

Public Service Policy

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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 Executive 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:
 1. 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 Executive 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.

2. 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).
3. The library receives a National Security Letter seeking the information pursuant to the USA Patriot Act.
4. 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.
5. 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 Executive 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 Executive Director is not available, inform the requester when the Executive Director will be available. If pressed to act sooner, contact the Executive Director immediately. In the event the Executive Director cannot be reached, the Deputy Director or the highest ranking person on duty is responsible for working with the requestor.
2. The Executive 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 Executive Director shall refuse to provide the information. The Executive 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 Executive Director is uncertain about whether the order, or subpoena presented to the Executive Director is sufficient to require release of the records, the Executive 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 Executive Director shall insist that such defects be cured before any records are released.

5. If the Executive Director or the Director in consultation with the Library's attorney determines that the order, warrant, or NSL, is sufficient and compels the release of the records, the Executive Director shall release the records.
6. If the request is made pursuant to the USA Patriot Act, the Executive Director is authorized to obtain legal counsel regarding the request. As required by the USA Patriot Act, the Executive 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 Executive Director shall refuse to provide the requested records. The Executive Director may explain the confidentiality policy and the state's confidentiality law.
8. The Executive 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 Executive 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 Executive 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 Executive 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

(Revised 8-27-19)

The library is not responsible for personal property abandoned or lost on library property.

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.
1. It is the responsibility of each department/library manager to determine what equipment/property assigned to his/her inventory is to be declared surplus.

1. These items are to be listed on a “Surplus Property Disposition Form A” and the form sent to the Deputy Director.

1. 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.

1. The Departments are responsible for the storage of their surplus items until the Sequoyah Regional Library Board approves them for surplus.

1. Items declared as surplus will be disposed of in one of the following ways, as determined by the Executive Director:
 1. Public advertised sale or auction.
 2. Placed on Craigslist, eBay, or similar web site.
 3. Donated to another governmental agency.
 4. Donated to Non-profit Agency
 5. Trade-in for an upgrade.
 6. Destruction.

1. Funds received from the sale of surplus property will be deposited into the Development or Special Fund. The Executive Director will determine the usage of these funds.

1. “Surplus Property Disposition Form B” will include details of final disposition, including date, names, etc. and will be completed by the Deputy Director.

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.

1. 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 Community Use of Library Spaces

(Revised 8-25-15,10-25-16, 8-27-19)

The Sequoyah Regional Library System makes space available within the library for community use as an extension of library services and for the purpose of meeting the informational, educational, recreational and cultural needs of a diverse community.

Community Rooms

Community rooms are available in all libraries. The attendee capacity of each library's community room(s) varies. There is no charge for the use of the community room, but a cleaning fee may be assessed if special cleaning is required after a group has used the room.

All events in the community rooms must be open to the public and free of charge and held within library hours unless approved by the Executive Director.

A community room can be booked 60 days in advance on a first-come, first-served basis by a person who will be responsible for all conditions stated. An application must be completed online or in-person by an official, age 18 years or older, of the organization requesting the room. 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. The library retains the privilege of canceling any outside use of the room and will attempt to give at least twenty-four hours notice.

The library cannot guarantee a regular meeting place for any group.

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 Community Room may not be used for:

- Any purpose which, in the opinion of the Executive Director and/or Library Board, may interfere with the normal use of the Library or may interfere with the library mission, vision and values.
- 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.
- Sale or promotion of products or services, order placement, or solicitation for future sales, except in conjunction with a library program or approved by the library manager or Executive Director.

Conference Rooms

Conference 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. Conference 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 an additional hour. Users are expected to observe the occupancy requirement posted in each room. All Library policies apply to the use of the conference 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 conference room at least ten (10) minutes before closing time.

Other Spaces

Additional space is available for community use at the discretion of the library manager and/or Executive Director. The governance of these spaces is treated in the same manner as community rooms.

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.

1. 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.

1. No additional training software may be loaded in the lab server without advance approval by the Library System.

1. Training sessions must end at least ten (10) minutes before closing time.

1. 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.

1. The library staff will not be available to assist with groups in the computer lab unless it is a Library sponsored event.

1. No preschool children will be allowed to enter the lab.

1. Patrons using the lab will be governed by library policies and procedures.

FAC-5 Exhibits and Displays

(Revised 1/26/2021, 10-27-2021)

The Library may develop exhibits and displays to increase public awareness of the Library's resources and programs and to promote life-long learning. Exhibits and displays are limited to either library-initiated or library-sponsored displays or displays from library partners and affiliated organizations.

Exhibits and displays are developed and maintained by library personnel. Assistance from the public may be sought in developing specific exhibits and displays.

Exhibits and displays include but are not limited to: enclosed cases, tabletops, shelving space, floor space and wall displays.

Exceptions to this policy may be approved by the Executive Director.

FAC-6 Brochures and Bulletin Board

(Revised 10/27/2021)

The Library may post or distribute materials produced by the Library or required by law and may include information from government agencies, as space allows. The Library also may post or distribute materials from Library partners and other agencies providing public service aligned

with the library's mission, as space allows. Library program and marketing materials take priority over materials from other agencies.

Exceptions to this policy may be approved by the Executive Director.

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

The Sequoyah Regional Library welcomes visitors of all ages to use its materials, programs, and resources. We hope that children who use the Library will perceive the library as a warm, welcoming and fun place to visit. However, caregivers must be mindful of the fact that the library is an open, public building. The well-being and safety of young children left alone raises serious concerns. Caregivers are responsible for the safety, behavior, and supervision of children at all times in the library and on library property. Library staff cannot assume responsibility for any child, even for a very short period of time.

Children ages 12 and under should not be left alone in the library. Parents, guardians, or caregivers must remain within sight or sound range of their children at all times to ensure safety and appropriate behavior. Children 9 years of age and younger must be directly supervised at all times by a responsible caregiver. Caregivers must be 16 years of age or older, must be able to effectively supervise young children, and must be willing and able to provide contact information for a parent or guardian upon request.

If a child 12 years of age or younger is left unattended after the library closes, staff will attempt to contact a parent or guardian, and if unable to do so, they will call law enforcement on behalf of the child, in accordance with library procedures. The library will make no determination as to the suitability or authority of anyone arriving or being contacted to transport a minor from the library grounds or for minors leaving library grounds. Library staff members are not permitted to transport any minor to another location.

If library staff deems a child of any age to be in need of supervision and no parent or guardian can be located or contacted, law enforcement will be called on behalf of 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

(Revised 10-27-2021)

Closing decisions are made by the Executive Director, who typically follows the guidance of County Government or state emergency management. If a Branch Manager considers it prudent to close a specific location, the Executive Director must be notified before doing so.

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, 10-27-2021)

Loan periods and limits are 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

The standard loan limit is 30 items per card but loan limits may be higher or lower based on borrower type.

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 or borrower type.

CIR-4 Check-Out and Renewal

(Revised 10-27-15, 10-27-2021)

Checking Out Library Materials

Patrons must present a library card to check out library materials. The borrower number may be used in place of a physical card, with proper verification. If a patron cannot provide the physical card or borrower number at check-out, a replacement card may be requested (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, 10-27-2021)

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. 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. The standard hold limit is ten (10) holds at one time, but loan limits may be higher or lower based on borrower type.

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, 10-27-2021, 8-23-2022)

For the majority of the Library’s materials, full replacement cost will be charged for 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. No refunds will be made for lost and paid loan materials that are subsequently found. The Library does not accept materials the patron has purchased in lieu of payment.

CIR-8 Fines and Fees

(Revised 4-26-16, 8-27-19, 8-25-2020)

Overdue fines are charged when materials are not returned at the end of their loan and/or renewal period in order to encourage the prompt return of library materials so they will be available for other library users. Appropriate actions to recover overdue items, lost items, damaged items or the corresponding replacement cost will be determined by the Executive Director and may include the use of a collection agency for non-returned or late materials.

Fine and fee amounts will be approved by the regional board at the first regularly scheduled meeting of each new fiscal year and the Fine & Fee Schedule will be made available on the SRLS website. Fees for services may be charged to cover the cost of services provided and are based on the Library's costs for supplies and overhead. The Executive Director may, without regional board approval, set fees for new products sold or new services provided by the library and may appropriately adjust fees for existing products and services subject to ratification by the board at the first regularly scheduled meeting of the new calendar year.

1. Information Services

INF-1 Priorities for Information Services

(Revised 01-22-19)

Statement of Purpose

Information service is defined as assistance provided to users and potential users of information. Information service takes a variety of forms including direct personal assistance, directories or signs, exchange of information from a reference source, readers' advisory, 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'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. Library personnel will not give legal advice to patrons.

INF-2 Interlibrary Loan

(Revised 01-22-19, 01/26/2021)

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 SRLS 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. Renewal requests can be made at the Regional level. Borrowers must request renewals by the date designated on the ILL band.

Fees

Patrons are responsible for all charges associated with requested materials and postage fees exceeding \$5.00. 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.

INF-3 Acceptable Internet and Technology Use Policy

(Revised 1-26-16, 01-22-19, 8-24-2021)

Disclaimer Regarding Content

The Library offers Internet access to more effectively meet the educational, information, and recreational needs of Library patrons. Use of the Internet for illegal purposes is expressly forbidden, in accordance with applicable legal statutes. The Library assumes responsibility only for the content of its own homepage and for accompanying Web pages.

Internet resources available through the Library are provided to all patrons, with the understanding that it is the individual patron's responsibility to demonstrate judgment, respect for others, and appropriate conduct while using Library resources and facilities. Internet use is managed in a manner consistent with the Patron Behavior Policy posted in each Library facility.

While using the Internet at the Library, patrons may not display or print images unsuitable for a general audience. This includes, but is not limited to, material that is obscene as defined under Georgia law (O.C.G.A. 16-12-80), child pornography as defined under federal or state law (18 U.S.C. 2256; O.C.G.A. 16-12-100), and material that is "harmful to minors" as defined under Georgia law (O.C.G.A. 16-12-102). In compliance with the Children's Internet Protection Act [Pub. L. No. 106-554 and 47 USC 254(h)], the Library employs a technology protection measure (filtering software) on all computers to block or filter access to inappropriate information. Subject to staff supervision, this technology protection measure may be disabled upon request only for bona fide research or other lawful purposes.

Patrons access the Internet at their own discretion. Although many valuable sources of information are available via the Internet, the Library can neither verify the accuracy nor control the content of material found. Although the Library uses a technology protection measure, patrons may find that some websites contain material they consider offensive, or inappropriate for children. While the Library makes every effort to comply with the Children's Internet Protection Act, the Library does not warrant the effectiveness of the filtering software used. Parents and/or guardians are strongly encouraged to monitor their minor children's use of electronic resources, including electronic mail, and to establish guidelines consistent with personal and individual family values and boundaries.

Staff monitors use of Internet computers in an effort to prevent illegal or inappropriate activities, and takes appropriate actions if any user fails to comply with Library policies and procedures. To the extent practical, steps shall be taken to promote the safety and security of minors when using electronic mail, chat rooms, instant messaging, and other forms of direct electronic communications. Specifically, as required by the Neighborhood Children's Internet Protection Act, prevention of inappropriate network usage includes: (a) unauthorized access, including so-called 'hacking', and other unlawful activities, and (b) unauthorized disclosure, use, and dissemination of personal identification information regarding minors. Failure to follow the Library's guidelines for Internet use will result in suspension or revocation of a patron's right to use the Library and could result in criminal prosecution.

Library staff provides assistance to patrons using the Internet, within the limitations of available resources, and uses the Internet as appropriate to assist in answering reference questions. Further training and instruction by Library staff is offered periodically, as schedules permit, and the Library maintains a list of recommended links that may be useful to patrons. The Library also offers books, videos, and other materials that may assist patrons in enhancing their knowledge of Internet skills and resources.

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 utilize filters. In each library unfiltered computers are available for adults 18 years and older.

Children and Use

- 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.

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.

- 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.
- 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.
- 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.
- Federal copyright restrictions apply to computer use.
- 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-4 Child Internet Protection Policy

(Revised 01-22-19)

In accordance with the Children's Internet Protection Act (CIPA), library computers are equipped with software that is designed to block access to sites containing visual depictions and/or information which may reasonably be construed as being obscene, child pornography, or materials "harmful to minors" as currently defined by law.

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 policy by the use of in-house security appliances to provide content filtering for URL categories and URL blocking for individual websites.

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-5 Proctoring Exams

(Revised 01-22-19)

A proctored test is supervised by a designated staff member who ensures the identity of the test taker and the integrity of the test taking environment, but does not include close supervision.

Guidelines

- Requests for proctoring sessions must be made in advance to the Library Manager or designated staff member who will schedule the exam as staff time permits.
- There is a fee for each test and the fee must be paid before the test period begins.
- The staff member will verify the identity of the test taker by requiring photo identification before administering the exam.
- Exams will be administered or transmitted on-line or via e-mail solely at the discretion of the designated staff member. Sequoyah Regional Library accepts no responsibility for internet or software connectivity issues.
- The library is not 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 mail the test in a pre-paid envelope but will not deliver to the post office or package service store.
- The Library is not responsible for keeping copies of completed exams.
- If the test taker does not abide by the rules and regulations accompanying the test, the designated staff member will terminate the test and fees will not be refunded.

1. 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 Executive 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.

GSV-8 Social Media Use

SRLS uses social media to ensure effective promotion of library services, resources, and events to the public, and to ensure a high standard of customer service on social media.

The comments and opinions expressed in this forum (and external links appearing in posts) are the opinion of the person posting and may not reflect the official position of SRLS or the opinions of its employees. Everything posted to our social media accounts is part of the public record and subject to public disclosure.

Establishment and administration of social media accounts: SRLS, its branches, and departments may establish social media accounts with the permission of the library director. For the purposes of this policy, “social media” refers to any online or mobile platform open to the public, including but not limited to Facebook, Twitter, Instagram, Snapchat, Yelp, LinkedIn, Tumblr, etc.

Posts should inform library users about services, resources, programs, events, promote library use, and encourage dialogue between users and library representatives.

The library is not responsible for the content of posts made by third parties, including customers, reviewers, advertisers, etc. Public posts by third parties do not reflect the positions of the library, its employees, or SRLS.

The library reserves the right to delete public posts or comments if they include spam or advertisements, hateful or harassing speech, obscenity, personal disparagement or defamation, or any other comment that violates the Patron Behavior Policy.

The Library may reproduce, distribute, publish, display, edit, modify, delete and otherwise use any comments, posts, expressions or other materials shared on any SRLS social media platforms for any library-related purpose in any form on any media.

Approved 9-23-08 Revised 1-25-11 Revised 8-27-13 Adopted 1-26-16

Revised 1-27-09 Revised 5-24-11 Revised 4-22-14 Revised 4-26-16

Revised 11-17-09 Revised 8-28-12 Revised 10-28-14 Revised 10-25-16

Revised 1-26-10 Revised 10-23-12 Revised 8-25-15 Revised 1-25-17

Revised 9-28-10 Revised 1-22-13 Revised 10-27-15 Revised 4-25-17

Revised 10-24-17

Revised 10-23-18 Revised 8-25-2020

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Revised 04-23-19 Revised 8-24-2021

Revised 08-27-19 Revised 10-27-2021

Revised 01-30-2020 Revised 8-23-2022

ACKNOWLEDGMENT OF RECEIPT OF SRLS PUBLIC SERVICE POLICY

By signing below, I acknowledge that I have received a copy of the Sequoyah Regional Library System Public Service Policy. I understand that it is my responsibility to read and comply with the policies as well as any revisions made to them. I also understand that if I need additional information, or if there is anything I do not understand in these policies, I should contact my immediate supervisor or other appropriate management personnel.

In addition, I understand that policies, practices, and procedures in effect on the date of publication supersedes any prior policy manual, handbook, work rules, benefits, and practices of the Library. I further understand that the rules, policies, benefits, and practices referred to in the policies are continually evaluated and may be modified, reduced, or discontinued at any time by the Library Board, in its judgment and discretion, with or without notice. Updated policies are placed on the website.

SIGNED BY: _____ DATE: _____

(Employee signature) (Date signed)

EMPLOYEE NAME:

(Print employee's name)

POSITION:

—

(Employee's position)

DEPARTMENT:

(Employee's Department)

[Public Service Policy PDF](#)