shared with, or borrowed from, other libraries. The goal of the Library is to recover materials held beyond the agreed loan period, in good condition, for further use by the community. The Library does not want to resort to punitive action to recover items. Fines and fees are used solely to remind offenders of their responsibility to the other community members who fund and support the library.

Borrowers who have non-returned or late materials whose value totals fifteen dollars (\$15) or more will be subject to action by a collection agency. Borrowers who are turned over to a collection agency will be assessed a collection fee in addition to any replacement costs and/or fines.

CIR-9 Schedule of Fines and Fees

(Revised 8-25-15, 10-27-15, 4-26-16, 1-25-17)

General Fees

Late fees – Most Items \$.20 per day per item; maximum charge \$5.00

Late fees – Interlibrary Loans \$.50 per day per item; maximum charge \$10.00

Late fees – GA State Parks and Historic Sites Pass \$1.00 per day; maximum charge \$10.00

Late fees – Zoo Pass, Go Fish Pass, Passport to Puppetry \$3.00 per day; maximum charge \$12.00

Replace Library Card - \$1.00 per instance

Nonresident Card - \$35 per year

AV rental - \$1.00 per day

Arrived ILL request not picked up - \$1.00

Returned Check Fee - \$25.00

Collection Agency Fee - \$10.00 for balances of \$30 or more / \$5.00 for balances of \$15-\$29.99

Services

Photocopies – B&W \$.15 per page

Photocopies – Color \$1.00 per page (not available at all branches)

Fax - \$1.00 per page (send/receive)

Laminating- \$.50 per running foot

Proctoring - \$20.00

Scanning - \$.25 per page

3D Printing - \$.15 per gram

Replacement Fees

Books – Adult \$30 each

Books – Juvenile \$25 each

“Trade” Paperbacks \$15 each (these are higher quality, often oversized paperbound titles)

Paperbacks \$5 each (these are relatively inexpensive “beach read” sized books often found at supermarkets)

Magazines \$5 each

Board Books \$5 each

Maps \$2 each

Pamphlets \$1 each

Audio Books \$8 per disc or cassette, up to \$45
DVDs \$10 per title
VHS Tapes \$5 per title
Music CDs \$15 per title
Software \$5 per title
Video/Audio case \$3 per item
Audio bag \$1 per item
Kit charges vary according to contents of kit
Interlibrary loan charges are set by the lending library
Charges for passes are determined by Georgia Public Library Services and partners

IV. Information Services

INF-1 Priorities for Reference Services

Statement of Purpose

Reference service is defined as personal assistance provided to users and potential users of information. Reference service takes a variety of forms including direct personal assistance, directories or signs, exchange of information from a reference source, readers' advisory assistance, dissemination of information in anticipation of user needs or interests, and direct end-user access to an information system via telecommunication hardware and software.

It is the policy of the Library to consider each individual information query to be of equal merit regardless of the age, gender, ethnicity, sexual preference, English language proficiency or status of the inquirer. The Library's intention is to accord equal attention and effort to each inquiry, although the time spent by staff on a question may vary in response to the perceived needs of the patron, to the information resources (both staff and collections) available and to the method of receipt of the inquiry.

Priorities

- The Library shall survey and assess the information needs of its community and create local information products to fulfill those needs not met by published materials.
- The Library shall serve its community by collecting and creating information and referral files to provide access to the services and resources of local, regional, and state organizations.
- The Library's building shall not be a boundary to its information services. It shall identify and employ external databases, agencies, and services to help meet the information needs of its community.
- The Library shall participate in consortia and networks to obtain access to information sources and services it cannot provide on its own.
- The Library Staff may not assist patrons when the transaction would involve the patron's personal or financial information.

The basic function of the Library staff is to provide information, not opinions. Questions should not be answered on the basis of personal experience. It is the staff's responsibility to provide information in an

impartial and businesslike manner even when contrary to personal beliefs. When the Library is not able to provide a patron with needed information, it shall refer either the patron or the patron's question to some other agency, an expert, or another library which can provide the needed information. Law Library personnel will not give legal advice to patrons.

INF-2 Interlibrary Loan

Policy Statement

The Sequoyah Regional Library System provides Interlibrary Loan (ILL) services in order to enhance and extend the resources available to its users. Because the Library cannot purchase or subscribe to every useful resource, Interlibrary Loan is an essential part of its mission to meet the informational needs of the community.

Definition

ILL is the process by which the Library attempts to borrow material it does not own from libraries not part of the Sequoyah Regional Library System. The Library also loans material out to other libraries not part of the Sequoyah Regional Library system.

Eligibility

Sequoyah Regional Library System offers ILL as a service to all library patrons with a valid SMLS library card. Patron's library account must be in good standing. All ILL requests must be in accordance with State and National Interlibrary Loan Codes.

Request Criteria

Requests may be made for books, microfilm or copies of journal/periodical articles. Ebooks are not eligible for ILL. Libraries are under no obligation to lend material. Most libraries do not lend material from genealogy, reference, or other non-circulating collections. Many do not lend material published within the last 12 months. Libraries may restrict some material to "in library use only".

Sequoyah Regional Library System does not request:

- High-demand material
- Material published within the last 12 months
- Audiovisual material (cassette tape, CD, VHS, DVD, etc.)
- Material owned in our own collection

The Library reserves the right to review patron requests for ILL services and to decline such requests at the Library's sole discretion.

While requests are processed in a timely manner, it may take at least 2 weeks for requested materials to be delivered.

Request Limit

There is a limit of ten (10) active ILLs/requests per patron at any given time.

Loan period

The lending period will vary depending on the due date given by the lending library. All items must be picked up promptly.

An item may be borrowed one (1) time and may not be borrowed again until three (3) months from the original request date.

All borrowed material is subject to recall by the owning library. Borrowers must respond immediately if the owning library recalls an item.

Renewals

Patrons may request one (1) renewal unless otherwise noted on the ILL band. Renewals are granted by the lending library and some loans may not be renewed. Only the Reference staff can request a renewal. Borrowers must request renewals by the date designated on the ILL band.

Fees

Patrons are responsible for all charges associated with requested materials. If a borrower authorizes the library to obtain materials from a lending library that charges a fee, the borrower is responsible for paying the fee. Borrowers are responsible for any charges levied by a lending library for materials lost or damaged while charged out to the borrower. No refunds will be made for lost and paid Interlibrary Loan materials that are subsequently found.

Items returned after the due date will be charged \$0.50 per day for overdues. Items not picked up are subject to a \$1.00 fee, plus all other charges associated with requested materials. The lending library sets loan conditions and fees.

INF-3 Special Collection Rooms

Special Collection Rooms

The Sequoyah Regional Library System has Special Collection Rooms in some of the Libraries. These rooms contain non-circulating reference materials relating to local and southern history and genealogy. These rooms are available to the public during library hours to do research. Library staff is available to assist patrons in using the room and in some cases, Genealogical Society volunteers are available to provide assistance in genealogical research.

General Rules and Guidelines:

- The materials that are located in the Special Collection Room may not be altered or changed in any manner.
- The Genealogical/Historical Societies may assign volunteers from its membership to provide assistance to patrons doing genealogy research. Questions from the public not related to genealogy research should be referred to library staff.
- Genealogical/Historical Society volunteers are expected to abide by the same policies as library employees, as outlined in the "Sequoyah Regional Library System Personnel Policies, Section VII. Employee Conduct".
- Genealogical/Historical Society members may not enter non-public areas of the library unless accompanied by a library employee.
- Genealogical/Historical Society members will be charged half price (1/2) price for photocopies, faxes, and laminating related to Genealogical Society business.
- The Special Collection Rooms have a storage closet used by the Library to store historical documents that are fragile or must be placed in storage for other reasons. If space is available the Genealogical/Historical Society may store books, files, and other items related to historical research in the storage closet. Storage closet access must be supervised by Library staff.

- Items belonging to Genealogical/Historical Society members may be placed on display only with prior approval of the Library Manager and must be in compliance with the “Exhibit and Display Policy” and the “Donated Items Policy”. Display items should be directly related to history or genealogy and should be of general appeal. Any signs or brochures must be approved and placed by the Library Manager and must be in compliance with the “Brochure and Bulletin Board Policy”. Signs must meet library standards.
- The Genealogical/Historical Society is considered to be a library-affiliated organization and as such may be granted special privileges at the discretion of the Library Manager.

INF-4 Acceptable Internet and Technology Use Policy

(Revised 1-26-16)

Position Statement

In response to advances in technology and the changing needs of the community, the Sequoyah Regional Library System endeavors to develop collections, resources, and services that meet the cultural, informational, and educational needs of the community. It is within this context that the Sequoyah Regional Library System and the State of Georgia offer access to Internet through Library owned technology as well as through wireless enabled devices owned by Library patrons and visitors.

Library Internet access, computers and other devices are provided for library-related learning, research and information. The Internet is a resource that enables Library patrons to connect to information beyond that contained in the Library's collection. However, the Internet is currently not subject to any regulation. The Library can and does recommend interesting and useful Internet destinations and resources for Library patrons to explore. While the Internet does contain a wealth of such material, it also provides access to sites containing material that some patrons will find offensive and that may be illegal.

Disclaimer Regarding Content

The Library does not monitor and has no control over materials obtained on the Internet, and cannot be held responsible for its content. The Library cannot control access to materials or protect patrons from materials they may find offensive. Not all sources on the Internet provide accurate, complete or current information. The Internet is a worldwide community with a highly diverse user population, and it is the user's responsibility to use this resource wisely.

Children's computers (for 12 years and under) and Internet access are located in Children's area. Access to Internet in this area is provided through a children's interface with links to approved sites. The interface and links are in place to direct minors but they cannot protect them. A Parent or guardian has that responsibility.

Internet Use

- All users must agree to the Acceptable Use Policy before accessing the Internet.
- Users should use extreme caution about revealing any personal identification information. Library personnel cannot assist patrons with personal information.
- Although the library has security methods in place for protecting internet access, there is no guarantee that computer usage is completely secure.
- All public libraries in the state of Georgia are filtered. In each library unfiltered computers are available for adults 18 years and older.

- Users cannot send, receive or display inappropriate materials, defined as text or graphics, which may reasonably be construed as obscene or illegal.

Children and the Internet

- Children 9 years and under must be accompanied by a parent, guardian or authorized teachers.
- Children 12 and under must use computers in the children's department unless they have an adult sitting with them.
- Ages for use of computers in the libraries that have Young Adult Department computers are 13 through 18.
- Persons younger than 18 years of age must have an adult present to use unfiltered computers.

Inappropriate Use

Misuse of technology or Internet access will result in loss of library privileges. It is not acceptable to use Sequoyah Regional Public Library's electronic resources for illegal or criminal use. Prosecution is possible.

- **First offense will result in a warning**
- **Second offense will result in 3-month loss of library privileges**
- **Subsequent offenses will result in a loss of library privileges for one year**

Equipment and Device Use

The Sequoyah Regional Library System offers computer terminals, laptops, tablets, or other devices for use inside the Library building. The types of technology available may vary by location.

- Residents of Cherokee, Pickens or Gilmer Counties must present a valid Sequoyah Regional Library card to access or borrow a device. Non-residents must present a current photo ID.
- Devices are for use in the library only and cannot be removed from the building. If a device is removed from the building, the police may be notified and the borrower may be denied future borrowing privileges.
- The borrower is responsible for assuring no damage occurs to the device while in their possession.
- The borrower, or the responsibility party of a borrower age under 18, assumes full responsibility for the cost of repair or replacement in the event that the device is lost, stolen or damaged.
- Devices not returned by closing time will be considered missing and the borrower will be liable for full replacement costs.
- Any misuse of the device will result in an immediate loss of device use privileges. Future borrowing privileges may also be denied.
- Devices are available on a first-come, first-serve basis.
- An eligible patron will be allowed to borrow one device at a time.
- The Library is not responsible for damage to any removable data storage device or loss of data that may occur due to malfunctioning hardware or software.
- Under no circumstances should a borrower leave a device unattended. The Library will not be responsible for a lost or stolen device even though it is used in the library.
- The borrower must adhere to all device procedures for use.

- Time limits may be placed on the use of Library computers and devices as needed, using time management software or other methods. Users must end their session, leave the terminal, or surrender device when asked to do so by authorized Library staff.
- If equipment is shared, all users must agree to the Library's Acceptable Internet and Technology Use Policy.
- Users shall respect the privacy of others.
- Users may not misrepresent themselves by access code, password or signature.
- Users may not install or modify library software or hardware or load personal software.
- Users may not make copies of copyrighted or licensed software or data unless such use is authorized. Users may download information to a flash drive, memory stick, or similar memory device.
- Authorized Library staff may prohibit the downloading, uploading or trading of music files, music players, file sharing and streaming.

INF-5 Child Internet Protection Policy

The Sequoyah Regional Library System employs filters on all computers as provided by the Georgia Public Library Service, a component of the Georgia Board of Regents. Library patrons, including those patrons under 18 years of age and library employees may not use any computer equipment and communication services owned or leased by the public library for sending, receiving, viewing, or downloading visual depictions of obscenity, child pornography, or material that is harmful to minors. Patrons in violation of this policy will lose computer privileges. Sequoyah Regional Library shall implement and enforce this acceptable-use policy by the following:

- Use of software programs reasonably designed to block access to visual depictions of obscenity, child pornography, and material that is harmful to minors; or
- Selection of online servers that block access to visual depictions of obscenity, child pornography, and material that is harmful to minors

Sequoyah Regional Library System shall not be subject to civil liability for damages to any person as a result of the failure of any approved software program or approved online server to block access to visual depictions of obscenity, child pornography, and material that is harmful to minors.

For the purposes of this policy, 'Child pornography' means any computer depiction or other material depicting a child under the age of 18 years engaging in sexually explicit conduct or in the simulation of such conduct. 'Internet' means a global network that connects computers via telephone lines, fiber networks, or both to electronic information.

INF-6 Proctoring Exams

Library Staff is available to proctor exams if time permits. Proctoring consists of signing documentation that an exam was completed in one of the libraries. It does not include close supervision. Any information staff member can serve as a proctor and sign required documentation if approved by the University or school regulations.

Guidelines

- Requests for proctoring sessions must be made at least 24 hours in advance to the Library Manager or staff member who will schedule the exam as staff time permits.
- There is a fee for each test and the fee must be paid in advance of taking the test.
- The staff member will verify the identity of the student by requiring identification before administering the exam.
- Staff will not provide letters or telephone calls. A reply to an exam received by e-mail will serve as confirmation and receipt.
- Exams will be administered or transmitted on-line or via e-mail solely at the discretion of the Library Manager. Sequoyah Regional Library accepts no responsibility for Internet connections.
- Students will be responsible for providing postage and any other expenses incurred such as photocopying, printing from e-mail and receiving or sending faxes.
- Staff will seal and sign the envelope of the finished exam, but will not deliver exams to the post office or Fed-Ex/UPS store.
- The Library is not responsible for keeping copies of completed exams.
- If the student does not abide by University's or school's rules and regulations, the Library staff will terminate the test and fees will not be refunded.

V. Community Relations

GSV-1 Programs in the Library

Each Library, regardless of size, may offer programs that support people in their home lives, their learning, and their leisure activities. In planning programs, the library should consider:

- The Library's Long Range Plan
- Regional needs
- Purpose of the program
- Quality of the presentation
- Appropriateness of content to the audience
- Other programs available in the community

Attendance statistics and evaluations are kept to determine the impact of the program on the community, to assist in preparing budgets and to aid in future planning.

Children's Programs and Services

Statement of Purpose

The Youth Department will provide services and activities in the three-county region to children and young adults to promote an interest in books and reading for educational and recreational purposes and to serve as a door to learning.

Planned educational programming will be scheduled on a regular basis for children.

- Storytimes are regularly provided for all ages. Storytime may include programs for toddlers, pre-schoolers and families.
- After-school programming may be provided for older children and young adults.
- A reading club program will be offered in the summer to encourage reading.

- The Youth Department may offer service to schools and other groups as time and staff allow. These programs should be booked at least two (2) weeks in advance of time desired. This service will include book talks, tours and instruction on library use, and other special programming requested by groups or individuals within the guidelines of our policy. Groups or individuals may include guidelines for the presentations but the contents of the presentation will be at the discretion of the youth staff.
- Large groups may not attend public storytimes or other public programs unless scheduled in advance.

GSV-2 Computer Training for the Public

Library employees provide basic assistance concerning Internet or personal computer use as time permits. The Library will provide free group training sessions to the Internet and Library Catalog as resources permit.

GSV-3 Co-Sponsored Programs in the Library

Organizations that co-sponsor programs with libraries in the Sequoyah Regional Library System may be granted special privileges with regard to the use of the library meeting room. The final decision on co-sponsors will be determined by the Library Director.

GSV-4 Tours

Tours may be given at the request of a group or individual if staff time allows. Groups or individuals may include guidelines for the presentation to follow but the contents of the presentation will be at the discretion of the library staff.

GSV-5 Extension Service

(Revised 4-25-17, 10-24-17)

Statement of Purpose

The Extension Services Department of the Sequoyah Regional Library System exists to carry library services and materials beyond the physical library facility to library patrons restricted from visiting one of the member libraries.

Service to Schools

Sequoyah Regional Library System serves all of the schools of Gilmer, Pickens, and Cherokee Counties as a supplementary resource facility. Teachers may check out up to thirty (30) books for a two (2) week period for use in the classroom. A card may be obtained in the name of the school with the principal's signature. A packet with library information, fees, etc. will be sent to school officials. Additional services, including book talks, classes on library use, and storytimes will be provided within the public library facility to the schools with advance notice as staff times permit.

Service to Homebound

The Library will provide delivery of library materials by mail to persons in the three-county system who have demonstrated special needs. These needs include homebound and physically handicapped citizens. Additional patrons are added as need is indicated.

GSV-6 Volunteers

(Revised 1-25-17)

For the purposes of this policy, a volunteer is a person who contributes his/her time, energy, and talents and performs tasks or services of his/her own free will, without expectation or receipt of wages, benefits, or compensation of any kind, and who is subject to the supervision of library staff. The Sequoyah Regional Library System coordinates two volunteer programs—one for adults and one for teens-- as set forth below.

Sequoyah Squad

Sequoyah Squad is a volunteer program for adults. Library Administration establishes and maintains guidelines that address application, recruitment, screening, selection, training, evaluation, retention, and release of Sequoyah Squad volunteers. Applicants are selected based on their qualifications in relation to the library's operational needs and on their ability to commit to a consistent schedule of volunteer hours. Work assignments are based on branch need and vary by location, type of work and frequency. The library maintains the right to deny a position to anyone it feels is unsuitable for any reason.

Because Sequoyah Squad volunteers are viewed by the public as representatives of the library, they are expected to uphold the library's mission, to reflect positive customer service attitudes to patrons, and to help maintain the library's image in the community. Sequoyah Squad members are expected to conform to all library policies and rules, including those pertaining to patron privacy and confidentiality.

All Sequoyah Squad applicants must pass a background check and must provide proof of health insurance coverage. Sequoyah Squad members are not eligible to receive workers' compensation benefits for any injuries sustained while functioning as a volunteer. Nothing in this policy shall be deemed to create a contract between the volunteer and SRLS, and both the volunteer and SRLS have the right to end the volunteer's association with the library at any time, for any reason, with or without cause.

Teen Advisory Board (TAB)

The Teen Advisory Board (TAB) is an appointed group of teens that function like a student government. TAB members help plan and implement young adult library programs, participate in volunteer service projects, earn volunteer hours, and help in the selection of new young adult materials for the library. TAB membership is subject to a selective application process established and administered by the Youth Services Department. TAB members attend regular meetings and assist with scheduled group projects under the direct supervision of a library staff member.

GSV-7 Community Service Workers

The Library System uses community service workers on a limited basis. The library will consider:

- Workers 18 years or older
- Workers providing documentation of sentence
- Workers with driving offenses
- Workers available during weekday hours
- Availability of tasks to be performed.

Approved 9-23-08
Revised 1-27-09
Revised 11-17-09
Revised 1-26-10
Revised 9-28-10

Revised 10-23-18

Revised 1-25-11
Revised 5-24-11
Revised 8-28-12
Revised 10-23-12
Revised 1-22-13

Revised 8-27-13
Revised 4-22-14
Revised 10-28-14
Revised 8-25-15
Revised 10-27-15

Adopted 1-26-16
Revised 4-26-16
Revised 10-25-16
Revised 1-25-17
Revised 4-25-17
Revised 10-24-17