

**SERVICE POLICY
OF THE
HARNETT COUNTY PUBLIC LIBRARY SYSTEM**

*Adopted by the Harnett County Library Board of Trustees
January 28, 2004
Amended January 25, 2006*

Vision Statement

Supporting the love of reading, the joy of learning, and the search for information.

Mission Statement

In order to achieve its vision, the Harnett County Library System provides its users with the means to meet their recreational reading interests; to continue to learn throughout their lives; to find, evaluate, and use information in a variety of formats; to get answers to their questions; and to enhance their formal education from preschool through high school.

This document sets forth the principles on which the Harnett County Public Library has been constructed and the policies of operation that result from these principles.

- Goal 1.** Adults who use the library will have access to current and popular materials that stimulate their thinking, satisfy their curiosities, expand their knowledge of contemporary culture and society, and make their leisure time more productive and enjoyable.
- Goal 2.** Children who use the library will have access to a current and aesthetically pleasing collection of books that satisfy their personal reading interests.
- Goal 3.** Adults who use the library will have the information, resources, and assistance they need for personal independent learning.
- Goal 4.** Children who use the library will develop a lifelong love of reading and learning.
- Goal 5.** Library users will have access to space that facilitates a variety of activities that meet the needs of our community.
- Goal 6.** Library users will have access to programs and materials on a wide variety of topics to address their need for ongoing educational opportunities and their desire for personal growth.
- Goal 7.** Adults who use the library will have access to instruction and resources to develop the skills needed to find, evaluate, and use information effectively in meeting their daily needs.
- Goal 8.** Children who use the library will have access to instruction and resources to develop the skills needed to find, evaluate, and use information effectively in meeting their school-related needs.
- Goal 9.** Library users will be able to get answers to their questions on a broad array of topics.
- Goal 10.** Children who use the library will have the information, resources, and assistance they need to achieve success in their schooling.
- Goal 11.** Children who use the library will be supported in the development of the skills, interests, and passions necessary to succeed in school and other learning activities.

GENERAL LIBRARY OBJECTIVES

In order to achieve this goal, the general objectives of the Harnett County Public Library shall be as follows:

A. To assemble, preserve and make accessible, in organized collections, books and related educational and recreational materials in order, through guidance and stimulation in the communication of ideas, to enlighten citizens and enrich their personal lives.

B. To serve the community and county as a center of reliable information

C. To provide local government officials with information and to perform research as needed.

D. To serve as a center for local history and the preservation of local archives in all forms.

E. To provide a place where inquiring minds may find opposing views on controversial subjects. The library does not promote any particular belief or view, but it should provide a resource where the individual can freely examine both sides on controversial issues or ideas and make his or her own decisions.

F. To support educational, civic and cultural activities of groups and organizations.

G. To provide opportunity and encouragement for children, young people, men and women to educate themselves continually.

H. To seek continually to identify community needs, to provide programs of service to meet such needs, and to cooperate with other organizations, agencies and institutions which can provide programs or services to meet community needs.

I. To provide opportunity for recreation and cultural entertainment through the use of literature, music, films and other art forms.

II. WHO MAY USE THE LIBRARY

The library will provide its services to all residents of Harnett County in the main library in Lillington and the municipal libraries and the Outreach Services van. Membership will not be denied or abridged because of religious, racial, social, economic or political status. Library materials may be borrowed by any resident of Harnett County. Persons residing outside the county but owning property, employed, or attending an educational institution in the county shall have the same status as residents. Persons residing in contiguous counties may also have membership privileges at the library.

Specifications concerning library use are included in the Harnett County Public Library *Procedures Manual*.

III. SERVICE STANDARDS FOR THE HARNETT COUNTY LIBRARY

The library will attempt to provide enough materials to make it a reliable and dependable source of information and recreation for the people of Harnett County. Books and nonbook materials such as tapes, periodicals, pamphlets, documents, music scores, recordings, slides, microforms, etc. shall be provided in adequate supply and be of high quality.

The library will keep informed of other available resources of books and other materials in the area in order to avoid unnecessary duplications.

The library will not attempt to furnish materials needed for formal courses of study offered by elementary and secondary schools and by institutions of higher learning. The public library has materials for individual programs of study but is not equipped to furnish research and professional journals required for most academic study.

All library materials will circulate except the reference books and some rare local history materials reserved for library use only.

In accordance with its sincerely held objective of providing equal service to all, this library subscribes to the *Library Bill of Rights* of the American Library Association (which appears in its entirety in Appendix II of this document) and to the *Freedom to Read* statement adopted by the American Library Association (Appendix III of this document).

IV. SELECTION POLICIES

Selection of books and all non-book library materials is the culmination of a process that begins with suggestions from staff and patrons and with recommendations made in the professional literature. The selection procedures are explained in full in The Harnett County Public Library *Procedures Manual*.

V. BOOK CENSORSHIP POLICY

If a patron objects to any library material, he or she should make a written request for the material to be reconsidered. A form "Reconsideration of Library Material" is included as a part of the selection procedures outlined in the Harnett County Public Library *Procedures Manual*, in the section on "Book Censorship."

VI. GIFTS TO THE LIBRARY

Gift material will be accepted with the understanding that the books or materials may be added to the collection, sold, exchanged, given to other libraries, or discarded. The Harnett County Public Library *Procedures Manual* details the way in which the Library handles gifts, in Section IV: Gifts to the Library.

VII. COLLECTION MAINTENANCE

The Harnett County Public Library recognizes the need for continuous evaluation of its collections in response to the changing nature and needs of its community; this collection maintenance is accomplished through the weeding (i.e., removal from the collection), replacement, and duplication of its titles.

VIII. POLICIES ON AUDIOVISUAL MATERIALS

The Harnett County Public Library attempts to maintain a balanced supply of audiovisual materials. The library subscribes to the Freedom to View, a policy statement of the American Library Association, which is reproduced in its entirety in Appendix IV of this document.

(This includes videos, books on tape, DVDs, CD-ROMS, and all other formats)**APPENDIX I**

PHYSICAL FACILITIES

A. To achieve the goal of good library service, the board of trustees accepts the responsibility to strive for public library building facilities that adequately meet the physical requirements of modern, aggressive library service: such facilities offer the community a compelling invitation to enter, read, look, listen and learn. Each building or outreach vehicle must fit an expanding program of library services.

B. The board of trustees will recommend acquisition of sites and/or new facilities only after (1) they have adopted a service program and (2) the library director has written an outline of the community's library building needs.

C. The board of trustees accepts the responsibility to see that funds are obtained for needed facilities.

D. The library director, the architect, the board of trustees, and county commissioners—as a planning team with the assistance of consultants—will endeavor to plan facilities to meet recognized standards and needs of the community.

E. Meeting rooms in the library may be reserved for use by educational, civic, cultural, business and government groups. Neither admission fee nor any sales recruitment is allowed. The specific rules regarding the meeting room are set forth in the Harnett County Public Library *Procedures Manual*.

APPENDIX II

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 the 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 abridgment 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.

This statement was approved by the Intellectual Freedom Committee on 22 January 1980 and adopted by the American Library Association on 23 January 1980.

APPENDIX III

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 books from sale, to censor textbooks, to label "controversial" books, 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 avoid the subversion of politics and the corruption of morals. We, as citizens devoted to the use of books and as librarians and publishers responsible for disseminating them, wish to assert the public interest in the preservation of the freedom to read.

We are deeply concerned about these attempts at suppression. Most such attempts rest on a denial of the fundamental premise of democracy: that the ordinary citizen, by exercising his critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow-citizens.

We trust Americans to recognize propaganda, and to reject it. We do not believe they need the help of censors to assist them in this task. 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.

We are aware, of course, that books are not alone in being subjected to efforts at suppression. We are aware that these efforts are related to a larger pattern of pressures being brought against education, the press, films, radio and television. 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.

Such pressure toward conformity is perhaps natural to a time of uneasy change and pervading fear. Especially when so many of our apprehensions are directed against an ideology, the expression of a dissident idea becomes a thing feared in itself, and we tend to move against it as against a hostile deed, with suppression.

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 stress.

Now as always in our history, books are among our greatest instruments of freedom. They are almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. They are the natural medium for the new idea and the untried voice from which come the original contributions to social growth. They are essential to the extended discussion which 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 towards 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 men will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those which are unorthodox or unpopular with the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until his idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept which 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.

Publishers, librarians and booksellers do not need to endorse every idea or presentation contained in the books 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 books 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 these that may be held by any single librarian or publisher or government or church. It is wrong that what one man can read should be confined to what another thinks proper.

It is contrary to the public interest for publishers or librarians to determine the acceptability of a book on the basis of the personal history or political affiliations of the author.

A book should be judged as a book. 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 men can flourish which draws up lists of writers to whom it will not listen, whatever they may have to say.

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 literature 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 taste differs, and taste cannot be legislated; nor can machinery be devised which will suit the demands of one group without limiting the freedom of others.

It is not in the public interest to force a reader to accept with any book the prejudgment of a label characterizing the book or author as subversive or dangerous.

The idea of labeling presupposes the existence of individuals or groups with the wisdom to determine by authority what is good or bad for the citizen. It presupposes that each individual must be directed in making up his mind about the ideas he examines. But Americans do not need others to do their thinking for them.

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.

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 each individual is free to determine for himself what he wishes 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.

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, bookmen 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 expended on the trivial; it is frustrated when the reader cannot obtain matter fit for his 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 their freedom and integrity, and the enlargement of their service to society, requires of all bookmen the utmost of their faculties, and deserves of all citizens 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 books. We do so because we believe that they are good, 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 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. Revised January 28, 1972, by the ALA Council.

APPENDIX IV

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, we affirm these principles:

1. It is in the public interest to provide the broadest possible access to films and other audiovisual materials because they have proven to be among the most effective means for the communication of ideas. Liberty of circulation is essential to ensure the constitutional guarantee of freedom of expression.

2. It is in the public interest to provide for our audiences films and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not institute or imply agreement with or approval of the content.

3. It is our professional responsibility to resist the constraint of labeling or prejudging a film on the basis of the moral, religious or political beliefs of the producer or film maker or on the basis of controversial content.

4. It is our professional responsibility to contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

APPENDIX V

LIBRARY PERSONNEL

The personnel policies that appear in the Personnel Ordinance apply to all employees of Harnett County. See the staff handbook training manual for detailed up-to-date job descriptions, classifications, recommendations, and details of library routine, as well as job pay range guidelines.

STAFF AND BOARD RELATIONSHIPS

The library board has official authority to supervise and formulate policies for the library. The board delegates to the library director the responsibility of administering the library and all its services. The library director serves as the liaison between the county manager, county commissioners and county library board of trustees and the library staff. The library director is responsible for determining the needs of the library public by regularly undertaking a planning process to set goals and objectives. The library director serves as secretary for the county library board, which meets quarterly, or as needed.

The board, consisting of nine members plus the representative from the county commissioners, actively assists in the preparation of the budget. The board periodically reviews and adopts library policies and makes recommendations regarding staff. The library director assumes full responsibility for the staff of the library. With advisement from the county manager, the library director has authority to hire and dismiss personnel. No important library business shall be transacted between any individual member of the staff and the county library board or the county commissioners without the knowledge of the library director.

RELATION TO GOVERNMENT OFFICIALS AND FINANCIAL SUPPORT

The library board of trustees recognizes that adequate financial support is basic for good library services; and as the legally appointed governing board, it accepts the responsibility for securing this support.

The library board of trustees also acknowledges its responsibility to make periodic reports to the governing officials. These reports will cover services rendered and will include new services for which need is recognized. The county auditor will submit monthly computer printouts on financial status of the library budget.

Authority delegated by the government unit to the library board will not be relinquished because of political or financial pressure; nor will it be used in a high-handed and arbitrary manner by the library board.

The following authorities have been officially delegated to the library board of trustees:

1. to formulate and adopt programs, policies, and regulations for the government of the library;
2. to make recommendations to the governing body concerning the construction and improvement of buildings and other structures for the library system;
3. to supervise and care for the facilities of the library system;

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4. to advise the county personnel committee in the appointment of a chief librarian or director of the library system. If some other body or official is to appoint the chief librarian or director of library services, to advise that official body concerning that appointment;
5. to establish a schedule of fines and charges for late return of, failure to return, damage to, and loss of library materials, and to take other measures to protect and regulate the use of such materials;
6. to participate in preparing the annual budget of the library system;
7. to extend the privileges and use of the library system to nonresidents of the county on any of the conditions the board may prescribe;
8. to otherwise advise the board of commissioners on library matters.

The board of trustees shall make an annual report on the operations of the library to the Harnett County Commissioners and shall make an annual report to the North Carolina State Library as required by G.S. 125-5. If the board of trustees is abolished, the County Commissioners shall make the annual report to the State Library.

APPENDIX VI

POLICY ON THE DISPLAY OF POSTERS, PAMPHLETS, AND FLYERS

The library is a public forum for ideas and information. Because access to information is fundamental to our social, political and cultural heritage, the library holds the position that posters, pamphlets and flyers should be permitted whenever possible, in the designated display areas.

Regulations regarding the posting of information are set forth in the Harnett County Public Library *Procedures Manual*.

APPENDIX VII

POLICY ON UNATTENDED CHILDREN AT CLOSING TIME

Library Staff will exercise appropriate procedures when the library is closing to ensure the safety of unattended children fifteen years and younger. (See the Harnett County Public Library *Procedures Manual*).

APPENDIX VIII

ACCESS TO CIRCULATION RECORDS

The library will protect, as far as possible, the privacy of any patron who uses the library and not make any inquiry into the purposes for which a patron requests information or books. Records which may be required in lending books or answering reference questions are for the sole purpose of protecting public property. Under no circumstances shall the staff of the library ever answer to a third party about what a patron of the library is reading or calling for from the library's collection. Furthermore, it is the policy of the library not to yield any information about its patrons or their reading to any agency of government, whether local, state or federal, without an order from a court of competent jurisdiction.

APPENDIX IX

PUBLIC LIBRARY DISRUPTIVE BEHAVIOR

It is the policy of the Harnett County Public Library to offer the full range of library service to all residents of the community, regardless of age, sex, racial or ethnic origin, religion, economic status, etc. It is the intent of the library to provide its services with a minimum of regulations and restrictions, adopting only those which are absolutely essential to the library's operation.

The library recognizes that the users of the library are in fact the owners of the library. As user/owners, the public has certain expectations of the library. These include an outstanding collection of library materials; pleasant, attractive surroundings; and courteous, efficient and effective service from the staff. Library users have a right to assume that visits to the library will be free from harassment; free from physical discomfort and danger; free from psychological and emotional stress.

The library staff has basically the same rights. Each member of the staff should be able to do his/her work free of harassment, abuse, discomfort, and undue psychological stress.

The rights of both the public and the staff are sometimes violated by the attitudes and behavior of a very small minority of persons.

THEREFORE, it is the policy of the library board of trustees to support the library staff in their efforts to maintain in the library system a quiet, pleasant environment conducive to serious study as well as casual use. To ensure the successful implementation of this policy, the board holds that the following are examples of unacceptable behavior:

1. Loud conversation, laughter, (or other disturbances, for example: crying babies) which is disturbing to other users.
2. Obscene or abusive language.
3. Use of radios, laptops, CD-players, cassette players, cell phones, etc., if not using headphones.
4. Willful destruction of or damage to any library property.
5. Blocking or in any way interfering with the free movement of any person or persons.
6. Bringing animals other than lead dogs into the building.
7. Consumption of food or drink in any public-access area unless the director has specifically authorized it.
8. Removal of any library property from the building without authorization through established lending procedures.
9. Soliciting or sales of any kind, if disruptive to the normal use of the library.
10. Distribution of leaflets or posting of notices in areas not authorized for this purpose.
11. Use of library telephones not authorized by library personnel.
12. Following staff or users around the building, or other harassing behavior such as staring or other intimidating acts.
13. Unauthorized rearranging of any library furniture or equipment from one location to another.
14. Engaging in disorderly conduct, committing a nuisance, or unreasonably disturbing and offending library users.
15. Carrying unauthorized weapons of any sort.
16. Smoking anywhere in the building.
17. Violation of *Internet Policies and Procedures*

**NORTH CAROLINA LAWS
PERTAINING TO THE MODEL DISRUPTIVE BEHAVIOR POLICY**

- G.S. 14-33 Misdemeanor assaults, batteries and affrays.
- G.S. 14-76 Larceny, mutilation, or destruction of public records and papers.
- G.S. 14-127 Willful and wanton injury to real property.
- G.S. 14-132 Disorderly conduct in and injuries to public buildings and facilities.
- G.S. 14-134 Trespass on land after being forbidden.
- G.S. 14-190.9 Indecent exposure.
- G.S. 14-204.1 Loitering for the purpose of engaging in prostitution offense.
- G.S. 14-269 Carrying concealed weapons.
- G.S. 14-277.1 Communicating threats.
- G.S. 14-398 Theft or destruction of property of public libraries, museums, etc.
- G.S. 153A-266 Powers and duties of trustees.

Librarians should also be familiar with applicable local ordinances.

APPENDIX X

OUTREACH SERVICE POLICY

The purpose of the outreach program is to provide basic public library services to individuals confined to their homes, nursing facilities and day care centers and who are unable to come to the county library or municipal libraries in the county.

OUTREACH SERVICES

Services include programming for preschool children in day care centers, registering library users, lending materials, readers advisory service, very general reference service, and reserves.

ADMINISTRATION

The Outreach Service operates as a part of the Harnett County Public Library System under the direct supervision of the Director of the Harnett County Library.

Recipients of the outreach service may include:

- day care centers
- nutrition sites
- nursing homes
- homebound citizens

Outreach Service is provided by the Harnett County Public Library to the homes of persons who meet the criteria for homebound service as established by the Harnett County Public Library Board of Trustees. These criteria are similar to those of other counties, as well as to the Medicare Home Health restrictions and the Meals on Wheels guidelines.

A recipient of this service must meet one of the following conditions:

1. He/she must have a condition resulting from an injury or illness restricting his ability to leave the residence except with the aid of supporting devices or the assistance of another person, or he/she has a condition which is such that it is medically contraindicated.
2. He/she must be a senior citizen (age 60 or older) who has no other means of getting to a library facility.
3. He/she may need temporary homebound service; such will be provided to persons who are suffering from extreme weakness after surgery or illness. These persons must be incapacitated for at least six weeks.

Exceptions to these conditions will be considered on a case-by-case basis by the Outreach Library Assistant and the county library director.

APPENDIX XI

SAFE CHILD POLICY

STATEMENT OF POLICY

During his entire visit to the library, a child seven years of age or younger must be accompanied by a parent, legal guardian, or adult of at least 16 years of age who acknowledges responsibility for the child. These parents and/or adults are responsible for their children's behavior while in the building.

PHILOSOPHY BEHIND THE SAFE CHILD POLICY

The Harnett County Public Library welcomes children of all ages. It is a doorway through which life-long learning takes place. The public library is however, a public building. As such, anybody can come into it—law abiding or otherwise.

Library staff has many duties to perform in order to serve all citizens of Harnett County. They cannot monitor the behavior or whereabouts of any patron—including children. Staff does not take over parental responsibilities for children who come into the library.

A child could be tempted to go off with a stranger. A child could become ill. A child could get lost. Any of these or other emergencies could take place in a public building. It is for the safety of each child that the Harnett County Library has adopted this Safe Child Policy.

OTHER LIBRARY POLICIES

All persons are subject to the POLICIES AND PROCEDURES of the library that are posted in the library.

Holiday Weekend Closing Policy

Because, unlike most other departments of county government, the library is open on weekends and the county-declared holidays do not account for weekend days, the following closing policy shall apply.

Weekend Days Closed:

The Library will observe the same holidays as other county offices. In addition,

If a holiday falls on Friday, and it is observed on Friday, the library will also be closed on Saturday; the only exception is Thanksgiving Saturday when the library will be open.

Closing Time:

The Library will close at 5:30 p.m. on the following days:

Thanksgiving Eve

Christmas Week (if Christmas falls on Sunday, it will be the week before Christmas)

New Year's Eve (if it falls on a week day)

Summer Hours

Summer hours begin the first working day after Memorial Day and end the first working day before Labor Day.

(This policy will only apply to the County Headquarters Library. Hours at branch libraries will vary depending upon external factors and staffing.)

Adopted by the Library Board

January 25, 2006

PROCEDURES MANUAL
OF THE
HARNETT COUNTY PUBLIC LIBRARY SYSTEM

I. WHO MAY USE THE LIBRARY

A. Any Harnett county resident may apply for a library card—if he or she can show adequate identification (current N.C. Drivers License or other acceptable proof of present address). Social security numbers are recommended for individuals in order to establish a unique password. However, another identifying number may be used i.e. N.C. Drivers License number. Any person under age 16 must have his or her parent’s verbal permission (in front of the library staff member who is registering the patron) before a card can be issued. Persons also eligible for membership are those who meet any of the following criteria: attend school in this county, do business in this county, own property in this county, or live in a contiguous county.

B. The library reserves the right to deny or curtail its use and services to groups or individuals making excessive demands. Such demands may include those made by students, sweepstakes contestants, and others whose demands for staff time, available materials, or space would prohibit attention to other individuals and groups.

C. The library reserves the right to limit the number of items borrowed by one person at any one time. First time borrowers may check out two items. After the initial transaction, limits are minimal and outlined further in this Manual. The Library also reserves the right to limit the number of items in certain heavily used subject areas, as well as in areas where the collection is limited.

D. Telephone questions will be answered as soon as possible, but persons coming to the library will have first priority. Student requests involving extensive research will not be done over the telephone. The library staff will not provide cross-reference services for telephone requests that originate outside the county, nor will it answer a request for information on library patrons.

E. The use of the library or its services may be denied for due cause. Such cause may be failure to return books or pay penalties, destruction of library property, disturbance of other patrons, or any other objectionable conduct on library premises.

F. Any library may use county library materials at any time that they specifically request material by standard interlibrary loan procedures.

II. SERVICES OF THE LIBRARY

A. The library director and staff will select from the mass of available materials, and organize for easy access those materials which best meet the needs of the entire library system’s clientele.

B. The library staff will provide guidance and assistance to people in obtaining the information they seek — whether they disclose the reason and whether the staff approves of either the inquiry or the patron.

C. The library staff will cooperate with other community agencies and organizations to accomplish the following:

1. Determine and help meet the continuing educational needs of the community.
2. Help groups with their programs, through such services as special bibliographies, materials, AV equipment and exhibits.
3. Cooperate with other educational entities in providing continuing education opportunities.
4. Support the literacy program. As space permits, reading tutors and students may make arrangements to utilize the public library as their learning lab, during regular library hours open to the public.

D. The library staff will initiate programs, exhibits, book lists, etc., to stimulate the use of the library materials for the enlightenment of people of all ages.

E. The library accepts a responsibility for securing information beyond its own resources by borrowing for patrons with serious interest nonfiction materials which we do not own and cannot purchase, or materials for which demand does not justify the purchase. The library will adhere to the policies and procedures set forth in the *Interlibrary Service Procedures in North Carolina and ALA General Interlibrary Loan Code*. The library will lend to other libraries materials which are requested for patrons with serious interests and which are not available in the borrowing library.

F. The library will endeavor to maintain a balance in its services to men, women, young people and children. The public library will cooperate with — but cannot perform the function of nor be expected to take the place of — school or other institutional libraries, which are designed to meet curriculum needs.

G. The purpose of the Children's Department of the Harnett County Library is to meet the informational, recreational, and cultural reading needs and potentials of children in Harnett County from preschool age to age 14. Books and nonprint material chosen should reflect both the general demands of the majority of children and the special demands of children with special needs, problems, or interests.

The Children's Department serves as a resource collection for the municipal libraries in the county system and supplies books on a continual-exchange regular basis -to the daycare centers through the outreach program.

H. Library services will be provided during the hours which best meet the needs of the citizens of the county and can reasonably be provided by the available staff. As of September 1991, those hours are as follows:

(During the school year - from approximately Labor Day Holiday to Memorial Day Holiday) depending upon the school calendar.

Monday	9:00 - 9:00
Tuesday	9:00 - 9:00
Wednesday	9:00 - 9:00
Thursday	9:00 - 9:00
Friday	9:00 - 5:00
Saturday	9:00 - 1:00

The staff reports to the library on individual flexible schedules approved by the library director.

(During the summer - from Memorial Day Holiday to Labor Day Holiday)

Monday	9:00 - 5:30
Tuesday	9:00 - 5:30
Wednesday	9:00 - 9:00
Thursday	9:00 - 5:30
Friday	9:00 - 5:30
Saturday	9:00 - 1:00

During the year, the evening and Saturday morning hours are covered by only two members of the staff, assigned on a rotating basis. These persons take compensatory time off during the week they work the nonstandard hours.

I. Periodic (annual) review will be made of library programs and services to determine whether the needs of the communities indicate the present services and programs should be continued, discontinued, revised, increased, or supplemented.

J. The library also maintains a copy-making machine for the convenience of its patrons. Instructions for its use are posted, but library personnel are all trained to operate it and will do so as requested. The fee is ten cents per 8.5x11 copy and twenty cents per 11x17 copy.

K. The library can receive telefacsimile transmissions for patrons via the dedicated telephone line; the transmissions are printed, and the receiving customer is charged according to County policy.

L. Printing at the public access microcomputers and microfiche reader/printer will be 10 cents per page for black and white copies, \$1.00 per page for color copies.

III. HOW MATERIALS ARE SELECTED

The selection of books and other materials is ultimately the responsibility of the library director, although suggestions for purchase are sought from the staff, who review the professional literature carefully, while weighing what they know of the community's needs and interests. Patrons, too, can make a specific request; the patron should fill out a *Request for Purchase Consideration* form like the one included on page 24.

A. Adult materials must possess at least some of the following attributes:

1. Educational significance.
2. Value in balancing the existing collection.
3. Reputation and significance of the author, compiler, publisher, or producer.
4. Clarity, adequacy and scope.
5. Accuracy, up-to-dateness, validity, and objectivity.
6. Readability and comprehensibility.
7. High degree of user appeal.
8. Format of good quality—some large print for senior citizens.
9. Significance of subject.
10. Informative point of view.
11. Current interest, timeliness or relevance.
12. Effectiveness in presentation.
13. Literary excellence.
14. Cost compared to other forms.
15. Availability in the area.
16. Representation, when possible, of all sides of controversial issues.
17. Status as collectors' items (collectors' items will not be purchased but will be screened through gifts).

B. Children's (Juvenile) Materials

The children's collection will contain, in addition to children's books, adult books regarding children's literature and storytelling for the use of parents and other adults interested in working with children. This material includes the history of children's literature, information on children's authors and illustrators, and the bibliographic tools and professional materials necessary to maintain a balanced children's collection.

Curricula-oriented material to meet school curricula demands is considered and is purchased when it does not obscure the public library's general contribution to the community and when it does not substitute for the use and development of school libraries.

Books selected for purchase are chosen by the children's librarian because of their literary and artistic merit, their contribution to the balance of the total collection, and the availability of funds.

The Harnett County Public Library accepts donated materials or funds to purchase them — as gifts or memorials. The technical services staff, children's librarian, or library director may determine suitability of their content and vocabulary to the age of the reader. Nonprint material is judged by interest of content, skill required for reading and interpretation, and the technical quality of the material.

Standard reviewing media and selection tools such as the Children's Catalog, Junior High School Catalog, School Library Journal, Book List, Horn Book, and publishers' catalogs are used to evaluate books and other media for original purchase and replacement.

Textbooks are purchased only when information is not available in any other form. The goal of the public library is to supplement textbooks by providing materials which will help broaden interest sparked by the use of textbooks.

Books which are recognized as children's classics and which are of considerable literary merit are retained in the collection even though they may contain certain words or episodes which may be considered controversial.

Current books which are well written and portray authentically a period or incident or way of life are accepted despite the occasional use of nonstandard vocabulary—provided the total, overall quality of the book maintains the standards established in the children's collection.

Gift books must meet the same standards for inclusion in the collection as books purchased. Series books such as Nancy Drew, the Hardy Boys, etc. are included in the collection; while their literary merit is debatable, there is a particular need for this genre because of its popularity and its usefulness as a stepping stone to better material.

Duplicate copies are purchased when there is enough demand to justify extra copies of a title.

Discarded or lost titles are not automatically replaced, but are reevaluated as to use, timeliness of material, inclusion in standard sources such as the Children's Catalog, and overall quality.

C. Young Adult Materials

The same criteria are considered for young adults as for the adult collection but with the focus on the experience and maturity of young people. Selection of young adult materials is also based on recommendations of standard reviewing sources for the young.

Each book will be considered in relation to the collection and for the young people for whom it is intended. Each book will be judged on its own worth.

REQUEST FOR PURCHASE CONSIDERATION

TITLE (book, magazine, etc.) _____

AUTHOR: _____

ADULT level _____ or JUVENILE level _____

FICTION _____ or NONFICTION _____

PUBLISHER: _____

PRICE: _____ COPYRIGHT DATE _____

SOURCE OF INFORMATION (Please tell us where you heard or read about this book.): _____

SUBJECT OF BOOK _____

YOUR NAME: _____

ADDRESS: _____ PHONE NO. _____

COMMENT:

III. BOOK CENSORSHIP

The library director and staff attempt to choose the best materials available. The Harnett County Public Library subscribes to the Freedom to Read Statement prepared by the American Library Association and the American Book Publishers' Council (this Statement appears in its entirety as Appendix III of *The Harnett County Public Library Service Policy*).

Reconsideration of library materials

A patron or group finding some specific book or author objectionable or unsuitable for circulation will need to initiate the following procedure:

1. Request the library director to supply a *Patron's Request for Reconsideration of Library Material* (reproduced on the next page of this manual).
2. Submit the Request, after which at least three library staff members will read the material, and reviews will be researched. The Request will be presented to the county library board along with the book in question at the regular meeting of the library board. The library director and the library board of trustees will arrive at a decision that is based on methodical study of the professional reviews of the work in question, the opinions of the trustees, and the opinions of the staff.
3. The material in question will be withdrawn as no longer suitable for the library collection development — or be returned to the shelf for accessibility to the general public.
4. The individual or group will be officially notified of the decision of the county library board and the library director.

All library patrons shall have full access to the library collection. The library personnel may attempt to dissuade a young patron who has chosen a book obviously beyond his or her comprehension, but if that young patron insists on checking out that specific book, the library staff member cannot be held responsible in any way.

Library materials are not marked or identified to show approval or disapproval of the contents, and nothing will be sequestered except for the express purpose of protecting it from mutilation or theft. Responsibility for the reading of minors rests with their parents or legal guardians. Selection of adult materials will not be limited by the possibility that they may come into the possession of minors.

PATRON'S REQUEST FOR RECONSIDERATION OF LIBRARY MATERIAL
PLEASE READ THE MATERIALS SELECTION POLICY OF THIS LIBRARY.

Title: _____

Is this a book? ___ magazine? ___ Other(specify) _____

Author: _____

Publisher: _____ Date: _____

Request initiated by: _____

Address: _____ Telephone _____

City: _____ County _____ State: _____

Do you represent: Yourself _____ or an organization _____

Name of organization _____
(Use back of this sheet if additional space is required)

1. To what in the work do you object? (Please be specific)

2. Did you read, view, or hear the entire work? _____

If no, what parts? _____

3. What do you feel might be the result of reading, viewing, or hearing this work?

4. For what age group do you recommend this work? _____

5. Is there anything good about the work? _____

6. Are you aware of the judgment of this work by literary critics? _____

7. What do you believe is the theme of this work? _____

8. What would you like your library to do about this work _____

9. In its place, what work would you recommend that would convey as valuable a picture and perspective of the subject treated _____

IV. GIFTS TO THE LIBRARY

Gift material will be accepted with the understanding that the books or materials may be added to the collection, sold, exchanged, given to other libraries, or discarded. Gift items will be added to the collection in normal sequence because separate collections limit the use by the public and complicate the location of materials. Gift items will be acknowledged and may be designated by a bookplate.

* RESTRICTED GIFTS are those to which the donor has attached terms, conditions, and purposes. These may be quite specific, such as “for the purchase of the 1900 Census for North Carolina,” or very general as “for audiotape cassettes.”

* NONRESTRICTED GIFTS are those to which the donor has not attached terms, conditions, or purposes.

It is the prerogative of the library to accept or reject any gift. Gift cash may be spent without budgeting or appropriation. If restricted, a check or cash must be spent according to the donor’s conditions. If nonrestricted, it may be spent on authorization of the library board within the scope of its statutory authority for any library need, in accordance with County policy regarding gifts.

A. MATERIALS OF PREDETERMINED VALUE — (In Memory of, In Honor of, and other gifts)

1. Patrons wishing to make arrangements to purchase or to give new library material should be referred to the technical services staff or the library director—whether for in-person, telephone, or mail inquiries.
2. A Gift or Memorial Material Request form should be completed before the patron leaves or hangs up the phone. Patrons may request a specific title or form of information or they may suggest certain subjects or areas for selection by library staff. They may give money at the time of inquiry; send money in an amount they determine, or request to be billed for the amount of the purchase.
3. If a donor needs a suggestion for a gift, the library director can refer this request to technical services. If new material is given instead of money, that material along with the gift form is sent to the technical services department.
4. The technical services staff or library director immediately sends the proper recognition form to the donor, to the family of the deceased, or the person being honored and to any others noted on the form.
5. If material needs to be ordered, the technical services staff will order the material. If the donor is to be billed, this will be done at the time material is ordered.
6. Checks or cash are to be deposited in the library’s gift fund.
7. When the material arrives, a gift plate is attached and the items sent on for cataloging and processing.
8. After all procedures are completed technical services sends the completed gift form to the circulation librarian who adds it to the computerized database of memorial gifts.

B. HISTORICAL AND OTHER VALUABLE MATERIALS

Items of historical or community interest will be referred to the library director for consideration. The library board and the library director will be responsible for recommending the acquisition of the material and will follow through on the proper handling of the items.

C. MATERIALS OF UNDETERMINED VALUE

This group of gifts represents the greatest volume of gifts received by Harnett County Public Library.

D. USED MATERIALS

1. No used gift materials requiring pick up service will be accepted sight unseen.
2. Final decisions on acceptance of used gift materials rests with the library director and the technical services staff. All used gift material questions should be referred to the cataloging department and library director as soon as they come up.

E. UNORDERED NEW MATERIALS

1. When unordered new gift materials are received through the mail, they go to the technical services department, which acknowledges their receipt.
2. When unordered new materials are accompanied by an invoice or a notice of billing, they will immediately be brought to the attention of the library director so that a decision about returning them can be made at once.

F. INCOME TAX DEDUCTIONS

The following applies when, and only when, a patron requests a receipt indicating monetary value of the gift material voluntarily presented to the library.

A Gift Form, included, is given to the donor, thanking him for his gift, and he is advised to fill in the form himself and assign a monetary value to his gift.

GIFT FORM

I / We hereby transfer and deliver all of my/our rights, title and interest in and to the property described below to the Public Library of Harnett County as an unrestricted gift, along with whatever literary rights I/We may possess to this property.

Dated this _____ day of _____, 19_____

1. _____
Signature

Address

2. _____
Signature

Address

3. _____
Signature

Address

The Public Library of Harnett County hereby accepts and acknowledges as an unrestricted gift the collection or items(s) described below and agrees to administer it/them in accordance with its established policies.

Dated this _____ day of _____, 19_____

Accepted by

Signature

Title

Description of the collection:

FORM LETTER FOR GIFTS

Dear _____:

This letter acknowledges with appreciation your gift of _____ to the Harnett County Public Library.

The district director of the U.S. Treasury Department, Internal Revenue Service in Greensboro, NC has advised us that contributions made for exclusively public purposes are deductible by donors in computing their taxable net income in the manner and to the extent provided by Section 170 in the Internal Revenue Code. However, the library cannot appraise gifts.

According to the information provided by you, the value of your gift of _____ to our library is _____. As with any tax matter we recommend that you consult your tax advisor about the deductibility of your charitable contributions.

You should retain this letter as proof that your gift was received by us.

Thank you again for your generosity and interest in the perpetuation of library services to our patrons.

Sincerely,

V. COLLECTION MAINTENANCE

Harnett County Public Library recognizes the need for continuous evaluation of its collections in response to the changing nature and needs of its community; this collection maintenance is accomplished through the weeding (i.e., removal from the collection), replacement, and duplication of its titles.

WEEDING is a necessary adjunct of selection; the criteria applied to acquisitions form the basis for weeding the collection.

Materials are regularly discarded from library collections; they are withdrawn because they are out-of-date, because they are so badly worn or damaged that they cannot be bound or mended, because it is cheaper to replace them, or because they are once-popular works that are no longer used. Space, the cost of replacement, and the appearance of the collection are factors in these decisions. Although the library tries to have copies of all standard and important works, it does not attempt REPLACEMENT of every copy withdrawn due to loss, damage, or wear. Community interest and the availability of newer or other format materials will be the primary considerations. Since books rapidly go out of print, many specific titles simply cannot be replaced. Withdrawn materials may be sold at a public sale by the Friends of the Harnett County Public Library and proceeds used to buy additional materials.

The library gives serious consideration to the number of requests for an item as a guide for DUPLICATION. Since duplication must not be at the expense of important but less-demanded materials needed for the permanent collection, popular demand, importance of the material and budgetary limitations will be the determining factors.

Since the problems of mutilation, damage and loss of library materials occur regularly in the libraries, it is necessary to establish guidelines to ensure that the libraries' services will not be impaired.

A. DEFINITIONS

The terms mutilation, damage, and missing are defined as follows:

- * Mutilation—the wanton removal of pages or parts of pages from library materials. Also any writing or marking in books.
- * damage—wear on library materials caused by negligence of the user; or, normal deterioration due to heavy use by patrons.
- * missing—absence of library materials which are not charged out, and cannot be located through a systematic search of the collection.

B. WHY THERE ARE GUIDELINES ON REPLACING MATERIALS

The specific purpose of the guidelines regarding mutilation and damage to materials are as follows:

1. to reduce the occurrence of abuse through user education, improved loan services, adequate copies for heavily used materials, the reserve book system, security check, and faculty cooperation.
2. to establish procedures for reporting and recording damaged books and materials.
3. to act promptly in replacing or repairing materials.
4. to improve the cooperation among all agencies using county-owned books and materials.
5. to develop statistical reports required for anticipating needs of seasonal materials; predictable term paper researches, etc.

C. D. GUIDELINES FOR REPLACING MATERIALS

1. The initial handling of mutilated or damaged library materials is that the circulation librarian or shelver places these materials in the designated area for further evaluation by the technical services staff and the library director. The replacement or withdrawing of missing materials shall be attempted periodically.
2. Replacement—while the library tries to have copies of all standard and important works, it does not attempt to replace each copy withdrawn because of loss, damage or wear. Decisions will be based on the following criteria:
 - demand for the specific item
 - number of copies held
 - existing coverage of the subject within the system
 - availability of newer and better materials on the subject
 - price of the replacement copy
 - coverage of relevant subject matter in standard indexes
3. Factors in the decision to rebind are:
 - value and use of the title
 - possibility of replacement
 - physical condition, including quality of paper, margins and illustrations
 - cost of rebinding versus cost of replacement
 - number of copies available

D. CONTINUOUS MAINTENANCE IN THE CHILDREN'S COLLECTION

Because the library recognizes that information is ever changing and that out-of-date material on a subject is often worse than no material at all, the children's collection will be continuously revised and weeded.

The following types of material are considered for withdrawal when evaluating the collection:

1. Materials in poor physical condition.
2. Slow-moving titles not in standard sources such as the *Children's Catalog*.
3. Subjects no longer of interest.
4. Multiple copies of things no longer in demand.
5. Old editions replaced by later revisions of nonfiction titles.

In weeding, care will be taken to retain local material as well as books by local authors — in both adult and juvenile materials.

VI. AUDIOVISUAL MATERIALS AND MACHINES

The Harnett County Public Library attempts to maintain a supply of audiovisual materials and machines to meet the most pressing of the perceived needs of county residents.

A. AUDIOVISUAL EQUIPMENT

Audiovisual equipment may be borrowed by library members who are 16 years old or older. Children may use AV equipment in the library under the supervision of a library employee, but they may not borrow it. Patrons will be shown how to use the equipment when they check it out.

The patron must be instructed in the use and care of the equipment. The patron borrowing the AV equipment must give the library assurance that whoever will operate the equipment is experienced in the operation of AV machines.

The following audiovisual machines are available for loan at the Harnett County Public Library:

16mm movie projector	Slide projector
Filmstrip projector	Slide viewer/sorter
Overhead projector	Public address system
Cassette recorder/player	Polaroid cameras
Slide projector w/cassette	Transistor megaphone

Screens and easels are also available for loan.

B. CONDITIONS OF THE LOAN:

1. Patrons should reserve equipment at least two days in advance. The children's librarian has first priority with audiovisual equipment.

2. In the event of any damage to the AV equipment while it is the responsibility of the patron, the patron is asked to report the damage and be willing to pay a reasonable portion of the bill for the repair of the machine.

3. Patrons returning AV equipment late will be charged \$.50 per day for each piece of equipment.

4. All audiovisual machines are checked out for a period of a week. None are renewable.

C. CONDITIONS OF THE LOAN OF AV MATERIALS:

Video productions (all formats) — there is no reserve system for videos; they are available on a first come/first served basis.

N.C. State Library video productions—these are chosen by the patron from the Film Service catalog and should be requested at least three weeks in advance of need. The patron must be informed that he/she is responsible for mailing the film back to the N.C. State Library, and he/she should be told that the late fine levied on our library will be passed along to the patron.

VI. CIRCULATION PERIODS

The length of the circulation period varies with the type of item being circulated. As of September 1989, the circulation periods are as follows:

Books	3 weeks	Renewable for 1 period
Audio recordings (cassette/CD)	3 weeks	Renewable for 1 period
Periodicals (except current)	1 week	Renewable for 1 period
Video recordings (VC, DVD)	3 days	NOT renewable
All AV machines	1 week	NOT renewable

The late charge (FINE) for each library item is ten cents per open-for-business day EXCEPT that videocassettes are fifty cents per day per item.

There is a nine-day grace period for all library materials except the 3-day items (videos) and audiovisual machines. This means that if a patron returns a book, magazine, or audiotape within nine days of the due date, the patron will owe no fines. On the tenth day, however, the patron will owe \$1.00 in overdue fines for each item overdue, and his/her fine will increase by 10 cents per day per item each day thereafter, up to maximum of \$10.00 for all items overdue, except for video materials which carry a maximum fine of \$20.00 per patron.

The charge for loss of any library possession shall be the cost of the item. If the patron later finds and returns the material, the replacement cost cannot be refunded. The charge for damage to a library possession shall be determined as fairly as possible, usually after some research, and the patron will be assessed the fee promptly.

NOTICE TO THE PATRON

Notice: The first working day after the grace period ends, the library will send the patron the first overdue notice which lists the items due and the due dates.

Invoice: If the patron does not clear his or her record in fourteen days, an invoice for the item(s) is sent along with a letter from the County Attorney informing the patron that legal action is pending. The account is now delinquent.

Consequence: Once an account has become delinquent, the patron's account becomes *Restricted*. This account may not borrow any items from any library in the county, and it remains restricted until the items are returned and late fines paid, or the items are paid for. When the account has been cleared, the patron's status moves to *Probationary* status for 12 months. A probationary patron may check out only two items at a time. If the patron's record remains in good standing for the year, the probationary status will be removed.

An adult who is on probation at the library and sponsors a child under sixteen, the child's record is also probationary.

IX. NONSTANDARD OR NONBOOK LIBRARY MATERIALS

PERIODICALS

Periodicals are acquired for the Harnett County Library in order to keep the collection up-to-date, to provide material not available in books, to supplement the book collection, to supply recreational reading and to serve the staff with professional literature. The back issues are stored in the periodical stacks. A display area is maintained for current copies. Magazines of local interest are kept on file and are considered an important part of the collection (for example, *State*) and are bound periodically.

NEWSPAPERS

The Harnett County Library has a selection of newspapers published in the area and of out-of-town newspapers, which are chosen on the basis of geographical areas and demand.

Gift periodicals and newspapers of limited interest will be accepted — governed by available space. A display area is maintained for these items.

MANUSCRIPT MATERIALS

Manuscripts should be of local interest. The library will maintain copies of original manuscripts, unless originals are given to the library as gifts.

MAPS

Harnett County Library maintains a small collection of maps — some state and county maps received as gifts from individuals and companies, and maps of early local areas. This collection is used to supplement the reference bound collection of maps and atlases.

LARGE-PRINT BOOKS

The large-print collection is maintained for the convenience of library patrons who do not see well. The Outreach Service circulates large-print books from the County Library collection. The municipal libraries also have small collections of large print books.

PHOTOGRAPH FILE

A photo file is maintained in the main library for its historical value. Some of the photographs date from 1940-1970 and are part of a collection that consists of pictures of county and local subjects taken by the late Talbott McNeill Stewart. Other photographs will be included as received. The Library also owns a collection of photographs by Luci Uzzle, done in commemoration of the Bicentennial, in 1976.

AUDIO RECORDINGS

The Harnett County Library has a large and varied collection of audio recordings. These are available in the adult department, audiocassettes, CDs, musical CDs and books on tape.

The children's department has a collection of audio recordings appealing to children.

Selection for purchases of new recordings is determined by the interests of the users. Gift recordings must meet the same criteria as selections for purchase of print materials.

VIDEO RECORDINGS

All video productions are also selected on the same basis as print materials for inclusion in the adult and children's collections.

PAMPHLETS

The pamphlet collection supplements the nonfiction collection of the Harnett County Library. The continual weeding of pamphlets is necessary to ascertain the usefulness of the collection. Duplicates of state documents that do not warrant cataloging are included in the pamphlet file. Federal documents are considered in the same manner. Pamphlets dealing with Harnett County are housed in the Local History Collection. Pamphlets and documents are selected to supplement the adult nonfiction collection and the community's needs and meet the generally applied selection criteria.

PAPERBACK BOOKS

Paperbacks are chosen from reviews. Selections are on popular, current material. The selections cover a variety of subjects and include mysteries, westerns, Gothic tales, love stories, historical novels, animal tales, travel, history, sports, and biography. These paperback books are shelved with the main collection, as well as on special genre racks.

Gift copies of quality paperbacks are selected by the same criteria applied to print materials. The juvenile department also has a circulating paperback collection. Selections are made by the children's librarian using the selection criteria for print materials.

A collection of paperback books for exchange is maintained from gifts of paperbacks to the library. The titles are reviewed to determine if they meet the existing selection criteria before they are placed on the paperback racks for distribution. When the circulating paperbacks are no longer current or no longer circulating, they, too, are placed in this free-exchange paperback collection.

APPENDIX I

RESOURCES USED IN MATERIALS SELECTION

The following book selection aids are among those used by the professional staff of the Harnett County Public Library to select materials.

1. Basic selection tools (retrospective/evaluative)
 - Public Library Catalog
 - Fiction Catalog
 - Children's Catalog

2. Indexes—including supplements
 - Granger's Index to Poetry
 - Play Index
 - Short Story Index
 - Books in Print
 - Readers Guide to Periodical Literature
 - Katz' s Magazines for Libraries
 - Book Review Digest

3. Current professional selection tools
 - Booklist
 - Library Journal
 - School Library Journal
 - Horn Book
 - Wilson Library Bulletin

4. Current general reviewing periodicals
 - New York Times Book Review
 - Raleigh News and Observer

APPENDIX II

THE MEETING ROOM

The meeting room is a conference room that was designed originally for the Local History Collection and for small meetings. The local history collection is available only when there is no meeting in session. If there is a meeting, library staff members may enter the meeting room in a non-disruptive manner to retrieve items for local history researchers.

GUIDELINES FOR USE OF THE MEETING ROOM:

A. The Harnett County Library Board of Trustees will have first priority for use of this conference room. In addition, the County Manager and County Commission have priority for use of this room.

B. The meeting room may be used free of charge, provided it is left clean and orderly, during regular library hours.

C. Meetings may not be held during any hours that the library is not open to the public. Because late closings are not possible, the staff member accepting the reservation for the use of the meeting room should remind the person reserving it that all attendees will have to be out (after the room is straightened) before the library's closing hour.

D. Use of this room will be for the following types of small group meetings: educational, business, civic, cultural and public-information events or library-sponsored programs. The library must decline requests for the use of the conference room for any regular meeting of a club or group, private social function (party, shower, etc.) or private musical performance. This conference room may not be used for sales meetings or specific, regular religious meetings or for promotional meetings of any profit-making organization.

E. Public access - Any exhibit in the meeting room or elsewhere in the library must be open to the public. No fees, dues or admissions may be charged or solicited by the user.

F. Consideration of others - No loud noise or music should be heard beyond the meeting room, for this may disturb those who are studying. Programs and exhibits may not disrupt the normal use of the library or interfere with the quiet study atmosphere of the library. Library staff cannot baby-sit small children while parents are in attendance at a meeting in the library. Space is too limited to allow any group's full records or files to be stored in the meeting room.

G. Library furniture - The arrangement of the furniture is the responsibility of the group using the room. The room must be left CLEAN and ORDERLY, with the furniture returned to the original "Conference room" arrangement. The piano is never to be removed from the meeting room.

H. Library equipment - Use of the podium, projector or VCR equipment is free and may be requested at the time the reservation for the room is made. The library does not have personnel to assist groups with handling their exhibits or equipment. The library cannot be held responsible for individual equipment or materials left in the library. No tacks, nails, or tape may be used on walls to hang pictures, posters, etc.

I. Smoking - Smoking is not permitted anywhere in the library facility.

J. Refreshments - The serving of refreshments is generally not encouraged. However, light refreshments may be permitted. Application for an exemption must be discussed with the director at the time the room is reserved.

RESERVING THE MEETING ROOM

A. Advance reservations - Applications for use of the meeting room are made in advance, on a first come - first served basis. They can be made over the phone or in person, and a responsible party should leave his phone number at the time he makes the reservation. Reservations will not be booked more than sixty (60) days in advance.

B. Publicity - The group distributing publicity for any meeting scheduled for the meeting room must make the sponsorship of the program clear and include the telephone number for the sponsoring group (NOT the library). Publicity must be cleared at the library before it is released.

* * * * *

Noncompliance - Any individual or organization not complying with the above regulations may be denied the use of library facilities in the future.

Exceptions - Exceptions to these regulations will be considered by the library director upon receipt of written request.

APPENDIX III

DISPLAY OF POSTERS, PAMPHLETS, AND FLYERS

Because the public library is a forum for ideas and information it is desirable to permit posters, pamphlets, and flyers to be displayed, whenever possible, in the designated display areas.

A. Public posters, pamphlets and flyers will be displayed on a first come/first served basis as space permits on library bulletin boards or spaces set aside for this purpose.

B. Materials other than posters, pamphlets, and flyers must be delivered to the library personnel for permission to post.

C. Materials submitted should not exceed 8-1/2" by 14" in size, although exceptions may be requested of the library director.

D. Only one item will be posted per event or function. Posting is normally for two weeks depending on the volume of requests.

E. As space is available, some limited advertising of baby-sitting, typing, lawn care, etc. may be posted. Library staff permission must be obtained first.

F. Materials will not be posted if they: (a) would tend to incite or produce imminent lawless action, (b) are obscene, (c) are obviously false or contain misleading information, (d) are defamatory.

G. Any questions regarding this policy should be referred to the library director. Final authority rests with the director.

APPENDIX IV

SAFE CHILD PROCEDURES

Any unattended children (persons age 15 or younger) should be alerted before closing time (about 15 minutes) to contact their parents and/or their rides so they will be picked up at or before closing time.

If, upon leaving, a staff member notices any unattended child, he or she should verify that the child has contacted its parents or ride. The staff member should await the arrival of the child's ride. If, as a last resort, after an unreasonable length of time, and the child's ride has not arrived, the staff member may call the Lillington police and brief that agency on the situation. The staff member should await the arrival of the police; once the police have the child in hand, the staff member may leave.

Library staff may not give rides to unattended children or leave them unattended outside the library door until proper authorities have arrived to handle the situation.

Compensatory time (leave) shall be granted to any library staff member who must stay after normal closing time with unattended children. Calling the authorities is a last resort and unreasonable length of time is determined by the library director.

CHILD LEFT UNATTENDED

- A. An unattended child who appears lost or frightened should be comforted by the staff.
- B. If the staff is unable to resolve the situation, the librarian in charge should be called.
- C. The librarian in charge should try to identify and locate the parents or responsible adult:
 - 1. ask the child if he knows which area his parents planned to visit;
 - 2. walk the child to that area; if the parent is not there; take the child around the building until the parent is located.
 - 3. when the parent is located, explain the library policy concerning an unattended child.
 - 4. if the parent is not found in the building, contact law enforcement officials and take the child to the children's department to await the arrival of the law enforcement official. (As a last resort.)

DISRUPTIVE BEHAVIOR

- A. Disruptive **attended** child seven years of age or younger:
 - 1. tell the child to behave;
 - 2. if poor behavior continues, inform the parent that the child is disturbing others;
 - 3. if the parent refuses or is unable to control the child, contact the librarian in charge who will ask the family to leave.
- B. Disruptive **unattended** child seven years of age or young:
 - 1. tell the child to behave;
 - 2. refer to the CHILD LEFT UNATTENDED portion of this document (Section #3d) and proceed as outlined.
- C. Disruptive child eight years of age or older: (uncontrollable behavior)
 - 1. tell the child to behave;

2. if uncontrollable behavior continues, give the child an oral warning that he will have to leave the building unless he behaves at once.
3. if the disruptive behavior continues after the warning, issue a Disruptive Behavior Citation; tell the child he is required to telephone (and speak with) a parent to report he must leave the building; stay with the child while he is making the phone call. After the call, go with the child to the lobby where he is to do one of two things
 - (1) exit the building if the parent has agreed that he is to go home by himself, or
 - (2) wait for the parent if the parent has agreed (or arranged for someone else) to pick him up. If no one arrives within a reasonable length of time, call the Lillington police (as in Appendix IV, paragraph #2). Give the Disruptive Behavior Citation to the parent.

DISRUPTIVE BEHAVIOR CITATION GIVEN TO PATRONS WHO ARE IN VIOLATIONS OF THE LIBRARY'S POLICIES AND PROCEDURES

BE SURE THAT YOU READ AND COMPLY WITH THE POLICIES OF THIS LIBRARY SYSTEM.

You were given this warning because a patron has made a complaint or a staff member has observed that you are not complying with the Library's *Disruptive Behavior Policy*.

If you continue to ignore the policy you will lose your library privileges and maybe be asked to leave the library.

First citation - 1 month

Second citation - 3 months

Third citation - 1 year or discretion of Library director

DISRUPTIVE BEHAVIOR_____

Name_____

Date_____ Length of citation_____

Employee_____ Director_____

(Employee: Make a copy for the patron and file with director)

Harnett County Public Library

Policy for Using the Internet and the World Wide Web

Please read this document carefully before signing on at the Internet terminal.

Essential to the mission of the Harnett County Public Library is ensuring that the people of Harnett County 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.

Throughout its history the Harnett County Public Library has made information available in a variety of formats. The library's computer system provides the opportunity to integrate electronic resources from information networks around the world with the library's other resources.

The Library has chosen to offer access to the Internet and the World Wide Web because there is a wealth of information that is personally, professionally, and culturally enriching to individuals of all ages. In the same manner, it enables access to some material that may be offensive, disturbing or illegal. The Library encourages you to be a responsible and considerate citizen in your use of the Internet and World Wide Web in this public setting. The Library recognizes that it has a responsibility to set policies and guidelines to encourage the public's responsible and appropriate use of these resources within the Library's buildings. The Library's intent is to address possible misuse rather than eliminating the Internet and World Wide Web resources as a whole.

Your use of these resources is made possible through facilities, equipment and communications technology purchased with public funds—with that use comes responsibility. This network shall be used in a responsible manner and there can be no use of the services in an illegal, malicious, or obscene manner.

In offering Internet access, the Library cannot guarantee that information found through the Internet is accurate, authoritative, or factual. Nor can the Library control access points that often change rapidly and unpredictably. Individual users are reminded that they are responsible for the sites they choose to access.

Parents of minor children are responsible for the child's use of the Internet through the Library's connections. As with other Library materials, restriction of a child's access is the responsibility of the parent/legal guardian. Children twelve years and younger must be accompanied by a parent or guardian when accessing the Internet through the Library's connections. ***Siblings or others under seventeen years of age are not appropriate substitutes.***

If you feel that information you have obtained via the Internet is inaccurate, or offensive, we suggest that you contact the original producer/distributor of that information.

INTERNET ACCEPTABLE USE AGREEMENT

Internet use will be managed in a manner consistent with the Library's *Policies and Procedures*, which have been adopted and are posted in the library.

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

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.

We believe the benefits of Internet access as an expanding information source far exceed any disadvantages. Library users access the Internet at their own discretion. Ultimately, as with other library materials, a child's access to the Internet is the responsibility of the parent.

Rules/Restrictions/Warnings

Access to the Internet is available to patrons on a first come, first served basis. A patron must first check in at the circulation desk. If the terminal is in use it will be possible to sign up for a time to use the Internet computer.

Many public libraries strictly limit the amount of time daily and the number of times per week that patrons may use Internet terminals. We ask that all patrons using the Internet at the Harnett County Public Library will be reasonable in their requests for Internet access. Patrons who have been at a terminal for more than one hour (1 hour) may be asked to give up their spot if all other terminals are being used and other patrons are waiting.

Because our library system is dependent upon Federal funding, we have installed a technology protection measure that blocks or filters Internet access to some Internet sites that are not in accordance with any policy or procedure of the Harnett County Public Library.

The technology protection measure that blocks or filters Internet access may be disabled by a staff member of the Harnett County Library for bona fide research purposes by an adult.

A Harnett County Library staff member may override the technology protection measure that blocks or filters Internet access for a minor to access a site with legitimate educational value that is wrongly blocked by the technology protection measure that blocks or filters Internet access.

All computers with Internet access protects against access through such computers and the following actions will not be allowed:

- *Users may not access inappropriate matter, such as matter that is obscene, pornographic, including child pornography, threatening, harmful to minors, or otherwise in violation of community standards*

- *Users may not engage in unlawful activities or misrepresentation. Users may not attempt unauthorized access (including hacking) to any computer system.*
- *Users must be careful not to expose themselves to dangerous situations. Users must be cautious when using e-mail, chat rooms, instant messaging, discussion groups, newsgroups, game rooms, and all other forms of communications.*
- *Users may not violate copyright laws or software license restrictions.*
- *Users may not make unauthorized disclosure of, use of, or dissemination of a minor's personal information by means of the Internet, e-mail or any other electronic technology. A minor must have the authorization of their parent or guardian to disclose their own personal information*

Violations of these rules may result in a loss of access as well as appropriate legal action and are considered disruptive behavior. (See rules for disruptive behavior.)

Providing access to information on the Internet does not necessarily constitute an endorsement of the content of any of that information by the Harnett County Public Library system.

Approved By: _____ Date 1-21-97

*Ronnie Faulkner Chair,
Harnett County Library Board of Trustees*
Amended by Board vote 10-25-2000
Amended by Board vote 5-10-2002
Amended by Board vote 1-26-2004

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