

Longview Public Library



Policy Manual

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Mission and Vision Statements

Mission:

Educating minds. Empowering people. Enriching Lives. Building Community.

Vision:

The Longview Public Library, a welcoming destination and gathering place, encourages people and ideas to come together. The Library nurtures a joy of reading and discovery through creative programs, resources, collections, and innovative partnerships that meet the needs and interests of our diverse community. Our well-trained and motivated staff provide open and equal access to information through excellent customer service. The Library celebrates the history of Longview while embracing the future.

Policies



Animals in the Library Policy

- 1) Purpose: The Longview Public Library (LPL) recognizes that patrons with disabilities may have service dogs that are trained to assist or accommodate a person with a sensory, mental, or physical disability or to perform tasks for the benefit of a disabled individual. LPL recognizes legal rights under federal and state laws regarding use of service dogs. LPL also considers the safety and health of all its patrons, the public and library staff to be of utmost importance.
- 2) Background and Definitions:
 - i) Service Dog: Dogs that are individually trained to do work or perform tasks for people with disabilities (Americans with Disabilities Act (ADA)). Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. Beginning on March 15, 2011 only dogs are recognized as service animals under Titles II and III of the ADA.
 - ii) Disability: The term disability means, with respect to the an individual:
 - a) A physical or mental impairment that substantially limits one or more of the major life activities of such individual;
 - b) A record of such an impairment; or
 - c) Being regarded as having an impairment.

If an individual meets any of these three tests, he or she is considered to be an individual with a disability for purposes of coverage under the ADA.
 - iii) Further, under RCW 49.60.218, other species of animals, whether wild or domestic, trained or untrained, are not service animals. Also the crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks.
- 3) Policy:
 - i) No pets or animals other than service dogs (see definition above), or service dogs in training, are allowed in the library. Owners of pets will be asked to remove them from the library.
 - ii) Individuals with disabilities may bring their service dogs into all areas of the library where members of the public are normally allowed to go. All

service dogs must be under full custody and control of their handler at all times. Also, all service dogs must be on a leash or harness at all times unless the handler is unable to leash or harness the dog because of a disability or use of a leash or harness would interfere with the dog's safe, effective performance of work or tasks. If the service dog cannot be leashed or harnessed, it must be otherwise under the handler's control (e.g., voice control, signals, or other effective means.). Owners of the service dog are solely responsible for the supervision and care of the service dog. Therefore, owners must keep the service dog directly with them at all times.

- iii) Users of service dogs are not required to show papers or to prove a disability. Service dogs are not required to be licensed or certified by state or local government or training program, or be identified by a special harness or collar.
- iv) Staff may ask two questions: (1) Is the dog a service animal required because of a disability, and (2) What work or task has the dog been trained to perform. Owners of service dogs or service dogs in training will indicate that they are working dogs and not pets. Terms used may include assistance, service, guide, hearing, or helping dog. Staff may not ask about the owner's disability.
- v) A person with a disability may not be asked to remove his or her service dog or service dog in training from the library unless the presence, behavior or actions of the service dog constitutes an unreasonable risk of injury or harm to property or other persons or the dog is disruptive and the owner does not take effective action to control it. In these cases, library staff must give the person with the disability the option to obtain library services without having the service dog or service dog in training on the premises. Fear of allergies, annoyance on the part of other patrons or employees, or fear of dogs are generally not valid reasons for denying access or refusing service to people with service dogs or service dogs in training.
- vi) Miniature horses: Notwithstanding the limitation of only dogs being recognized as service animals, federal regulations do allow the consideration of a miniature horse to be recognized as a lawful service animal. Therefore, an individual with a disability may be allowed to utilize a miniature horse as a service animal, subject to all of the restrictions stated in this policy, but also subject to additional considerations. When determining whether to allow a miniature horse to function as a service animal, LPL may consider the following before permission is granted to utilize a miniature horse as a service animal.

- a) The horse in question may be no more than 34 inches tall measured at its shoulder and it may weight no more than 100 pounds.
 - b) As with dogs, the horse must have been individually trained to do work or perform tasks for the benefit of the individual with a disability.
 - c) As with dogs, the handler of the horse must be able to be in sufficient control of the horse and the horse must be housebroken.
 - d) The presence of the horse may not compromise legitimate safety requirements that are necessary for the safe operation of library service.
- 4) Citations and Related References:
- i) Americans with Disabilities Act (ADA) of 1990, Title II, Section 35.136 (revised September 15, 2010); beginning on March 5, 2011, only dogs are recognized as services animals under Titles II and III of the ADA.
 - ii) RCW 49.60.218, Use of guide dog or service animal.

Adopted by the Longview Public Library Board of Trustees, November 6, 2017

Circulation Policy

This Circulation Policy pertains to all aspects of patron registration and the fees and fines structure of library operations. Guidelines and restrictions pertaining to the issuing of all other types of library cards not specifically mentioned in this policy may be found in the Procedure Manual. See **Appendix** for details about loan periods, fines, fees and other specific loan and/or item information.

Library Cards

The Longview Public Library will issue library cards to residents of the City of Longview, as per RCW 27.12.270 and City Attorney Legal Opinion No. 5-76, with current proof of residency in the form of identification. If this proof does not contain a photo, a second piece of identification may be required with such photo. Patrons will be asked to fill out a new application in the case of a legal name change.

Cowlitz County Mini-Rural Partial Library District

The contract between the Longview Public Library and the Cowlitz County Mini-Rural Partial Library District extends the issuance of library cards, under the same criteria, to residents of the District as long as the contract remains in place.

Reciprocal Borrowing

The Library will expand library services through the negotiations of reciprocal borrowing agreements with other libraries. Such agreements will allow Longview residents and Cowlitz County Mini-Rural Partial Library District residents to obtain a library card from participating libraries. They will also allow cardholders from those other libraries to obtain cards from the Longview Public Library.

Current agreements are in effect with:

- Kelso Public Library
- Fort Vancouver Regional Library
- Timberland Regional Library

Non-Residents

Non-residents may obtain a library card by paying a library use fee. This fee will be based upon the per capita cost of providing library service to City and Cowlitz County Mini-Rural Partial Library District resident. It should be noted that non-residents have access to all library services, except checkout and Outreach to the Homebound, without a library card.

Fines and Fees

Borrowers are responsible for all of the items that they have checked out. The library may charge a fee for any overdue, lost, or damaged materials. Parents are responsible for those borrowers under the age of 18. At age 18, a patron will be asked to fill out a new application and assume legal responsibility for their accounts.

When fines and/or fees exceed a maximum amount the library will not checkout materials until such time that the total amount is under or equal to that maximum.

Library cards are renewed annually. All fees, fines and lost or damaged material charges must be paid for before cards can be renewed. These monies must also be paid when a patron turns 18 and receives an adult card.

The library may deny the re-issuance of a library card to anyone whose record still shows that money is owed to the library for fines, fees or lost material.

Unlawful Retention of Library Material

The library board has adopted the following City ordinance regarding unlawful retention of library material. Individuals who owe the library \$50.00 or higher may be pursued through the Court system. The statute of limitations is six years.

“It shall be unlawful to retain any book, newspaper, magazine, manuscript, pamphlet or other property belonging in or to, or on deposit with, the Longview Public Library, or any branch, reading room, deposit station, or institution operated in connection therewith, for a period exceeding 30 days after the mailing by certified mail to the borrower’s address on file with the library of a notice in writing to return the same, given after the expiration of the time which by the rules of said institution such article or other property may be kept, which notice so mailed shall bear on its face a copy of this section.” *LMC 10.40.020*

Retention of Records

Each year, the records of individuals who have not used their card for 3 years and do not have any charges on their record; individuals who have not used their card for 5 years and owe less than \$100; and individuals who have not used their card for 7 years who owe any amount and have not been sent to court, will be deleted from the system.

Adopted by the Longview Pubic Library Board of Trustees, June 6, 2016

Collection Development Policy

Library Materials Selection

The Longview Public Library provides free library service to all residents of the City of Longview, both children and adults. An important part of this service is the professional selection of books and other library materials to aid the individual in their pursuit of self-education, information, recreation, and the creative use of leisure time. The library will select, acquire and organize various materials to satisfy the diverse reading, and informational, needs and interests of Longview Library patrons. The library will also provide guidance in the use of these materials, and will utilize the State Library and other libraries when necessary to extend the range of materials available to the library patron.

The ultimate responsibility for the library materials selection policy lies within the Board of Trustees, which delegates the actual selection of materials to the Library Director and Staff.

General Considerations for the selection of library materials include:

1. Permanent or timely value
2. Patron requests
3. Accuracy and authoritativeness
4. Published reviews
5. Price of material
6. Reputation of author and publisher
7. Availability of similar material in the collection

In its selection of library materials, the Longview Library subscribes to the principles contained in the Library Bill of Rights, revised and adopted by the American Library Association in 1967, and the Washington Library Association Intellectual Freedom Statement.

The library believes that its function is to provide the means, whenever possible, through which all persons may have free access to the thinking of all sides of all issues. The library will also make available any current works of fiction and non-fiction which are in great popular demand.

The library recognizes that many materials selected may be controversial and that any given item may not be approved by some. However, selection will not be made on the basis of any anticipated approval or disapproval, but solely on the merits of the work in relation to the building of the collection and to serving the interests of all library users.

Gifts of Materials and Money

Gifts of materials and money will be accepted by the library only with the understanding that their final disposition will be determined by the Library Director. These materials must meet the same standards as materials purchased by the library, and the library may dispose of unused gifts in any way.

Library Materials De-selection

In order to maintain the collection in its most useful condition, the Library Director, or other authorized Staff, will use professional judgment in removing from the library collection materials which are no longer useful, or are not in a condition suitable for continued use. When discarding library materials, the library will consider the same criteria as in selecting materials. Unusable materials will be donated to non-profit organizations when this is feasible, and will be discarded when it is not.

Reconsideration of Library Materials

Should a member of community question the place of any library material in the collection, they may submit a "Request for Reconsideration of Library Materials" form to the Library Director and the Board of Trustees. Library Staff will evaluate the item to see if it meets the library's selection criteria as stated in the Library Materials Selection policy. The Library Director will be asked to make the final decision on the considered item. A written response will be sent to the patron informing them of the Board's decision.

Adopted by the Longview Public Library Board of Trustees April 15, 2013

Community Bulletin Board Policy

To enrich the educational, informational, and recreational quality of life for all citizens in Longview, the Library will, in support of its mission, provide free display space to community-based organizations, agencies and citizens. In so doing, the Library serves as a community-based cultural and educational resource for the citizens of Longview.

The Library's provision of exhibit and display space to non-library related groups does not constitute sponsorship or endorsement of the policies, views, or beliefs of the group.

The Community Bulletin Board of the Library may be used to post notices for the following purposes:

- Longview Public Library notices
- City of Longview official business
- Notices from non-profit organizations
- Notices of news and events for educational, cultural, or civic purposes

The following types of notices may not be posted:

- Notices, advertisements, solicitations or promotions of commercial products, services or events from a profit-making business
- Political information of a partisan nature
- Information that supports or opposes a specific religious conviction

Individuals or organizations wishing to have items posted on the library bulletin board must present all materials to Library staff for review. Only staff is authorized to select and display items on the bulletin board.

Adopted by the Longview Public Library Board of Trustees, May 2, 2005

Confidentiality of Patron Records Policy

- 1 Purpose: The Longview Public Library (LPL) upholds state and federal laws intended to protect the privacy of individuals who access library materials. Privacy is essential to free speech, free thought and free association
- 2 Background:
 - iv) The Longview Public Library collects information and maintains records in order to conduct operations of the library. These records include but are not limited to registration, records, circulation records, material request forms, financial information and computer reservation records. These records are considered confidential and protected by the right of privacy established by the constitution of the United States and Constitution and laws of the State of Washington.
- 3 Policy:
 - vii) Information from the confidential records shall not be made available in response to a request from an individual, organization, entity, or any agency of federal, state or local government except as pursuant to a valid court order or other applicable legal authority under applicable state or federal law.
 - viii) LPL will take actions, through the Longview City Attorney, as necessary to determine that any court order or process issued by any court or pursuant to any purported legal authority requires that such records be made available.
 - ix) Any patron is entitled to information in the patron's account, such as items on loan, items on hold, items overdue and fines. A parent or legal guardian may have access to the same information for his or her unemancipated minor child under the age of eighteen (18).
 - x) LPL may enter into agreements with reputable third-party partners in order to provide certain services to library patrons. Information that a patron submits to a third party voluntarily is not subject to library control, and therefore LPL cannot guarantee the same level of confidentiality and privacy. Patrons are encouraged to read and become familiar with the privacy policy of these third-party partners before submitting any personally identifiable information.
 - xi) The LPL website contains links to external websites not maintained by the Longview Public Library. LPL cannot be responsible for user privacy when visiting other websites. Once patrons link to another website, they are no longer subject to LPL's Confidentiality of Patron Records

Policy, but the privacy policy or statement of the website to which they have linked.

xii) Names and contact information of adult patrons eighteen (18) years of age and older may be extracted from the patron records for use by the Longview Library Foundation for the purposes of notifying patrons of upcoming events in support of LPL, or to invite patrons to monetarily support Longview Library Foundation activities in support of the Longview Public Library. LPL will not provide access to personal information to other groups unless required by law.

xiii) Library facilities are public places and patrons entering Longview Public Library facilities have no expectation of privacy beyond the confidentiality of their library records as described in this policy.

4 Citations and Related References:

iii) RCW 49.56.310, Library records.

Adopted by the Longview Public Library Board of Trustees, March 5, 2018

Internet Use Policy

The Longview Public Library is pleased to offer Internet access to its patrons as part of its mission:

Educating minds. Empowering people. Enriching Lives. Building Community.

The Library encourages library users to be responsible and considerate citizens in their use of the Internet and World Wide Web in this public setting. Use of these resources is made possible through facilities and technology purchased with City of Longview public funds.

Recognizing the Internet's vast resources and capability to enhance communication, the library considers public access to computer technologies an integral part of our mission. However, the Library cannot be held responsible for its content. The Library recognizes, however, that it has a responsibility to set policies and guidelines to encourage the public's responsible and appropriate use of this resource within the Library's building, particularly in respect to children.

The Library encourages parents to supervise their children's Internet and World Wide Web use. As with other library materials, restriction of a child's access to the Internet is the responsibility of the parent/legal guardian, and requires the parent/legal guardian's signed release form. The Library staff does not act in the place of a parent to restrict what a child may access. For more information on the safe use of the Internet, parents can read "Child Safety on the Information Highway" available online at http://www.safekids.com/child_safety.htm or one of a number of other Internet safety websites available at the Information Desk.

The Library uses a commercial software filter. We believe that this filter is as accurate as any such product can be. There is no filter available that will only block access to constitutionally unprotected speech nor is there any assurance that any software will block access to all materials that fall within the selected blocked categories. It is also possible that the filter will block information that it should not. For this reason we encourage parents to be involved in all aspects of their child's use of the library. Library staff members are always available to assist you and your family to find information to meet your needs.

The Library does not have the ability to select, monitor or control the content of the tens of thousands of Internet and World Wide Web sites available. Some resources and destinations may contain material that some patrons will find offensive, and sites that are inappropriate for children—certainly, there are sites that are inappropriate for use or viewing in a public setting. If users are found viewing sites that are illegal or inappropriate in a public setting, they will be asked to stop immediately. Repeated violations may lead to suspension of Internet service. Also, some World Wide Web sites may contain invalid or inaccurate information so users need to be sure of the sources of information they are using.

Adopted by the Longview Public Library Board of Trustees, May 2, 2005

Lost and Found Policy

- 1 Purpose: To describe the handling of lost and found items at the Longview Public Library (LPL)
- 2 Policy:
 - xiv) LPL is not responsible for the security of personal items brought into the library or left on library grounds.
 - xv) If the owner of the lost item satisfactorily identifies the lost item, the item will be returned.
 - xvi) Perishable items such as food and personal care items will be disposed of immediately.
 - xvii) Lost and found items will be dated and stored for a period of fourteen (14) days. Reasonable attempts will be made to contact the owners (to the extent ownership is known) to reclaim their lost items. Items not claimed within fourteen (14) days becomes LPL property. Unclaimed items will then be donated to charity or discarded.
 - xviii) Certain types of property including unclaimed identification documents, driver's licenses, credit cards, wallets, purses, laptops and cell phones will be forwarded to the Longview Police Department. Library cards will be attached to patron's application and a note will be put on their record.
 - xix) Flash drives left in the library will be held for fourteen (14) days. Due to patron privacy library staff will not access data saved on flash drives to determine ownership. After 14 days, flash drives will be erased and discarded.
 - xx) Documents left in library copy machines will be kept for seven (7) days then shredded.
 - xxi) After fourteen (14) days unclaimed books will be given to the Friends of the Longview Library for use in their sales.

Adopted by the Longview Public Library Board of Trustees, April 2, 2018

Meeting Room Use Policy

- It is the policy of the Longview Public Library to provide available meeting rooms to the community as a public service as part of its Mission.
- Use of these meeting rooms does not constitute an endorsement by the Library of an organization, program or point of view expressed. No advertisements or announcements implying such an endorsement are permitted. The Library may elect to provide notification to the general public about the group's meeting or activity or to publicize any upcoming meetings.
- The meeting rooms of the Library are available for use by non-profit groups for informational, educational, cultural, governmental, or civic purposes and are made available on an equal access, non-discriminatory basis. Meetings must be open to the public with the exception of certain City, County, State or Federal Government meetings and must be in keeping with the Mission and Vision Statements of the Library. The Mission and Vision Statements of the Library can be found in the Library's Policy Manual.
- Attendance charges or solicitations may not be collected or accepted at any meeting in the Library. However, Library, Friends of the Longview Library or Longview Library Foundation sponsored programs may include fund raising activities. All advertising and the sale of merchandise, or other materials, except that incident to Library, Friends of the Longview Library, or Longview Library Foundation programs is prohibited in the Library.
- Activities sponsored or co-sponsored by the Longview Public Library shall take precedence for reserving meeting rooms.
- Meeting attendees are expected to follow the Library's Rules of Conduct. The Rules of Conduct can be found on the door of each meeting room as well as in the Library's Policy Manual and are posted on the elevator and restroom doors.
- The user is responsible for reasonable care of the room and any Library equipment used, and will be held responsible for any damage and the general condition of the room following use. The user will be assessed reasonable charges for repair or replacement of any damaged contents of the room, as well as the physical boundaries of the room, including flooring, walls, ceilings and anything attached thereto.
- Permission to use Library meeting rooms will be denied to an organization and/or meeting whose purpose is illegal; whose conduct would interfere with the proper functioning of the Library; whose purpose is promotional or for monetary gain; or whose activity does not have the sponsorship of a legally responsible adult.
- The Library reserves the right to cancel use of the meeting rooms or to move a group to a different room, as necessary in order to carry out Library business. As much notice as is reasonably possible will be given.
- Failure to comply with the Longview Public Library Meeting Room Use Policy may result in withdrawal of future meeting room use privileges.
- Exceptions may be considered at the discretion of the Library Director.

Adopted by the Longview Public Library Board of Trustees, April 11, 2016

Outreach Service for the Homebound Policy

The Longview Public Library offers Outreach Services to those homebound patrons residing in the City of Longview who are unable to visit the library. This excludes patrons living in the Cowlitz County Partial-County Rural Library Districts whose contract with the City of Longview excludes Outreach Services. 'Homebound' is defined as being generally confined to one's residence either temporarily, due to illness or accident, or permanently due to disability, age, or other mobility issues.

Patron Eligibility, Registration & Use

A patron applying for homebound service must have a Longview Public Library card in good standing and reside within the City of Longview. If the patron does not have a library card, a staff member will require the patron to complete a library card application at the time of the intake appointment. An Application for Outreach Service will also be filled out during the first homebound service visit.

Patrons registered for Outreach Service may call or email the library to request specific titles, or they can request that a librarian select materials based on the patron's reading preferences as specified on the initial Application for Outreach Service form.

Delivery Schedule & Loan Period

Deliveries of library materials will be made by library staff or volunteers each month. At the time new materials are delivered, all items from previous deliveries will be retrieved and returned to the library or renewed for additional time.

There is no fee for homebound delivery. Overdue fines will not be charged on homebound materials, but the library's standard fee schedule will apply for damaged or lost items.

Only materials owned by the Longview Public Library are eligible for home delivery, but requests for purchase will be considered for items that the library does not own. All formats of materials are eligible for homebound delivery and include a limit of 5 DVD items.

Safety and Environment

Patrons requesting homebound outreach services must provide a safe and appropriate environment for staff members or volunteers who make deliveries to their homes, and patrons must protect all library materials while in their custody. Volunteers or staff members may choose not to enter a home, to leave a home immediately, and/or to recommend suspension of the service if any of the following conditions exist:

- Pets are not confined (with the exception of service animals trained to assist a disabled person)
- No clear and safe path to the home, including snow shoveled and ice removed when necessary
- Any person in the home is dressed in revealing attire
- Any person in the home presents threatening behavior
- Any person in the home uses abusive or obscene language, makes obscene gestures, or displays obscene images
- Any person in the home harasses the library's representative

- Any person in the home exhibits signs of illness that may jeopardize the health of the library's representative and the library has not been notified of the illness
- Any person is engaging in any illegal activity in the home at the time of the library's delivery
- Any library material currently in the possession of the homebound patron appears to have been willfully defaced, mutilated, or damaged while in the possession of the homebound person

Suspension of Outreach Service

If a volunteer or staff member must leave the home, deny service, or wishes to recommend suspension of service due to the occurrence of any of the above, and deems that the home environment for delivery is unsafe or inappropriate, the volunteer or staff member shall provide the Director of the Longview Public Library, or their designee, notice of the occurrence with a recommendation for length of suspension of service.

The Director shall send written notice to the patron of the reason for and the length of any continuing suspension of service. No suspension of service in excess of 30 days shall be imposed unless it is recommended by the Library Director and approved by the Board of Trustees. Any homebound patron may request in writing that the suspension of service be reviewed by the Board of Trustees at the next regular monthly Board meeting.

Adopted by the Longview Public Library Board of Trustees, December 14, 2015

Rules of Conduct

The mission of the Longview Public Library is to ensure that all people of the City of Longview have the right and means to the free access of information and ideas which are fundamental to a democracy. To this end, the Library has established rules of conduct that promote a safe, healthy and barrier-free environment. Library staff makes every effort to apply these rules in a fair, humane and positive manner for the benefit of all.

WHILE IN THE LIBRARY, THE FOLLOWING ARE PROHIBITED:

- Smoking, e-cigarettes or chewing tobacco.
- Bringing in bicycles (bicycle racks are provided outside). Skateboards, in-line skates, etc., must be carried at all times.
- Bringing in weapons of any type.
- Sexual misconduct, such as exposure, offensive touching or sexual harassment of other patrons or staff.
- Bringing in animals other than guide dogs and other assistive animals, except as authorized by the Library Director.
- Disruptive or unsafe behavior, such as, but not limited to, loud talking, loud audio equipment, cellular telephones, screaming, running, throwing things, pushing and shoving, which may result in disturbing other patrons or damaging Library property.
- Leaving young children unattended by a responsible person.
- Engaging in any activity prohibited by law, or any other conduct that unreasonably interferes with others' use of the Library, including verbal or physical harassment or threats to other patrons or staff, begging or soliciting.
- Shoes and shirts must be worn while using the Library facility. Sleeping or bathing in Library facilities are not allowed.

People whose actions violate these rules will be asked to stop such actions. The Library reserves the right to require anyone violating these rules of conduct to leave the Library. The Library may withdraw permission for a person to re-enter its facilities if the person continues violating these rules. (RCW 27.12.290.)

Adopted by the Longview Public Library Board of Trustees, October 7, 2019

Service to Patrons without Permanent Addresses Policy

- It is the policy of the Longview Public Library to provide access to library material to all patrons who reside in Longview with, or without, a fixed, permanent address.
- This policy will refer to those patrons without a fixed, permanent address as Address Challenged and shall include people who are homeless or at another state of transient housing including the Community House on Broadway, the Emergency Support Shelter, DAPC, or other shelter, or program, of this type.
- Visitors with only a temporary local address would also be able to get a card under this policy.
- With valid photo ID, and filled out applications, low barrier cards will be issued to individuals, including children. The cards will be valid for six months.
- Address Challenged patrons will be allowed to check out up to five (5) library items (excluding media equipment).

Adopted by the Longview Public Library Board of Trustees, April 11, 2016

Suspension of Privileges for Health and Safety Reasons

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

Examples of situations where borrowing of materials may be suspended include, but are not limited to:

- Evidence that items on loan to a customer may have been returned with insects that are known to be damaging to library materials, or that can result in pest infestations in library facilities, e.g. roaches, silverfish and some types of beetles

Examples of situations where access to Library facilities may be suspended include, but not be limited to:

- Customers or customer possessions with fleas, lice, or bed bugs
- Customers with clothing that is stained with urine or feces

Should it become necessary to suspend Library privileges of a customer in order to protect Library collections, facilities or other users, notification of the suspension will be made by the Director of the Library.

Any customer that has privileges suspended under the terms of this policy may request a re-evaluation of the suspension under the terms of the reinstatement of Library privileges policy.

Reinstatement of Library Privileges

Customers who have been banned from, or borrowing privileges suspended at, the Library may request a re-evaluation of the banning and reinstatement of their library privileges.

Rules of Conduct Related Bannings

Requests for reinstatement of privileges lost due to behavior in conflict with the Rules of Conduct must be submitted in writing to the Director of the Library. Requests should include a statement demonstrating an understanding of why the behavior that resulted in the loss of privileges is unacceptable in Library facilities and an affirmation that the customer is aware of and understands the expectations for appropriate behavior within the Library.

Factors to be considered during the evaluation of the reinstatement request include the details of the incident that led to the banning, the length of time since the banning, the status of the customer's Library account, completion of any requirements imposed by the Court as a result of the incident that resulted in the banning and any other information that would attest to the fact that remediation of the behavior that led to the banning has been achieved.

Health and Safety Service Suspensions

Customers who have had Library privileges suspended under Suspension of Privileges for Health and Safety Reasons may request reinstatement upon the ability to demonstrate that the situation that resulted in loss of privileges has been resolved.

For reinstatement requests relating to suspensions due to pest infestation, decisions will be made based upon evidence showing that the address in question has been inspected with no sign of infestation or that the residence has been treated. Confirming information may include copies of receipts for treatment, a letter from a licensed pest control company or a written statement from the owner or property manager of a multi-family rental residence. In some circumstances, proof of a change of residential address may also be accepted.

Decision and Appeal Authority

The Director of the Library will make decisions about reinstatement of privileges in all cases except those based upon threats or physical harm to another person or possession of a weapon within a Library facility. Decisions of the Director may be appealed to the Library Board. Decisions to reinstate privileges of customers banned for threats or physical harm to another person will be made by the Library Board of Directors.

The City Council may exercise its discretion to hear an appeal from the Library Board, or may allow those decisions to stand.

Adopted by the Longview Public Library Board of Trustees, December 10, 2018

Telephone Use Policy

1 Purpose:

The telephones in the Longview Public Library are for library business only. However, because there are no payphones in the vicinity and not everyone has access to a mobile phone, the public may be allowed to use the telephone at the lower floor checkout desk to make short, local calls in certain situations.

2 Policy:

a. Allowed Uses

Examples of valid uses for the library telephone by the public:

- Any emergency, such as the need for medical attention or the need for an ambulance or police.
- Contacting parents or family members of patrons to inform them of injury or illness.
- Children calling to inform parent/guardian of their location or to get a ride home.
- Calling for transportation.
- Any situation, which in the judgment of the staff, is best resolved by making a short call.

b. Prohibited Uses

The Library telephone are not available for personal business, which includes, but is not limited to the following:

- Placing an order for personal items or making appointments.
- Making toll-free or long-distance calls to other businesses, friends, or relatives.
- Conducting personal business with the library's telephone.
- Placing any call that is personal in nature.

c. In all situations:

- Ask a library employee to use the library's telephone (Staff will dial the number)
- Only the telephone at the lower floor checkout desk is available for public calls. Telephones on the main floor are strictly for library business.
- Limit calls to two minutes.

Adopted by the Longview Public Library Board of Trustees, May 7, 2018

Testing/Videophone Room Use Policy

- It is the policy of the Longview Public Library to provide a room for proctoring services, extended computer use, and videophone access to the community as a public service as part of its Mission. The room is also available for staff training.
- This room is available for reservation/use for up to two (2) hours per day.
- Room users are expected to follow the **Library's Rules of Conduct** and **Internet Use Policy**. The **Rules of Conduct** can be found in the Library's Policy Manual and are posted on the elevator and restroom doors. The Internet Use Policy can be found in the Library's Policy Manual.
- The user is responsible for reasonable care of the room and any Library equipment used, and will be held responsible for any damage and the general condition of the room following use. The user will be assessed reasonable charges for repair or replacement of any damaged contents of the room, as well as the physical boundaries of the room, including flooring, walls, ceilings, and anything attached thereto.
- The Library is not responsible for any items left in the room.
- The Library reserves the right to cancel use of the room as necessary in order to carry out Library business. As much notice as is reasonably possible will be given.
- Failure to comply with this policy may result in withdrawal of future room use privileges.

Adopted by the Longview Public Library Board of Trustees, April 11, 2016

Unattended Children Policy

Children nine years of age and under must be accompanied by, and be under the direct supervision of, a parent or designated caregiver who is thirteen years of age or older.

Children ten years of age and older may use the library unattended.

Staff does not provide custodial care or surveillance of unattended children.

Parents are responsible for the actions of their children, including their children's access to library materials.

Everyone, both adults and children, must comply with the LPL Rules of Behavior.

Closing Time

- Children who do not have transportation home at closing time will be asked for telephone numbers of people who can pick them up at the library. Staff will attempt to contact them to come get the child.
- If a child 17 or younger is not picked up after 30 minutes of the library closing, library staff will call the Longview Police Department (LPD).
- Two staff members are required to stay with children until they are picked up.

Pending Adoption by the Longview Public Library Board of Trustees, September 13, 2021

Volunteer Policy

Statement of Purpose

Longview Public Library shall use the services of volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality library service. The library and its volunteers work together to meet the goals and mission of the organization. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

Longview Public Library shall make use of the services of interested volunteers to supplement and *not to replace* the work done by library staff.

Definition of a Volunteer

A volunteer shall be considered as any individual, 14 years of age or older, who contributes time, energy and talents directly or on behalf of Longview Public Library and is not paid by library funds.

All volunteers must be accepted by the library prior to performance of assigned tasks. (See "How to Become a Volunteer")

How to Become a Volunteer

- All volunteers are required to fill out a Volunteer Application Form.
- Volunteers are selected based on their qualifications in relation to the needs of the library at any given time.
- Volunteers under consideration are subject to a background check.
- If selected, volunteers will be contacted for an interview and/or orientation.
- Volunteers under the age of eighteen must have all application materials signed by a parent or legal guardian.
- Acceptance of an application is at the library's discretion.

Supervision

Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. This supervisor is responsible for day-to-day management and guidance of a volunteer's work and will be available for consultation and assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment.

Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals and policies of the library. All volunteers should keep their supervisor informed of their projects and work status, and of their comings and goings in the library.

Orientation and Training

Before beginning a volunteer assignment, the supervisor in charge will be responsible for the following:

- Take the volunteer on a tour of the building;
- Introduce volunteer to library staff;

- Review library and volunteer policies;
- Review duties and expectations;
- Confirm dates, times and anticipated duration of the assignment;
- Supply volunteer with a name tag and review sign-in and sign-out procedures;
- Provide training on any new skills needed to perform assigned tasks;
- Discuss procedures for obtaining, using and caring for needed supplies;
- Provide safety orientation;
- Review locations of parking, restrooms, water fountains, first aid kits and places for personal items such as purses/coats, etc.

Volunteer Opportunities

Tasks that may be performed by volunteers are listed below, however not all opportunities are available at all times.

- Help with programs and projects
- Shelve books and other materials
- Dust books and shelves
- Shelf read
- Clean materials
- Clerical tasks

Guidelines for Volunteers

1. Volunteers should notify their supervisor as soon as possible if they know they will be late or absent.
2. Volunteers must sign in and out.
3. Volunteers should always wear their name tags while volunteering in the library.
4. Volunteers are ambassadors for the library and need to present a positive image to the public. It is expected that each volunteer's dress and grooming will be appropriate for a business environment and in keeping with his or her assignment. If a volunteer is dressed in an inappropriate manner, they may not be able to complete their shift.
5. Volunteers should maintain a professional, friendly demeanor at all times and are asked to direct all questions to a staff member. Staff members are trained to deal with questions about the library's collection, services, policies and procedures.
6. Volunteers are responsible for updating personal data, such as change of address or telephone number, etc.
7. Volunteers who are family members of library staff may not be placed under the direct supervision of the family member.
8. Volunteers will be familiar with and agree to abide by all library rules and policies.
9. Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the library, or make changes in the nature of their volunteer assignment.

10. Library owned equipment and supplies are for library use only and may not be used for personal business.
11. Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to their supervisor. Volunteers should also notify their supervisor of any assignment that caused physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to your supervisor.
12. Volunteers who fail to meet the requirements of the position description, violate library policies, or violate city, local, state or federal law while on duty at the library, are subject to dismissal.
13. To end a volunteer commitment, please notify your supervisor of that decision and the effective date.
14. Use of alcohol or illegal drugs in the library is prohibited, as is the abuse of any drug or alcohol, or reporting for duty under the influence of drugs or alcohol.
15. All volunteers, employees, supervisors, and member of management, both male and female, are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose of effect of unreasonably interfering with work or creating a hostile or offensive environment. Any sexual harassment needs to be reported immediately to the volunteer's supervisor.
16. The supervisor may meet with the volunteer regularly to review performance. Evaluations may be formal or informal and may be written or verbal.

Adopted by the Longview Public Library Board of Trustees, March 7, 2016