

AGENDA

Charleston County Public Library

Board of Trustees Meeting

April 26, 2011

5:15pm

#	TIME	TOPIC	WHO	ACTION/ PROPOSED ACTION	FOLLOW-UP
1	5:15	Welcome	Janet Segal		
2	5:20	Public Comment	Janet Segal		
3	5:35	Board Comment	Janet Segal		
4		Freedom of Information Report	Susan Parsons		
5	5:50	Deletions or Additions to Agenda			
6	5:55	Minutes of Previous Meetings (March 23, 2011 and April 11, 2011)	Janet Segal	Accept	
7	6:05	Budget Discussion - Maintenance of Effort			
8	6:00	Friends of the Library Update	Dawn Visceglia		
9	6:25	Library Reports A. Strategic Plan B. Periodicals - Brian Feeney C. Programming Report D. Director's Report- D. Henderson	Doug Henderson		
10	7:10	ByLaws Committee Update	Janet Segal		
11	7:20	Library Policy Review			
12	7:40	Adjournment			

All items on the agenda will be discussed and possible action taken.

This Board meeting will be held in the Auditorium of the Main Library at
68 Calhoun Street, Charleston, South Carolina 29401

CHARLESTON COUNTY LIBRARY
BOARD OF TRUSTEES MEETING MINUTES
March 22, 2011

The Charleston County Library Board of Trustees met for a regular meeting on Tuesday, March 22, 2011, at 5:15p.m. in the boardroom at the Main Library.

Board members present were Ms. Segal, Ms. Holladay, Mr. Fava, Mr. McKellar, Mrs. Epps, Mrs. Chambers, Ms. Hollinshead, Mr. Greene, Ms. Reider and Mr. Tinkler. Mr. Clem was unable to attend. Staff members present were Doug Henderson, Cynthia Bledsoe, Perry Litchfield, Jennifer Lively, and Susan Parsons. Ms. Dawn Visciglia represented the Friends of the Library. Ms. Segal called the meeting to order and stated that the media had been informed of the meeting and its agenda.

Welcome and Board Comments

Ms. Segal welcomed everyone.

Ms. Segal noted that she liked the article Mr. Henderson wrote for the Post and Courier. It was thoughtful and provocative.

Mr. Henderson stated that it is all right that we do not have E-books at the moment, and we are talking with various book companies about purchasing them. He added that if the budget is reduced, the Board would need to prioritize.

Ms. Bledsoe stated that both Berkeley and Dorchester county libraries joined in a consortium and got a great price on E-books for small libraries only. We are not eligible.

Ms. Segal stated that this is all good information to know, in case any of our constituents ask us why we don't have E-books right now.

Mr. Greene noted that the library is working with the College of Charleston and Trident Tech in hosting a program about the Civil War. It is great to work together, and great that we are all involved in history and local literacy.

Mr. Henderson stated that this is the same thing we are trying to do with the "One Book, One Community" project. He added that our community will also be the only one hosting the Bookfest this year. The dates for the event are tentatively November 10th through the 12th. Mr. Henderson added that the organizers of that event are planning a gala called The Read Ball. It will be black tie, and authors will be in attendance. The cost will be at least \$150.00 per person.

Mr. Henderson noted that only about half the authors that were at last year's event will be here this year, and food will be available at the Galliard. He added that the people involved are still brainstorming for this project.

Minutes of Previous Meeting

The minutes of the February 22, 2011, and March 7, 2011, meetings were reviewed. The minutes were accepted.

Friends of the Library Update

Ms. Visceglia reported that there is much going on with the Friends of the Library. Branch visits are underway, and some Friends Board members talked to the public.

Ms. Visceglia stated that a media drive is underway. The Friends are hoping to get donations of CD's, DVD's and video games. Ms. Everett, the Friends Manager, will be on the radio to talk about that drive.

Ms. Visceglia said that she went to Reflections PTA program last week and talked to parents about book sales.

Ms. Visceglia stated that she has Friends membership forms for those Board members that have not yet signed up. She added that the Friends also have magnets for sale at \$2.00 each.

Ms. Visceglia stated that renewal postcards went out to all members recently. The Friends have also asked that those joining ask another friend to join. Over \$2,000 has come in so far.

Ms. Visceglia reported that the Friends have been taking library book discards to sell in the lobby of the Main Library every second Sunday. So far, the Friends have made \$300.00 from these sales, and the sales will continue.

Ms. Visceglia announced that Ms. Everett has been meeting with the library's Advocacy Committee. Mr. Henderson added that it started out as a public relations committee and has grown into an advocacy committee.

Ms. Visceglia said that the Blues Bash was very successful, and the Friends raised over \$900.00 during the course of the event.

Mr. Greene stated that, sadly, Ms. Katherine Kerr has passed away. She did a lot of volunteer work with the Friends and her memorial stated that the family would like donations to be made to that group in lieu of flowers. Ms. Visceglia added that Mr. Jim Decker passed away as well, and his memorial also states that donations should be sent to the Friends.

Board Discussion Topic: Library Board Policy

Ms. Segal stated that the Board is planning to look at library policies next month yp

see what changes might need to be made. The Board will then do an annual review of the policies.

Ms. Segal noted that there are some very specific things that need to be changed. One issue that needs to be discussed is out-of-County library fees, and who should be exempt from them. We know that residents, business owners, property owners and college students all get free library cards. Ms. Segal added that there might be other groups that should get a free card as well.

Mr. Henderson stated that there are a number of teachers that work, but don't live in Charleston County. We might want to consider letting those teachers get a free card. He added that if someone works for the county of Charleston, but lives out of county, they may deserve card as well. Mr. Henderson stated that we want teachers to come in to the library.

Ms. Bledsoe stated that she has looked at other large library systems to see if they give free cards to any out-of-county people, and that in South Carolina they do not. However, some systems out of state are more generous, and some of them do give out free cards.

Mr. McKellar asked whether there was an advantage to giving out more library cards. Mr. Henderson responded that more items are checked out, which is good, but that also means some people may not get the items they want. Mr. Greene added that more circulation is a good thing.

Mrs. Epps stated that she thinks all Charleston County teachers should get a free card. Ms. Holladay added that staff will have to verify employment. Ms. Bledsoe noted that checking employment should be easy.

Mr. Fava asked whether library cards have an expiration date. Mr. Henderson responded that cards have to be renewed, and if a card has been inactive for some time, we remove it from the system. He added that recently we did this, and we are now down to 186,000 active cards.

Mr. Fava asked whether people could take advantage of the free out-of-county cards. He asked how we would know if they are no longer employed by the county. Ms. Bledsoe responded that we could change the expiration date to one year instead of three years.

Mr. Fava noted that he is in favor of giving out free cards to those living out of county, but working for Charleston County. However, he added, he thinks the cards should expire yearly.

Mr. Tinkler asked whether there would be any disadvantage to this idea, since a clear advantage would be helping to educate the public.

Mr. Greene asked whether there has been any thought about giving free cards to teachers at private schools.

Ms. Holladay asked whether all school employees, or just teachers would be eligible.

Mr. Henderson stated that Charleston County residents pay taxes of \$38.00 per year for library services. Berkeley and Dorchester County residents only pay \$18.00 per year. We would not consider giving free out-of-county cards to everyone. We would like them to ask their library systems for more funding.

Ms. Holladay wondered how we would verify the difference between a teacher and a lunch lady.

Ms. Bledsoe noted that only a small percentage would take advantage of our offer, in any case. Mr. Litchfield added that Charleston County School District only has a total of 2,000 employees, and most of those would be county residents.

Ms. Reider stated that she agrees with Mr. Tinkler that giving out cards is a good thing, because more people would have access to information.

Mr. Henderson reminded everyone that Ms. Cynthia Hurd, Manager of the Dart Library, said that many children could not use their library card due to fines. He added that the Board could change the policy. One option is that if a child checked out materials, and returned them at any point, there would be no fines. Mr. Henderson stated that another option is that adults could check out children's materials, and if they were returned there would be no fines.

Mr. Henderson reported that right now there are fines paid of \$37,000 on children's library cards, and \$94,000 outstanding, That is \$55,000 worth of fines that we will never collect, and those children are unable to use the library.

Ms. Reider asked how many kids are in this predicament. Mr. Henderson replied that we do not know. Ms. Segal added that Ms. Hurd made it clear when she spoke to the Board that this is a serious problem.

Mr. Henderson stated that it is also an issue at Cooper River and John's Island. Ms. Jackson, John's Island Manager, makes the children read to reduce their fines.

Ms. Reider stated that she would like to figure out a way that children can use library cards without having to pay fines.

Mr. Fava noted that some children cannot do anything about fines, and some of them need access to learning. He added that we need to educate them about lifelong learning, and it would be a good idea to let them work off their fines.

Mr. Greene stated that a new policy and procedure guide would need to be written at some point in regards to this issue.

Mr. Henderson noted that when he met with Ms. Segal he realized that many policies need to be upgraded. Those include the meeting room and gift policies.

Mr. Fava stated that it would help if children were only allowed to check out six items at a time. Mr. Henderson disagreed, stating that this would make staff police.

Ms. Segal asked that library staff check other library systems to see what their policy is.

Library Reports

Mr. Henderson introduced Jennifer Lively, Manager of the Technology Learning Center, at the Main Library.

Ms. Lively thanked the Board for their time. She stated that the computer lab was built in 1998 with funding from the Bill and Melinda Gates Foundation. The lab gives free computer training to the public, and there is also free lab time available.

Ms. Lively stated that the TLC is currently offering thirty-four classes. When the lab opened in 1998, only three classes were offered, so the department has come a long way.

Ms. Lively stated that the TLC plans their own curriculum, and they always make library brochures on the computers.

Ms. Lively noted that patron classes include Word, Excel, PowerPoint and Access for beginners, and then there are more advanced classes available.

Ms. Lively reported that the web is changing with Facebook and Twitter, so the TLC is doing more technology talks, and these have been well received.

Ms. Lively said that a wide range of patrons are covered with the various classes available, and it is a very satisfying job. Staff are also trained, and since the upgrade to a newer Microsoft, staff are being trained on that software.

Ms. Lively reported that there are only five staff members in her department, but they also offer basic classes at the branches. There is always more to learn and to teach.

Mr. Henderson noted that if we decide to carry EBooks, the TLC will teach staff how to use them.

Mr. Greene asked whether training is on PC's or on Mac's. Ms. Lively responded that they only train on PC's.

Ms. Holladay asked whether Photoshop training was available. Ms. Lively answered that it is not, since we do not have that software. However, she added, there is training on other photo editors that is free.

Mr. Fava asked if the TLC will teach anything, and it seems that there are a thousand things that could be taught in the area of technology. Ms. Lively responded that the lab staff try to teach what people use in the workplace.

Ms. Lively thanked the Board for letting her speak about the Technology Learning Center.

Ms. Segal and other Board members thanked Ms. Lively.

Mr. Henderson stated that, basically, the lab teaches Microsoft Office programs. Kids really need to know those programs now. He added that because of budget issues, we really need to identify our core services. Our obligation is to try to make those in our community more literate. We also have a Workforce Center at the Otranto Regional Library that helps people get jobs. They can send emails, scan documents, and get help with resumes. This is needed more and more now.

Mr. Henderson reported that there were over five hundred programs this month. That is up over 54% from last year. There were also nearly 25,000 children in attendance at these programs. Mr. Henderson stated that the goal is to make sure all kids walk out with at least two books.

Mr. Henderson stated that Dart and Dorchester are great examples of branches that have really increased programming numbers.

Ms. Segal noted that programming spreadsheet is a good snapshot of what is going on in all the branches.

Strategic Plan Update

Mr. Henderson reported that everyone on the Board received questionnaires regarding the strategic plan. All the questionnaires go directly to the consultants and are private. Staff will be getting a survey soon that is to be completed and sent to the consultants.

Mr. Henderson stated that the consultants will be here on April 4, 5, and 6 to meet with people on the committee, with himself and Ms. Bledsoe meeting separately. Mr. Henderson added that Mr. Fava, Mr. McKellar and Ms. Holladay are on the committee.

Ms. Holladay asked whether there will still be a tour of the libraries on April 11th. Mr. Henderson replied that there would, and Board members interested in going on the tour should meet at the Main Library at 9:30am that morning.

Bylaws Committee Update

Ms. Segal reported that several of the Board members are looking at the Board bylaws and compiling information. As soon as all the information is in, the committee will meet and put together a draft.

Ms. Segal stated that it would be great if the bylaws changes are approved at the July or August board meeting.

Board Meeting Schedule

Mr. Henderson suggested that the Board meetings be held in different rooms or buildings. A schedule has been sent to all Board members with locations that are available on specific Board meeting dates.

Ms. Reider asked what the advantage is to changing the location of the Board meetings. Mr. Henderson responded that the public has stated that this room is imposing and there is not enough space. In addition, staff have said that they are not comfortable in this room.

Mr. Henderson noted that the next Board meeting would take place in the Main Library auditorium if the Board accepts this proposal. The tables will be set up in a u-shape.

Mrs. Chambers moved to accept the new Board meeting locations. Mr. McKellar seconded the motion and the motion carried.

Mr. McKellar asked where we post notices of Board meetings. Ms. Parsons replied that we post on the bulletin board in the lobby of the Main Library, on our web page, and a notice is sent to the Editor of the Post and Courier.

Mr. Henderson stated that prior to meetings held at other locations, directions will be sent to all Board members.

Respectfully submitted,

Betty Anne Chambers, Secretary

CHARLESTON COUNTY LIBRARY
BOARD OF TRUSTEES MEETING MINUTES
April 11, 2011

The Charleston County Library Board of Trustees met for a special meeting on Monday, April 11, 2011, at 9:30a.m. in the Administrative area at the Main Library.

Board members present were Ms. Segal, Mrs. Epps, Ms. Holladay, Mr. McKellar, Ms. Reider, Mrs. Chambers, and Mr. Fava. The staff member present was Doug Henderson.

Ms. Segal called the meeting to order and stated that the media had been informed of the meeting and its agenda.

Tour of Library Branches

Mr. Henderson gave a tour of some of the library branches to the Board members in attendance. The state of the library facilities was discussed.

No action was taken.

Respectfully submitted,

Bettye Anne Chambers, Secretary

Director's Report

April 2011

I would like to thank the Board for taking time out of your schedules to take the tour of the branches on April 11. Hopefully it gave you an opportunity to see where we are and where we need to go. The Strategic Plan needs to address many of the issues facing the system. We need to look at our buildings and our infrastructure. It is all aging. This is compounded by the fact that the County finances are not improving. Once again County Administration is not recommending an increase in our budget. In fact we will lose an additional \$400,000 due to the early retirements. That means we will now need \$909,541 to meet the required Maintenance of Effort. Last year we needed \$558,185. The State requires that local budgets must not be cut below a previous year's level if they wish to receive State Aid. Charleston County Public Library has had to ask for a waiver the last two years. The County had to sign a form saying they would fund the level at the 2009 level when they could. We are the only large system in South Carolina that has had to do this. Greenville, Spartansburg and Richland County have all stayed steady or have had increases in their budgets. We are losing ground.

The strategic planning process is kicking into high gear. The consultants will be in town from May 9 to 13. That week there will be six community meetings, at Main and the five regional branches. There will be four focus groups, at the Main Library. There will be meetings with the Board of Trustees and the Friends Board and finally there will be meetings with all branch managers, department heads and staff by Department. This all leads up to the phone survey and the interviews with selected people of interest.

You have received in your packet a copy of our policies. Next month we would like to consider the circulation policy. This includes who can have a library card, fines on children's items and cost of out of area cards. The meeting room policy, which really needs to focus on who can use our rooms. There has been some discussion concerning political candidates and groups and there has been some discussion concerning for profit groups. The last policy we would like to revise is our gift policy. Right now our policy only addresses library materials being donated to the collection. We need to think about donations of money, some that may have caveats attached, donations of art and the possibility of large donations for naming rights. What we would like to suggest is that the board and staff have the opportunity to submit to us any thoughts they have by May 17th. That will give us time to draft suggested policy recommendations for the May meeting.

CHARLESTON COUNTY PUBLIC LIBRARY STATISTICS MARCH 2011

CIRCULATION

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	443,713	451,593	-1.74
BOOKMOBILE	20,035	22,501	-10.96
CRM	83,528	89,902	-7.09
DART	42,887	38,384	11.73
JAMES ISLAND	226,915	209,738	8.19
WEST ASHLEY	218,277	207,890	5.00
VILLAGE	44,856	47,173	-4.91
MT PLEASANT	559,036	572,534	-2.36
ST ANDREWS	453,775	446,811	1.56
DORCHESTER RD	210,075	178,144	17.92
OTRANTO RD	244,367	244,824	-0.19
JOHN'S ISLAND	224,835	236,158	-4.79
POE	39,564	35,198	12.40
EDISTO	15,110	15,223	-0.74
FOLLY	25,603	25,406	0.78
ST PAULS	25,827	27,507	-6.11
MCCLELLANVILLE	16,913	17,240	-1.90
TOTALS	2,895,316	2,866,226	1.01

USER VISITS

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	325,176	332,895	-2.32
BOOKMOBILE	9,225	8,474	8.86
CRM	129,059	110,550	16.74
DART	109,951	118,458	-7.18
JAMES ISLAND	99,163	100,964	-1.78
WEST ASHLEY	119,313	132,261	-9.79
VILLAGE	13,197	14,237	-7.30
MT PLEASANT	208,973	209,479	-0.24
ST ANDREWS	203,294	211,576	-3.91
DORCHESTER RD	97,270	97,765	-0.51
OTRANTO	128,625	146,631	-12.28
JOHNS ISLAND	103,690	100,328	3.35
POE	3474	7324	-52.57
EDISTO	3059	3088	-0.94
FOLLY	10158	7618	33.34
ST PAULS	8263	9223	-10.41
MCCLELLANVILLE	8079	11058	-26.94
TOTALS	1,579,969	1,621,929	-2.59

PC USE

	YTD TOTAL	PREVIOUS	% change
MAIN	67,836	76,585	-11.42
BOOKMOBILE	0	0	0.00
CRM	23,692	21,184	11.84
DART	13,630	12,220	11.54
JAMES ISLAND	10,770	11,007	-2.15
WEST ASHLEY	14,406	14,433	-0.19

IN-HOUSE USE

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	187,650	181,683	3.28
BOOKMOBILE	0	0	0.00
CRM	80,537	72,139	11.64
DART	18,940	17,341	9.22
JAMES ISLAND	28,354	18,778	-51.00
WEST ASHLEY	82,299	97,404	-15.51
VILLAGE	13,353	13,155	1.51
MT PLEASANT	87,012	90,665	-4.03
ST ANDREWS	73,937	81,748	-9.55
DORCHESTER RD	35,137	28,016	25.42
OTRANTO RD	59,015	48,490	21.71
JOHN'S ISLAND	50,771	59,745	-15.02
POE	3,678	4,639	-20.72
EDISTO	825	619	33.28
FOLLY	13,752	13,868	-0.84
ST PAULS	3,116	3,514	-11.33
MCCLELLANVILLE	7,319	8,665	-15.53
TOTALS	745,695	740,469	0.71

OUT-OF-COUNTY REGISTRATIONS

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	20	4	400.00
BOOKMOBILE	0	0	0.00
CRM	0	0	0.00
DART	2	2	0.00
JAMES ISLAND	0	0	0.00
WEST ASHLEY	10	19	-47.37
VILLAGE	0	0	0.00
MT PLEASANT	15	21	-28.57
ST ANDREWS	11	11	0.00
DORCHESTER RD	79	93	-15.05
OTRANTO RD	161	160	0.63
JOHN'S ISLAND	28	1	2700.00
POE	0	0	0.00
EDISTO	2	2	0.00
FOLLY	0	0	0.00
ST PAULS	0	1	-100.00
MCCLELLANVILLE	4	3	33.33
TOTALS	332	317	4.73

PC USE (con't)

	YTD TOTAL	PREVIOUS	% change
VILLAGE	2,809	2,616	7.38
MT PLEASANT	30,990	34,579	-10.38
ST ANDREWS	45,827	48,773	-6.04
DORCHESTER	20,034	21,841	-8.27
OTRANTO	28,725	30,447	-5.66
JOHNS ISLAND	30,837	32,920	-6.33

REFERENCE

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	354,032	322,113	9.91
BOOKMOBILE	1,480	644	129.81
CRM	86,666	79,043	9.64
DART	18,869	31,198	-39.52
JAMES ISLAND	156,488	134,331	16.49
WEST ASHLEY	90,778	101,047	-10.16
VILLAGE	8,692	10,252	-15.22
MT PLEASANT	158,860	169,944	-6.52
ST ANDREWS	173,638	189,592	-8.41
DORCHESTER RD	126,600	89,826	40.94
OTRANTO RD	158,934	151,722	4.75
JOHN'S ISLAND	122,009	125,071	-2.45
POE	3,678	2,462	49.39
EDISTO	411	403	1.99
FOLLY	17,674	14,266	23.89
ST PAULS	548	821	-33.25
MCCLELLANVILLE	9,537	8,219	16.04
TOTALS	1,488,894	1,430,954	4.05

REGISTRATION

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN	7,027	5,955	18.00
BOOKMOBILE	349	211	65.40
CRM	1,891	1,750	8.06
DART	579	415	39.52
JAMES ISLAND	1,503	1,345	11.75
WEST ASHLEY	1,250	1,276	-2.04
VILLAGE	186	200	-7.00
MT PLEASANT	3,756	4,025	-6.68
ST ANDREWS	2,871	2,923	-1.78
DORCHESTER RD	2,172	2,179	-0.32
OTRANTO RD	2,314	2,285	1.27
JOHN'S ISLAND	1,828	2,120	-13.77
POE	238	286	-16.78
EDISTO	84	63	33.33
FOLLY	1,011	1,061	-4.71
ST PAULS	213	270	-21.11
MCCLELLANVILLE	132	114	15.79
TOTALS	27,404	26,478	3.50

PC USE (con't)

	YTD TOTAL	PREVIOUS	% change
POE	594	1,232	-51.79
EDISTO	631	554	13.90
FOLLY	1,348	1,621	-16.84
ST PAULS	3,116	3,428	-9.10
MCCLELLANVILLE	2,005	2,302	-12.90
TOTALS	297,250	315,742	-5.86

PROGRAMMING

	CURRENT YTD TOTAL	PREVIOUS YTD TOTAL	% change
MAIN			
NO OF PROG	980	777	26.13
ATTENDANCE	34,676	26,810	29.34
BOOKMOBILE			
NO OF PROG	0	0	0.00
ATTENDANCE	0	0	0.00
CRM			
NO OF PROG	99	140	-29.29
ATTENDANCE	2,486	3,205	-22.43
DART			
NO OF PROG	253	88	187.50
ATTENDANCE	6,561	3,278	100.15
JAMES ISLAND			
NO OF PROG	110	55	100.00
ATTENDANCE	1,664	1,950	-14.67
WEST ASHLEY			
NO OF PROG	285	140	103.57
ATTENDANCE	6,993	3,715	88.24
VILLAGE			
NO OF PROG	24	20	20.00
ATTENDANCE	310	329	-5.78
MT PLEASANT			
NO OF PROG	296	260	13.85
ATTENDANCE	7,246	7,205	0.57
ST ANDREWS			
NO OF PROG	509	225	126.22
ATTENDANCE	15,766	5,166	205.19
DORCHESTER RD			
NO OF PROG	307	165	86.06
ATTENDANCE	4,988	2,680	86.12
OTRANTO RD			
NO OF PROG	281	262	7.25
ATTENDANCE	5,663	4,982	13.67
JOHN'S ISLAND			
NO OF PROG	459	455	0.88
ATTENDANCE	9,916	9,723	1.98
POE			
NO OF PROG	106	153	-30.72
ATTENDANCE	1,437	1,671	-14.00
EDISTO			
NO OF PROG	32	17	88.24
ATTENDANCE	135	297	-54.55
FOLLY			
NO OF PROG	42	10	320.00
ATTENDANCE	245	135	81.48
ST PAULS			
NO OF PROG	13	0	100.00
ATTENDANCE	4	0	100.00
MCCLELLANVILLE			
NO OF PROG	36	37	-2.70
ATTENDANCE	630	795	-20.75
TOTALS			
NO OF PROG	3,832	2,804	36.66
ATTENDANCE	98,720	71,941	37.22



Charleston County Public Library

SERVICE EFFECTIVENESS MEASURES FY2010

<i>Through February 2011</i>	MAIN	MTP	STA	OTR	DOR	JOHNS	W ASH	JAMES	CRM	DART	EDI	FOLLY	STP	MCC	POE	VILL	SYSTEM
TOTAL CIRC/VISIT	1.36	2.69	2.23	1.92	2.15	2.16	1.80	2.26	0.64	0.39	5.08	2.55	3.13	2.12	11.34	3.35	1.83
CIRC/FTE	5,534	21,760	19,303	12,774	12,330	10,397	20,132	24,780	11,931	6,904	15,078	20,043	14,370	9,169	18,729	15,143	12,532
COST/CIRC	5.99	1.26	1.39	2.04	2.05	2.42	1.23	1.06	2.39	4.20	1.19	0.88	1.73	3.27	1.03	1.99	2.29
FTE COST/CIRC	4.36	1.11	1.23	1.73	1.75	2.04	1.10	0.95	1.87	3.35	1.04	0.80	1.54	2.77	0.87	1.78	1.85
FTES	70.75	22.875	20.875	17.0	15.125	19.125	9.625	8.125	6.25	5.375	0.9	1.125	1.625	1.625	1.875	2.625	204.9
FY11 PERSONNEL BUDGET	1,707,811	554,946	495,087	375,331	326,455	406,236	212,869	190,442	139,443	124,147	14,145	18,131	35,949	41,325	30,627	70,879	4,743,823
FY11 BRANCH BUDGET	2,347,087	629,647	560,345	442,374	382,935	480,663	237,503	214,169	178,295	155,760	16,131	19,818	40,431	48,762	36,176	79,178	5,869,274

YEAR-END FISCAL DATA

	FY2011	FY2010	%
Interlibrary Loans		5,783	
Reference Questions		1,929,178	
Summer Reading Participants		9875	
User Visits		2,174,079	
County Population (est. 2011)	360,000	355,276	
Total Circulation		3,834,143	
Circulation per Capita		10.79	

PROGRAMMING NUMBERS THROUGH MARCH 2011

LOCATION	2011		2010		Program %	Attend %	2011		2010		Program %	Attend %
	CHILDREN programs	CHILDREN attend	CHILDREN programs	CHILDREN attend			ADULTS programs	ADULTS attend	ADULTS programs	ADULTS attend		
MAIN	404	13693	197	8264	105.08	65.69	576	20983	580	18546	-0.69	13.14
CRM	85	2251	52	2389	63.46	-5.78	14	235	88	816	-84.09	-71.20
DART	222	6116	79	3080	181.01	98.57	31	445	9	198	244.44	124.75
JAMES ISLAND	107	1642	42	1807	154.76	-9.13	3	22	13	143	-76.92	-84.62
WEST ASHLEY	231	6,379	102	3109	126.47	105.18	54	614	38	606	42.11	1.32
VILLAGE	24	310	19	321	26.32	-3.43	0	0	1	8	-100.00	-100.00
MT PLEASANT	261	6996	203	6806	28.57	2.79	35	250	57	399	-38.60	-37.34
ST ANDREWS	433	13475	189	4668	129.10	188.67	76	2291	36	498	111.11	360.04
DORCHESTER	250	4408	140	2519	78.57	74.99	57	580	25	161	128.00	260.25
JOHNS ISLAND	368	8232	357	8414	3.08	-2.16	91	1684	98	1309	-7.14	28.65
OTRANTO	211	5150	205	4362	2.93	18.07	70	513	57	620	22.81	-17.26
POE	100	1381	147	1436	-31.97	-3.83	6	56	6	235	0.00	-76.17
EDISTO	32	135	16	296	50.00	-54.39	0	0	1	1	-100.00	-100.00
FOLLY	40	221	9	94	344.44	135.11	2	24	1	41	100.00	-41.46
ST PAULS	13	4	0	0	100.00	100.00	0	0	0	0	0.00	0.00
MCCLELLANVILLE	26	324	28	657	-7.14	-50.68	10	306	9	138	11.11	121.74
TOTALS	2,807	70,717	1,785	48,222	57.25	46.65	1,025	28,003	1,019	23,719	0.59	18.06

PLEASE READ BEFORE SIGNING APPLICATION

MEETING ROOM POLICY & PROCEDURES

All Meetings are Free and Open to the Public

Use of the Charleston County Main Library meeting rooms is granted to community groups and organizations whose aims are library connected: educational, cultural, or informational. They are available for the following uses in order of priority:

1. Library sponsored or co-sponsored events and programs
2. Community groups with a cultural, educational, or civic welfare emphasis under non-profit sponsorship
3. Government agencies, municipal and state
4. Performing arts groups, only when sponsored by the library

Final interpretation of the meeting rooms policy rests with the Board of Trustees which may reserve the right to deny meeting room use to groups offering a program of private-profit making presentations.

Rooms are not available for the following:

- I. For-profit organizations.
- II. Groups charging admission fees or asking membership fees or donations.
- III. Informal study groups, day camps, private school, public school, home schooling classes, or classes held by instructors for their own profit.
- IV. Administering tests or examinations.
- V. Non-library related groups soliciting or actively selling items or services.
- VI. Social gatherings and social activities, unless sponsored by the library.
- VII. Rallies or campaigns for specific partisan political issues or candidates.
- VIII. Fund raising activities or events, except those sponsored by the library for funds for the library.
- IX. Any unlawful purpose not consistent with the U.S. constitution.
- X. Any group not following the Charleston County Public Library Code of Conduct.
- XI. Dance, music and theatre rehearsals or performances, unless sponsored by the library.

RESERVATIONS

Bookings will be on a first-come, first-served basis. Groups may book a maximum of four (4) meetings per calendar month or no more than once a week for six consecutive weeks. First priority is given to Charleston County Public Library programs, agencies, and affiliated groups such as Friends of the Charleston County Public Library for public programs, staff training, and business meetings.

Meeting room reservations may be made up to 90 days in advance. Reservations may be made by phone or in person, but completion of a meeting room agreement is required to confirm any booking request. No group may occupy a vacant meeting room without having first made a reservation through the administration office.

CANCELLATIONS

Cancellations should be made at least 48 hours in advance. Failure to do so may prevent the group from further use of meeting rooms.

ROOM ARRANGEMENTS

Auditorium and meeting rooms will be set up in either conference or auditorium style. Conference rooms are arranged conference style only. No furniture may be added to the conference rooms. Groups may arrange tables and chairs as desired in the auditorium with the requirement that they be returned to their original arrangement. Reservation requests should include adequate time before the meeting commences and after the meeting is finished, to arrange furniture. All meeting rooms must be left in a clean and orderly condition. Failure to do so may result in denial of future bookings by the group responsible. Groups must assume all responsibility for damage to library facilities and equipment, and the library is not responsible for supplies, equipment, or other items owned by the community groups and used by them in the library. The library does provide some A/V equipment, provided the applicant requests use of these items at least 48 hours prior to use.

RESTRICTIONS & REQUIREMENTS

- I. Compliance with all applicable state and local laws must be met, including fire codes, occupancy limitations, and noise ordinances.
- II. All meetings must be free and open to the public. No admission fee may be charged and no sales or promotion for future sales may be held, except for library sponsored/co-sponsored events. Soliciting donations or membership fees is not permitted.
- III. Parking availability may be limited. (Parking in the garage underneath the library is free the first hour, and \$.50 per half-hour subsequent to that.)
- IV. Groups may not state nor imply that the library is sponsoring their program. Publicity announcing meetings should in no way imply library sponsorship, and should only be released after approval of use of the room, and a copy of publicity should be sent to the library. Only those activities sponsored by the library will be advertised by the library.
- V. Permission for use of the room does not indicate library approval or endorsement of the group's ideas or opinions. Neither the name nor the address of the library may be used as the address of the organization.
- VI. Applicant should leave a phone number that can be given out to patrons requesting information about group's meeting.
- VII. No material of any kind may be posted directly on the wall of the meeting room or in the halls.
- VIII. No smoking or use of tobacco products is allowed inside any library facility.
- IX. No tape or adhesive of any kind may be used on the walls or furniture.
- X. All meetings must be held during regular library hours: Mon-Thurs 9am-9pm, Fri-Sat 9am-6pm, Sun 2-5 pm. Any group that does not vacate room or attempts to occupy room beyond their scheduled meeting time will lose meeting room privileges. Meetings must end and meeting rooms must be empty fifteen minutes before closing.
- XI. The applicant and the sponsoring organization are responsible for safety and order. The group's responsibility for the room shall be terminated only when they have informed an authorized staff member or security officer that they have vacated the room and that it is ready to be secured. If physical damage occurs during use of the facility by a particular group, future use of the facility may be denied to that group.
- XII. The library is not responsible for items left in its facilities. Storage space is not available.
- XIII. The library does not provide staff or porter service for meetings.
- XIV. Meetings involving minors must be supervised by an adequate number of adults and reservation requests signed by an adult.
- XV. With prior approval, light refreshments are permitted. Alcoholic beverages are not allowed. A deposit of \$25.00, for the meeting rooms, and \$50.00 for the auditorium, payable by check to the Charleston County Public Library is required for use of kitchen or for serving refreshments. If the room is left in satisfactory condition, the deposit will be returned by the next working day.
- XVI. The library reserves the right to cancel reservations for reasons dealing with library needs or purposes.
- XVII. The library director is authorized to revoke this agreement at any time.
- XVIII. Noncompliance with these requirements may result in denial of future requests for use of meeting rooms.

**Library security is responsible for enforcing restrictions and requirements. If non-compliance violates the posted conduct code, then police will be notified to evict offending group. However, library security does not provide security for the sponsoring group or members of the audience.

PLEASE READ BEFORE SIGNING

MEETING ROOM POLICY & PROCEDURES – Regional Branches

All Meetings are Free and Open to the Public

Use of the Regional Library meeting rooms is granted to community groups and organizations whose aims are library connected: educational, cultural, or informational. They are available for the following uses in order of priority:

1. Library sponsored or co-sponsored events and programs
2. Community groups with a cultural, educational, or civic welfare emphasis under non-profit sponsorship
3. Government agencies, municipal and state
4. Performing arts groups, only when sponsored by the library

Final interpretation of the meeting rooms policy rests with the Board of Trustees which may reserve the right to deny meeting room use to groups offering a program of private-profit making presentations.

Rooms are not available for the following:

- I. For-profit organizations.
- II. Groups charging admission fees or asking membership fees or donations.
- III. Informal study groups, day camps, private school, public school, home schooling classes, or classes held by instructors for their own profit.
- IV. Administering tests or examinations.
- V. Non-library related groups soliciting or actively selling items or services.
- VI. Social gatherings and social activities, unless sponsored by the library.
- VII. Rallies or campaigns for specific partisan political issues or candidates.
- VIII. Fund raising activities or events, except those sponsored by the library for funds for the library.
- IX. Any unlawful purpose not consistent with the U.S. constitution.
- X. Any group not following the Charleston County Public Library Code of Conduct.
- XI. Dance, music and theatre rehearsals or performances, unless sponsored by the library.

RESERVATIONS

Bookings will be on a first-come, first-served basis. First priority is given to Charleston County Public Library programs, agencies, affiliated groups such as Friends of the Charleston County Public Library for public programs, staff training, and business meetings.

One reservation at a time may be made by each organization. A date for the next meeting may be made following the meeting.

CANCELLATIONS

Cancellations should be made at least 48 hours in advance. Failure to do so may prevent the group from further use of meeting rooms.

ROOM ARRANGEMENTS

Auditorium and conference rooms will be set up in either conference or auditorium style. The Conference room is arranged conference style only. No furniture may be added to the conference room. Groups may arrange tables and chairs as desired in the auditorium with the requirement that they be returned to their original arrangement. Reservation requests should include adequate time before the meeting commences and after the meeting is finished, to arrange furniture. All meeting rooms must be left in a clean and orderly condition. Failure to do so may affect future bookings. Groups must assume all responsibility for damage to library facilities and equipment, and the library is not responsible for supplies, equipment, or other items owned by the community groups and used by them in the library. The library does provide some A/V equipment, provided the applicant requests use of these items at least 48 hours prior to use.

RESTRICTIONS & REQUIREMENTS

- I. Compliance with all applicable state and local laws must be met.
- II. All meetings must be free and open to the public. No admission fee may be charged and no sales or promotion for future sales may be held, except for library sponsored/co-sponsored events. Soliciting donations or membership fees is not permitted.
- III. Parking availability may be limited.
- IV. Groups may not state nor imply that the library is sponsoring their program. Publicity announcing meetings should in no way imply library sponsorship, and should only be released after approval of use of the room, and a copy of publicity should be sent to the library. Only those activities sponsored by the library will be advertised by the library.
- V. Permission for use of the room does not indicate library approval or endorsement of the group's ideas or opinions. Neither the name nor the address of the library may be used as the address of the organization.
- VI. Applicant should leave a phone number that can be given out to patrons requesting information about group's meeting.
- VII. No material of any kind may be posted directly on the wall of the meeting room or in the halls.
- VIII. No smoking or use of tobacco products is allowed inside any library facility.
- IX. No tape or adhesive of any kind may be used on the walls or furniture.
- X. All meetings must be held during regular library hours: Mon-Thurs 10am-8pm, Fri-Sat 10am-6pm, Sun 2-5 pm. Meetings must end and meeting rooms must be empty fifteen minutes before closing.
- XI. The applicant must accept responsibility for safety and order. The group's responsibility for the room shall be terminated only when they have informed an authorized staff member or security officer that they have vacated the room and that it is ready to be secured.
- XII. The library is not responsible for items left in its facilities. Storage space is not available.
- XIII. The library does not provide staff or porter service for meetings.
- XIV. Meetings involving minors must be supervised by adults and reservation requests signed by an adult.
- XV. With prior approval, light refreshments are permitted. Alcoholic beverages are not allowed.
- XVI. The library reserves the right to cancel reservations for reasons dealing with unexpected library needs or purposes.
- XVII. The library director is authorized to revoke this agreement at any time.
- XVIII. Noncompliance with these requirements may result in denial of future requests for use of meeting rooms.

Approved by the Charleston County Library Board of Trustees

Please Read and Detach POLICIES and PROCEDURES Before Signing Application Form

MT. PLEASANT REGIONAL LIBRARY
MEETING ROOM APPLICATION
Fax number : 849-6166

Person agreeing to assume responsibility for library facility: _____

Address _____

City/State/Zip _____ Phone # to be given to patrons requesting information _____

Name of Organization _____

Purpose of Meeting _____

Anticipated Attendance _____ Date of Meeting _____ Time Requested: From _____ To _____

Auditorium _____ Conference Room _____
(seats 80) (seats 15)

Please check off A/V equipment you need:

- | | | |
|--|---------------------------------|---|
| <input type="checkbox"/> TV/VCR | <input type="checkbox"/> PODIUM | <input type="checkbox"/> OVERHEAD PROJECTOR |
| <input type="checkbox"/> OPAQUE PROJECTOR | <input type="checkbox"/> TABLES | <input type="checkbox"/> SLIDE PROJECTOR |
| <input type="checkbox"/> C/D AUDIO CASSETTE/RECORDER | | |

I certify that the meeting room will be used only for the stated activity and that as a Charleston County resident/taxpayer, I am authorized to accept and be responsible for compliance with all conditions pertaining to use of a meeting room. I also certify that I have read the policies for use of meeting rooms and accept them.

Signature _____ Date _____

*There are meeting rooms also available at the following Charleston County Regional libraries:
(Please call the numbers listed for more information)*

Otranto Road
2261 Otranto Road
N. Charleston, SC 29406
Telephone # 572-4094

John's Island
3531 Maybank Highway
John's Island, SC 29455
Telephone: #843-559-1945

Dorchester Road
6325 Dorchester Road
N. Charleston, SC 29418
Telephone #552-6466

Main Library
68 Calhoun Street
Charleston, SC 29401
Telephone # 805-6821

St. Andrews
1735 N. Woodmere Drive
Charleston, SC 29407
Telephone # 766-2546

Each Regional has a large meeting room that holds 80 and a conference room that holds 15. The Main Library has an auditorium that seats 200, a conference room that seats 32, and a conference room that seats 15.

Application Approved by _____ Date _____

Approved by the Charleston County Library Board of Trustees

CIRCULATION POLICY

Revised
September 2010

Adopted by the Board of Trustees

September 18, 1991

302.001

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CIRCULATION POLICY

STATEMENT OF PURPOSE

This circulation policy is intended to guide the library staff in its dealings with the public. It is not intended to be a restrictive document; some discretion must be allowed supervisory personnel in fulfilling the library's primary function of providing the users of the Charleston County libraries with information, educational materials, and recreational reading as efficiently as possible.

ELIGIBILITY FOR A LIBRARY CARD

A. Charleston County Residents

To be eligible for a library card, a person must be a resident or business/property owner of Charleston County and present one of the following:

1. CURRENT SOUTH CAROLINA DRIVER'S LICENSE
2. CURRENT SOUTH CAROLINA HIGHWAY DEPARTMENT I.D. CARD
3. PROOF OF SERVICE WITH THE ARMED FORCES
4. CURRENT PROOF OF REGISTRATION IN A SCHOOL OR COLLEGE IN CHARLESTON COUNTY
5. RENT RECEIPT
6. UTILITY INSTALLATION OR USAGE RECEIPT
7. ADDRESS ON A PERSONAL CHECK
8. CAR REGISTRATION
9. VOTER REGISTRATION CARD
10. PROPERTY TAX RECEIPT (For those individuals residing outside of Charleston County and own property within Charleston County, all immediate family members are eligible for a regular 3 year library card membership).

All Charleston County membership cards are valid for three years; all Out-of-County membership cards are valid for one year. All fines and fees must be paid in order to renew library cards.

Library Card Registration

Patrons may register for library cards at any branch library or the bookmobile and receive a library card at the time of registration, if appropriate identification is presented. Acceptable forms of identification are listed above.

Charleston County residents may also initiate the library card registration process online for a Charleston County Library membership card. One application must be filled out for each person in the household requesting a card. Library cards will be mailed to the address provided on the online registration form. Patrons will receive their new cards in the mail with instructions on how to activate their new card, by visiting any library branch or bookmobile, with photo ID.

Military

Upon presentation of Military ID, members of the Military and their immediate family members are eligible for a free three year Charleston County Library membership card. Residency in Charleston County is not a requirement for Military personnel and their immediate family members.

Juvenile

If the applicant is **less than 12 years of age**, a parent or guardian of the juvenile must meet the residency requirements and must accept responsibility for materials borrowed by the juvenile by signing the juvenile's library card. Teacher verification may be accepted as proof of a juvenile's address during class visits. If an applicant **cannot show proof of address**, the library will mail a postcard to the address entered on the registration form. Upon receiving this postcard, the applicant may bring it to the library and receive his/her library card.

B. Patients in Residential Facilities

The procedure for applicants who are patients in residential facilities in the area (Charter Hospital, Fenwick Hall, Florence Crittenton Home, etc.) is the same as for students or military stationed in the area. The address of the institution will be listed as the primary mailing address for the library card and the home address as the secondary mailing address.

C. Non-Residents

Individuals who do not meet the residency requirements outlined above will be considered non-residents and may apply for borrower's privileges on an annual basis by providing proof of their permanent home address and paying an annual fee. The non-resident membership fee was increased by Charleston County Library Board of Trustees action to take effect as follows:

- The Out-of-County membership fee is \$40.00 annually.

These fees have been established to equalize the per capita support of Charleston County residents. Non-resident cards are valid for one year and provide:

- Borrowing privileges for all circulating print and media collections
- Assignment of a PIN to gain access to borrowing records from a home computer in order to reserve and renew materials.

Non-resident cards are valid for one year.

LIBRARY CARD

If a patron's **card is lost or stolen**, the patron should notify the library immediately in order to prevent unauthorized use of the card. Patron identification and \$2.00 is required for a new card. It is the responsibility of the patron to notify the library of an address or name change.

The library discourages a patron from allowing others to check out materials on his/her library card. However, if a patron presents another patron's library card to check out materials, staff members must assume that permission has been granted for use of that card unless the card has been reported lost or stolen.

CIRCULATION PERIODS AND LIMITS

A. Books

Most books, including new non-fiction, circulate for 28 days. A new fiction book, however, circulates for 14 days and is kept on the "new" fiction bookshelf for six months, unless there is an unusually high demand for the specific title. In this case, the book is kept within the 14-day circulation period until all reserves have been filled.

B. Magazines

In the Main Library and the regional libraries the majority of magazines do not circulate and are retained as part of the reference collection. Exceptions to this policy are magazines printed in a foreign language, and juvenile magazines. Except for the most current issue, these exceptions may be borrowed for 14 days, with a limit of 4 magazines per cardholder. In the branch libraries, all magazines circulate for 14 days with a limit of 4 magazines per cardholder. Magazines may be sent from the branches to Main or the regionals for patrons to check out.

C. Audiocassettes and Compact Discs

Musical audiocassettes and musical compact discs circulate for 14 days with a limit of five titles each. Audio book recordings on cassette or discs circulate for 28 days, with a limit of 5 titles for audiocassette book recordings, and 5 audio books on compact disc recordings. Audiocassettes and compact discs may be sent to a branch upon patron request.

D. Video Cassettes and DVD Films

Videocassettes and DVD films are loaned for 7 days. The borrowing limit is 5 videocassettes per cardholder and 5 DVD films per cardholder. No more than 5 videocassettes in each category may be borrowed at one time. No more than 5 DVD films in each category may be borrowed at one time.

1. Borrowers must present a valid Charleston County Library Card in order to borrow all media materials. Borrowers of videocassettes and DVD films must present an Adult Library Card to borrow fiction (**feature film videos and DVD films**). Children and Young Adult cardholders may borrow video and DVD films from the **Children's** and **Adult Non-Fiction** video and DVD collections only.
2. Media materials may be returned to any Charleston County Library location. Please rewind videocassettes before returning.
3. FINES / REPLACEMENT CHARGES
Patrons are responsible for returning videocassettes and DVD films in good condition. The fee for lost or damaged materials is the current replacement cost. The fee for overdue

videocassettes and DVD films is \$.50 cents per day/ \$10.00 maximum overdue fine per item.

4. Charleston County Library assumes no responsibility for damage caused to a patron's equipment by library material, or, for a patron's personal audiovisual items left in the library beyond thirty days.
5. Keep media materials in a cool, dry place, and avoid storage in direct sunlight or sources of heat or magnetic fields. We request that media materials be returned inside the library building, because they can so easily be damaged by temperature and moisture.

E. Foreign Language Sets

All foreign language sets circulate for 28 days. Before the set is checked out, staff members are encouraged to be sure that all listed pieces are included. The contents should also be checked upon return of the set. Overdue fines for language sets are the same as for books. Patrons will be charged for lost sets at the replacement cost. Individual pieces missing from a set (cassettes, etc.) will be charged at the replacement cost for each. Language sets may be sent to a branch for a patron upon request. Reserves will be accepted on all foreign language sets.

F. Interlibrary Loans

Refer all patrons requesting interlibrary loans to the Reference Department at the Main Library or to the reference desk at the Regional Libraries.

G. Reference Circulation Policy

Reference materials may circulate for various periods under special circumstances with the permission of the head of the Reference Department or other special Department Manager.

H. Special Loan Periods

If needed, vacation loans (extended loan periods) may be arranged by the head of the Circulation Department for most library materials, if no reserves have been placed on those materials.

RETURNS

Items checked out from any branch or bookmobile stop may be returned to any other branch or bookmobile stop.

RENEWALS

Patrons will be allowed one renewal of any book, recording, foreign language set, video/DVD film, compact discs, or audiocassette under the following conditions:

1. Materials will not be renewed if there is a reserve on file for the title.
2. Materials will not be renewed if a patron has already renewed an item one time.
3. Magazines, interlibrary loans, and reference loans are not renewable.

Patrons requesting to borrow the same material(s) after one renewal are asked to wait a minimum of 48 hours before reserving/borrowing such material again, in order to give other patrons access to the item(s).

TELEPHONE RENEWALS

Library material can be renewed over the telephone with the assistance of a staff member in the Circulation Department. Patrons must provide their library card number for telephone renewals. Library material can be renewed at a Public Access terminal or on-line with a PIN number. Patrons can renew library materials "in person" at the Circulation Department without having the material with them. This service was made available on Monday, June 15, 1998.

E-MAIL NOTIFICATION

Email notification of holds and overdue items is available to all Charleston County Public Library card holders. Card holders are encouraged to receive notices about their Library Account by email. Email notification is comprised of:

- Courtesy Reminder of Due Dates: email sent three days *before* materials are due, in order to help patrons avoid overdue fines.
- Overdues: email sent when items are overdue.
- Holds: email sent when requested materials are available for pickup.

DELINQUENCY RECORDS

A. Fines

A list of current fines is appended to this policy.

B. Lost Materials

Any lost materials are charged to the patron at the current retail price of that item. If a current price is not available, the patron is charged a fixed replacement cost. (See appended list.)

C. Miscellaneous Charges

Fees for damaged materials, lost library cards, and other miscellaneous fees are noted on the appended list.

D. "Claims Returned"

When a patron receives a notice for an item that he/she says has been returned, the patron should be asked to check the home, office, car, school, etc. in which the item may have been misplaced. The patron should be informed that the library would also re-check its records and search the stacks for the missing item. If the item is not located within **30** days, the patron must pay the current retail price of that item, or if a current price is not available, the patron will be charged a fixed replacement cost. (See appended list.)

At this time, the patron's record is cleared. If the patron finds and returns the item within one year from the date recorded on the *Lost and Paid receipt*, the patron will receive a full refund. Untitled items (some paperbacks, unlinked items, magazines, etc.) are not "searchable." The library will not hold a patron responsible for untitled items.

E. Sanctions

When a replacement card is issued to a patron, all records automatically transfer to the new card. Borrowing privileges will be blocked when fines, fees or lost materials exceed \$10.00.

F. Billing

Patrons with unreturned materials will be notified that they have materials overdue by mail or by email. One notification will be sent. Delinquent accounts may be referred to a collection agency.

RESERVES

If the book, CD recording, audiocassette, foreign language set, or DVD/Videocassette film needed by a patron is not on the shelf, the patron may place a reserve on that item. Reserves are limited to 25 per library card on circulating library materials. The patron will be notified by mail or email when the item becomes available. If the material needed is available in another library in the Charleston County library system, the item will be transferred from that location to the most convenient location for the patron.

No item may be placed on reserve unless it is listed in the data base. If an item is not listed therein and is still in print, the patron may file a request to purchase. The procedure is described in the Request to Purchase section of this policy. If an item is out of print or needed immediately, an interlibrary loan should be initiated through the Reference Department.

Reserves are accepted in person or by telephone. Reserves cannot be accepted for circulating magazines in the branch library collections or for the circulating titles in the Main Library's collection.

Reserves are held for 10 days after the item has become available and the patron has been notified by postcard or e-mail notification.

MANUAL HOLDS

Most circulating items available at the time of a telephone inquiry may be held for three days. These manual type holds are for patrons who may need to register for a CCPL card, or the staff may not have an account number available on which to place a "computer" hold (reserve).

REQUEST TO PURCHASE

A patron may request that the library purchase material not owned by the library. This is done by filing a request to purchase. Requests for purchase can be made in person or by telephone. The person who files the request will be the first person to receive the item if it is purchased. A reserve for the item will be entered in the database for the patron. Duplicate requests to purchase will be filed in chronological order and will be entered accordingly. It must be stressed that requests to purchase are exactly that: requests. All library acquisitions are made in accordance with library's materials selection policy.

Revised February 2010

FINES AND CHARGES

OVERDUE FINES

1. Any library item other than framed pictures, interlibrary loans, bookmobile materials, videos and DVD films\$0.15 per item
2. Interlibrary loans, per day.....\$0.25 per item
3. Bookmobile materials, per stop missed.....\$0.10 per item
4. Video/DVD per day\$.50 per item
5. Frames Art Print Reproduction, per day.....\$.50 per item

MAXIMUM FINES

1. Books, Magazines, Pamphlets, etc..... \$5.00 per item
2. Framed Pictures.....\$10.00 per item
3. Video/DVD\$10.00 per item

LOST OR DAMAGED ITEMS

1. To replace patron's library card.....\$2.00 per item
2. Videocassette replacement costs
3. Containers: Video/DVD/Audio\$5.00 per item
4. Items damaged beyond repair or lost.....replacement costs
5. CD jewel case.....\$5.00 per item
6. Zippered media bags.....\$5.00 per item
7. Individual replacement cassette/or disc for audio book.....\$7.00 per item

OVERDUE REMINDER SEQUENCE

One notice--14 days

One notice is sent at 14 days, informing the patron that the item(s) are overdue. The notice will inform patrons that this is the only notice that will be sent.

FIXED REPLACEMENT COSTS

Adult hardback book.....	\$25.00
Adult paperback book.....	\$6.50
Adult magazine.....	\$5.00
Music on Compact Discs.....	\$15.00
*Individual replacement cassette or disc for audio book.....	\$7.00 per cassette or disc
Full sets, audio books on tape or CD.....	\$7 x number in set
Framed art print.....	\$50.00
Video.....	10.00
DVD.....	20.00
Young adult hardback book.....	\$18.00
Young adult paperback book.....	\$ 6.00
Juvenile hardback book.....	\$20.00
Juvenile paperback book.....	\$ 6.00
Juvenile magazine.....	\$2.50
Juvenile book/cassette.....	\$15.00

CONFIDENTIALITY OF LIBRARY RECORDS

The Charleston County Library recognizes that its circulation records and other records identifying the names of library users should be confidential in nature and accepts the responsibility for safeguarding information about any individual's use of the library from improper disclosure. The following guidelines are prescribed for carrying out this responsibility:

1. All librarians and library employees are advised that circulation records and other records identifying the names of library users with specific materials shall be held to be confidential in nature. Such records shall not be made available to any agency of local, state, or federal government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, local, state, or federal law relating to civil, criminal, or administrative discovery procedures, or legislative investigative power.
2. The details of an individual's borrowing history shall not be released to unauthorized personnel within the library. This rule will not prevent the library from maintaining records of delinquent borrowers. Such records will, however, be maintained in confidence and will not be available to persons other than those involved in obtaining the return of or payment for overdue or lost materials.
3. Upon receipt of a process, order, or subpoena (as mentioned in item 1), the library's officers will consult with legal counsel to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance; if the process, order, or subpoena is not in proper form or if good cause has not been shown, they will insist that such defects be cured.

Posting and Distribution of Non-Library Materials

The Charleston County Public Library recognizes its role as a source for community information. However, it must set priorities for distribution and posting of non-library printed materials due to limited space.

A community bulletin board is available for civic/government matters, arts affiliates, and educational institutions. All items for posting consideration must be left at the information desk. Flyers or posters may be displayed for up to two weeks depending upon availability of space.

Acceptance for distribution or posting does not necessarily imply library endorsement. Materials posted without library approval will be removed. Those notices of a partisan political content will not be posted.

REFERENCE SERVICES POLICIES

GOAL OF INFORMATION SERVICES

The goal of information service at the Charleston County Public Library is to provide patrons with consistently high quality, current, and accurate information. This includes service in person, over the phone, via the computer and World Wide Web, and in writing.

PATRON SERVICE GUIDELINES

All patrons of the Charleston County Public Library shall be greeted by the Reference Staff in a positive and enthusiastic manner. The information provided shall be complete, impartial and objective. Patrons of all ages and circumstances shall be treated courteously and with equal attention and sensitivity to their particular needs. To assure optimum service, staff will follow the Code of Ethics for Librarians, as adopted by the American Library Association 1995, (Appendix A), and (Appendix B) Guidelines for Behavioral Performance of Reference and Information Services Professionals, adopted by the Reference and Adult Services Division 1996, and (Appendix C) Guidelines for Medical, Legal, and Business Responses at General Reference Desks adopted by the Reference and User Services Association Board of Directors July 2000.

POLICY STATEMENTS

REFERENCE DESK

In acknowledging that certain standards of customer service must be maintained when assisting in house library patrons, the Reference Desk staff will treat all patrons respectfully, patiently, and in a confidential manner. They will assist in locating materials, both circulating and reference, and give instruction in their use. This includes paper and electronic resources as well as the Internet. If the information or resources needed is not available within our library, every effort will be made to acquire the information for the collection or to make a referral to outside sources or agencies. (see Appendix B for Guidelines for Behavioral Performance of Reference and Information Services Professionals).

The Charleston County Public Library System provides services to the public through its Main Library, 15 branch sites, a bookmobile, a dial-in computer service, as well as remote Internet access. It offers reference and research assistance, lends materials in several media formats, coordinates specialized programs for the community and maintains informational computer databases not available elsewhere.

The Main Library provides in-depth reference services in a number of areas. While all locations in Charleston County Public Library offer reference assistance, specialized reference assistance in the following areas is available at the Main Library:

BUSINESS REFERENCE SERVICES

The goal of Business Reference Services is to assist patrons in a timely manner in accessing accurate and current information relating to the subject of business. This includes but is not limited to local, state, national and international business, economics, management and investment.

Business Reference Services are coordinated through the general Reference Services Desk. All walk-in, mail or phone requests are handled according to the policies within the scope of general reference services. Equipment, such as a photocopier, microfiche and microfilm reader-printers, and electronic workstations that pertain to business topics are located in the Reference Service area. Group orientation tours and instruction on the use of resources are available to the public.

FOUNDATION CENTER

The goal of the Foundation Center is to assist patrons in accessing information that pertains to the nonprofit world, in a professional and timely manner. The Foundation Center is coordinated through the Reference Services Desk.

All walk-in, mail or phone requests for Foundation Information are handled according to the policies within the scope of general Reference Services. Equipment used for the retrieval of this information is located in the Reference Services area. Group tours and instruction on the Foundation Center sources are available to the public.

TELEPHONE SERVICES

Information delivery by telephone is a regular service of the Reference Department of the Charleston County Public Library. This "information line" handles all telephone-initiated inquiries that can be processed in a short period of time. Extended searches will be handled as "call backs", as soon as possible after the inquiry is received. The readily available resources to perform these services include electronic databases as well as standard print sources. If it is determined that a request cannot be filled within a patron's time frame, or if the response by way of telephone would require interpretation on the part of the staff, the patron will be invited into the library for staff assistance in retrieving the information they need. Unanswered questions will be analyzed periodically and used as a basis for collection development. For further information see Telephone Reference Guidelines.

SOUTH CAROLINA ROOM SERVICES

Reference services in the South Carolina Room will adhere to the policies of Reference Services. Request by mail for material specific to South Carolina or Charleston will be handled within the scope of general reference services. The South Carolina Room staff will assist patrons in finding information in the following areas: state and local history and genealogy, state and local government documents, and South Carolina periodicals and journals.

Genealogical Mail/Email Service

The South Carolina Room provides research for limited mail or email genealogical queries and prefers that these informational requests be submitted in writing, through mail, email or fax. Due to the complex nature of these requests, the following guidelines for genealogical questions apply:

- When given the name of an individual, county and approximate dates of residence in South Carolina, the staff will check up to five sources or spend 30 minutes of research time attempting to locate information.
- Name checks restricted to either the Charleston County Will Books or Charleston County Death Card file are limited to three (3).
- Index checks are limited to one (1) individual name, not family surname, per request.
- In order to better serve all patrons, the staff requests that such queries be limited to two (2) per month.

PERIODICALS AND NEWSPAPER SERVICES

Library staff in Periodicals and Newspaper Services will provide assistance to patrons in accessing information that can be found in newspapers, magazines and journals. Instruction is provided to patrons in the use of indexes, both paper and electronic, as well as the equipment for retrieval.

TECHNOLOGY LEARNING CENTER

The Technology Learning Center (TLC) serves to provide information literacy training, as well as access to technological resources available through the Charleston County Public Library. It offers training to the public and the staff on computer resources and equipment, provides assistance to the public with Internet resources, and provides access and training on basic computer applications, such as word processing, spreadsheets and other productivity software.

READER'S ADVISORY

The primary goal of Reader's Advisory Services at the Main Library is to connect readers with the materials in our collection. This is realized by performing the following services: providing pathfinders on various fiction genres and subjects, preparing book displays on various topics, accessing electronic resources dealing with genre fiction, and providing lists of award-winning books, and other up-to-date print sources. The Reader's Advisory desk is available to patrons all hours that the library is open.

INSTRUCTIONAL SERVICES

Instructional Services for the public in the use of the library's resources is considered a primary goal at the Charleston County Public Library. With this in mind the Reference Department will develop, promote and maintain appropriate programs of instruction in the use of all library materials and services. Tours of our facility and its collections will fall within this service.

SPECIAL COLLECTIONS

Special Collections in the Charleston County Public Library include materials that are considered rare, unique, or historically significant. Because of their special nature, materials will be stored separately and will be available on request. Materials will be requested and viewed in the South Carolina Room. These materials are not circulating, but may be photocopied if their condition permits.

INFORMATION DELIVERY

Fax Services

Faxing information is often an appropriate response to reference questions. Faxes will be sent to any patron within Charleston County and to toll-free numbers. There shall be no charge to patrons for the first 5 pages. Each subsequent page shall be billed at \$0.25 per page, with 25-page limit per patron, per day. There is no fax charge to libraries in South Carolina. Libraries outside the state will receive the first 5 pages free and then be charged \$0.25 for each additional page. For further information, see Charleston County Library Fax Policy.

Interlibrary Loan

Interlibrary Loan is a regular service for our library patrons to provide access to materials that are beyond the scope or depth of the Charleston County Public Library's collection. Every effort will be made to locate materials promptly at no cost to our patrons. However, when there is a charge imposed by the lending library, this charge will be passed on to our patrons. Likewise, the Charleston County Public Library lends circulating materials from its own collection to other libraries. State and national interlibrary loan policies are followed in providing this service, as well as compliance with the Copyright Law of the U.S. (Title 17, U.S. Code) approved by the Library Board May 1994. For further information see the Charleston County Library Interlibrary Loan Policy.

Mail Inquiries

It is the policy of the Charleston County Public Library Reference Department to respond to all mail requests for information. If the information can be found and verified within a reasonable time, the reference librarian will work on the question to its completion. Every effort will be made to answer the question within the patron's time frame. If that is not possible, or if the information requested is beyond our resources, the requester is responded to with a form letter recommending that they contact a researcher in this area for further assistance. There is no charge for this service with the exception of photocopies, which are \$0.25 per page, and \$1.00 for postage and handling. For additional information see the Charleston County Public Library Mailing Photocopies Policy.

SUPPORT SERVICES

Homebound

Reference Services to the homebound is coordinated through the Public Relations Department, and with the assistance of the Friends of the Library.

Hearing Impaired

A TDD Line shall be maintained at the Main Library Reference Desk and monitored all hours that the library is open. This line enables all hearing-impaired persons wishing library services to contact and communicate with the Reference Department as needed. In addition, the library may also serve as a conduit between the hearing impaired and other persons and agencies. Referrals to the hearing impaired for community services that they may need are also made at the Reference Desk, using, among other sources, the Charleston Area Organizations & Community Resources Directory.

Visually Impaired

In addition to providing tapes and large print books, Reference Services to the visually impaired is enhanced by the provision of several 'state of the art' devices at the Charleston County Public Library. These are located in the Fiction area on the first floor. Included in this list of special equipment are: a Kurzweil Reader, a Visualtek viewer, "Zoomtext" (a print enlarger) for electronic resources, and "JAWS for Windows", a screen reading program. Referrals to the South Carolina State Library and their services to the blind are also made on a regular basis, as well as to local community organizations.

APPENDICES

American Library Association Code of Ethics

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision-making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- We recognize and respect intellectual property rights.

- We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted by the ALA Council June 28, 1995

The Charleston County Public Library subscribes to "A Code of Ethics for Librarians."

Guidelines for Behavioral Performance of Reference and Information Services Professionals

RASD Ad Hoc Committee on Behavioral Guidelines for Reference and Information Services.

Approved by the RASD Board of Directors, January 1996.

These guidelines are intended to be used to assist in the training, development, and/or evaluation of librarians and staff who provide information services directly to library users. They are designed primarily to deal with instances in which the patron and the librarian are working face to face. While many of the guidelines also apply to other all reference transactions, some will need to be adapted for remote users and persons with special needs.

1.0 Approachability

In order to have a successful reference transaction, the patron must be able to identify that a reference librarian is available to provide assistance and also must feel comfortable in going to that librarian for help. Approachability behaviors set the tone for the entire communication process between the librarian and the patron. The initial verbal and non-verbal responses of the librarian will influence the depth and level of the interaction between the librarian and the patron. At this stage in the process, the behaviors exhibited by the librarian should serve to welcome the patron and to place him/her at ease. The librarian's role in the communications process is to make the patron feel comfortable in a situation that may be perceived as intimidating, risky, confusing, and overwhelming. To be approachable, the librarian:

1.1 Is poised and ready to engage approaching patrons and is not engrossed in reading, filing, chatting with colleagues, or other activities that detract from availability to the patron.

1.2 Establishes initial eye contact with the patron.

1.3 Acknowledges the presence of the patron through smiling and/or open body language.

1.4 Acknowledges the patron through the use of a friendly greeting to initiate conversation and/or by standing up, moving forward, or moving closer to the patron.

1.5 Acknowledges others waiting for service.

1.6 Remains visible to patrons as much as possible.

1.7 Moves through the reference area offering assistance whenever possible.

2.0 Interest

A successful librarian must demonstrate a high degree of interest in the reference transaction. While not every query will contain stimulating intellectual challenges, the librarian should be interested in each patron's informational needs and should be committed to providing the most effective assistance. Librarians who demonstrate a high level of interest in the inquiries of their patrons will generate a higher level of satisfaction among users. To demonstrate interest, the librarian:

- 2.1** Faces the patron when speaking and listening.
- 2.2** Maintains or re-establishes eye contact with the patron throughout the transaction.
- 2.3** Establishes a physical distance that appears to be comfortable to the patron, based upon the patron's verbal and nonverbal responses.
- 2.4** Signals an understanding of the patron's needs through verbal or non-verbal confirmation, such as nodding of the head or brief comments or questions.
- 2.5** Appears unhurried during the reference transaction.
- 2.6** Focuses his/her attention on the patron.

3.0 Listening/Inquiring

The reference interview is the heart of the reference transaction and is crucial to the success of the process. The librarian must be effective in identifying the patron's information needs and must do so in a manner that keeps the patron at ease. Strong listening and questioning skills are necessary for a positive interaction. As a good communicator, the librarian:

- 3.1** Uses a tone of voice appropriate to the nature of the transaction.
- 3.2** Communicates in a receptive, cordial, and encouraging manner.
- 3.3** Allows the patron to state fully his/her information need in his/her own words before responding.
- 3.4** Rephrases the patron's question or request and asks for confirmation to ensure that it is understood.
- 3.5** Uses open-ended questioning techniques to encourage the patron to expand on the request or present additional information. Some examples of such questions include:
 - Please tell me more about your topic.
 - What additional information can you give me?
 - How much information do you need?
- 3.6** Uses closed and/or clarifying questions to refine the search query. Some examples of clarifying questions are:
 - What have you already found?
 - What type of information do you need (books, articles, etc.)?
 - Do you need current or historical information?
- 3.7** Seeks to clarify confusing terminology and avoids excessive jargon.

3.8 Uses terminology that is understandable to the patron.

3.9 Maintains objectivity and does not interject value judgments about subject matter or the nature of the question into the transaction.

4.0 Searching

The search process is the portion of the transaction in which behavior and accuracy intersect. Without an effective search, the desired information is unlikely to be found. Yet many of the aspects of searching that lead to accurate results are still dependent on the behavior of the librarian. As an effective searcher, the librarian:

4.1 Constructs a competent and complete search strategy.

4.2 Breaks the query into specific facets.

4.3 Identifies other qualifiers of the query that may limit results, such as date, language, comprehensiveness, etc.

4.4 Selects search terms that are most related to the information desired.

4.5 Searches under the most limiting aspects of the query first.

4.6 Verifies spelling and other possible factual errors in the original query.

4.7 Identifies sources appropriate to the patron's need that have the highest probability of containing information relevant to the patron's query.

4.8 Consults guides, databases, or other librarians for assistance when he/she cannot independently identify sources to answer the query.

4.9 Discusses the search strategy with the patron.

4.10 Encourages the patron to contribute ideas.

4.11 Explains the search sequence to the patron.

4.12 Attempts to conduct the search within the patron's allotted time frame.

4.13 Accompanies the patron (at least in the initial stages of the search process).

4.14 Explains how to use sources when the patron shows an interest.

4.15 Works with the patron to narrow or broaden the topic when too little or too much information is identified.

4.16 Asks the patron if additional information is needed after an initial result is found.

4.17 Recognizes when to refer a patron to a more appropriate library, librarian, or other resource person.

5.0 Follow-up

The reference transaction does not end when the librarian walks away from the patron. The librarian is responsible for determining if the patron is satisfied with the results of the

search and is also responsible for referring the patrons to other sources, even when those sources are not available in the local library. For successful follow-up, the librarian:

- 5.1 Asks the patron if the question has been completely answered.
- 5.2 Encourages the patron to return to the reference service point.
- 5.3 Returns to the patron after the patron has had time to study the information source(s).
- 5.4 Consults other librarians when additional subject expertise is needed.
- 5.5 Makes arrangements, when appropriate, with the patron to research a question even after the patron has left the library.
- 5.6 Tries to ensure that the patron will get appropriate service after a referral by providing accurate information to the other department, library, or organization about the question, the amount of information required, and sources already consulted.
- 5.7 Facilitates the process of referring a patron to another library or information agency through activities such as calling ahead, providing direction and instructions, and providing the library and the patron with as much information as possible.
- 5.8 Refers the patron to other sources or institutions when the query cannot be answered to the satisfaction of the patron.

Guidelines for Medical, Legal, and Business Responses at General Reference Desks

Prepared by the Standards and Guidelines Committee, Reference and User Services Association, 1992.

Revised in 2000 by the RUSA Business Reference and Services Section. Approved by the RUSA Board of Directors July 2000.

1.0 Introduction

Library users need information in order to make decisions. They have a right to gain access to any published information available in library collections. Staff is responsible for providing complete and accurate responses to users' questions when possible and for guiding patrons to the most appropriate resources for their needs. (The terms *user* and *patron* are used interchangeably in this document.)

The following guidelines are designed to assist staff at general reference desks in meeting user needs and in responding to users requesting medical, legal or business information. To ensure that malpractice claims will not follow, librarians need to keep current in their subject areas, refer questions beyond their level of competency to others, document search strategies and sources, and explain to the user the librarians' responsibility to provide sources rather than interpretation. Although these guidelines are written for medical, legal, and business reference service, they may be applied to any reference transaction.

Each library's reference collection should contain current, accurate, and accessible medical, legal, and business information appropriate to the needs of the community served. The reference transaction should fully satisfy the user's need for information, either by providing accurate sources in hand, or clear and concise reference referrals to obtainable sources located elsewhere.

2.0 Role of Librarians

When asked legal, medical, or business reference questions, librarians should make clear their role as information providers. Librarians can provide information but should not interpret that information. They should provide instruction in the use of resources, enabling users to pursue information independently and effectively, if so desired. Libraries should develop written disclaimers stating a position on providing specialized reference service.

2.1 Interpretation

The reference librarian provides the library user with information but does not evaluate that information. If the patron has trouble understanding the source, an alternative source should be sought. If no appropriate sources can be located, the patron should be referred to the legal, medical, or financial community for interpretation of the information.

2.2 Advice

Libraries may advise patrons regarding the relative merits of sources and make recommendations regarding library materials when appropriate. Materials recommended should be the most comprehensive and the most current available.

2.3 Confidentiality

Confidentiality of user requests must be respected at all times. Questions should not be discussed outside the library, and names should never be mentioned without the user's permission.

2.4 Tact

As in all situations, reference librarians should use discretion when interviewing users regarding medical, legal, and business questions. While it is important to conduct a thorough reference interview, this should be done in such a way as to minimize discomfort to the user. The librarian should try to identify the issue in question without intruding on the user's privacy. Librarians should be impartial and nonjudgmental in handling user's queries.

3.0 Sources

The library should acquire appropriate materials in medical, legal, and business subject areas that meet the needs of the community served. The reference librarian should direct the user to possible sources, both in and out of the library, where the information the user requires will be provided. These materials might include books, pamphlets, journals, electronic services, service agencies, and professionals in the appropriate field. When helping a user, librarians must be careful to avoid using technical terms. Under no circumstances should information be withheld from a user.

3.1 Currency of Sources

The reference librarian should always point out publication dates to the user. Because information in medical, legal, and business areas changes rapidly, the user should be advised that there might be more current information available on the topic. In subject areas where up-to-date information is essential, libraries should provide the most current information possible, consistent with the needs of the library's primary clientele and within the limitations of the library's materials budget and collection development policy.

Reference collections should be weeded periodically to remove dated materials in subject areas where up-to-date information is essential. If retention of older materials is required for historical purposes, distinctions in dates should be obvious.

3.2 Referrals to Other Sources

Referrals should be made only if the librarian expects that the agency, service, individual, or other source can and will provide the information needed. Librarians should be

prepared to refer questions to human as well as to written sources. Awareness of community, state, and private services outside of the library proper is important.

Reference librarians may provide access to biographical and other information that is available in directories and other sources. They may not make recommendations to specific lawyers, legal firms, doctors, other medical care providers, or financial professionals. Users should be referred to county or state professional associations for additional information.

4.0 Telephone, Fax, Mail and E-mail Reference

Special care must be taken with telephone, mail, electronic mail, and telefacsimile since it is easy to misinterpret phone messages, and written communications may need explanations or interpretation. Only factual information such as dates, names and addresses, specific citations, catalog checks, or statistics should be given out over the telephone. Brief information may be read verbatim without interpretation. The source should be given for all information provided. Users must come to the library, or be directed to a special library, for statutory or case law material, medical information beyond quoted definitions of terms from standard medical dictionaries, or financial information encompassing more than the above. Telephone or mail requestors may have to be informed that the library does have information on the topic but that they will have to come into the library to use the material. Questions received through mail should be answered with full citations for the source or with well-documented photocopies if such copies can be done with copyright requirements.

5.0 Ethics

The American Library Association's current Code of Ethics (as stated in the *ALA Policy Manual* in the *ALA Handbook of Organization*) governs the conduct of all staff members providing information service.

CITY DIRECTORY

The Charleston County Public Library staff cannot provide information for any current city directories or cross-reference directories by telephone. The library does not provide information on neighbors of an individual.

Customers requesting such information may send their requests in writing, with a self addressed stamped envelope. The Library will respond in writing. Information from city directories or cross-reference directories will be limited to the individual that the requestor is seeking. The library does not provide information on the neighbors or "hear-bys" of an individual.

In emergency situations or at the discretion of the Reference/Branch Manager, designated staff person in charge, information about an individual may be provided. In such case, the person requesting the information must identify his/her self and state the nature of the emergency. All information in the city directories is available to patrons who come into the library.

FAX POLICY

Purpose

Library fax transmission is provided to expedite ready document delivery, intra-systems response sharing, interlibrary loan, official library business and professional communication.

General Guidelines

- A. One need not be a registered library borrower (i.e., have a library card) in order to receive information via fax.
- B. Long distance fax transmissions may be made to patrons within Charleston County. Generally, those outside Charleston County should be referred to their local libraries for

interlibrary loan or reference services. Exceptions may be made at the reference librarian's discretion. Information may be faxed to toll-free numbers.

C. Fax service is provided to transmit library-owned materials only. Patrons who need to transmit personal documents should be referred to one of the area's many commercial fax services.

D. Fragile, tightly bound, and oversized materials that cannot be photocopied without damage to the item may be exempt from transmission.

Fax Transmission as Reference Service

A. Faxing information is often an appropriate response to a reference question. If the information requested by the patron is such that it is difficult or impossible to convey over the telephone, faxing it to the patron is a viable means of answering the question. If, in the librarian's judgment, a short fax is the most efficient means of answering the question, and the fax is librarian-initiated, there should be no charge to the patron.

B. When patrons request specifically that pages be faxed, the library will fax the first five (5) pages at no cost to the patron. Any additional pages will be \$0.25 each, with a maximum of 25 pages per day. (Again, good judgment should be used in special circumstances.) Total cost should be recorded on the fax transmittal sheet. Patrons who have valid library cards may make arrangements to have the fax charges "billed" to their library card numbers.

C. Patrons who request fax services should be advised of any anticipated delays. This is particularly true of materials which must first be photocopied from microfilm.

Interlibrary Loans

A. Documents will be sent from the Charleston County Public Library via fax at the request of other libraries.

B. Documents will be requested from other libraries via fax when the patron needs rush service.

C. State and national interlibrary loans codes will be followed. Interlibrary loan staff will consult OCLC's Name/Address Directory to determine the request policies of possible lending libraries. Any charges levied by lenders will be passed on to the patron.

D. There is no fax charge to libraries in South Carolina. Libraries outside the state will receive the first 10 faxed pages at no charge and will be charged \$0.25 per page for each additional page.

Faxes to Local Government

Faxes will be sent free of charge to local government offices, but only when the materials pertain to official business.

Professional Library Correspondence

Material related to official library business and professional correspondence may be faxed when necessary.

Service Hours

The Reference Department's fax machine is in operation all hours the library is open. Documents may be received at any time. Those who request a fax after 5 p.m. and on weekends should be

advised, that due to limited staff, there may be a delay. During these times, branch staff should speak to a reference librarian before sending a fax to the main library.

Restrictions

A. The fax machine is not to be used for personal business by the public or by staff. Request for fax service should be referred to the commercial establishments listed in the Yellow Pages under "Facsimile Transmission Service."

B. The Charleston County Public Library furnishes photocopies in accordance with the copyright law of the United States (Title 17, US code).

INTERLIBRARY LOAN POLICY

PURPOSE OF INTERLIBRARY LOAN

The primary purpose of interlibrary loan service is to provide access to materials that are beyond the scope or depth of the Charleston County Public Library's collection. Likewise, the Charleston County Public Library lends circulating materials from its own collection to other libraries upon request.

Records of interlibrary loan transactions also assist in collection development through the identification of recurring requests for titles and subjects.

The Charleston County Public Library follows the South Carolina Library Code (60-1-10 e t, seq) and complies with the U.S. Copyright Law (Title 17 U.S. code).

SCOPE OF SERVICE

RESPONSIBILITY FOR INTERLIBRARY LOAN SERVICE: The Reference Department of the Main Library is responsible for providing Interlibrary Loan Service to system patrons, although a request may be initiated, and an item may be received, at any library within the Charleston County Public Library system.

SERVICES TO CHARLESTON COUNTY PUBLIC LIBRARY PATRONS

A. NATURE OF THE INTERLIBRARY LOAN SERVICE: Interlibrary loan is a regular service of the library, not a function restricted to exceptional circumstances. Staff should therefore encourage eligible patrons to request items in available formats when such materials are not in the Charleston County Public Library Collection.

B. ELIGIBLE PATRONS: All registered Charleston County Public Library borrowers whose library cards are not blocked are eligible to use the Interlibrary Loan Service. Staff may refuse requests from patrons who repeatedly fail to claim interlibrary loan items. Since this is a special type of loan, when borrowers request interlibrary loan items authorization must be given by the cardholder.

1. COLLEGE AND UNIVERSITY STUDENTS: Students and faculty at colleges and universities with local library facilities should make interlibrary loan requests for academic materials through those libraries.

C. FORMATS: Print materials are more readily available through interlibrary loan than are other formats (audiovisuals, computer software, etc.) The library staff will attempt to borrow non-print materials when sufficient information is supplied by the patron to make such a search feasible. Patrons should be made aware that many libraries do not lend such items through interlibrary loan for a variety of reasons, including their higher potential for physical damage during mailing. This section will be reviewed regularly.

GUIDELINES FOR REQUESTS

A. **COMPLETE CITATIONS:** Patrons must describe requested items as completely and as accurately as possible.

B. **FAX REQUESTS:** Documents will be requested from other libraries via fax when the patron needs rush service. State and national interlibrary loan codes will be followed. Interlibrary loan staff will consult OCLC's Name Address Directory to determine the rush request policies of possible lending libraries. Any charges levied by lenders will be passed on to the patron.

C. **GENEALOGICAL, LOCAL-HISTORY, MANUSCRIPTS, RARE (OR VALUABLE) MATERIALS AND REFERENCE WORKS:** Staff will accept requests for such materials after informing the patron that libraries seldom loan such material. Some institutions will photocopy materials that they will not lend. Patrons may request photocopies of specific pages.

D. **WHOLE ISSUES OF PERIODICALS:** Patrons should request photocopies of specific articles whenever possible. When necessary, patrons may request whole issues of periodicals, but with the understanding that libraries seldom lend such items through interlibrary loan.

E. **CURRENT-YEAR PUBLICATIONS:** Staff may accept requests for books with copyright dates within the last twelve months after notifying the patron that current years publications are rarely loaned by lending libraries.

F. **CIRCULATING TITLES IN THE CHARLESTON COUNTY PUBLIC LIBRARY COLLECTION:** Patrons may not submit interlibrary loan requests for circulating titles in the Charleston County Public Library collection that have been placed on reserve or that are not otherwise immediately available. The patron must complete reserve postcards for those items. Only when Circulation staff have declared the item lost, extremely overdue, or otherwise unavailable may patrons request the item through interlibrary loan.

G. **REFERENCE TITLES IN THE CHARLESTON COUNTY PUBLIC LIBRARY COLLECTION:** Patrons may not submit interlibrary loan requests for reference titles in the collection unless the request specifies a different edition (not printed).

H. **TELEPHONE AND MAIL REQUESTS FROM PATRONS:** Staff may accept interlibrary requests for patrons by telephone, by mail or by fax.

1. **HOMEBOUND PATRONS:** Volunteers or staff working with homebound patrons may request, check out, deliver, and return interlibrary loan items on behalf of those patrons. Volunteers and staff must arrange for the timely return of interlibrary loan items (homebound patrons will not be responsible for overdue fines but must pay any charges and fees that the lending library imposes). Interlibrary loan request forms must indicate items are for homebound patron. This can be done by using the "Other Info/Special Instructions" Section on the interlibrary loan request form.

2. **BOOKMOBILE PATRONS:** Patrons may have interlibrary loan items delivered to them on the bookmobile. Bookmobile patrons should be informed by the Extension Services Staff that:

a. The interlibrary loan item must be returned by the due date and to any branch. The bookmobile can accept returns if the patron is willing to pay all the overdue fines.

b. The borrowing time of interlibrary loan items will be considerably decreased according to the bookmobile's route schedule.

I. NUMBER OF ACTIVE REQUESTS: An active request is an item on order or a book still in use by the patron. A patron may have no more than four (4) active requests at a time. A patron may request a title any number of times per year. If repeated requests occur, patrons may fill out a request to purchase card.

J. RESPONSE TIME: Staff cannot estimate response time for interlibrary loan requests. Response time depends on difficulty in locating a lending library, availability of material, and other factors such as processing time at lending libraries. Initially, five lending libraries will be requested. If the item is unfilled, five more libraries may be requested. If the request continues to remain unfilled, further requests may be made at the discretion of the librarian. Librarians will attempt to notify patrons first by phone and secondly by post card that their item has been received by the Charleston County Library.

K. CLAIM PERIOD: Patrons requesting interlibrary loans have until the due date to either view or claim interlibrary loan items. Items are to be returned to the lending library after the due date.

L. CHARGES AND FEES: The lending library sets the loan conditions and amounts of charges and fees. Payment is due upon receipt of the item at the Charleston County Public Library. The patron is required to pay all anticipated amounts including any shipping and handling imposed by the lending library.

1. OVERDUE FINES: Overdue fines are twenty-five cents (\$0.25) per day per item past the due date (with the exception of holidays during which the library is closed) for each interlibrary loan item up to a maximum of fifteen dollars (\$15.00) per item. The library may suspend borrowing privileges until all overdue fines have been paid in full. Unpaid fines will be added to the patron's record.

2. REPLACEMENT AND REPAIR FEES: Borrowers are responsible for all costs of replacement or repair of interlibrary loan items lost or damaged while checked out, as assessed by the lending library.

3. PATRON PICK UP: When borrowers pick up interlibrary loan items, they should present a Charleston County Public Library Card. The person whose name and card number is on the request is ultimately responsible for the timely return of the item.

4. UNCLAIMED ITEMS: The patron is responsible for all fees on unclaimed (books, microforms, photocopies, etc.). The record of such fees will appear on the patron's borrower record.

5. AGLL (AMERICAN GENEALOGICAL LENDING LIBRARY): As a public service, the library will borrow microfilm for patrons from the AGLL. The AGLL is a commercial enterprise. All fees charged by AGLL (rental and postage) shall be paid by the patron.

M. NOTICE OF POSSIBLE FEES: Patrons will be made aware of possible fees assessed by lending institutions when requests are placed. Patrons are required to state the maximum cost they are willing to pay for all photocopy requests on the interlibrary loan request form.

N. **LOAN PERIOD:** Interlibrary loan items circulate for the period set by the lending library, minus two library working days to allow for the timely return of these materials.

O. **RENEWALS FOR INTERLIBRARY LOAN MATERIALS:** Patrons may renew items on interlibrary loan from the lending library provided that they request renewal two (2) days prior to the due date. If the lending library denies a renewal request, the patron must return the item(s) within three days of notification by Charleston County Public Library staff. Items returned after three days are subject to fines of twenty-five cents (\$0.25) per day per item. Patrons will not be charged for fines, which accrue while waiting for a renewal request response from the interlibrary loan librarian.

P. **RESPONSIBILITY FOR RETURN OF ITEMS:**

1. **REQUESTOR:** The requestor is responsible for the timely return of interlibrary loan materials.

a. **OVERDUE NOTICES:** Staff will promptly notify patrons of overdue interlibrary loan items first by phone, then by mail. Failure to receive such notices does not relieve the requestor of his or her responsibility to return the item by the due date.

2. **MEANS OF RETURN:** Patrons should be encouraged to return any interlibrary loan item to the branch from which it was checked out. The item is to be returned to the reference desk only.

CHARLESTON COUNTY PUBLIC LIBRARY AS LENDER

RESPONSIBILITY OF BORROWING LIBRARIES

The borrowing library is responsible for all borrowed materials. Prompt return of all interlibrary loan materials is imperative. The borrowing library must pay all replacement and repair charges imposed by the Charleston County Public Library.

FORMATS

The Charleston County Public Library lends only circulating books. The library may not lend recent acquisitions. It supplies photocopies [see section 6 below] under the restrictions of the U.S. copyright law. Other formats (audio-visual materials, art prints, etc.) are not available through interlibrary loan.

LENDING PERIOD

The lending period is for twenty-eight (28) days' use from date of shipment.

RENEWALS

Renewal requests are permitted for an extra period of fourteen (14) days provided there are no reserves placed for the item by a Charleston County Public Library patron.

MATERIALS AVAILABLE FOR INTERLIBRARY LOAN

A. Circulating books from the main library or any branch of the Charleston County Public Library are available for interlibrary loan. The library may not loan recent acquisitions.

B. **PHOTOCOPIES:** Staff will photocopy articles, pages, and frames of non-circulating materials upon the request of other libraries, provided that the original item is in good physical condition for photocopying. Fees are ten cents (\$.10) per page plus a dollar (\$1.00) postage and handling fee per request. All requests for copies should be accompanied by an indication of copyright compliance, which states, " The copyright law of the United States (Title 17, U.S. Code) governs the making of photocopies or other

reproductions of copyrighted materials.” Photocopies will be provided at no charge for SOLINET member libraries.

C. **FAXING:** Documents will be sent from the Charleston County Public Library via fax at the request of other libraries. There is no fax charge to libraries in South Carolina. Libraries outside the state will not be charged for the first 10 faxed pages, thirty cents (\$.30) per page for each additional page.

FEES AND CHARGES

The Charleston County Public Library lends materials free of charge, with the following exceptions:

A. **OVERDUE FINES:** The Charleston County Public Library will not charge overdue fines to borrowing libraries.

B. **CHARGES FOR LOSS AND DAMAGE:** Staff will bill borrowing libraries for lost and damaged items under the existing schedule of the technical services department.

C. **SPECIAL SHIPPING FEES:** The borrowing library will pay such special shipping fees as insurance when so instructed by the Charleston County Public Library interlibrary loan staff.

NOTICE

WARNING CONCERNING COPYRIGHT RESTRICTIONS

The copyright law of the United States (Title 17, U.S. Code) governs the making of photocopies or other reproductions of copyrighted materials.

MAILING PHOTOCOPIES

PURPOSE: Responding to written Reference questions is an important aspect of library service. The Charleston County Public Library recognizes that patrons may be unable to visit the library and that in such cases, mailing needed material is an appropriate response.

GENERAL GUIDELINES

A. One need not be a registered library borrower in order to receive material in this manner.

B. When patrons request specifically that pages be mailed, the library will mail the first five (5) pages at no cost to the patron. Any additional pages will be \$.25 cents each, with a maximum of 25 pages per patron per day, and \$1.00 postage and handling. Total charges should be tallied and sent with the material. Patrons may pay by check. Patrons who have valid library cards may make arrangements to have the cost of mailed photocopies charged to their library card numbers. Payments should be considered photocopy revenue.

C. Patrons who submit involved research projects to the library by mail will be answered courteously. Such replies may be by form letter in which it is explained that we are not able to perform in-depth research through the mail.

D. Mailing information is often an appropriate response to a reference question. If the information requested by the patron is such that it is difficult or impossible to convey over the telephone, mailing is a viable alternative. When material is mailed at the librarian's suggestion, there should be no charge to the patron.

RESTRICTIONS

The Charleston County Public Library furnished photocopies in accordance with the copyright laws of the United States. (Title 17, U.S. Code)

Approved by the Library Board May, 1994, 2000

TELEPHONE REFERENCE POLICY

Information delivery by telephone is a regular service of the Charleston County Public Library system. In responding to queries by telephone, staff members will site sources used that answer the question of the caller. Staff will not give personal opinions and interpretations. The library will respond to questions without regard as to why an individual may be requesting information or how an individual plans to use the information.

Telephone Reference consists of telephone-initiated inquiries that can be processed in a short period of time. Up to three items of information (e.g. addresses, book checks) will be provided over the phone. More information may be provided at the discretion of the library staff and is based on the level of activity in the facility at the time of the request. Retrieval of library materials is limited to three items per patron per day. Library materials will be held until closing time the next day.

Extended searches will be handled as "call-backs", as soon as possible after the inquiry is received. The staff will request verification of when the information is needed by the patron. If the answer cannot be found or if more time is required, the staff member will: inform the patron of how much longer it will take to respond; invite the patron into the building for in-depth assistance; direct the patron to another agency that can be of more guidance. When returning calls to patrons, long distance numbers outside of Charleston County will be called collect. Long distance numbers within Charleston County will be returned at the expense of the library. If a patron prefers to call the library back, rather than having the staff return the call, the request may be left with the staff. In such cases, the patron should understand that the level of activity in the facility will affect when the staff may be able to locate the needed information. Staff members will suggest likely time frames and the most opportune times for the patron to call.

The readily available resources to perform telephone reference services include electronic databases as well as standard print titles. If staff determine that a request cannot be filled within a patron's time frame, or if response by way of telephone would require interpretation on the part of the staff, the customer will be invited into the library for staff assistance in retrieving the information he/she needs. Before deciding that a question cannot be answered, or has no answer, it is permissible for library staff to refer a patron to an outside agency as another source of information. Unanswered questions will be analyzed periodically and used as a basis for collection development.

The Charleston County Public Library adheres to the core values set forth in the **Guidelines for Medical, Legal, and Business Responses at General Reference Desks** prepared by the Reference and User Services Association.

SAFE CHILD POLICY

The safety and well being of children left unattended in a public building is of serious concern. Children left alone may become frightened, anxious, or bored. Older children cannot be expected to deal with a small child who is frightened, tired or ill. Library staff have many public duties and cannot serve as babysitters.

We ask your cooperation in making the library a safe and happy place for your child.

The following policy and procedures seek to address these concerns:



Children **5-years-old and younger** must always be accompanied by a parent or responsible caregiver 16-years-old or older.



Children **6-8-years old** must have a parent or responsible caregiver 16-years old or older in the building at all times.



Children **9-years-old and older** are responsible for their own behavior in the library and must follow library rules and regulations. Any child 9 or older who is left unattended must have a means of contacting his/her parent or guardian.



The library staff will attempt to contact parents of children whose safety is in doubt. If parents are unavailable, the library staff and/or the security guard will contact the police department to provide custody.



If any child under 18 has not been picked up at closing, the Library will contact the police to provide custody.

Procedures for Unattended Children

1. If it is determined that a child is lost or left unattended, a staff member will take the child to the person on duty in the Children's area or to the person in charge of the Branch.
2. The person in charge and/or the Security Guard of the building will try to identify and locate the parents or responsible caregiver:
 - a) The library staff and/or the security guard will walk around the library with the child, looking for the parent/caregiver.
 - b) When the parent/caregiver is located, the library staff and/or the security guard will explain (firmly) the Library's policy on unattended children and give them a copy of the policy.
 - c) If the parent/caregiver is not located in the building, the library staff member and/or the security guard will stay with the child until the parent can be located. When the parent/caregiver is finally located, she/he will be informed of the Library's policy and asked to either join the child at the Library or to pick up the child immediately. Then the library staff member and/or the security guard will read the policy to the parent/caregiver.
 - d) If a parent/caregiver has not been located within an hour, or if the Library is closing, the library staff member and/or the security guard will call the police, who will assume responsibility for the child.
 - e) Thirty minutes prior to closing a branch, an announcement will be made that the building will close in 30 minutes and parents or caregivers providing transportation should be called by any minor dependant on being picked up.
 - f) 15 minutes after closing, jurisdictional police are to be notified if any minors have not been picked up by their caregivers. If caregivers arrive before police respond to the call, police dispatchers are to be notified their assistance is no longer needed and the child has been picked up by the caregiver.
 - g) If a minor is left more than 15 minutes after the building closes, the name and address of the caregiver and the child should be taken, in order that a letter may be sent to the caregiver reminding them of the policy.
 - h) If police do not respond within 15 minutes, place a second, and if needed, a third phone call to them.
 - i) If police don't respond within 30 minutes, call the Team Commander the following day and ask him to investigate the reasons for the delay in response. The City of Charleston Police cover the branches with different teams: Team 1 covers Dart; Team 2 covers Main; Team 3 covers St. Andrews, James Island and South Windemere. North Charleston Police have jurisdiction at Cooper River, Dorchester and Otranto. Municipalities such as Mt. Pleasant, Sullivan's Island, and Folly have their own police forces. St. Paul's in Hollywood, McClellanville and Edisto come under County of Charleston jurisdiction.
 - j) According to the contract with the Security Company at Main library, one security guard should remain for 30 minutes after closing and 15 minutes at branches.
 - k) Library hours should be posted on book returns so that parents are more aware of the hours.
 - l) Ongoing publicity will be provided to new patrons getting library cards, notices to schools and other media coverage from time to time in order to increase awareness of the policy.
3. A copy of the policy will be distributed with all library card applications and attached to all meeting room applications.

PARENTS:

Would you leave your child alone in a shopping mall to play or read?

Please remember that the library, although a fun and entertaining place to be, is a busy public facility, and all public places do present hazards for unsupervised children.

Safe Child Policy



Children **5-years-old and younger** must always be accompanied by a parent or responsible caregiver 16-years-old or older.



Children **6-8-years-old** must have a parent or responsible caregiver 16-years-old or older in the building at all times.



Children **9-years-old and older** are responsible for their own behavior in the library and must follow library rules and regulations. Any child 9 or older who is left unattended must have a means of contacting his/her parent or guardian.



The library staff will attempt to contact parents of children whose safety is in doubt. If parents are unavailable, the library staff and/or the security guard will contact the police department to provide custody.



If any child under 18 has not been picked up at closing, the Library will contact the police to provide custody.



**CHARLESTON COUNTY
PUBLIC LIBRARY**



68 Calhoun Street

Charleston, SC 29401

(843) 805-6930 / www.ccpl.org

NOTICE TO PARENT/GUARDIAN

Dear Parents:

The Charleston County Library staff hope that the children who use our libraries will find them warm, inviting, and fun. We provide many programs and services to make the children's visits rewarding and exciting.

However, the happiness and safety of children may be jeopardized if they are left alone in a public building. This is a serious concern. Children left on their own often become frightened and anxious.

Employees are not allowed to remain in the library after official closing time. Therefore, we cannot keep your child and provide security beyond the official closing hour. The library staff will attempt to contact you; however, if you are unavailable, the only way we can assure adequate protection is to call the police to assume responsibility for your child.

We trust this will not happen again and these measures will not be needed. Thank you for your cooperation in this matter.

The Board of Trustees of the
Charleston County Public Library

CODE OF CONDUCT

For the comfort and safety of patrons, volunteers, and staff, and the protection of Library property, the following actions are examples of conduct not allowed on Library property.

- Any violation of local, state, or federal law
- Possession of weapons
- Any loud, unreasonable, and/or disturbing actions created by persons or electronic devices (including cell phones) that interferes with the ability of others to use and enjoy library services.
- Being under the influence of, selling and/or possession of alcohol or illegal drugs
- Verbally or physically threatening behavior toward any person
- Sleeping or putting your head, feet or legs on tables, smoking, sitting on stairs, rearranging or misuse of library furnishings
- Eating. Drinks must be in containers with lids
- Use of library facilities or equipment for other than library purposes, including loitering, solicitation, selling or distribution of materials without prior written authorization.
- Leaving a child under nine years of age unattended by a responsible person
- Leaving a child or young adult (under age 18) in the library after closing time
- Animals in library building with the exception of licensed service animals.
- Misuse of restrooms. Includes bathing, shaving, changing clothes, loitering, or other inappropriate behavior
- Entry into non-public areas or use of library telephones without permission
- Theft or defacement of library property including books and other materials

- Taking library property, including books and non-print materials outside library buildings without following established loan procedures
- Inappropriate use of computers, including, but not limited to: viewing inappropriate websites, using the Internet for illegal purposes, or displaying, sending, printing obscene materials; or damaging, altering, or tampering with equipment or software; manipulating or interfering with the time management and print management software
- Entering the library buildings barefooted, without a shirt, with offensive body odor or personal hygiene
- Bringing personal items into the library that will not fit comfortably under one chair or leaving items unattended. Bags no larger than 18” in length are allowed. Larger bags of any type, bedrolls or luggage are prohibited. Articles with a foul odor, or articles, that alone or in their aggregate impede the safety of others.
- Leaving personal items unattended and/or storage of personal items
- Use of wheeled devices other than wheelchairs, walkers, strollers, or wheeled book bags
- Bringing bicycles into library buildings
- Refusal to leave library at designated closing time
- Disregard of fire regulations
- Failure to comply with Library’s established standards and guidelines

All bags and other articles are subject to inspection by library personnel. The library reserves the right to limit the size and number of items brought into the library.

Library staff will intervene to stop prohibited activities and behaviors. Failure to comply with the library’s established standards of acceptable behavior may result in removal from the building and/or restriction of library privileges.

Approved by the Board of Trustees November 25, 2008

CHARLESTON COUNTY LIBRARY
COLLECTION DEVELOPMENT

MISSION STATEMENT

The purpose of the Charleston County Public Library is continually to identify, evaluate, and respond to the informational, educational, cultural, and recreational needs of all residents of Charleston County. Readily accessible user designed services will be provided through the adequate collections of materials in all media, through trained professional and support staff, and through the utilization of new technologies in order to enrich the quality of life in the community.

GENERAL COLLECTION DEVELOPMENT PLAN

To achieve the goals outlined in the library's mission statement, the library must take a careful, systematic approach to building collections that meet the needs of all the residents of Charleston County. It is fiscally and operationally impossible to include all possible titles and formats in the libraries collections. The library will make decisions as to what specific titles and formats will be added to each specific library collection based on these collection development levels:

1. **LIMITED**
Print, audio-visual, and electronic materials selected at the Limited level offer the casual library user a brief introduction to the category or subject, its most important authors and artists, or the most current data. These collections are often dominated by recent best selling titles. No concerted effort is made to provide an inclusive overview or historical perspective. These collections are browser oriented, demand driven, and restricted by space and budget limitations.
2. **BASIC**
Print, audio-visual, and electronic materials selected at the Basic level effectively introduce and define the category or subject to library users. Materials will include major reference works and bibliographies, historical surveys, original works by significant writers and artists, and websites and databases providing comprehensive information and statistics. These collections will respond to the needs of our community's secondary and post-secondary students and fulfill the information and entertainment demands of the average library user.
3. **RESEARCH**
Print, audio-visual, and electronic materials selected at the Research level support independent research in categories or subjects of well-defined local importance. Materials will include the complete works of significant writers and artists, selections from secondary writers and artists, a wide selection of commentaries from a variety of points of view, academic and professional journals and reference works, and websites and databases of professional publishers and societies, governmental agencies, and educational organizations. Original source material will be acquired as needed. These collections represent a major commitment of library resources and become long term community and regional source centers.

Collections at the library's small and community branches will consist of materials defined by the Limited level. Collections at the library's regional branches will consist of Limited level materials plus Basic level materials in some well defined categories and subjects. The Main Library's collections will consist of all materials at the Basic level in almost all subjects and categories. The Main Library will also collect materials at the Research level in some well defined categories and subjects.

BASIC CRITERIA FOR SELECTION

The Charleston County Public Library acquires print, audio-visual, and electronic materials of both permanent value and current interest in all subject areas and for all age and reading levels. The library recognizes and respects the cultural diversity of the many communities it serves, and selects materials that will meet the interests and needs of those varied communities. The following general criteria are used in adding specific materials to the library's collections, either purchased with library funds or gifts"

1. Timelines and/or popularity of a subject or title
2. Reputation of author, artist, publisher, or producer
3. Local interest
4. Relationship and importance to the collection
5. Critical reviews and publicity
 - A. professional review journals
 - B. local media reviews and publicity
 - C. regional, national & international awards
 - D. standard bibliographies
 - E. recognized websites and databases
6. Availability of materials on the subject
7. Provision of alternative viewpoints
8. Purchase price
9. Accessibility to materials elsewhere in the area
10. User suggestions and requests
11. Suitability of format to library purposes

Each of these criteria may not and need not be used to evaluate each item, but are applied as general guidelines for consideration of all materials, regardless of format. The Charleston County Public Library recognizes that materials selected for the collection may be controversial and that any given item may offend some individuals. Selections will not be made on the basis of anticipated approval or disapproval but solely on the merits of the work in relation to the collection as a whole, and to serving the needs of our diverse community of library users. The Library is committed to the principles and ideals contained in the Library Bill of Rights and the Freedom to Read and Freedom to View declarations.

PROPOSED REVISION TO CCPL COLLECTION DEVELOPMENT POLICY

SEPTEMBER 8, 2010

WEEDING

To ensure that the Library's collections of books, electronic media, and other resources meet the current needs of our changing and diverse community, the Library systematically evaluates and removes, or weeds, items from its collections. The following criteria for weeding or transfer to another CCPL branch are used in this continual evaluation process:

1. An item is out of date or includes inaccurate information.
2. An item is damaged and cannot be mended or rebound.
3. Newer editions or formats have been acquired by the Library.

4. Multiple copies of formerly high demand items that are no longer needed.
5. Item is no longer being used at specific community Library.

NEW TECHNOLOGIES

The Charleston Public Library is committed to utilizing new technologies to achieve our goals of responding to the informational and recreational needs of our community. As digital technologies, electronic databases and the internet have evolved; the Library has evaluated and employed the most appropriate and effective of these new products which are now essential to our reference and information services, replacing many standard print sources. Direct links to free websites, evaluated and vetted by library staff, are accessible from the Library's homepage.

The Library now offers downloadable audio books and will be adding more downloadable print and streaming audio-visual products as those technologies develop. And while the Library's basic selection criteria apply to all these electronic resources, availability of offsite access, at home or work or school, is a critical factor in their selection. Current and new electronic products are regularly evaluated by the Library's Electronic Resources Evaluation Team which consists of public services staff from various Branches and Main Library departments, and is chaired by Collection Development.

RESPONSIBILITY FOR SELECTION

While the ultimate responsibility for the selection of materials rest with the Library Board, it is the responsibility of the Collection Development Department, under the supervision of the Library Director and the Deputy Director, to implement this policy by delegation of authority and duties.

LABELING AND RATING LIBRARY MATERIALS

The Charleston County Public Library is committed to using only viewpoint-neutral labels and direction aids. The library rejects any labels, signage, or rating notations that restrict or discourage access to materials, or implies any doctrinal or moral recommendation. The use of subjective, value-driven labels, notes, or direction aids violates the Library Bill of Rights.

RECONSIDERATION OF MATERIALS

Library users occasionally object to specific items that have been selected for the collection. Persons seeking the reconsideration of library materials are asked to complete a reconsideration form. Completed forms are reviewed by the Library's Reconsideration Committee which consists of public service staff from various branches and Main departments and Collection Development Librarian, and is chaired by the Extension Manager. The Committee reviews the specific item for inclusion in the collection in the context of the Library's overall objectives, the Collection Development Policy as a whole, the basic selection criteria, and the Library Bill of Rights. The chair of the Committee relays the committee's recommendation to the Library Director who has final authority overall all library collections.

PRESERVATION AND CONSERVATION

Library collections in general and the South Carolina Room collection in particular, are at risk because of chemical deterioration of acidic paper and inferior bindings, conditions that are exacerbated by heavy use, mishandling, improper storage, and poor

environmental conditions. The Charleston County Public Library is addressing this problem through staff education efforts on proper handling and recognition of book repair needs and conservation of selected items by such methods as containment, restoration, photo duplication, and repair. Preservation and conservation efforts are being coordinated systemwide by specialists assigned to the South Carolina Room.

GIFTS

The Library accepts donations of books, magazines, and audio-visual materials. The Library reserves the right to make final disposition of all gifts. Before being added to the collection, all gift materials must meet the same criteria as materials purchased with public funds. Gifts may be added to the library collection or rejected at the discretion of the library. Rejected gifts may be sent to the Friends of the Charleston County Library for public sale, may be discarded, or may be disposed of in some other way. Gifts are not returned to the donor.

LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948

Amended February 2, 1961, June 27, 1967, and January 23, 1980; inclusion of "age" reaffirmed January 24, 1996 by the ALA Council.

THE FREEDOM TO READ

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge

libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in

1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

FREEDOM TO VIEW

The FREEDOM TO VIEW, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest possible access to film, video, and other audiovisual materials because they are means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video and other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or film maker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989. Endorsed January 10, 1990, by the ALA Council.

*Adopted by the Charleston County Library
Board of Library Trustees _____*

LABELING AND RATING SYSTEMS

An Interpretation of the LIBRARY BILL OF RIGHTS

Libraries do not advocate the ideas found in their collections or in resources accessible through the library. The presence of books and other resources in a library does not indicate endorsement of their contents by the library. Likewise, providing access to digital information does not indicate endorsement or approval of that information by the

library. Labeling and rating systems present distinct challenges to these intellectual freedom principles.

Labels on library materials may be viewpoint-neutral directional aids designed to save the time of users, or they may be attempts to prejudice or discourage users or restrict their access to materials. When labeling is an attempt to prejudice attitudes, it is a censor's tool. The American Library Association opposes labeling as a means of predisposing people's attitudes toward library materials.

Prejudicial labels are designed to restrict access, based on a value judgment that the content, language, or themes of the material, or the background or views of the creator(s) of the material, render it inappropriate or offensive for all or certain groups of users. The prejudicial label is used to warn, discourage, or prohibit users or certain groups of users from accessing the material. Such labels sometimes are used to place materials in restricted locations where access depends on staff intervention.

Viewpoint-neutral directional aids facilitate access by making it easier for users to locate materials. The materials are housed on open shelves and are equally accessible to all users, who may choose to consult or ignore the directional aids at their own discretion.

Directional aids can have the effect of prejudicial labels when their implementation becomes proscriptive rather than descriptive. When directional aids are used to forbid access or to suggest moral or doctrinal endorsement, the effect is the same as prejudicial labeling.

Many organizations use rating systems as a means of advising either their members or the general public regarding the organizations' opinions of the contents and suitability or appropriate age for use of certain books, films, recordings, Web sites, games, or other materials. The adoption, enforcement, or endorsement of any of these rating systems by a library violates the Library Bill of Rights. When requested, librarians should provide information about rating systems equitably, regardless of viewpoint.

Adopting such systems into law or library policy may be unconstitutional. If labeling or rating systems are mandated by law, the library should seek legal advice regarding the law's applicability to library operations.

Libraries sometimes acquire resources that include ratings as part of their packaging. Librarians should not endorse the inclusion of such rating systems; however, removing or destroying the ratings—if placed there by, or with permission of, the copyright holder—could constitute expurgation (see “[Expurgation of Library Materials: An Interpretation of the Library Bill of Rights](#)”). In addition, the inclusion of ratings on bibliographic records in library catalogs is a violation of the Library Bill of Rights.

Prejudicial labeling and ratings presuppose the existence of individuals or groups with wisdom to determine by authority what is appropriate or inappropriate for others. They presuppose that individuals must be directed in making up their minds about the ideas they examine. The American Library Association affirms the rights of individuals to form their own opinions about resources they choose to read or view.

Adopted July 13, 1951, by the ALA Council; amended June 25, 1971; July 1, 1981; June 26, 1990; January 19, 2005; July 15, 2009.



Employee Dress Code Policy

- Employees of the Charleston County Library are representatives of the library. Employees are reminded that the library is not only judged by our quality of service but also our employees' overall appearance, grooming and attire.
- There are many barriers of communication. As information providers, we must strive to overcome these barriers and provide information to the public. We must also eliminate any potential barrier such as inappropriate attire. In most instances, the patron's first impression of us is our overall appearance. This is made before a word is spoken.
 - People who staff administrative offices and public service areas are to dress in a business-like manner that is appropriate for dealing with the public. Examples of prohibited dress: jeans, torn pants, jogging suits, sweat suits, shorts, T-shirts, slogans on shirts.
 - Employees are to dress in a safe, efficient and professional manner.
 - Employees are to give a neat, clean appearance. Acceptable attire would be clean, pressed, neat, well fitting, non-revealing and in good repair.
 - Supervisors are responsible for dealing with inappropriately dressed employees.
- The County of Charleston has not approved dress down Friday and the Library adheres to the rules established by the County.
- Dress Code Policy approved by the Charleston County Library Board of Trustees, Sept. 4, 1997.

POLICY REGARDING GROUP USAGE OF LIBRARY FACILITIES

Public libraries provide life long learning opportunities for all ages. They do not presume to replace or to specifically provide materials to support the educational curriculums of public and private schools at any level, elementary through graduate levels, or home schooling efforts. Students and their parents are welcome as individuals to use the Charleston County Public Library and its branches, provided they abide by the guidelines approved by the Charleston County Public Library Board of Trustees in regard to conduct and use of facilities.

Students and those responsible for them are asked to be aware of the rights of others who use library resources. Students in large numbers can create conditions and an environment of noise that restricts others from fair use of library resources. Because there is a limitation of space and staff available, classes and groups present a particular challenge for service. For the foregoing reasons, the following policies shall apply to students and other groups using library facilities:

1. All educational and other groups must make appointments in advance with the specific department or branch they wish to visit. They must provide the number of persons involved and the service needs they have, i.e. library instruction, subject areas, age and school level, etc. so that the library can anticipate the demand for space and library staff attention. This includes, without limitation, tutors and home schools.
2. The library or branch will provide tours or specific programs as requested to the best of its ability, but no one group may expect exclusive, continuous use of either study space or resources. Use will be by appointment only and limited in the number of visits a specific group may make within a single year.
3. Any group using library space must do so with library personnel supervision and adhere to requests to obey rules of conduct posted in all branches.
4. Home schooling groups may use library resources, but must make advance appointments. They may not come on a daily basis and occupy all seating in a specific area, nor may they stay more than one hour in a visit.
5. Classes may only be instructed by library staff in open areas of the library during hours when the library is open to the public.
6. Any group that persists in coming to the library or branch without an appointment in advance, or exceeds the maximum number of visits, will be denied service. Any group denied service may appeal such denial to the Board of Trustees.
7. This policy is complementary to and shall not be deemed in contradiction of all other library policies and procedures, including, without limitation, policies concerning conduct and other facilities usage.

Internet Use Policy

Essential to the mission of the Charleston County Library is ensuring that the people of Charleston have the right and means to free and open access to ideas and information which are fundamental to a democracy. The Library will protect intellectual freedom, promote literacy, encourage lifelong learning, and provide library materials and information services.

The Internet, as an information resource, enables the library to provide information beyond the confines of its own collection. It allows access to ideas, information, and commentary from around the globe. Currently, however, it is an unregulated medium. As such, it offers access to a wealth of material that is personally, professionally, and culturally enriching to individuals of all ages, but it also enables access to some material that may be offensive, disturbing, and/or illegal.

Library staff will identify specific starting points for searches on the library's home page and the library's kids' page, which are appropriate to the Library's mission and service roles. Still, individual users must accept personal responsibility for determining the suitability and appropriateness of information obtained through the Internet.

Because the Library is not a commercial Internet service provider, e-mail service will not be made available to the public.

The Library upholds and affirms the right of each individual to have access to a wide variety of materials. The Library also affirms the right and responsibility of parents to determine and monitor their children's use of library materials and resources. In affirmation of these rights, the Library has established rules for Internet use.

Rules for Internet Use in the Library

In an effort to ensure that the use of the Internet is consistent with the mission of the Charleston County Library the following regulations shall apply:

1. Prospective users will sign an Internet Acceptable Use Agreement. To assure parental guidance in children's use of the Internet: Children age seven and under require a signed Parental Permission Agreement and adult supervision; Children age eight through seventeen require a signed Parental Permission Agreement; Individuals age eighteen and older are required to sign an Acceptable Use Agreement.
2. The library reserves the right to require all prospective users to attend an orientation session as a condition for access to the library Internet stations. Orientation will include training in the use of software and hardware, and guidelines for the responsible care of library equipment.
3. Internet use will be managed in a manner consistent with the library's Code of Conduct, which has been adopted by the Board of Trustees and is posted in the library.
4. Failure to use the Internet stations appropriately and responsibly as defined in the Acceptable Use Agreement will result in revocation of Internet privileges and/or library use privileges. Anyone who instructs or demonstrates to another person how to bypass web-filtering technology will have Internet privileges and/or library use privileges revoked. Unacceptable use that is illegal may result in criminal prosecution as well, pursuant to Proviso 72.95 (G.P. State Funded Libraries – web filters) of the Annual Appropriation Act that was enacted July 1, 2001.

Approved by the Board of Trustees of the Charleston County Library September 27, 2001

CHARLESTON COUNTY PUBLIC LIBRARY BEHAVIOR POLICY AND PROCEDURES

A. INTRODUCTION / OVERVIEW

The Charleston County Public Library is supported by the taxes of the people of Charleston County who expect each of our facilities to be clean, comfortable, and safe places for selecting materials, reading, researching, studying, writing, and attending Library or community sponsored programs and meetings. To this end, the Library is responsible for establishing rules of conduct to protect the rights and safety of Library patrons, volunteers, and staff, and for preserving and protecting the Library's materials, equipment, facilities, and grounds.

The Charleston County Public Library facilities are available to persons of all ages. While everyone has an equal right to access library services and facilities, no person has the right to interfere with the ability of others to use and enjoy library resources, services, and facilities.

This policy recommends procedures to insure the safety and well being of patrons and staff alike. Our goal in creating this document is to make the library a safe and pleasant facility and to outline the steps staff should take in different situations. It must be emphasized, however, that some situations, which may make staff or patrons uncomfortable, involve no violation of law or regulation. These situations must be tolerated with good humor and courtesy. Staff should deal with problems behaviors in the same manner that they would like to be approached: with courtesy, tact, calmness and most of all common sense. All staff are expected to use their best judgments in situations not addressed in this policy, and all staff should be familiar with and able to articulate library policies as well as explain the rationale behind them.

B. DEFINITION OF PROBLEM BEHAVIOR

Problem behavior is any behavior which either consciously or unconsciously violates or restricts the rights of others to use the library, prevents library employees from doing their jobs, or jeopardizes the safety of library users, staff and/or property.

C. STANDARD EMERGENCY REPORTING PROCEDURES

In an emergency situation, seconds may mean the difference between life and death. Quick action must be taken to assure minimal damage to persons and property. The Emergency Response Guide by each public service desk and personal office telephone provides specific instructions based on the type of emergency.

- When an emergency or crisis occurs, if there is a supervisor in the immediate vicinity, then that person should contact the relevant safety authorities, otherwise any employee may make the call in an emergency. Police, fire and medical personnel all respond to 911.

- If someone other than a supervisor has notified the authorities of the emergency, the person in charge of the building at that time should then be notified.
- Other staff on duty or departments should then be notified to avoid repeated calls to authorities. Makes sure the Security Officer is notified immediately about any emergency.
- An Incident Report should be completed to document the situation.

D. GENERAL PROCEDURAL GUIDELINES

- Have a good public service attitude. Staff in public service positions should greet or acknowledge everyone as they enter the library or their respective departments and service desks.
- All staff are responsible for the implementation of this policy. Problem behaviors should be addressed by the first employee to see the infraction, which includes the behavior associated with disruptive youths. All staff, not just Security, should approach misbehaving children and young adults.
- Problems should be addressed in the initial state. Don't let things escalate to a critical stage before approaching a patron. Problems ignored do not go away.
- Remain calm. Think before responding. Be receptive, courteous, gentle, polite, respectful, firm, relaxed, empathetic and nonjudgmental. Don't overreact. Treat everyone the same.
- Under no circumstances should library personnel touch or try to restrain a patron as part of a disciplinary action.
- Three strikes and they're out. First, mention the library's rules; second mention the consequences of their actions; and third, ask them to leave the building for the rest of the day/evening.
- If possible, get name and a clear description of patron for any follow-up that may be necessary. Complete an Incident Report whenever any action is taken and always for any incident requiring police response, or where the patron does not acquiesce, or where an incident may be part of an emerging pattern of problem behavior. Put everything in writing and send copies to the Library Manager and Building Operations Manager .
- Rules are not made, nor should they be enforced, based on age, gender, race, or any other qualifier. Library staff should rule on conduct that is harmful or disruptive to others, and staff should make it clear to the offending patron that it is the behavior that

is causing the eviction and that the patron is welcome in the library when their behavior conforms to this policy.

- Call the police if there is a crime occurring, even if the victim doesn't want you to take this action.
- The safety of both library patrons and staff is our overriding concern. In the event of an emergency, and the situation warrants it, clear everyone from the immediate area.
- Trust your instincts, and always err on the side of safety. If a situation makes you feel uncomfortable, then proceed with caution. If an exchange turns into a confrontation, back off, call for assistance. If you feel threatened, call the police immediately using Standard Emergency Reporting Procedures.
- We do not expect or encourage staff to try to deal with a problem situation single-handedly. If you are uncomfortable or uncertain about approaching a problem situation take a co-worker.
- Approach the individual in question, identify yourself as a library employee, and explain the library policy that is being violated. Assume the patron does not know the rules. Suggest alternatives to their behavior.
- If you ask a patron to leave the library for any reason, inform Security staff and in-charge supervisor.
- Staff should be aware of cues from the public regarding problem behavior. Often staff may not notice a problem that patrons will notice. If they are reluctant to directly report the behavior they may attempt to do so indirectly by glaring at library employees (in effect questioning why no corrective action is being taken), clearing their throats or otherwise calling attention to themselves to demonstrate their exasperation.

E. GENERAL BEHAVIOR GUIDELINES

For the comfort and safety of patrons, volunteers, and staff, and the protection of Library property, the following actions are examples of conduct not allowed on Library property.

Engaging in any activity in violation of Federal, State, local or other applicable law, or Library policy.

Carrying firearms and dangerous weapons of any type (except by law enforcement officers)

Being under the influence of alcohol/illegal drugs and selling, using, or possessing alcohol/illegal drugs.

Interfering with another person's use of the Library or with Library staff's performance of their duties. Such interference includes, but is not limited to, talking loudly, making excessive noise, sexual harassment, abusive and threatening language, threatening or harassing behavior, and excessive body odor.

Verbally or physically threatening or harassing other patrons, volunteers, or staff, including stalking, staring, lurking, offensive touching, and obscene acts such as sex acts and indecent exposure.

Soliciting, selling of any kind, political campaigning, or distribution of marketing materials to patrons and staff or conducting surveys not authorized by the Library.

Stealing, damaging, altering, or inappropriate use of library property in Library facilities or on library grounds, including computer hardware and software, printers, copiers, phones, and other equipment.

Trespassing in nonpublic areas, being in the Library without permission of an authorized Library employee before or after Library operating hours, or camping on Library grounds.

Fighting or challenging to fight, running, pushing, shoving, or throwing things.

Loitering on library property is not allowed.

Creating disruptive noises such as loud talking, screaming, or banging on computer keyboards.

Any loud, unreasonable, and/or disturbing noises created by person, electronic devices, or cell phones. Devices should be set to vibrate or on low volume.

Use of the Library's rest rooms as laundry facilities, bathing facilities, or gathering places. Bathroom facilities may not be used for shaving, changing clothes, etc.

Smoking or other uses of tobacco.

Entering the Library barefooted, without a shirt, with offensive body odor or personal hygiene, or being otherwise attired so as to be disruptive to the Library environment.

No bag can be over 18 inches in length. Larger bags of any type, bedrolls or luggage are prohibited. Bringing garbage, articles with a foul odor, or articles that, alone or in their aggregate, impede the use of the library by other users.

Use of Library's facilities to store personal belongs.

Personal property should not be left at public service points for safekeeping. The library is unable to guarantee the security of such items.

Food is prohibited. Drink containers must have lids.

Use of wheeled devices in Library building or on Library grounds, except in designated areas: includes skateboards, roller-skating, bicycling, scooters, and shopping carts (exceptions are wheelchairs, walkers, and strollers). Bicycles must be parked in designated areas outside the building. Patrons may bring skateboards and roller skates into the library while they look for materials, however they may not be used on library property.

Habitual sleeping or putting your head, feet or legs on any surface, lying on floors. Discretion should be used in approaching a sleeping patron. Do not touch or shake them. Tell them they must remain awake or they will be asked to leave.

Neglecting to provide proper supervision of children.

Bringing pets or animals, other than service animals necessary for disabilities, into the Library, except as authorized by the Director of Public Services.

All bags and other articles are subject to inspection by security and other authorized personnel. The Library reserves the right to limit the size and number of items brought into the Library.

Library staff or Security personnel will intervene to stop prohibited activities and behaviors. Failure to comply with the library's established standards of acceptable behavior may result in removal from the building and/or restriction of library privileges.

F. CODE OF CONDUCT (as posted in public areas)

This Code of Conduct is a synopsis of the GENERAL BEHAVIOR GUIDELINES AS OUTLINED in SECTION E.

CODE OF CONDUCT

For the comfort and safety of patrons, volunteers, and staff, and the protection of Library property, the following actions are examples of conduct not allowed on Library property.

- Any violation of local, state, or federal law
- Possession of weapons
- Any loud, unreasonable, and/or disturbing actions created by persons or electronic devices (including cell phones) that interferes with the ability of others to use and enjoy library services.

- Being under the influence of, selling and/or possession of alcohol or illegal drugs
- Verbally or physically threatening behavior toward any person
- Sleeping or putting your head, feet or legs on tables, smoking, sitting on stairs, rearranging or misuse of library furnishings
- Eating. Drinks must be in containers with lids
- Use of library facilities or equipment for other than library purposes, including loitering, solicitation, selling or distribution of materials without prior written authorization.
- Leaving a child under nine years of age unattended by a responsible person
- Leaving a child or young adult (under age 18) in the library after closing time
- Animals in library building with the exception of licensed service animals.
- Misuse of restrooms. Includes bathing, shaving, changing clothes, loitering, or other inappropriate behavior
- Entry into non-public areas or use of library telephones without permission
- Theft or defacement of library property including books and other materials
- Taking library property, including books and non-print materials outside library buildings without following established loan procedures
- Inappropriate use of computers, including, but not limited to: viewing inappropriate websites, using the Internet for illegal purposes, or displaying, sending, printing obscene materials; or damaging, altering, or tampering with equipment or software; manipulating or interfering with the time management and print management software
- Entering the library buildings barefooted, without a shirt, with offensive body odor or personal hygiene
- Bringing personal items into the library that will not fit comfortably under one chair or leaving items unattended. Bags no larger than 18" in length are allowed. Larger bags of any type, bedrolls or luggage are prohibited. Articles with a foul odor, or articles, that alone or in their aggregate impede the safety of others.
- Leaving personal items unattended and/or storage of personal items
- Use of wheeled devices other than wheelchairs, walkers, strollers, or wheeled book bags

- Bringing bicycles into library buildings
- Refusal to leave library at designated closing time
- Disregard of fire regulations
- Failure to comply with Library's established standards and guidelines

All bags and other articles are subject to inspection by library personnel. The library reserves the right to limit the size and number of items brought into the library.

Library staff will intervene to stop prohibited activities and behaviors. Failure to comply with the library's established standards of acceptable behavior may result in removal from the building and/or restriction of library privileges.

Approved by the Board of Trustees November 25, 2008

F. SUSPENSION AND/OR TRESPASS

Library privileges may be suspended or patrons put on trespass for the persistent and willful violation of the Library's posted rules, for destruction of Library property, for physically threatening or harming staff or patrons, and for other violations of law.

Suspension or trespass will be for a definite time period. A patron who has a history of being put on trespass may be put on permanent trespass. The length of the suspension or trespass will be determined by the Library Manager or Building Operations Manager. Patrons on trespass attempting to enter a library facility while on trespass will be reported to the police.

Suspension or trespass of minors will remain in force until the minor's parent or guardian meets with the Library Manager or Building Operations Manager or other designated staff to discuss the minor's behavior.

A notation will be made in the patron's file concerning the suspension and/or trespass. The notation will include the specific privileges suspended and the date privilege can be reinstated. A notation of trespass will include the date patron can return to the building.

F. COMPLAINTS

- Listen carefully to the patron's question or complaint.
- Speak in a relaxed tone, and repeat and paraphrase what the patron has said. If the complaint is reasonable and legitimate, attempt to resolve the problem. If the complaint

involves another staff member, state sympathetically that there must have been a misunderstanding and attempt to resolve the problem.

- If there is a justifiable need for an exception, and you have the authority, make one.
- If the request/complaint is against library policy, and if an exception cannot justifiably be made, explain the library policy clearly. Give an explanation of its rationale. If necessary, show a written copy of the policy to the patron.
- Be pleasantly firm and calm. Do not argue or appear fearful. An indifferent, uncaring attitude is destructive. Stick to the issue and do not get sidetracked with special circumstances.
- You should feel that your job is to obtain what the patron wants if it is possible within reasonable limits of existing library policy. If it is not, always try to give them another option (i.e. we can hold this book for you until you return with the necessary identification.) Refer the patron to your supervisor or to the Department Manager if you cannot resolve the problem.
- If the Department Manager is unavailable, you may give the patron the telephone number of the Manager, or the patron may make the complaint in writing on the library's Patron Interaction Form.
- Be sure it is not your behavior, attitude or body language that is causing the patron to show heated emotions. Perhaps there is a personality clash between you and the patron. Sometimes people rub each other the wrong way unintentionally. If this happens, bring a co-worker in to help resolve the impasse. Try not to personalize their anger, impatience or frustration.
- If the patron's behavior becomes disruptive and interferes with the operation of the library or others' rights to use the library, follow the procedures for "Disruptive Behavior."

G. DISRUPTIVE BEHAVIOR

Disruptive behavior may include excessive noise, physical altercations, pranks, foul language, excessive chattiness, running, individuals under the influence of alcohol or drugs, and other behaviors that disturb patrons.

- As noted in the General Procedural Guidelines section above, patrons creating a disturbance are first advised of library policy. They are given a subsequent warning, told of the expected behavior and the consequences of continued misbehavior. If the undesired behavior continues, the patron should be asked to leave the building.
- If an individual does not stop the improper behavior, or does not leave the building when asked to do so, staff should call the police. Be prepared to give a description of the patron and describe the incident. Staff members should cooperate with law

enforcement and the library will file criminal charges and seek criminal prosecution if law enforcement officials believe that it is appropriate.

- If a staff member judges a disturbance too serious to handle alone, they should call for security or a back up from coworkers and a supervisor.
- So long as demonstrations and briefly disruptive pranks do not occasion more than a momentary distraction to library users and do not interfere with library operations or jeopardize the safety of persons or the library collections, they should be tolerated with good humor.
- At the discretion of the Branch Head and/or Building Operations Manager, repeat offenders will be banned from the library for varying lengths of time depending on the infraction. For example, a second offense may receive a one-week ban, with a third offense receiving a one-month ban, etc. Once the patron has been allowed back into the building but continues to exhibit disruptive behavior, the patron may be put on ban for longer lengths of time not to exclude permanent trespass.
- Occasionally groups accompanied by a counselor exhibit problem behaviors. Address the offending person(s) first. If that does not lead to corrective action take the matter up with the counselor. The library should not tolerate any more from a supervised visit than it would from a group unsupervised. Ask for the name of the counselor and the agency from which the group comes.

H. CIVIL DISCOURSE

It is the library's expectation that all discussions between patrons and staff, whether in the library, by telephone, or any other means of communication, shall be conducted with courtesy and mutual respect. Neither staff nor patrons should accept rudeness, insulting language, profanity or raised voices from one another.

Patrons receiving such behavior should report it immediately to the supervisor of the service department and/or complete a Patron Interaction Form for submission to the Executive Director. Patrons who habitually use rudeness, insulting language, profanity, or raises voices in library transactions will be subject to progressive disciplinary measures that may include temporary or permanent banning from use of the library in house or telephone services.

I. ABERRANT BEHAVIOR / MENTALLY DISBURBED

This type of behavior typically results from psychological problems, illness, or substance abuse. If it is not disruptive to library operations or to other patrons, then it should be tolerated so long as no violations of law and policies occur. Actions of persons exhibiting such behavior range from merely having an odd manner to disruptive and even dangerously violent behavior. Diverse physiological and/or neurological symptoms can cause the affected individual to appear socially aberrant. For example, diabetics may have an alcoholic smell when suffering from shock. Tourette's syndrome can be

identified by occasional uncontrollable outbursts including the use of foul language. Emotionally disturbed persons may be suffering from mental illnesses or disorders characterized by somewhat bizarre external behavior, hallucinations, and delusions. They can be withdrawn, timid, cooperative, or violently aggressive.

- If these persons are able to use the library and do not require assistance, do not treat them any differently than other patrons.
- Persons who are mentally ill experience a different reality. Their judgment is different – sometimes slower to kick in, and often their boundaries are blurred.
- Staff should expect persons with mental illness to conform to library policy, and the library needs to establish boundaries. Mental illness is not an excuse for unacceptable behavior in the library. When limits are set, be sure to follow through.
- If it appears that these persons need personal assistance, ask if you can be of help. If they appear to be ill, offer to call EMS, or a family member.
- Always look for a medical alert tag on the wrist or around the neck.
- If you suspect a patron is disturbed, ask for help from a co-worker or Security if necessary before approaching the patron.
- Do not laugh at, point at, humiliate or be critical/judgmental. Be polite, empathetic and firm.
- Never argue with the individual.
- Do not endorse or contradict a person's hallucinations or delusions.
- Offer choices, i.e. you may speak loudly elsewhere, but if you wish to remain in the library, you must observe our rules.
- If someone behaves suspiciously, and you suspect drugs or excessive alcohol, alert Security. Judgment should be exercised in the case of people who smell of alcohol. If the patrons' behavior is not otherwise offensive, then there is no problem. If, on the other hand, the patron is loud or obnoxious, they should be told they are disturbing other patrons and to please be a little more quiet. If the problem is more than just loud talking, then, depending upon the problem, the patron may be asked to leave the building. Request police assistance if necessary, following standard emergency reporting procedures.
- Be discreet and maintain a nonjudgmental attitude. Do not make the person feel watched or cornered. Keep a safe distance, allowing them space to easily leave the building.
- Library employees should not act in roles they are not trained for or which are inappropriate for the setting, i.e. personal counselor, social work, substance abuse counselor.
- If the person cannot function effectively, ask if they need help. If the person refuses medical help, and they cannot control their disruptive behavior, they should be asked to leave. At the first sign of dangerous behavior, call the police, using standard emergency reporting procedures.

J. VIOLET BEHAVIOR

- Violence can often be predicted. Stay alert to the signals.

- Warnings for violent behavior include:

- Agitation
- Hostility
- Throwing things
- Drunkenness
- Furtiveness
- Raising voice

- Persons are more likely to assault people like themselves: same age, gender, etc.
- Your own instinctive fear of an individual is a warning of impending violence that should be heeded. Remain calm. Aggression breeds aggression.
- If you feel threatened, contact the Police immediately using Standard Emergency Reporting Procedures.

K. SEXUAL DEVIANTS

- If someone is suspiciously watching or following a staff member or a patron, try to get a general description.
- Alert other staff to the situation.
- Be assertive. Ask if the person needs assistance. In many cases just approaching the individual will discourage them from engaging in the unacceptable behavior. “Do you need help finding something?” or “Is there anything I can help you with?” are examples of what you might ask.
- A supervisor or the Manager should then warn the individual that the behavior is offensive and must be stopped, or they will be asked to leave the building.
- If the behavior continues and the person will not leave, call the police, using Standard Emergency Reporting Procedures.

L. FLASHERS

- Even though these people are usually non-violent, this is a serious problem that should not be taken lightly.
- If a flashing occurs, remain calm and do not show shock or alarm. These people generally thrive on the reaction they get.
- Get a description of the person.
- Call police, using Standard Emergency Reporting Procedures.

- If this happens to a patron, offer to call a friend, relative, or neighbor to drive them home.

M. PERSONAL HYGIENE

- Patrons may be required to leave the library if their personal hygiene interferes with the ability of other patrons to use and/or enjoy the facility.
- Staff should proceed with caution on this issue. In many cases it is difficult to distinguish between body odor that is a result of poor hygiene and odor resulting from a medical problem.
- If it appears that the patron does not have access to a shower or bathing facility you should recommend they go to the Crisis Ministry. Until they can return with clean clothes and acceptable personal hygiene they will be required to stay out of the building.

N. VANDALISM

Library staff has a responsibility to protect library property. Destroying or damaging library materials violates the law. This includes cutting, tearing, and defacing print and audio-visual materials, damaging equipment and software, defacing walls, damaging facilities, breaking windows. Damage caused by stopping up drains due to improper use of restroom facilities is considered vandalism.

- If staff observes or receive a report that someone is defacing or destroying library property, the staff member should quickly size up the situation and decided the best method of handling it. The staff member should let the individual know that the actions in questions are illegal and must stop at once.
- Get a second witness if possible. Carefully observe the person's actions and physical description for follow-up if needed.
- Request a name or that identification be presented as appropriate.
- If it is determined that the patron has vandalized library property, the police should be called and after consultation with the police the library may press charges if necessary. If the patron is a minor, then the parents should be called.
- If a staff member observes or receives a report that a patron is maliciously destroying library property, and is obviously not approachable, call the police using Standard Emergency Reporting Procedures.
- The library retains the right to prosecute anyone who maliciously destroys library property.

O. Theft

Theft of library materials, use of false identification to obtain a library card, or use of another person's library card without permission is a violation of library policies.

If a patron leaving the building triggers the book detection system, staff should:

- Ask the patron to return to the circulation desk.
- Ask if they forgot to check out any library materials.
- If the person has checked out all their materials, staff will check each item to be sure return cards are in each item.

P. WEAPONS

If staff observes a patron carrying a weapon, the police should be notified immediately using the Standard Emergency Reporting Procedures.

Board Items for April 26 Meeting

7. **Budget Discussion.** The County is recommending a budget to Council that is \$351, 356 less than last year. This is due to the ten employees that took advantage of early retirement. However, this now puts us at \$909,541 less than the 2009 budget. The 2009 fiscal year was the last time we met the required Maintenance of Effort. Mr. Litchfield will be available to answer any questions the board may have.

9. **Strategic Plan.** The consultants will be in town from May 9 to 13. During their visit they will conduct a variety of meetings with the community, Boards and staff.

10. **By-laws update.** The Board has decided to update its by-laws. The committee submitted its information to Mr. Tinkler for review. Mr. Tinkler will present the suggested by-laws to the board.

11. **Policy Review.** The Board will be looking at various library policies over the next few months. We have suggested that the Board and Staff send any drafts, thoughts or ideas concerning the circulation policy, the meeting room policy or the gift policy to Ms. Bledsoe. Staff will then draft suggested wording for the May meeting.