

## **Library Use and Applying for a Library Card**

The Library will serve all residents of the community and the public library system area. The rights of an individual to use the Library, its services and its materials, shall not be denied or abridged because of age, race, religion, national origin, sexual orientation, gender, mental or physical handicap, or social or political views.

Any citizen or taxpayer of the City of Rock Hill shall be eligible to receive a library card. Children under the age of 18 must have a parent or legal guardian sign for their library card. It is the policy of the Library to issue library cards without charge to teachers of schools located in Rock Hill. As a member of the Municipal Library Consortium, the Library offers reciprocal borrowing and will also provide a library card to residents of St. Louis County, St. Louis City, St. Charles County, Jefferson County Library District, and Scenic Regional Library District. Rock Hill residents may also get a library card at those locations.

Juvenile cards allow access to materials from all sections of the library. The library respects the right of parents and caregivers to determine what is or is not appropriate for their own child. Parents and caregivers are therefore responsible for monitoring card use and applying any restrictions they deem appropriate on their own child's access to library materials.

Any resident or property owner of Rock Hill can get a library card with sufficient proof of identity and residency. Items that might be used include a driver's license or state ID with the current address, or a combination of two items to prove identity and residency, such as a school ID and a piece of first-class mail. Exceptions for individuals that do not have these items may be made at the discretion of the Director.

Any person not meeting the above qualifications shall be charged a fee of thirty dollars per year in order to obtain a card.

The library card shall be nontransferable and may be revoked by the librarian for abuse of privileges or for other good cause to be determined at the discretion of the librarian.

## **Hours of Operations**

The Library shall be open to the public Monday through Thursday from 10:00 a.m. to 7:00 p.m.; Friday from 12:00 p.m. to 5:00 p.m. and Saturday from 10:00 a.m. to 2:00 p.m. Hours may be changed at the discretion of the Board of Trustees.

No patrons may be inside the library outside of official hours. Library staff and trustees may request afterhours access in order to perform official library business only. Violation will result in suspension of library privileges for patrons and discipline by the Board of Trustees for staff.

## **Responsibility for Materials**

Library users are financially responsible for all materials checked out on their cards. Parents or guardians of children under age 18 are responsible for materials circulated on their children's cards.

A patron who holds a card is permitted to borrow the number of books, magazines or other library materials specified below.

Material Type	Loan Period	Renewals	Item Limits
Adult & Juv. Books	21 days	3	100
Magazines	21 days	3	10
Audio books	21 days	3	10
Compact Discs	21 days	3	10
Video and DVDs	21 days	3	10
New DVDs	21 days	1	10

## **Fines, Fees and Damages**

When a borrower signs an application card, the borrower will be responsible for any losses or damages to Library property. Book damages will be assessed by the Librarian. The retail price of Library materials will be charged for lost items.

Patrons are restricted from further borrowing when fines or fees exceed \$15.00. If fines or fees exceed \$50.00, account will be sent to debt collection and charged an additional \$10.00. The library allows each patron to have a maximum of three claimed returned items on an active library record.

A \$1.00 charge is made to the borrower when his/her card is lost. Money shall not be refunded if the borrower should find the original card.

## **Use of Volunteers**

As a method for area residents to become familiar with the Library and create opportunities for individuals to provide a valuable service for the community, the Rock Hill Public Library encourages and welcomes members of the community to volunteer their time and talents to enrich and expand Library services. Volunteers are expected to conform to all policies of the Library.

All volunteers must complete a volunteer application prior to beginning work. Volunteers interested in certain tasks such as working in the children's department will be required to complete a background check.

Volunteers are selected based on their qualifications in relation to the needs of the library at any given time, and based on their ability to commit to a consistent schedule of volunteer hours. Volunteers shall be recruited without regard to any individual's age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, or any other legally protected characteristic.

Volunteers must be at least 12 years of age, and any volunteer under the age of 18 must have parental consent.

## **Patron Behavior in the Library**

The Rock Hill Public Library encourages people of all ages to visit the Library. Those using the Library and its resources have the right to expect a safe, comfortable environment that supports quality services.

People demonstrating disruptive or otherwise inappropriate behavior may be required to leave the Library after one warning from Library staff. These behaviors include, but are not limited to noisy or boisterous actions, eating, smoking, running, loud talking, misuse of library property, uncooperative attitude, or any other actions that deliberately annoy others or prevent the legitimate use of the Library and its resources. Abusive language or behavior toward staff will not be tolerated.

The Library reserves the right to impose appropriate penalties for violation of the rules of proper use of the Library:

- Persons will be asked once to comply with the rules; they will be asked to leave for the day if the improper use continues.
- Persons may be barred from the Library permanently or for a set period of time for repeated violations of the proper use of the Library.
- Persons in apparent violation of Federal, State or local law will be reported to the police by Library staff. Legal action may be taken by the Library through the filing of a complaint.

Personal devices, such as computers and cell phones, may be used if the noise level is low and use does not interfere with others.

## **Unattended Child Policy**

Rock Hill Public Library (RHPL) welcomes children of all ages to use its facilities and services. However, RHPL staff cannot be responsible for the care, safety, entertainment, or supervision of unattended children. Additionally, RHPL staff are not responsible for supervising what materials children choose to read while they are at the Library, nor is it the role of the Library to determine what is appropriate reading or research material for a child. A child's parent/guardian is responsible for their children whether or not the parent/guardian is at the Library with their child.

A child is considered unattended if they are under the age of 10 and left alone in the Library without a parent, legal guardian, or responsible caregiver for any amount of time. "Responsible caregiver" refers to any person aged 12 or older designated to attend to a child's needs.

Library staff will not deliberately seek out unattended children; however, unattended children frequently become disruptive. Library visitors of all ages are expected to follow RHPL's Patron Behavior Policies. These rules can be found on the Library's website or by requesting a copy from Library staff. Children who do not follow these rules are subject to the same consequences as other Library users, including being required to leave the Library or losing Library privileges. If an unattended child has become disruptive, an attempt will be made to contact a parent or guardian. If the guardian is unreachable, staff will follow procedures for contacting proper authorities.

All visitors to RHPL should be prepared to leave the building at closing time. If a child is left unattended at closing time and attempts to reach a responsible caregiver are unsuccessful, two staff members will wait with the child for 15 minutes. If a responsible caregiver does not arrive for the child after 15 minutes, authorities will be contacted to assume responsibility for the child. If the responsible caregiver contacts the Library, staff will inform them which agency has assumed responsibility for their child. Under no circumstances will a child be allowed in a Library staff member's vehicle.

## **Adults in the children's area:**

The children's area of the Library is primarily reserved for children, their parents, guardians, and responsible caregivers, and adults interested in children's literature such as teachers. Out of concern for the safety of young patrons, adults who are unaccompanied by a child in the children's area of the Library may be questioned by staff and may be asked to move to another area of the Library.

## **Meeting Room Use**

Meeting room space is intended primarily for Library meetings, programs, and events. When not needed for these purposes, the room is available to reserve to community groups and nonprofits. These groups must understand that the meeting room houses a portion of the library collections, and must remain available for library browsing throughout the meeting. Permission to use Library meeting rooms is revocable and does not constitute a lease, nor does it imply that the Library endorses the aims, policies, views or activities of the group, organization or business using the room. Groups must read and sign a Meeting Room Use Application, which will be kept on file at the library for 1 year. Anyone using the Library's meeting rooms must abide by the terms of this policy and the Library's Behavior and Conduct policy. Groups using the meeting space must assign an age recommendation for the stated purpose of their meetings and failure to advertise the age recommendation as required by the 15 CSR 30-200.015 could result in the group being prohibited from using the space in the future.

## **Videography and Photography Policy**

Rock Hill Public Library permits photography and videography exclusively under the conditions laid out in this policy.

1. Patron non-commercial and non-media photography and videography is permitted in the Library provided that it does not interfere with Library operations or capture any identifiable likenesses of individuals without their permission. Such photographers are responsible for arranging all necessary releases and permissions from persons whose likenesses are captured. Unless written permission is acquired from the Library Director or designee, in no circumstances may anyone take a photo or video of a Library patron or staff member without the consent of that person or their parent or guardian if that person is a minor.
2. Commercial and media organizations intending to photograph or video within the Library must receive prior written permission from the Rock Hill Public Library Director or designee. The Library Director or designee will define the conditions under which the commercial/media photography or videography will take place, and address the rights to ownership of the photos and films.
3. The Library may utilize photos and videos from public programs and events at Library facilities and Library spaces on its website and in Library publications. Photos, images, and videos submitted to the Library by users for online galleries or contests may also be used by the Library for promotional purposes. To ensure the privacy of all individuals, including children, images will not be identified using full names or personal identifying information without written approval from the photographed subject, parent or legal guardian.
4. Any consent granted pursuant to this Policy to permit photography or filming may be revoked at any time upon failure to comply with terms of the Policy or other rules and regulations of the Library.

## **Public Internet Use Policy**

The Internet is a vast, global resource that is useful in meeting the education, information and recreation needs of society. It is within this context that the Rock Hill Public Library offers access to the Internet.

Users should be aware that not all information found on the Internet is complete, accurate or current. Some information may be controversial or objectionable. In compliance with the Federal Child Internet Protection Act and Missouri State Law, the Library has installed filtering software on our Internet connection. Filtering software reduces the likelihood of accessing objectionable material, but filtering software is imperfect. Whereas the Library staff may recommend reliable sites, they cannot guarantee the suitability of the links on these sites. Ultimately, users are accountable for the sites they access.

We support the Children's Online Privacy Protection Act of 1998, which makes unlawful the disclosure of personal information collected via a website, from a child, without express parental permission. Parents should be aware of and discuss with their children the dangers of giving out personal information on the Internet when using email, social networking sites, chat rooms, or other forms of communication via the Internet.

Patrons viewing material on the Internet, that in the judgment of Library staff is degrading to other patrons or pornographic to minors, will be asked to remove the material from the computer screen. Failure to comply with this request may result in suspension of Internet access for that patron at the discretion of the Library staff. Computer users may not tamper with nor perform any acts that would jeopardize the integrity of the Library's computers, the computers of others, or any computer network. Making any change to the setup or configuration of the hardware or software of Library computers is strictly prohibited.

Library computers, the Library's Internet access and network may not be used for illegal purposes. Illegal acts include but are not limited to hacking, copyright infringement, fraud, libel, slander, harassment, invasion of privacy, or public display of materials that may be deemed unlawful under federal or state statutes.

Failure to comply with the Library's regulations regarding Internet usage may result in a loss of computer privileges.

To serve the public in allowing maximum access to information through the Internet to many users with a limited number of computer workstations, and at the same time, to be in compliance with MO ST 182.825 and MO ST 182.827, Rock Hill Public Library has implemented the following policies:

Patrons are allowed one hour of computer use per day.

Internet access privileges are suspended when fines or replacement fees reach \$5.00. Computer access will not be allowed for inappropriate sites, including those with content "pornographic for minors" in violation of RSMO §573.01.

Computer users are not allowed to change computer settings.

Patrons are required to use their own valid library card to log on to a computer workstation.

Temporary Internet cards are available to non residents with valid photo ID.

**FAILURE TO COMPLY WITH THE INTERNET USE GUIDELINES WILL RESULT IN LOSS OF INTERNET PRIVILEGES.**

## **Social Media Policy**

The Rock Hill Public Library provides social networking opportunities that offer an extension of library services and resources to connect users to information, education and recreation. These online tools enable library users to share information and opinions about library issues and subjects with library staff and patrons. The library supports the idea of creating an environment for the purpose of bringing library users together.

Privacy Advisory

Posted content by library staff and users on social networks can be seen by the local library community and web users everywhere, making all comments public record. The Rock Hill Library retains the right to modify or remove content that is slanderous, abusive, inappropriate or private information about individuals without their consent. To protect their privacy, social network users should not post personal information such as full name, age, school, address, phone number or library card number.

### Rules for Commenting

The Rock Hill Public Library staff monitors comments and may remove comments including but not limited to:

- Plagiarized material
- Copyright violations
- Off-topic comments
- Inappropriate, sexually explicit, obscene, hateful or racist comments
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Comments or hyperlinks not directly related to the discussion
- Commercial promotion, advertisement or spam
- Organized political activity
- Private or personal information, including name, age, phone number, address, and the like
- Photos or images which fall into any of the above categories

Posted comments signify such poster's agreement to follow these rules. Users found in violation may be prohibited from future postings.

### No Liability Clause

Individuals take sole responsibility in using social networking sites. The library is not responsible or liable for any social networking user on the message board, forum or any other area within the service. Posting content means that the user agrees to hold harmless and indemnify the Rock Hill Public Library and its officers and employees from and against all claims, judgments, costs (including attorney's fees), damages and liabilities resulting from or in relation to the user's comments, postings or opinion in any way. Any Rock Hill Public Library link to an external website is not a sponsorship, authorization, affiliation or endorsement of that web site, including the products or services and owners of the website, by the Rock Hill Public Library.

## **Cybersecurity Policy**

This library takes reasonable cybersecurity and other measures to safeguard information including protected personally identifiable information (PII) and other types of information. This also includes information the Federal agency or pass-through entity designates as sensitive or other information the recipient or subrecipient considers sensitive and is consistent with applicable Federal, State, local, and tribal laws regarding privacy and responsibility over confidentiality.

## **Confidentiality of Patron Records**

The Board of Trustees of the Rock Hill Public Library recognizes patron circulation records and other records identifying the names of library users to be confidential in nature.

Each patron has individual control over his or her borrower's card and presentation of the card permits access to information about the borrower's current circulation record.

The Board of Trustees of the Rock Hill Public Library advises all Library staff that without presentation of the borrower's card, such records shall not be made available to any individual, organization, agency of state, federal or local government except in response to a valid court order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power.

## Library Collection

### Book and Material Selection

The Rock Hill Public Library subscribes to the Library Bill of Rights (Appendix B) and to the Statement of Freedom to Read (Appendix C), see attached.

All selection and withdrawals shall be under the jurisdiction of the Library Director. Selection of the books must be done carefully, always keeping in mind that a proper balance between the various categories to be maintained. Good judgment and discretion should be used in presenting both sides of controversial issues. The library uses professionally recognized book selecting tools for collection development and purchases award winning juvenile and adult books.

All materials, whether purchased or donated, are considered in terms of the criteria listed below. An item need not meet all of these standards in order to be added to the collection.

- Popular interest
- Contemporary significance or permanent value
- Currency of information
- Accuracy
- Local emphasis
- Readability or ability to sustain interest
- Treatment of subject to age of intended audience
- Reputation of author, publisher, producer or illustrator
- Creative, literary or technical quality
- Critical assessments in a variety of journals
- Format and ease of use
- Circulation as monitored through the automated system
- Cost and availability
- Relationship to existing materials in collection
- Relationship to materials in other area libraries

The library collections for patrons under age 18 are split into the "E" collection, which is intended for ages birth to 2nd grade, the "J" section which is intended for patrons 3rd grade through 8th grade, and the "YA" collection which is intended for patrons in 9th grade and above. There may be some variation in the age appropriateness of each collection. In general, decisions to place particular items in the collections are done by the standard of the average person, applying contemporary community standards nationwide, would find that the material, taken as a whole, has a tendency to appeal to ages birth through 2nd grade for "E" materials, 3rd through 8th grade for "J" materials, and 9th grade and above for YA materials; and/or the publisher's suggested age range if available. This statement is required by Missouri Regulation 15 CSR 30- 200.015

Patrons are not limited by these age recommendations. All patrons are welcome to check out any materials in our collections. Responsibility for a minor's reading rests with the parent or guardian, not with the library.



All library patrons are encouraged to request books for purchase via email or webform. Suggestions will be considered in relation to library need, relevance, and timeliness of material.

## **Cooperative Reciprocal Borrowing**

### **Municipal Library Consortium**

The Rock Hill Public Library is a member of the Municipal Library Consortium of St. Louis County. Each member library retains its own policies on circulation periods, overdue fines, and the selection of materials. Each member library agrees to honor the blocks or fees placed on patrons by other libraries. An Executive Board made up of the Directors of each member library administers the MLC and makes decisions on system-wide policy. All member libraries share in the cost of running the MLC automation system, according to a percentage formula, revised yearly. Automation features used by only one or a few member libraries are paid for only by those using them.

Any patron in good standing of a member library may request and check out materials from the Rock Hill Public Library. The Rock Hill Public Library expects patrons of other member libraries to abide by the same rules and restrictions as citizens of Rock Hill. There will be no additional restrictions placed on patrons from member libraries. The Library will charge patrons from member libraries the same fines and fees that Rock Hill citizens are assessed. The Rock Hill Public Library reserves the right to limit participation in Library programs to citizens of Rock Hill.

### **"Libraries Without Boundaries"**

This program allows residents of Rock Hill to receive free library service at the other, non-MLC, and libraries of the Greater St. Louis Region: St. Louis County, St. Louis Public, St. Charles City/County, Jefferson County, and Scenic Regional Public Libraries. The same privilege is extended at Rock Hill Public Library to residents of these library districts. The program is governed by contract, and can be terminated with 60 days notice. Participating library districts agree to reimburse each other annually for the cost of circulating to reciprocal patrons. The libraries of the MLC are individually responsible for reimbursing their own residents' circulation activity.

Any resident of the participating districts may receive a free library card upon proof of residence. The patron does not need to have a library card in their home district. No check of a resident's standing in their home district is made before issuing a library card in a participating district. Each district is free to set restrictions on the patrons from other districts regarding circulation of materials, use of library resources, or participation in library programs.

### **Inter Library Loan**

The Rock Hill Public Library maintains agreements with libraries throughout the state and country to provide inter-library loan services, in order to acquire for our patrons materials not available at the Rock Hill or other MLC libraries. The Library borrows only from libraries that do not charge for ILL. The Library provides this service free of charge to its patrons. The Library reserves the right to restrict this service only to residents of Rock Hill who are also patrons in good standing.

### **Request for Reconsideration of Materials and Age Designations for Programs and Displays**

Rock Hill Public Library welcomes comments and suggestions regarding the continued appropriateness of materials. All public suggestions will be considered in the ongoing process of collection development.

Individuals may take issue with library materials or age designations that do not support their tastes and views. Staff is available to discuss concerns and identify alternate materials that may be available. If a patron's concern is not satisfied through discussion with staff, a formal, written request for consideration of materials may be submitted to the Library Director. Copies of this form are available at the reference



desk or from the Director's office.

The Library is not a judicial body. Laws governing obscenity, subversive materials, and other questionable matters are subject to interpretation by the courts. Therefore, no challenged material will be removed solely for the complaint of obscenity or subject covered by the material. No materials will be knowingly added to the library collection that have been previously determined to be in non-compliance with local laws.

For a request for reconsideration to be considered, the request must be in writing and state the item subject to objection and the reason for the objection. The patron submitting the request must be a resident of Rock Hill and hold a valid borrower's card. The Director will respond, in writing within thirty days of receipt, to the patron's request for reconsideration. The response will indicate the action to be taken and reasons for or against the request. An item will only be evaluated for reconsideration once in a twelve-month period.

Details of a materials or age designation challenge are in the public record, and the title and result of the challenge shall be disclosed to the public and published on the library website. This is required by Missouri Regulation 15 CSR 30- 200.015.

## **Receipt of Gifts**

The Rock Hill Public Library accepts gifts of new and gently used books, audio recordings on CD, DVDs, and similar materials. Items will be added to the collection in accordance with the Collection Development Policy of the Library. Once donated, items become the property of the Library, and may be given to other libraries and non-profit agencies, sold, traded, or discarded if they are not added to the collection. Donated items will not be returned to the donor and the Library will not accept any item that is not an outright gift. The Library will acknowledge receipt of donated items but is unable to set fair market or appraisal values. The Library reserves the right to decide when a gift added to the collection must be withdrawn.

Monetary gifts, bequests, and memorial or honorary contributions are particularly welcome. Funds donated will be used to purchase items in accordance with the Collection Development Policy of the Library. Items purchased with bequests and memorial or honorary contributions will be identified with special donor plates whenever possible. If requested, notification of memorial or honorary contributions will be sent to the family of the person being recognized. Suggestions for subject areas or other areas of interest are welcome and will be followed to the extent possible.

Acceptance of major donations of equipment, real estate, stock, artifacts, works of art, collections, etc., will be determined by the Board of Trustees based on their suitability to the purposes and needs of the Library, laws and regulations that govern the ownership of the gift, and the Library's ability to cover insurance and maintenance costs associated with the donation.

## **Display Policies**

As an educational and cultural institution, the Rock Hill Public Library welcomes exhibits and displays of interest, information and enlightenment to the community. Displays of handiwork, historical interest, natural study, or any other material deemed of general interest may be exhibited. The Library Director shall accept or reject material offered for display based in its suitability and availability.

The Library does not endorse political candidates, provide display space for campaign literature nor allow campaigning in the library.

The Library assumes no responsibility for the preservation or protection, and no liability for possible damage or theft of any item displayed or exhibited. All items placed in the Library are there at the owner's risk.

A release must be signed by the exhibitor before any artifact can be placed in the library. (See Appendix D)