POLICIES AND PROCEDURES

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### PREFACE

The purpose of the Darlington County Library System’s Policy Manual and the Addendum: Parameters, Procedures, and Forms is to provide consistency in the Library operations and customer service.

The operation and customer service provided by the Library is governed by three documents:

# Darlington County Employee Handbook. The current Darlington County Employee Handbook is the Library’s personnel policy manual. The personnel policies included in the manual are an outline on how human resource matters are normally handled. The policies included in the Darlington County Employee Handbook are approved by County Council and County Administrator.

# Darlington County Library System Operations Manual. The Operations Manual includes those policies that govern the operation of the Library and the delivery of exceptional customer service. The policies included in the Operations Manual are approved by the Darlington County Library System Board of Trustees.

# Addendum: Parameters, Procedures, and Forms. The Addendum: Parameters, Procedures, and Forms includes all those parameters/guidelines, procedures, and forms required for the staff of the Library to carry out the policies within the Operations Manual. The parameters/guidelines, procedures, and forms included in the Addendum are approved by the Darlington County Library System’s administration and management.

### PERSONNEL

# DARLINGTON COUNTY EMPLOYEE HANDBOOK

# 1. The current Darlington County Employee Handbook is the Darlington County Library System’s personnel policy manual. The personnel policies included in the manual are an outline on how human resource matters are normally handled.

# 2. The conduct of Library business may under certain circumstances require additional personnel policies. The Library reserves the right to supplement the Employee Handbook with additional personnel policies so long as they are in compliance with and do not conflict with those policies in the Employee Handbook. Policies may be revised and added with or without notice, as need requires, upon approval of the Library’s Board of Trustees.

# 3. The personnel policy is not a contract of employment and does not create any contractual rights. Employment is at-will. An employee is free to terminate his/her employment with the Library at any time and for any reason, with or without notice. The Library may terminate an employee’s employment at any time and for any reason, with or without notice, in compliance with those policies set forth in the Employee Handbook.

# DRESS CODE

1. The appearance of each staff member while on the job and volunteer/program worker must be appropriate for a public institution serving a diverse community. A Public Library is an institution open to all to visit without restriction or judgment. A visitor’s first impression when entering the Library is very important. Right or wrong, a customer will often judge the level and quality of service he/she can expect by the appearance of the building and the staff. Not only should the Library’s buildings present a neat, clean, professional, and welcoming appearance, the staff should as well.
2. The general guidelines for clothing, accessories, and appearance while working at the Library are:
3. It must fit the occasion by projecting a professional or business casual appearance.
4. It must fit properly and not be tight or revealing.
5. It must not have slogans, sayings, advertising, images, graphics, or photographs on it, unless it is related to the Library and its activities.
6. It must be neat, clean, and in good repair. Torn clothing is not acceptable.
7. Any employee, volunteer, or program worker who comes to work dressed in a

manner that is deemed unacceptable by the Branch Manager and/or Director will be directed to leave and return in proper attire. The time required by an employee directed to change into proper attire will done OFF the clock.

1. Any questions regarding the suitability of clothing, jewelry, body piercings or art,

footwear, headgear, etc. for the workplace are to be directed to a Branch Manager or the Director.

5. See the Addendum: Parameters, Procedures, and Forms - Dress Code for examples.

PERSONAL PROPERTY

1. Whenever practical, any personal property brought into the Library by a staff member should be clearly marked with the name of the owner or with some other means by which the owner can be readily identified.
2. The Library assumes no responsibility for any personal property.

SOLICITATION - STAFF

1. Solicitation is defined as the sale or distribution of merchandise, services, sales materials, tickets, insurance, coupons, etc. not related to the Library or a partner.
2. Solicitation of the public is not permitted on Library property or property under the control of the Library by Library staff unless approved by the Branch Manager and/or Library Director.
3. Solicitation and fundraising by staff members of other staff members must be passive and with the approval of the Branch Manager and/or Library Director.
   1. Includes projects sponsored by the Library’s staff or administration targeted just to staff with the approval of the Library Director (i.e. walk-a-thon teams, food drives, etc.).

**TAKE YOUR CHILD TO WORK DAY**

1. The Library supports the “Take Your Daughter/Son to Work Day” program.
2. Staff who wish to bring their child to work are to contact their supervisor before bringing his/her child to work.
   1. The school’s information form must be completed at least one week before the employee’s “Take Your Daughter/Son to Work Day” is scheduled.
   2. A signed copy of the form is to be made and placed in the employee’s personnel file.
3. All employees who wish to have their children participate “Take Your Daughter/Son to Work Day” must work with his/her supervisor to find tasks for their children to do while in the workplace.
   1. This work can take the form of helping a parent in his/her job or helping other employees in their work.
   2. The purpose of this is so the child can get a better understanding of work at the Library.

PERSONNEL - AUXILIARY

COMMUNITY SERVICE WORKERS

1. The Library accepts, on a limited basis, court ordered short-term community service workers referred by the court system. Only the Director and/or Branch Manager may approve of a community service worker working in the Library.
2. A community service worker’s offense must be of a nonviolent and non-threatening nature.
3. A variety of tasks may be assigned to respond to immediate needs that the library might have. Library activities may limit the number of community service workers that are accepted at one time.
4. Examples of program worker activities include:
5. Shelf reading.
6. Shelving materials.
7. Preparation of materials for programs and projects.
8. Assisting in registering participants, crowd control, distribution of materials, etc. during programs and projects.
9. Light cleaning assignments.
10. Processing and/or repair of materials.
11. Landscaping
12. Community service workers working out-of-doors may bring a personal listening device to help pass the time.
13. Proper attire for outdoor work includes sturdy footwear, gloves, long pants, and a long-sleeved shirt to protect the skin from sun, wind and poison ivy.
14. All community service workers are expected to observe the Library’s polices and proper decorum while on Library property.
15. The Library will terminate a community service worker’s service for violation of Library policy or failure to observe proper decorum while on Library property.
16. Community service workers are not to visit with or entertain their peers during service hours.
17. Limited telephone use by community service workers is permitted.
18. Community service workers are expected to work the number of hours and schedule agreed upon with the Director and/or Branch Manager.
19. A worker must arrive on time and ready to work.
20. Notifying the Library of changes in the fulfillment of time schedules is the worker’s obligation.
21. Failure to make schedule changes in advance by telephone or in person is not acceptable.
22. The Library will terminate a community service worker’s service after three unauthorized absences.

FRIENDS OF THE LIBRARY

1. The Library views the Friends of the Library organizations as an important community resource for the public libraries in increasing understanding of, and support for, the library within that community.
2. As a volunteer organization, members are provided with an opportunity to use their time, skills, resources and contacts in a worthwhile community endeavor, while receiving recognition for their efforts, making library strengths and needs known to the public and funding authorities.
3. The role of the Friends is as a support group, rather than a policy-making body.
4. Each library location may be associated with a Friends of the Library group.
5. The Library endorses and encourages the following objectives of a Friends of the Library group:
6. To encourage public interest and support for the Library.
7. To encourage gifts and memorials for the Library.
8. To purchase special items which cannot be taken care of in the Library’s budget.
9. To assist in public relations and community awareness of and use of the Library.
10. To sponsor programs that support the Library’s mission, goals, and objectives.
11. To make suggestions for improvements in the Library’s programs, services, and collections.
12. To encourage new memberships and continually look for individuals who can contribute in time and effort.
13. The Friends groups will have a written statement of purpose and by-laws which should be in accordance with the policies of the Library.
14. The Friends groups are strongly encouraged to be 501c3 non-profit, charitable organizations.
15. The funds raised by the Friends in the name of the Library are:
16. Not be a substitute for adequate local funding.
17. To be maintained in an account separate and distinct from the Library’s operating accounts.
18. The Friends of the Library’s funds and accounts are solely the responsibility of the Friend’s Board to administer.
19. The Library shall not administer any Friends funds or accounts.
20. To be used to support the facilities, programs, services, and materials of the Library.
21. Gifts made to the Library by the Friends must conform to the Library’s and the County’s gift and fiscal policies, and may not be used to dictate Library policy.
22. Service improvement suggestions may be directed to the local Branch Manager and/or Director at any time.

PRISON CAMP WORKERS

1. The County’s Prison Camp system provides the Library with a labor force for specific, short-term tasks.
2. Only the Director and/or Branch Manager may contact the Prison Camp staff to arrange for a work detail to perform a task at one of the Library’s locations.
   1. Acceptable tasks may include, moving materials and furnishings, landscaping, etc.
   2. No routine library tasks or maintenance is to be performed by Prison Camp workers.
3. The Director and/or Branch Manager will provide the Prison Camp staff with a written document, such as an e-mail, describing the work to be done at the Library location.
4. Only the Prison Camp staff may transport, supervise, and direct a work detail at the Library.
   1. Under no circumstances are Library staff to supervise or interact with Prison Camp workers.
   2. Under no circumstance will staff provide Prison Camp workers with or access to cell phones, tablets, cameras, recording devices, computers, Library records, keys, vehicles, drugs of any description, weapons, money, vehicles, or unauthorized tools.
   3. Food and drink are allowed only with the approval of the supervising Prison Camp staff.
   4. Staff violating this policy will be subject to disciplinary action.
5. Only the Library Director and/or Branch Managers may authorize any change in the tasks performed by Prison Camp workers.

VOLUNTEERS

1. Volunteer opportunities offer citizens a way to contribute to the community, fulfill personal goals, achieve a sense of satisfaction, get training for future jobs, and learn more about the Library and the community. Volunteers are invaluable assets to the Library because their time, energy, expertise, and goodwill enhance the Library’s ability to provide the best service possible to the community. Volunteers strengthen and deepen the Library’s relationships throughout the community.
2. The volunteer program shall offer individuals the opportunity to fill needs throughout all Library departments, programs, and services. Examples of volunteer activities include:
3. Shelf reading.
4. Shelving materials.
5. Preparation of materials for programs and projects.
6. Assisting in registering participants, crowd control, distribution of materials, etc. during programs and projects.
7. Conducting and/or providing programs, classes, workshops, training, etc.
8. Light cleaning assignments.
9. Processing and/or repair of materials.
10. Provide computer assistance to customers.
11. Volunteers will not be used to replace the work done by paid library staff.
12. The Library will use the time and talent of volunteers to:
13. Assist staff, as needed, in critical daily tasks.
14. Add services of value to new and existing programs.
15. Promote public awareness of library services.
16. Increase involvement and support of the Library by the public.
17. Promote civic engagement by employees of local corporations.
18. Volunteers shall be recruited without regard to any individual’s age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level or any other legally protected characteristic.
19. Nothing in this policy creates a contract between the volunteer and the Library.
20. Individuals interested in volunteering at the Library must fill out an application and a waiver form.
21. Volunteers will be accepted based on the Library’s needs matched with the candidates’ qualifications to meet those requirements.
22. All volunteers must have a current library card for the purpose of contact information.
23. Additional information relevant to the activity or task may be required.
24. The Director and/or Branch Manager may waive the library card requirement, but must obtain contact information.
25. A background check, and where applicable, a reference check may be required.
26. Volunteers under the age of 18 must have parental approval and cannot work more than four (4) hours per day.
27. Generally, the Library will not accept volunteers under the age of 14. Youth volunteers may not work without direct supervision by a staff member or an adult volunteer who has successfully completed the volunteer application process, including a background check.
28. The Library and/or a volunteer can terminate their association at any time, for any reason, without any cause being stated.
29. To encourage volunteerism and to ensure a positive experience at the Library, the Library will:
30. Maintain accurate information on activities attended, tasks performed, hours worked, etc.
31. Provide a staff person designated to supervise the volunteer.
32. Provide volunteer supervision in accordance with sound supervisory practices and library policies.
33. Provide each volunteer with a name badge or other identification.
34. Provide written description and procedures for all volunteer tasks as required.
35. Ensure that all volunteers serve in positions that reflect their skills and interests while meeting the needs of the Library.
36. Where necessary, provide orientation and training to prepare the volunteers to perform their duties.
37. Exhibit the Library’s appreciation for work performed through a regular recognition program.

WORK FORCE TRAINING WORKERS

1. The Library supports job training. The Library will work with various government and social agencies, at the agency’s expense, to place their work force experience workers in the Library to gain workplace training and experience
2. The Library will not accept a work force experience worker with the stipulation he or she will be employed by the Library after the program has ended.
3. Examples of work force experience worker activities include:
4. Shelf reading.
5. Shelving materials.
6. Circulation duties.
7. Preparation of materials for programs and projects.
8. Assisting in registering participants, crowd control, distribution of materials, etc. during programs and projects.
9. Conducting and/or providing programs, classes, workshops, training, etc.
10. Light cleaning assignments.
11. Processing and/or repair of materials.
12. Provide computer assistance to customers.
13. Landscaping.
14. Work force experience workers will not be used to replace the work done by paid Library staff.
15. Work force experience workers will be accepted, at the Library’s discretion, without regard to any individual’s age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level or any other legally protected characteristic.
16. Nothing in this policy creates a contract or promise between the work force experience worker and the assigning agency of any future employment with the Library.
17. Work force experience workers will be accepted based on the Library’s needs matched with the workers’ qualifications to meet those requirements.
18. The assigning agency must provide the Library with all requested information requested relevant to the work assigned a work force experience worker.
19. All work force experience workers must have a current library card for the purpose of contact information.
20. Additional information relevant to the activity or task may be required.
21. The Director and/or Branch Manager may waive the library card requirement, but must obtain contact information.
22. A background check, and where applicable, a reference check may be required.
23. All work force experience workers must agree to follow the Library’s confidentiality of records policy in order to be placed in the Library.
24. The work force experience workers will comply with all relevant County and Library personnel policies.
25. The Library, work force experience worker and/or assigning agency can terminate the work force experience worker’s assignment at the Library at any time, for any reason, without any cause being stated.
26. The Library, work force experience worker, and/or the assigning agency will:
27. Maintain accurate information on activities attended, tasks performed, hours worked, etc.
28. The work force experience worker will appear on time and report to the supervising Library employee.
29. Provide appropriate supervision for the work force experience worker in accordance with sound supervisory practices and library policies
30. Provide each work force experience worker with a name badge or other identification.
31. Provide written description and procedures for all work force experience workers tasks as required.
32. Ensure that all work force experience workers serve in positions that reflect their skills and interests while meeting the needs of the Library
33. Where necessary, provide orientation and training to prepare the work force experience workers to perform their duties.

# CIRCULATION

GENERAL

1. The Darlington County Library System’s lending policies facilitate the use of Library materials.
2. All library collections are available to the general public for in-house use.
3. The Library reserves the right to restrict the general public’s use of:
4. Selected materials needed for basic informational services.
5. Rare, fragile, valuable, and historical materials.
6. In-house equipment, information technology, and electronic information resources.
7. The Library’s circulation policies and procedures are designed to:
8. Provide accurate and reliable information on the status, availability, location, and usage of materials in the Library’s collection.
9. Keep accurate records of registered customers, their temporary possession of library materials, and the statistical usage of library materials.
10. Protect customer confidentiality.

BORROWING STANDARDS

1. In order to ensure that customers have access to the materials they want in a timely fashion, the Darlington County Library System sets limits on the number of items any one individual may borrow, loan periods, renewals, and reserves.
2. The management staff is responsible for setting the Borrowing Standards to meet the access needs of customers for materials.
3. The Board will be notified of all changes in the Borrowing Standards.
4. See the Addendum – Parameters and Procedures – Borrowing Standards for the current standard limits.

CONFIDENTIALITY OF LIBRARY RECORDS

1. The Library will comply with the South Carolina Code of Laws regarding confidential library records (Title 60 - Libraries, Archives, Museums and Arts - Chapter 4).
2. Library card applications are kept electronically for an indefinite period of time.
3. Records identifying library customers are confidential information. The records are not to be disclosed except under the following circumstances:
4. Persons, such as staff, acting within the scope of their duties in the administration of the library or library system.
5. Library customers who are seeking their own information concerning materials on loan, overdue materials, accumulated fines, etc.
6. The customer must present his/her library card or other authorized

valid identification or verify his/her name, address, and birth date.

1. A parent or legal guardian who is seeking information about minor children seventeen and under. The parent or guardian may obtain access to the information by presenting the minor’s card and valid identification, or by verifying the minor’s name, address, and birth date.
2. Persons authorized by the library customer to inspect his/her records; or who presents a copy of the library card and can give name, address, and birthdates.
3. In accordance with a proper judicial order upon a finding that the disclosure of the records are necessary to protect public safety, to prosecute a crime, or upon showing of good cause before the presiding Judge in a civil matter.
4. Titles of materials are normally erased from the customer’s record when the materials are returned.
5. A customer may request the Library maintain a record of items borrowed.

FINES / FEES FOR OVERDUE, DAMAGED, AND LOST MATERIALS

1. The Library strives to maximize access to all library materials. Fines for overdue materials are charged as an incentive for customers to return materials on time. The Library encourages customers to treat borrowed materials with care. All customers will be charged a replacement cost for any damaged or lost materials.
2. There are NO OVERDUE FINES ON CHILDREN’S MATERIALS regardless of whether they were checked out on an adult or child’s library card.
3. Fines for Overdue Materials
4. A fine is charged per item to all adult customers who return library materials after the due date. See the Addendum: Parameters, Procedures, and Forms – Schedule of Charges.
5. Replacement Cost Damaged or Lost Materials
6. It is the staff’s responsibility to check returned items for damage.
7. Customers should inform the staff of any damage to Library materials while in their possession or the loss of any items.
8. Damage includes, but is not limited to: water damage; burned, chewed, stained, or ripped covers, cases or pages; ripped or removed labels, barcodes, labels, or tags; dirt, sand, food, or other substances adhered to materials; highlighting or underlining of text; cracked, scarred, or broken materials; bed bugs, roaches, or other pests.
9. An additional fee may be charged per item, at the discretion of the Director, to a customer for any unusual costs incurred in replacing the item.
10. A customer may replace a damaged or lost item with an exact copy of the item and the replacement cost will be waived.
11. The Library will refund any fees paid when a lost item is returned within 90 days of payment, in good condition, and with proof of payment.
12. The Library reserves the right to use a third-party collection agency for those customers who do not promptly pay their fees.
13. The Library will display the current Schedule of Charges at all locations and on its website.
14. The Schedule of Charges is subject to change at the discretion of the Library.
15. The Library will restrict the borrrowing privileges of customers who owe fines or replacement costs.
16. A customer can continue to borrow materials if 10% of the total account (fines and replacement costs/fees) is paid at the time of check out and no further charges accrue.
17. Waiving Fines and/or Fees
18. A Library staff member may waive a fine of up to $1 at his/her discretion, if the customer has experienced confusion regarding Library rules, personal/family issues or extreme, or extreme hardship, such as long-term hospitalization, imprisonment, eviction, fire, flood, or theft. It is the customer’s responsibility to provide valid supporting documentation verifying the hardship.
19. Staff is to notify the Branch Manager of any multiple waived fines.
20. The Branch Manager or Director may waive any and all fines or replacement charges at his/her discretion, if the customer has experienced confusion regarding Library rules, personal/family issues or hardship, such as long-term hospitalization, imprisonment, eviction, fire, flood, or theft. It is the customer’s responsibility to provide valid supporting documentation verifying the hardship.
21. Branch Managers are to notify the Director of any fines or replacement costs waived in excess of a total of $10.
22. A notation must be made on the customer’s record indicating a fine or fee was waived.
23. No customer shall be denied access to or use of the Library’s public computers due to unpaid fines, material replacement costs, or fees.

LIBRARY CARD ELIGIBILITY REQUIREMENTS (Board Approved 6/19/2013)

1. Resident Card
2. To qualify for a Darlington County Library System card a person must meet one of the following requirements:
3. Reside at a valid address within the county.
4. Own property within the county and show a current real estate property tax receipt.
5. Be employed within the County and provide proof of that employment.
6. College students residing at temporary dormitory or other addresses within Darlington County are exempt from the non-resident fee if they provide proof of enrollment. The card must be renewed annually with proof of enrollment.
7. Hotels, motels, shelters, and other temporary housing are not considered to be permanent addresses except for residential managers of such facilities.
8. Post office boxes are acceptable as mailing addresses only and may not be used as proof of residency.
9. Required documentation and information for a card.
10. New applicant must provide verification of identity by showing a picture ID or something with a current address, property ownership, or employment within the county. Acceptable as proof of address are: driver’s license, printed check, utility receipt, rent receipt, voter registration card, telephone credit card with imprinted address, hunting/fishing license, insurance card, computer generated mail with name and address postmarked within the last 30 days. Not acceptable as proof are: personal mail, library cards, hand-written receipts (unless verified by staff), and business cards.
11. The applicant must sign the application acknowledging that all information is correct and that he/she accepts responsibility for all use made of the card. The applicant’s signature on the application form and on the library card itself is a promise to abide by all Library policies and to notify the Library of any change of status (name, address, etc.) or the loss or theft of the card.
12. A customer who cannot provide proof of their current address may fill out a postcard which the Library will mail to the address. When the customer returns the postcard to the Library, the postmarked card is considered proof of address.
13. A non-resident customer of a Palmetto Consortium library or a library with which the Library has a reciprocal borrowing agreement must present a current valid card from their home library at the time of registration.
14. A Library card is valid for three years.
15. Non- Resident Non-Fee Card. Standard card issued to a non-resident county property owner, someone employed in Darlington County, a non-resident who is a student at a public or private school in the county, a holder of a card from a consortium member, or an individual library with which we have a reciprocal borrowing agreement.
16. A Palmetto Consortium member library customer must use the library card issued in the county they reside.
17. The Palmetto Consortium member library customer will be issued a Resident Card upon becoming a Darlington County resident.
18. Be a library card holder in good standing with an individual library with which the Library has a reciprocal borrowing agreement.
19. Eligibility for a Non-Resident Non-Fee Card will be checked annually.
20. Minor Card. If the applicant is 17 years old or younger, a minor, the application must be signed by the parent or legal guardian only.
21. The parent or guardian may submit a written request that the minor’s borrowing privileges be restricted to specific items.
22. When registering a minor child, the parent or guardian must show their own photo ID, proof of family address, verification of a child’s identity, and verification of being the parent or guardian with a birth certificate, baptismal certificate, immunization record, passport, or other government issued document.
23. When a parent or guardian applies for a child’s card but does not have verification of the child’s identity, borrowing is limited to two (2) items. Normal borrowing privileges will be provided once adequate ID is provided.
24. The Library offers restrictions on the Library privileges of minor children for the responsible parent or guardian.
25. The signing parent or guardian is financially responsible for all the materials borrowed by the minor child.
26. A parent or legal guardian may obtain access to a minor’s information by presenting their valid identification, the minor’s card, or by verifying the minor’s name, address, and birth date.
27. It is the sole responsibility of the signing parent or guardian to monitor what content and/or materials their minor child accesses at or borrows from the Library.
    1. It is NOT the Library staff’s responsibility to monitor what a minor child accesses or borrows from the Library.
    2. Library staff is strictly forbidden from taking on the responsibility the role of parent/guardian/caregiver.
28. A minor is issued a new non-fee card at 18 years of age or older upon completion of a new application form.
29. The former minor’s record is eliminated, along with records of all fines, unreturned materials, and other issues.
30. The Library does not limit children and teens to the use of only materials in the children’s and teen collections.
31. Non-Resident Card. The Library will issue a non-resident borrower card to any out-of-county customer.
32. An annual, non-refundable fee is required (See Schedule of Charges).
33. The card expires one (1) year from the date of payment, regardless of the date of issue.
34. All normal ID and address requirements apply.
35. A fee is assessed for each additional family member residing at the same address that wants an individual card (See Schedule of Charges). Each card expires one (1) year from the date of payment for the initial family member’s card, regardless of the date of issue.
36. Corporate, Institutional, or Group Home Card. The Library issues cards to organizations such as businesses or group homes for official business or organization use.
37. An application for a corporate, institutional, or group home card must be made in a letter on letterhead signed by the individual in charge and indicate the name of those authorized to use the card and who will assume financial responsibility for any materials borrowed on the card.
38. The letter may take the form of a Memorandum of Agreement or Understanding (MOA or MOU)
39. An individual from the organization must complete the normal application.
40. A Corporate, Institutional, or Group Home Card is not for personal use.
41. No fines are charged.
42. The card will expire one (1) year from date of issue.
43. Teacher Card. The Library will issue a special card to teachers living or teaching within Darlington County for educational purposes.
44. All ID and current address requirements apply.
45. A Teacher Card is not for personal use.
46. No fines are charged.
47. The card will expire one (1) year from date of issue.
48. Complimentary Card. A Complimentary Card may be issued to a customer by the Director or Branch Manager at their discretion.
49. All ID and current address requirements apply.
50. A Complimentary Card holder is limited to a maximum of four (4) items and may use the Library’s computers.
51. The card will expire one (1) year from date of issue.
52. The Director will review the circumstances under which each Complimentary Card is issued by a Branch Manager.

LIBRARY CARD HOLDER RESPONSIBILITIES

1. It is the responsibility of the customer to inform the Library of any changes in his/her contact information in the Library's customer database to assure all information is current and accurate.
2. The Library reserves the right to annually confirm a customer’s residency status and contact information.
3. Personal Identification Number (PIN)
4. A customer may designate a Personal Identification Number (PIN) to access his/her borrowing record, place holds, view requests, update personal information, access online databases, and renew materials.
5. The last four digits of the customer’s library card are recommended as the PIN.
6. Usage Requirements for a Library Card
7. A customer must have a valid Darlington County Library System card in order to borrow materials.
8. The Library reserves the right to require a valid library card to use the public computers, access databases, participate in select programs, etc.
9. A customer may check out materials twice a year without a library card by showing a picture ID.
10. Transfer of Cards
11. Library cards are not transferable.
12. A Library card is not to be used by any person other than the person to whom it is issued. A parent or guardian of a minor may use the minor’s card to check out materials.
13. The customer is responsible for all use made on his or her Library card.
14. Expiration of Library Cards
15. All Resident library cards are valid for three years from date of issue.
16. All other cards, Non-Resident, College Student, Teacher, Corporate, Institutional, Group Home, and Complementary cards are valid for one (1) year from date of issue.
17. Suspension of Borrowing Privileges and Invalidation of Library Cards
18. The Darlington County Library System reserves the right to suspend borrowing privileges or invalidate a customer’s library card at any time if the customer does not:
19. Return overdue materials
20. Pay or make regular payments (10% minimum) on outstanding balances on their account.
21. Abide by Library policies or habitually abuses Library policies.
22. “Claims returned” a fifth (5) item that cannot be found by staff.
23. A customer’s card becomes invalid when they is no longer a resident, property owner, employed in Darlington County, or a public or private school student in the county.
24. A customer’s card becomes invalid on the date his/her card expires.
25. Lost, Misplaced, or Damaged Card
26. It is the responsibility of the customer to report lost or misplaced cards as soon as possible.
27. Staff may notify a customer his/her lost card has been found and will be held for one month.
28. A customer may be held responsible for the misuse of a lost or misplaced card if it is not reported immediately.
29. A replacement fee is charged for a lost or misplaced card (See Schedule of Charges).
30. A lost card that is found is not to be kept for more than one month.
31. Before destroying a lost card, check the customer’s status to determine when was the last time the card was used. If there is no activity date or the last activity was over one month ago, the card is to be destroyed.
32. If there is reason to believe a lost card should not be destroyed, the decision is at the discretion of the Branch Manager.
33. If a lost card is saved, place a block on the customer’s record with the message the card is in the library card “lost and found.”
34. DO NOT DELETE THE CUSTOMER’S RECORD.
35. Reciprocal Borrowing Agreements
36. The Library participates in consortia and individual reciprocal borrowing agreements with other libraries for the purpose of allowing our customers to physically go to another public library to borrow materials.
37. A non-resident customer must apply in person for our library card.
38. A non-resident customer must present a valid library card from their local public library.
39. All registration and circulation policies and procedures apply to a customer from a consortium of which the Library is a member or a library with which our Library has a reciprocal borrowing agreement.
40. The Library reserves the right check the non-resident’s current status at their local public library if a local library card is presented in the registration process.
41. Any restriction or revocation of a borrower’s privileges at their local library may result in the denial of borrowing privileges within our library system.
42. The Library reserves the right to notify a customer’s local library of any violation of our policies.
43. Borrowed materials may be returned by a customer to their local library for return to us, but it is the customer’s responsibility to assure the borrowed materials are returned to us on time. It is not the local library’s responsibility.
44. Renewal
45. A card renewal follows the same procedure as for a new card.

OVERDUE MATERIALS NOTIFICATION

1. An overdue materials notification is a courtesy and reminder to the customer.
2. The Library is not obligated to send any overdue materials notification.
3. The Library reserves the right to send any overdue materials notification in a format and method it deems practical.
4. The Library reserves the right to notify a customer by telephone or any electronic messaging means of overdue materials.
5. Additional materials may not be cannot be checked out on the customer’s card until the overdue materials are returned the fine or replacement cost is addressed.

# CUSTOMER CONDUCT

CODE OF CONDUCT

1. The Library has established rules of conduct that promote a safe, welcoming, healthy, and barrier-free environment for all. Our goal is to provide an environment that is inviting where individuals feel valued and respected. We seek to promote orderly conduct to protect all users, library staff, and property.
2. All Library customers are expected to adhere to the Code of Conduct and exercise appropriate behavior at all locations of the Library.
3. Reasonably quiet and reserved behavior is expected on Library property.
4. Customers shall be engaged in activities associated with the normal use of a public library while on Library property.
5. Parents and caregivers are responsible for the actions and safety of their children visiting the Library.
6. Behavior regulations will be enforced in a fair and reasonable manner.
7. Library staff and/or law enforcement officers will intervene to stop prohibited activities and behaviors.
8. Failure to comply with the Library’s established regulations and policies may result in removal from the premises, exclusion from the Library for a period of time and/or possible arrest or prosecution. Violations may result in the restriction and /or termination of library privileges.
9. A customer’s right to access the Library is not an absolute right and can be lost for engaging in conduct that violates this Code of Conduct.
10. Inappropriate conduct includes any individual or group activity which is not conducive to usage of the Library or disturbs the Library environment in the judgment of the Library staff present and the Branch Manager and/or Library Director, if present.
11. Threats of any kind, behavior, or acts which appear to be a danger to Library staff and/or customers are all strictly prohibited.
12. There will be zero tolerance for any threats and any such actions will be reported to law enforcement.
13. Examples of inappropriate use of the Library or behavior include but are not limited to:
14. Performing any illegal act or conduct in violation of federal, state or local law, ordinance, regulation or emergency services or law enforcement directive.
15. Impeding ingress or egress to/from the Library.
16. Vandalism or damaging Library property.
17. Altering or damaging the setup of computer equipment or software.
18. Using the Library’s Internet access computers for purposes other than acceptable personal fulfillment. Acceptable uses includes education, research, information dissemination, communication, filing for government benefits, job searching, writing, creating art, entertainment, etc.). Unacceptable uses may include the creation and dissemination of threats and offensive messages and materials, the conduct of illegal personal and business activities, viewing pornographic and offensive images, etc.
19. Irresponsible use of the Library’s electronic resources that are inconsistent with the purposes for which they are provided and to follow the Library’s basic rules and regulations.
20. Writing in or damaging Library materials.
21. Removal or attempted removal of Library materials or property without checking them out or without authorization.
22. Damaging or using furniture in any manner for which it was not intended.
23. Committing acts of physical violence, including any form of assault, hitting, fighting, child abuse, etc.
24. Disruptive, drunken, or threatening behavior.
25. The carrying, threatened use, or use of any type of an unauthorized weapon.
26. The exhibiting, threatened use, or use of any object for the purpose of harming themselves, others, or to damage property.
27. Conducting loud conversations and arguments or other noise-producing activities which disturb others, including the use of electronic or mechanical devices, such as musical instruments, celebratory noise makers, cell phones, video and audio digital players, tablets, computers, etc.
28. Cursing, making obscene gestures, or use of offensive and/or intimidating language.
29. Fighting, challenging others to a fight, or provoking violence in any manner.
30. Running, horseplay, or other disruptive physical activity.
31. Transmitting threatening or abusive language or images.
32. Chronic sleeping.
33. Acts of sexual abuse, harassment, or misconduct, lovemaking, exhibitionism/indecent exposure, or stalking.
34. Unwanted, inappropriate, or offensive touching or other physical contact.
35. Displaying obscene material or pornography in any format that violates federal, state, local laws or Library policies.
36. Any conduct that alarms, annoys or harasses another customer or staff.
37. Unacceptable personal hygiene that is offensive to customers or staff.
38. Using Library rest room facilities for inappropriate purposes, such as bathing or washing clothes.
39. Clothing determine to be inappropriate, revealing, and/or having offensive images or words. Shirt and shoes must be worn for safety and health concerns. Infants being carried are not required to wear shoes.
40. Consumption of alcohol, intoxicants, or tobacco.
41. The use of any substance which produces smoke or vapor in any form is prohibited in all Library buildings or within 20 feet of any Library entrance, regardless of the delivery system, such as, but not limited to, cigarette, cigar, pipe, or electronic device.
42. Consumption of food and drinks in unauthorized areas and at inappropriate times.
43. Bringing animals into the building except properly identified service animals, or animals used in Library programs – service animals shall not be left alone.
44. Soliciting money, donations, signatures, or other activities that request assistance from the public.
45. Entering before or after open hours.
46. Failing to comply with the direction of staff in the conduct of enforcement of Library policy and/or procedure.
47. Using the Library when privileges have been suspended or revoked.
48. Photographing other users of the Library without their permission and permission of the Branch Manager or Library Director.
49. Campaigning for specific candidates, issues, or causes on Library property and related activities that include the distribution of campaign materials (bumper sticker, pins, etc.), display of banners and signs, solicitation of volunteers and/or monetary contributions, or the creation of mailing lists.
50. Unauthorized, improper, or unsafe use of the library facilities and property, such as the steps, railing, ramps, parking lot, etc. for activities like bike riding, skating, skateboarding, acrobatics, etc.
51. Unattended and Improperly Supervised Children
52. The goal of the Library is to provide a welcoming, educational, and fun place for children who use our facilities.
53. It is NOT the Library staff’s responsibility to serve as baby-sitters, teachers, or disciplinarians. Library staff is strictly forbidden from taking responsibility for a child in the Library while on duty.
54. Parents/guardians/caregivers are responsible for the safety, behavior, and supervision of their children at all times in the Library and on the Library’s property.
55. Children are expected to respect the Library and its property and adhere to the Rules of Conduct at all times while in the Library.
56. Parent/caregiver/guardian will be notified, if possible, of their child’s inappropriate behavior when it occurs.
57. If a parent(s), caregiver, or guardian cannot be reached and the inappropriate behavior continues, the proper authorities will be called.
58. A parent/caregiver/guardian or tutor must accompany a school age child during hours that school is in session.
    1. A truancy officer or law enforcement official will be notified to deal with any suspected truant, suspended, or expelled student.
59. Examples of child specific inappropriate behavior or threatening circumstances include:
60. Any child roaming/loitering, running, or engaged in bullying, vandalism, or horseplay that disturbs or threatens other customers and/or Library staff.
61. Any child involved in a situation that is potentially harmful to the health or safety of the child and/or others.
62. The child appears to be ill or upset, such as crying, screaming, or experiencing a temper tantrum.
63. A child the staff has determined to have been left alone for an excessive period of time.
64. Children’s Internet Protection Act (CIPA) Statement
    * + - 1. This policy is in compliance with the requirements of the Children’s Internet Protection Act, as codified at 47 U.S.C. § 254(h) and (l).
        1. The Internet is a resource that enables library customers to connect to information beyond that contained in the Library’s collection; however, using the computers at the Library is a privilege, not a right. The Library staff has the right to restrict/ ban computer usage by customers who cannot abide by the regulations of the Library concerning the specific rules for the use of the computers. Attempts at altering programs or other functions of the computers without authorization will result in denial of access to the network. Our library system has installed web-filtering technology in accordance with Proviso 72.95 of the 2001-2002 Appropriations Acts of South Carolina. Any attempt to alter this filtering device, or to instruct or demonstrate to another person how to do this could result in permanent denial of access to any and all Library computers without any verbal or written warning. While the Library will make every effort to screen inappropriate materials, it cannot be held responsible for the content of any computer program or Internet resource the customer uses. Also, in accordance with Proviso 72.95, 10% of our computers are unfiltered. In order to use an unfiltered computer, a customer must request specifically to use the station. If a customer is age 17 and under, the minor must have a signed agreement from their parent(s) and the minor must have a parent/ guardian sit with the minor in order to use the unfiltered computer.
        2. The Library’s Internet computers are provided to customers for the purpose of education, research, information, communication, applying for benefits and jobs, writing, entertainment, creative endeavors, personal fulfilment, etc. All users of the Library’s electronic resources are expected to use these resources in a responsible manner, consistent with the purposes for which they are provided and to follow the Library’s basic rules and regulations.
        3. Internet/Computer access time is limited to 60 minute intervals. If no customer is waiting, a customer may request additional time in 60 minute intervals to a maximum of two hours daily per customer.
        4. The Library staff reserves the right to adjust computer time limits as necessary to assure equitable use of computer assets by all Library customers.
        5. Through electronic choice, all customers must agree to the Internet Access Policy each time access is granted successfully.
        6. No more than two customers may share a computer. If computers are shared, all customers must agree to the Internet policy. If a customer is using the unfiltered computer and is a minor age 17 or under, the customer must have a parent/guardian with them at the computer at all times.
        7. A parent, guardian, or legal caregiver, through signature, is responsible for the access of customers age 17 or under for use of filtered or unfiltered computers.
        8. It is the responsibility of parents, guardians or care givers to determine what is appropriate for their own children.
        9. Receiving or displaying inappropriate materials, defined as text or graphics, which may reasonably be construed as obscene is not allowed.
        10. Misrepresenting yourself by access code, password or signature is forbidden.
        11. Deliberately damaging hardware or software, or knowingly introducing a computer virus is forbidden.
        12. Making copies of copyrighted or licensed software or data is not allowed.
        13. No personal software may be installed on the Library’s computers.
        14. Customers may not use the Library’s facilities or equipment for any activity prohibited by Federal or state laws, or by local ordinance.
        15. Customers acknowledge receiving the following rules at the time they are given permission to use the Library’s Internet: “I have read and agree to abide by the regulations outlined in the Darlington County Library System Internet and Computer Use Policy. I understand that violation of these rules may result in the loss of access to these service and/or suspension of all library use privileges. Unacceptable use that is illegal may also result in appropriate legal action. All public access computers within our system, with the exception of ten per cent of our computers, are now equipped with web-filtering software as mandated by the S.C. General Assembly. I understand that any attempt to alter this filtering device, or to instruct or demonstrate to another person how to do this, will result in permanent denial of access to any and all library computers without verbal or written warning. Every time I use a library computer I agree to comply with the rules of this service.”

**RESPONSE TO DISRUPTIVE CONDUCT**

1. It is the Library’s right and responsibility to determine that a customer’s conduct is inappropriate or has engaged in activities in violation of the Code of Conduct.
2. Under no circumstance is a staff member to touch or physically confront a disruptive customer, except in self-defense or the defense of others.
3. All actions taken are documented by Library staff and retained for future reference.
4. The Library will maintain records listing offenders, their contact information, offenses, and the period(s) of exclusion, suspension of privileges and/or warning notice of trespass.
5. The Library will place a note with the dates of suspension of privileges, exclusion and/or trespass warning notice on the offender’s borrower record, if the customer is in the ILS database.
6. Suspension of Privileges or Exclusion from Library Property

In the event that a customer has engaged in disruptive conduct, the Library’s Director, Branch Manager, and/or Reference Staff Member may take the following actions as deemed appropriate to the situation:

1. Emergency Responders and/or Law Enforcement. If a customer’s conduct appears to be a violation of the law or is a potential threat or danger to themselves, other customers and/or Library staff, emergency responders and/or law enforcement authorities shall be called immediately.
2. Calling emergency responders and/or law enforcement is non-negotiable with the customer if determined by staff to be in violation of the Code of Conduct.
3. An incident report must be submitted within 48 hours.
4. Warning. Advise the customer that their conduct is unacceptable and request that the person comply with the Library policy. An incident report must be submitted within 48 hours.
5. Suspension of Library Privileges – Law Enforcement Offered Ban or Notice of Trespass
   * + - 1. Law enforcement may offer the Library the opportunity to ban or give “Notice of Trespass” to a customer that has violated the Code of Conduct.
         2. Only the Branch Manager and Director together, in consultation with law enforcement, will determine if a customer will be banned or issued a Notice of Trespass at the suggestion of law enforcement.
         3. The police report regarding the incident will be obtained and submitted with an incident report as soon as possible.
6. Suspension of Library Privileges – Level 1 One Day. If the customer does not comply, the customer is to be directed to leave the building for the rest of the day. An incident report must be submitted within 48 hours.
7. If a customer does not obey an order to leave the building, staff shall request assistance of the local law enforcement to remove the person from the building.
8. Suspension of Library Privileges – Level 2 One Week. If the customer has been readmitted to the Library after being evicted for one day repeats or continues to display disruptive behavior within a 30 day period, the customer may be evicted for one week with the approval of the Branch Manager and/or Director. An incident report must be submitted within 48 hours.
9. If a customer does not obey an order to leave the building, staff shall request assistance of the local law enforcement to remove the person from the building.
10. Suspension of Library Privileges – Level 3 One Month. If the customer has been readmitted to the Library after being evicted for one day and continues to display disruptive behavior within a 30 day period, the customer may be evicted for one month with the approval of the Branch Manager and/or Director. An incident report must be submitted within 48 hours.
11. If a customer does not obey an order to leave the building, staff shall request assistance of the local law enforcement to remove the person from the building.
12. Suspension of Library Privileges – Level 4 Six Months. If the customer has been readmitted to the Library after being evicted for one day and continues to display disruptive behavior within a 30 day period, the customer may be evicted for six months with the approval of the Branch Manager and/or Director. An incident report must be submitted within 48 hours.
13. If a customer does not obey an order to leave the building, staff shall request assistance of the local law enforcement to remove the person from the building.
14. Suspension of Library Privileges – Level 5 Notice of Trespass. If the customer has been readmitted to the Library after being evicted for one day and continues to display disruptive behavior within a 30 day period, the customer may be served with a trespass notice in compliance with the South Carolina Code of Laws, Title 16 - Crimes and Offenses, Chapter 11 - Offenses Against Property, Section 625 Public library trespass; warning; appeal; penalties.
15. The Director and/or designee shall issue a Trespass Warning Notice. See Addendum: Parameters, Procedures, and Forms – Forms – Notice of Trespass.
16. After completing the Trespass Warning Notice, the authorized staff member will make two copies of the form and give the original to the offender in the presence of a law enforcement officer, give one copy to the law enforcement officer, and retain a copy for the Library’s records.
17. A customer receiving a Notice of Trespass may appeal the notice.
18. The customer must submit a written request for a hearing to the Board within five business days of receiving the notice.
19. The Board of Trustees of the Library will provide a hearing within ten business days of the request for an appeal.
20. Child Specific Responses
21. Attended - Parent/Caregiver/Guardian Present
22. Library staff will warn the child his/her behavior does not comply with a specific part of the Code of Conduct.
23. If the disruptive behavior continues, staff will inform the parent/caregiver/ guardian responsible that his/her child or children are disturbing others.
24. If the parent/caregiver/ guardian is unable or refuses control his/her child or children, the staff may ask that they leave the Library.
25. Unattended - Parent/Caregiver/Guardian Not Present
26. Library staff will warn the child his/her behavior does not comply with a specific part of the Code of Conduct.
27. If the disruptive behavior continues, the child will be told to leave the Library. The child will be provided with means to contact a parent/guardian/caregiver for transportation.
28. If the child has been readmitted to the Library after being evicted and continues to display disruptive behavior, he/she shall be evicted again at the appropriate level. The Library staff may contact the child’s parent/ caregiver/guardian, if deemed appropriate by the Branch Manager and/or Director, about the behavior. The contact and its resulting actions will be documented for the Library’s records.
29. A child whose library use is restricted may use the Library during the specified period only when the child is accompanied by a responsible parent/caregiver/guardian.
30. If at any time a staff member determines a child’s behavior is belligerent and/or refuses to leave the Library, the staff will call the appropriate law enforcement agency to resolve the situation. An incident report must be submitted within 48 hours.
31. Unattended Children at Closing Time
32. A child will be provided with all available means of contacting his/her parent/caregiver/guardian.
33. A child age 13 and under is not to be left without supervision. Two staff members will wait up to 20 minutes for the child to be picked up by a parent/caregiver/guardian. The two staff members will be compensated for the additional time.
34. If the child cannot make contact with a parent/caregiver/guardian or is not picked up after 20 minutes, the staff will contact a local law enforcement agency to take charge of the child. An incident report must be submitted within 48 hours.
35. Staff is to leave a note on the Library’s front door informing the parent/caregiver/guardian of the child’s whereabouts. The two staff members will be compensated for the additional time.
36. Under no circumstances shall a Library staff member transport a child to another location. This includes at the direction of a parent/guardian/ caregiver.

SERVICE ANIMALS

1. The purpose of the service animal policy is to accommodate all customers’ use of the Library resources while maintaining a safe and comfortable environment for everyone.
2. Animals allowed in the Library facilities are:
   * + 1. A service animal as defined by the Americans with Disabilities Act (ADA) as “a dog that has been individually trained to do work or perform tasks for an individual with a disability.”
       2. To ascertain whether an animal is allowed in the library under ADA, library staff may ask if the dog is a service animal required because of a disability, and what work or task the dog has been trained to perform. Library staff may not ask for documentation, identification, or other information.
       3. Service animals as defined by South Carolina Code section 47-3-920 “an animal that is trained for the purposes of assisting or accommodating the sensory, mental, or physical disability of a disabled person.”
       4. To ascertain whether an animal is allowed in the library under the S.C. Code, library staff may ask whether the person has been prescribed a service animal. Library staff may not ask for documentation, identification, or other information.
3. Other species of animal, whether wild or domesticated, trained or untrained, are not service animals and are therefore not allowed in Library facilities.
   * + 1. The crime deterrent effect of an animal’s presence and/or the provision of emotional support, well-being, therapy, comfort, and/or companionship do not constitute work or tasks for consideration as service animal (Code of Federal Regulations, Title 28, Section 36.104).
4. Animals approved by the Branch Manager or Director for inclusion prior to a Library program or Library sponsored event are allowed within a Library facility.

SOLICITATION - PUBLIC

1. Solicitation is defined as the sale or distribution of merchandise, services, sales materials, tickets, insurance, coupons, etc.
2. Solicitation of the public is not permitted on Library property or property under the control of the Library by the public or Library staff.
3. The exceptions to the non-solicitation policy are the following:
4. Those for fundraising projects conducted by the Friends of the Library or related library organizations.
5. An author(s) or author’s agent selling books related to the author’s program (signing, discussion, visit, etc.) at the Library.
6. Passive solicitation and fundraising projects sponsored by the Library’s in conjunction with another organization/agency with the approval of the Branch Manager and/or Library Director (i.e. walk-a-thon teams or drives for food, childcare products, clothing, pet supplies, etc.).

# CUSTOMER SERVICE

BULLETIN BOARD, INFORMATION TABLE, AND EXHIBIT SPACE

1. As an educational, cultural, and community institution, the Library welcomes postings, information, exhibits, and displays of interest to the citizens of Darlington County.
2. Priority is given to postings and materials related to the Library on its public bulletin board, information table, and exhibit/display space in each location.
3. The Library provides bulletin board, table space, and exhibit/display space in specific public service areas of its choosing at each of its locations for the posting, distribution of information, exhibits, displays, and announcements of interest to the community.
4. Postings and distribution materials of public information, affairs, events, programs, etc. will be displayed subject to the availability of space on a first come first serve basis.
5. All postings and materials for distribution must be neat and timely.
6. Announcements and materials for distribution may be removed after a period of time by the Branch Manager or Director without notice.
7. The Library reserves the right to remove any posting or materials for distribution without notice.
8. The Library Director or designee shall have final approval for any posting, materials for distribution, and exhibit/display.
9. Any materials posted, distributed, or exhibited/displayed at the Library shall not be interpreted as the Library’s support or endorsement of its content.
10. The Library is not responsible for the accuracy of any statements or the representation made in such materials.
11. Permission will not be granted to post, distribute, exhibit/display the following:
12. Anonymous notices, materials, or those which do not clearly indicate the identity of the individual, group or agency involved.
13. Notices, materials, or exhibits/displays of regular religious services.
14. Notices, materials, or exhibits/displays from political parties for political rallies, a candidate’s campaign, issue, or position.
15. Advertisements of a commercial nature.
16. Distasteful, offensive or detrimental to public use of the Library and community.

LIBRARY PARKING

1. Parking facilities are provided at the Library’s locations for the use of our customers, staff, and service vendors.
2. The Library is not responsible for any item(s) left in any vehicle parked in its parking facilities.
3. The parking facilities may be used for community festivals and other activities, with the Director’s approval, so long as it does not significantly impact customer access to the building.
4. Unauthorized vehicles left in the Library’s parking facilities for more than 24 hours will be considered to be abandoned.
   1. The Branch Manager will contact the Director for approval to have a vehicle towed.
5. Vehicles that are parked in such a way as to pose an impediment or hazard to customers and staff may be towed immediately, with the approval of the Branch Manager or Director, if the owner cannot be located.
6. Customers whose vehicles are towed are responsible for all fines and fees incurred.

PROCTORING

1. Proctoring is provided by the Library to meet the educational assessment and employer requirements of a diverse community.
2. The Library’s ability to provide test proctoring is limited.
3. Students and the educational institutions are to be informed:
4. The staff cannot monitor the student or employee during the entire testing period.
5. The staff is not responsible for receiving, distributing, collecting, or returning testing materials.
6. All proctoring sessions must be scheduled at least one week prior to the exam. Multiple exams may be scheduled.
7. Proctoring is only available during a location’s regular business hours.
8. Exams must be completed 30 minutes prior to closing.
9. It is the individual’s responsibility to notify the Library’s staff of any scheduling changes.
10. Missed appointments will be handled on a case by case basis. The Library reserves the right to refuse proctoring services to an individual who has failed to appear for three appointments.
11. The Library:
12. Reserves the right to check an individual’s identification before the testing begins.
13. Staff member providing the proctoring session will sign the appropriate paperwork if all proctoring conditions have been met.
14. Will place the completed test in the institution provided return pre-stamped and addressed envelopes using the Library's postal service.
15. The Library will not:
16. Provide constant one-on-one monitoring.
17. Download tests or testing software, or alter any Library computer to accommodate any test or testing software.
18. Troubleshoot test or testing hardware and/or software problems.
19. Provide extra peripherals, such as headphones, webcams, etc.
20. Provide office supplies, postage, or shipping/mail services.
21. Help students find answers to test questions
22. Provide an employee's personal information, except for his/her name as the designated proctor, for any reason.
23. Be responsible for mailed, faxed, or e-mailed exams not received by the college or institution.
24. Computer access for online exams may vary per location.
    1. All use of the Library’s public computers is subject to the Library's policies regarding Internet usage.
    2. Any student or employee using a Library computer for testing must have a library card or computer use card.
    3. The Library provides free Wi-Fi access. Students and employees may use their personal laptop computer, if their institution allows.
    4. The Library’s staff is not responsible for troubleshooting testing software or hardware issues experienced by a student or employee using their own hardware and software.

PROGRAMS

1. Programming is provided by the Library to meet the educational and recreational needs of a diverse community.
   1. The Library will seek to offer programming that represents and cultivates a diversity of interests among all age ranges.
   2. Presentations are meant to be educational or recreational and are not necessarily representative of the Library’s opinions or beliefs.
   3. Programs will not discriminate for or against a particular religion, belief, political stance, race, age, sexual orientation, gender or disability. Programs may be held that are intended to represent a diversity of views on a given topic.
   4. The Library will make reasonable efforts to ensure that differing viewpoints or a range of viewpoints are represented.
2. There will be no cost, fee, solicitation, or sales offer required for a customer to attend a Library program, with the following exceptions:
   1. Attendees may be charged a minimal fee to recover the cost of materials used during programs.
   2. Programs will not be sponsored by the Library with the intent of selling products or services.
   3. Authors / artists / performers who agree to present a program may make arrangements for his/her works to be available for purchase by attendees.
   4. Presenters are not allowed to distribute promotional materials, business cards, or other information with the purpose of soliciting further transactions of any kind with attendees. Attendees may choose to approach the presenter with requests for such information at their own discretion.
   5. The Friends may make available items for purchase by attendees.
   6. Participation in programs which offer prizes, tickets, or other amenities tied to a location within Darlington County is limited to those who make their home in Darlington County, live in counties contiguous to Darlington County, or their home library is a member of the Palmetto Consortium.
      1. The Library will not select and/or ship any prize for an individual unless there are extenuating circumstances and with the approval of the Director.
      2. Reasonable accommodations may be made on a case by case basis for individuals who are residents of Darlington County to participate who are not able to participate in select programs due to illness, military posting, work assignment, etc. at the approval of the Director.
3. Library staff responsible for each age level of programming and authorized to make decisions regarding the programming will be designated by the Branch Manager or the Director.
   1. It is the responsibility of the programmer to ensure that the Library’s meeting room and equipment is available before a program is scheduled.
   2. Programs may be scheduled to take place outside of the meeting room with the approval of the Branch Manager.
   3. The staff member responsible for a program must provide sufficient information in a timely manner to the appropriate staff for the creation of any necessary promotion/public relations materials.
   4. A program sponsored by the Library may contain content that is not suitable for all ages. Parents or guardians are responsible for decisions regarding the suitability of a program for their child.
   5. Programming that may reasonably be foreseen as controversial will be reviewed and approved by the Director.
4. The Library accepts requests for programming at any time. Requests may be generated by customers interested in a particular subject or by an individual or group wishing to host a program at the Library. Such requests will be honored at the discretion of the Library.
   1. Outside organizations or individuals who request the Library’s sponsorship in a program must agree to all of the policies of the Library in providing such programming.
   2. When the Library chooses not to sponsor a program, the organization or individual may seek to use the Library’s meeting room.
5. Programs are scheduled during regular operating hours.
   1. Programs outside of regular hours will be approved by the Branch Manager and the Director.
   2. Library staff must be present when Library sponsored programs are scheduled outside of regular operating hours.
6. The Library will not prohibit customers from attending any program based on religion, creed, belief, gender, sexual orientation, political interest, race, or age.
   1. The capacity of each location’s meeting room(s) is established by the local fire marshal. The capacity of the meeting room may not be exceeded. The Library may choose to limit attendance based on this consideration.
   2. The Library will make reasonable accommodations for customers with special needs who choose to attend its programs.
7. The Customer is responsible for making the Library aware of any special arrangements that might be necessary for attendance at least 48 hours prior to the program.
8. Children must be monitored by a responsible adult(s) for their own safety and to insure others attending a program may enjoy it.
   1. It is not the responsibility of the Library’s staff to monitor a child at any time while in a Library facility or on its grounds.
   2. A parent/caregiver/guardian must accompany their child age 5 or younger while attending a children’s program.
   3. A child age 6 to 12 years old may attend a children’s program if a parent/caregiver/guardian is present in the Library.
   4. All children’s groups attending a program in the Library must be accompanied by an adult representative of the group.
9. The Library may ask customers to register prior to a program. The decision to require registration will be made at the discretion of the Library. Customers who do not register prior to a program may be allowed to attend at the Branch Manager’s or Director’s discretion on a case by case basis.
10. Attendees may be required to leave a program based on their behavior as outlined in the Code of Conduct.
11. The Library reserves the right to cancel a program at any time at its discretion.
    1. When a cancellation occurs, the Library will post a cancellation notice in a prominent location and announce the cancellation through select media and social media.
    2. Programs may be canceled due to inclement weather independent of the Library’s decision to remain open during such inclement weather.
12. Programming funds are a part of the Library’s regular operating expenditures. Additional funding for programs may be provided through donations and grants.
    1. A staff member may be authorized to negotiate a contract with a presenter on behalf by the Director.
    2. The Library may insist on a contract or refuse to sign a contract with a presenter(s) at its discretion.
    3. All contracts will be reviewed by the Director and appropriate Branch Manager. The Director or designee will sign all contracts with presenters.
    4. Payment to a presenter will not be made without prior approval of the Director and will be in compliance with the guidelines of the County Finance Department, grant authority, and/or Friends President.
13. The Library chooses to sponsor programs at its own discretion. The Library welcomes the comments and concerns of its customers concerning Library programming.
    1. All formal complaints/challenges to a program sponsored by the Library must be made in writing to the Director. The individual making the complaint or challenge is encouraged to be specific as to the content of the program that is/was objectionable.
    2. The Director and appropriate Branch Manager will review the submitted written complaint/challenge.
    3. The Director will respond with a written statement within 14 days of receipt of the complaint/challenge.
    4. A customer may appeal the Director’s response to the complaint/challenge to the Board within 30 days after receipt.

PUBLIC MEETING SPACES

1. The Library’s public meeting spaces are available to community groups and organizations, government agencies, and businesses under the following rules.
2. Discrimination on the basis of race, color, religion, sex, national origin, age, handicap, or political affiliation will not be tolerated by the Library.
3. Allowed activities:
4. Government, educational, cultural, and medical agency activities.
5. Non-profit agency activities.
6. Religious study group and committee meetings.
7. Commercial and business training, committee/employee meetings, and application/interview activities.
8. Social, cultural, historical, fraternal, and service club activities.
9. Political forums, constituent meetings, and town halls.
   1. Speakers are permitted to share their political views in our meeting rooms either individually or in tandem with other speakers.
10. Charges, such as for material recovery fees, for a workshop or membership dues for an organization may be allowed and are not considered fees.
11. Prohibited activities:
12. Religious worship or denominational religious services.
13. Political rallies or campaigns for specific candidates, issues, or causes.
    1. This includes, but is not limited to, the distribution of campaign materials (bumper sticker, pins, etc.), display of banners and signs, solicitation of volunteers and/or monetary contributions, or the creation of mailing lists.
14. All activities that include fundraising and/or the selling of products or services.
15. Showers, wedding receptions, birthday parties, or other parties of similar nature.
16. All donation, offering, admission, participation, ticket, or other fee(s), except for Library or Friends sponsored events.
17. No group or organization will be permitted use of the room if it appears that the contemplated use would be a clear or perceived danger to the Library, its occupants, or the community.
18. Any activity that will exceed the meeting room’s stated maximum occupancy size
19. The Library system and its affiliated organizations and programs have first priority for the use of meeting rooms.
20. Government agencies have second priority and are charged no fees for use.
21. Nonprofit community groups and organizations, businesses, and others may reserve meeting room space on a first come, first served basis.
22. The meeting room may be reserved for no more than 12 dates in a single calendar year or four days in a single month.  Library or county related programs are exempt from limits on frequency of use.
23. The Library reserves the right to:
    1. Monitor the use of the meeting room.
    2. Revoke meeting room privileges at any time.
    3. Restrict meetings that extend outside normal business hours.
24. The individual signing the meeting room use form on behalf of an organization agrees to:
    1. Inform participants of all regulations governing use of the meeting room.
    2. Not allow the number of occupants to exceed the room’s stated maximum occupancy.
    3. Accept full liability for any loss or damage to the facilities or equipment.
    4. Confine the organization’s activities to the assigned room.
    5. Provide any and all room set-up / take-down, equipment, supplies, food, and trash bags needed by the group.
    6. It is a violation of Federal Law to exhibit prerecorded visual media beyond the scope of family viewing. Therefore, it is understood that all necessary licenses must be secured to show visual materials in the Library’s meeting room. The signing individual and group will indemnify the Library from any expenses that may occur because of failure to do so.
25. Loud noises (music, talk, etc.) or activities in the meeting rooms which disturbs or hinders the use of the Library by its customers or staff are prohibited.
26. Kitchenette facilities may be used only for light refreshments.  No food preparation equipment or utensils are provided by the Library.
27. No candles or other incendiary materials may be used.
28. No alcohol beverages, illegal/controlled substances are permitted in the Library’s meeting rooms.
29. The use of any substance which produces smoke or vapor in any form is prohibited in all Library buildings or within 20 feet of any Library entrance, regardless of the delivery system, such as, but not limited to, cigarette, cigar, pipe, or electronic device.
30. No signs, displays, or any promotional or directional materials may be distributed or erected on Library grounds without prior permission.
31. Clear the room of all non-library equipment, supplies, food, and trash by the designated room reservation end time.
32. The Library staff is not responsible for any amenities or room set-up / take-down, unless previously arranged with the Library Branch Manager.
33. The Library is not responsible for the loss or theft of items belonging to a meeting’s organizer(s)/facilitator(s), speaker(s)/performer(s), or participant(s)/attendee(s)..
34. FAILURE TO COMPLY WITH THIS RULE WILL RESULT IN DENIAL OF FUTURE MEETING ROOM USE.
35. A meeting room reservation may be cancelled due to unanticipated building or weather conditions at the discretion of the Branch Manager and the Director.
36. If a conflict arises over the interpretation of the meeting room use policy, the matter will be referred to the Director.
    1. The Director is granted power to waive rules if in their judgment an emergency or other conditions warrant this action.  The Director must report all such waivers to the Library Board at its next regularly scheduled meeting.
    2. The Library Board of Trustees must approve exceptions to this policy.
37. A reservation for the room will be placed on the calendar at the Branch requested when the completed application has been approved and signed by the Branch Manager.
38. The applicant should mail, fax, e-mail, or bring the completed form to the Library.
39. No reservations for room use will be booked until the application has been received and approved by the Branch Manager.
40. The Library will use the approval date to schedule a meeting room on a first-come, first-served basis.

TOURS - GROUP

1. The Library welcomes visitors interested in gaining a broad overview of the many services, resources, and events the Library has to offer.
2. Group tours are available free of charge at any Library locations.
3. Group tours are available upon request.
4. Availability of a tour at the date and time requested will depend on:
5. Purpose or objective of the tour.
6. Other tours scheduled for that day.
7. Staff availability.
8. Group tour requests must be submitted at least one week in advance to the Branch Manager or Children’s Librarian.
9. Teachers are required to obtain permission from their school’s principal before submitting a tour request.
10. Tour group sizes are limited to 50 people. The limit includes teachers, parents and other chaperones.
11. A Library staff member will approve and confirm the date, time, and size of the tour.
12. The tour group’s leader(s) is responsible for monitoring and addressing the behavior of those participating in the tour.

# MATERIALS MANAGEMENT

ACQUISITIONS

1. Sources – Acceptable and Unacceptable
2. The Library will purchase materials and information resources from national, state, and local publishers, vendors, and bookstores.
3. The Library will purchase materials from itinerant vendors, individuals, authors, or via online auction on a case by case basis.
4. The Library will not purchase any materials solely via telephone solicitation.
5. The Library will not accept any item for the collection as a “review copy,” “on a trial basis,” or “on approval.”
6. Ordering/Purchasing
7. The Library will follow the ordering/purchasing policies and procedures of the Darlington County Finance Department.
8. The Library will follow the ordering/purchasing policies and procedures of the individual vendor.
9. The Director shall determine ordering/purchasing priorities based on the needs of the community, individual branch, and the system.

BUDGET ALLOCATION - ANNUAL

1. The annual materials budget for the Library is used to purchase materials in these main categories: Print (books, newspapers, magazines, etc.), Audio-Visual (DVD, Audiobook, CD), Electronic (E-books, magazines, audio-visual, etc.), and Reference Databases.
2. The materials budget is a part of the overall budget approved by the Library Board of Trustees.
3. The Director and Branch Managers will allocate the budget to purchase print and audio-visual materials to meet the Library location’s unique customer demands.
4. Factors used to determine the specific allocations may include:
5. Statistics based on usage by category or Library location.
6. Average cost of items in each category.
7. Number of items lost or withdrawn in an area or Library location.
8. Average circulation for each item by category or Library location.
9. Level of development for the category or Library location as determined by staff
10. User requests in the area or Library location.
11. Start-up costs of new collections.
12. Replacement projects in given areas of the collection or Library locations as required.
13. The Director has the discretion to reallocate the funds in the materials budget to:
14. Address past insufficient or inadequate funding of a collection or Library location.
15. Refresh, renew, update, enlarge, revise, or rework a collection or an entire Library location’s collection.
16. The percentages may fluctuate from year-to-year depending on funding, target areas of the collection, and the Library's goals and objectives.

**DEPOSIT COLLECTION**

1. Due to a high loss rate for certain materials, the Library reserves the right to designate any item with a high loss rate as requiring a deposit to borrow. The Director or designee will approve all materials requiring a deposit.
2. The required deposit is collected at the time the item is borrowed. Addendum – Parameters and Procedures – Schedule of Charges for the current deposit amount required.
3. The customer’s name, the item’s title, due date, and deposit amount will be recorded and stored with the deposit.
4. When the item is returned in good condition, the deposit is returned in full, less any overdue fine.
5. In the event the item is not returned within 90 days, the customer forfeits the deposit. The deposit is used to offset the cost of a replacement for the item.

**INTERLIBRARY LOAN**

1. Because of limited budget and space, the Library cannot provide all the materials that are needed by the community. Interlibrary loan is used to obtain from other libraries those materials that are not in the Library’s collection.
2. General Information
3. The Library will follow the interlibrary loan rules set by the Consortium or loaning library.
4. No item released/published within the past six months will be loaned unless authorized by the Director.
5. A customer in good standing with the Library may request any item from any other location of the Library.
6. A Library staff member will initiate the request, except for an item(s) within the Library system.
7. The customer is required to designate a specific branch as the pickup location for the item(s).
8. The customer will be notified the item(s) requested has arrived and is ready for pickup.
9. Due to the expense in shipping an item(s) outside the Consortium, the customer’s interlibrary loan privilege will be suspended for one calendar year for failure to pick up more than three interlibrary loan item(s) within a calendar year.
10. Specific responsibilities and restrictions
11. Between Branches of the Library:
12. A customer may initiate the request.
13. Between Consortium member libraries:
14. A customer must abide by all the loaning library’s rules and restrictions on the use of the item(s).
15. A customer is responsible for all costs resulting from the damage or loss of an item(s) from a library within the Consortium.
16. Between the Library and libraries outside the Consortium:
17. A customer must abide by all the loaning library’s rules and restrictions on the use of the item(s).
18. A customer is responsible for all shipping and processing costs charged for the loan of an item(s) from a library outside the Consortium
19. A customer is responsible for all costs resulting from the damage or loss of an item(s) from a library outside the Consortium.

MAINTENANCE AND EVALUATION

1. Once materials are added to the Library’s collection, they are managed through a maintenance and evaluation process to ensure that ongoing collection priorities are met. The priorities are that the collections remain up to date, balanced, attractive, and that space limitations are minimized.
2. The Library staff will use a process known as the CREW (Continuous Review, Evaluation, and Weeding) Method to identify materials, regardless of format, to retain, replace, repair, or withdraw / de-select (See Addendum: Parameters, Procedures, and Forms – Regulations and Procedures – CREW Method).
3. The general criteria for retaining, replacing, repairing, or de-selecting include:
4. Availability elsewhere (the Library, Consortium, in-print, online, etc.).
5. Cost within the budget (cost of replacement, repair, or interlibrary loan).
6. Historical significance, interest, or value.
7. Physical condition.
8. Relative usefulness of item.
9. Space consideration (resource available as an online database).
10. Frequency of circulation (usage within a period of time).
11. Superseded, inaccurate, or out-of-date content.
12. Discontinuation of the format.
13. The Library retains those materials that have an enduring or permanent significance to history, literature, the community, and overall collection goals.
14. Reference materials retaining informational value may be transferred to the circulating collection.
15. The withdrawing / de-selecting of materials is an integral part of collection maintenance and development. The Library Director, Branch Manager, and/or designee have the authority and discretion to withdraw / de-select any item from the collection.
16. Withdrawn / de-selected materials will, at the Library’s discretion, be donated to the Friends of the Library for book sales, other libraries, non-profit community organizations, or disposed of through other means determined by the Library.

PAPERBACK EXCHANGE

1. A paperback exchange system is available at all branches. It is stocked with donated materials.
2. Customers do not need a library card to take paperback exchange materials.
3. The program operates on the “honor system.” Customers may take any number of books at any time. Customers are encouraged donate materials to the paperback exchange.
4. The Library maintains circulation statistics on paperback materials that are taken by a customer.
   1. Customers inform the circulation desk of the number of materials taken.

SELECTION

1. The Library selects, acquires, and provides free and open access to appropriate materials regardless of format. As technology advances and our community changes and develops, the Library will be both a physical resource and a "virtual" presence in the lives of each and every resident. The Library strives to meet the current requirements of the community and to anticipate future needs.
2. Guiding Principles of the Materials Selection Process
3. Underlying the Library’s materials selection process are principles found in the American Library Association’s Library Bill of Rights, the Freedom to Read Statement, and the Freedom to View Statement.
4. The Library Board and staff will not, either directly or indirectly, ban or censor any material.
5. The presence or availability of an item or information in the Library or through its information technology network is not an endorsement of its content by the Library Board or staff.
6. The Library Board and staff recognizes that while individuals are free to reject for themselves materials of which they do not approve, they cannot restrict the freedom of others to read, listen, and view materials selected by the staff within any guideline set forth by the Library.
7. The Library has a responsibility in its selection of materials to be inclusive, equitable, and to represent the widest possible diversity of views.
8. Each type of material will be considered in terms of its own kind of excellence and for whom it is intended. There is no single standard that can be applied in all cases. Some materials may be judged primarily in terms of artistic merit, scholarship, or their value as human documents. Other materials are selected to satisfy the recreational and entertainment needs of the community.
9. The overall responsibility for the collection rests with the Library's Board.
10. The Director is delegated the final responsibility by the Board for the selection and retention of all materials at all locations.
11. The Director has the authority to delegate the duties of selecting and retaining all materials to designated staff based on what will best serve the needs of the community, a specific branch, and the system.
12. Objectives of the Library's Collections are:
13. To promote literacy and offer support for lifelong learning for all ages.
14. To help customers know more about themselves, their world, and to function effectively as members of society.
15. To provide access to a variety of opinions on matters of current interest and encourage freedom of expression.
16. To support educational, civic, and cultural activities within the community and to provide links to community resources and government agencies.
17. To encourage continuous learning and to supplement formal study.
18. To support career advancement, job-related skills, and employment resources.
19. To provide a collection of resources in a variety of formats that meet the desires and needs of the community.
20. To maintain a virtual collection of resources that is accessible twenty-four hours a day, seven days a week.
21. To provide materials that entertain and enhance the customer’s enjoyment of life.
22. General materials selection is based on one or more of these criteria:
23. Customer recommendation.
24. Relevance to interests and needs of the community.
25. Anticipated demand.
26. Attention of critics, reviewers, media, and the public.
27. A positive review in at least one professional review journal.
28. Suitability of physical form for use by the Library’s customers.
29. Intended use of the item, such as a workbook, test preparation, coloring, punch out models, etc.
30. The item’s physical construction, such as materials used, binding, moving parts (pop-ups, pull tabs, flaps, etc.), inserts, and supplemental materials (CD, 3-D glasses, toy, etc.).
31. The material format and the technical quality of the production, especially in relation to audio-visual, digital, electronic, and other non-print formats.
32. Local significance of the author, storyline, or subject.
33. Relevance to the existing collection’s strengths and weaknesses.
34. Current or historical significance of the author, storyline, or subject.
35. Reputation and/or significance of the author/artist and publisher/producer.
36. Relevance to the experiences and contributions of diverse populations.
37. Price and availability in relation to the Library materials budget.
38. Organization and ease of use; clarity, accuracy, and logic of presentation.
39. Representation of an important movement, genre, or national, state, or local trend.
40. Artistic presentation or experimentation.
41. The entirety of the work, not on isolated illustrations, passages, or sections.
42. Specific Materials selection is based on one or more of these criteria:
43. Local and Regional Interest Materials. The Darlington County Library System is committed to collecting materials related to Darlington County, the Pee Dee Region, and by Darlington County authors.
44. Due to the comprehensive nature of the Darlington County Historical Commission’s collection, the Library has partnered with it to include its collection in the Library’s catalog.
45. The Library may purchase and/or collect materials that duplicate what can be found in the Darlington County Historical Commission’s collections.
46. The Library reserves the right to transfer materials and collections to the Darlington County Historical Commission based on a determination by the Library’s Director and the Historical Commission’s Director of the location that best serves the needs of the community. These may materials may be genealogical/family histories, town and county histories, regional histories, military records, newspapers, primary documents, etc.
47. Each Library location will have some materials that pertain to its local community, Darlington County, the Pee Dee Region, and South Carolina.
48. The largest collection is located in the Darlington Branch. It is the primary repository for local and regional materials within the system.
49. The collection will include:
50. Local government information and publications
51. Fiction and non-fiction materials by Darlington County authors.
52. Non-fiction materials related to Darlington County.
53. Rare and out of print materials related to Darlington County.
    * 1. Customers will require staff assistance to use these materials.
54. Darlington, Hartsville, Lamar, and Society Hill Libraries may collect materials relevant to their particular community.
55. The secondary purchase priority is given to materials related to the surrounding counties and the Pee Dee Region.
56. The Library will purchase out-of-print or used materials related to Darlington County on a case by case basis.
57. The Library’s donation/gift policy applies to all materials local and regional interest materials.
58. The Library will not accept any materials under the stipulation “permanent loan.”
59. Children’s materials are selected to serve the diverse needs, interests, and backgrounds of children in our community through age 11 based on the Library’s materials selection criteria.
60. Electronic, digital, and Internet based resources selection criteria will also include:
61. Ease of access to and use of the product.
62. Availability of the product for in-house or community wide use and the number of multiple simultaneous/concurrent users.
63. Equipment, hardware, or software needed to provide access to the information.
64. Technical support and training.
65. Availability of physical space needed to house and store the information or equipment.
66. Compliance with the Library’s Internet Use Policy.
67. Kits of an educational nature may be created based anticipated need or demand in conformity with the Library’s general materials selection criteria.
68. Large print materials are purchased by Library based on demand at a Library location and its general materials selection criteria.
69. Magazine subscriptions are purchased based on the demand at each Library location and the Library’s materials general selection criteria.
70. Newspaper subscriptions are purchased based on their coverage of local, regional, state, and national news and demand at each Library location based on the Library’s general materials selection criteria.
71. Non-English language materials are purchased based on the needs of the community.
72. The Library purchases a limited number of Spanish language materials, focusing primarily on children’s materials.
73. The Library purchases a limited number of English as a Second Language (ESL) materials.
74. Rare or out of print materials will be purchased on a case by case basis based on the Library’s general materials selection criteria.
75. Textbooks are not purchased by the Library in support of any instructional program or curriculum.
76. Textbooks in some fields are purchased because they represent the best or only information resource on a specific subject.
77. Young Adult (YA) materials are selected to serve the diverse needs, interests, and backgrounds of minors, ages 12 through 17, in our community based on the Library’s general materials selection criteria.
78. Young adult graphic novels, manga, anime, and other formats are collected by the Library based on local demand and the Library’s general materials selection criteria.

**SELECTION REVIEW / RECONSIDERATION - CUSTOMER**

1. The Board of Trustees recognizes the right of individuals and customers to question materials in the Library collection.
2. Any individual or customer may question the appropriateness of a particular item in the collection. The following review process will be used:
3. The Library staff shall attempt to resolve the inquiry by providing the individual with a copy of the Materials Selection policy and reviewing the criteria outlined with the complainant.
4. If the individual or customer is not satisfied with the staff’s response, the individual may then submit a Request for Reconsideration of Library Material form (See Addendum: Parameters, Procedures, and Forms - Request for Reconsideration of Library Material).
5. The completed form is given to the Branch Manager and/or the Director.
6. The Director, the Branch Manager, and other staff as designated by the Director will review the Request and determine the appropriate response.
7. If the individual or customer is not satisfied with the Director’s response, the complainant may request to be placed on the agenda of the Board’s next regular meeting to express his/her position.

SELECTION REVIEW / RECONSIDERATION - STAFF

1. The Board of Trustees recognizes the right of staff to question materials in the Library collection.
2. Any staff may question the appropriateness of a particular item in the collection. The following review process is to be used:
3. The Library Branch Manager and/or Director shall attempt to resolve the inquiry by directing the staff member to the Materials Selection policy and reviewing the criteria outlined with the staff member.
4. If the staff member is not satisfied with the staff’s response, the individual may then submit a Request for Reconsideration of Library Material form (See Addendum - Request for Reconsideration of Library Material).
5. The staff member will give the completed form to the Branch Manager and/or the Director.
6. The Director, the Branch Manager, and other staff as designated by the Director will review the Request and determine an appropriate response.
7. If the staff member is not satisfied with the Director’s response, the staff member may request be placed on the agenda of the Board’s next regular meeting to express his/her position.
8. Any unilateral action by a staff member(s) to remove material(s) from the collection without the approval of the Director will be grounds for disciplinary action.

# MISCELLANEOUS

COPYRIGHT COMPLIANCE

1. It is the intent of the Library to comply with Title 17 of the United States Code, titled “Copyrights”, and other federal legislation related to the duplication, retention and use of copyrighted materials. The intent of the law is to protect the rights of copyright owners from unauthorized reproduction of their works. This includes works that have been fixed in any format whether or not they have been published.
2. The law recognizes the public benefit of allowing citizens to do limited copying from copyrighted works for educational purposes. Under the precepts of fair use (section 107), library customers may copy or print parts of copyrighted works for one-time, educational, non-profit activities.
3. Copying that would replace or infringe upon a commercial sale of a copyrighted work, such as copying a work in its entirety, copying something for repeated use, or making exceedingly numerous copies of the same item, is an infringement of copyright law.
4. Photocopiers/Scanners/Printers. A notice of copyright will be prominently placed on the Library’s photocopiers.
   1. Library staff generally do not photocopy materials for customers, although exceptions may be made when circumstances warrant.
   2. Library staff shall not duplicate any materials if doing so will violate copyright.
   3. Library customers copying any materials on Library machines are solely and fully responsible for using the materials in compliance with relevant copyright law.
5. Public Performance Rights. Items without public performance rights are for personal and home use only. Library staff will follow copyright law in selecting and using materials for public performance.
6. Artwork. Original or copyright free art will be used to produce Library publicity items or for creating displays and decorations.

DISASTER, EMERGENCY, OR INCLEMENT WEATHER SITUATIONS

1. General guidelines for all disaster, emergency or inclement weather situations.
2. The primary factor for any decision will be the safety and security of the Library, its staff, and its customers.
3. Any customer or staff member refusing to take the direction of the senior manager in charge during a disaster or emergency situation is to be reported to first responders who will take appropriate action.
4. If a decision is made to close or postpone, local broadcast media will be contacted to make the necessary announcements.
5. Staff members prevented from working their assigned hours due to the Library closing one or all of its facilities because of inclement weather may be paid in accordance with County and Library policy.
6. Active Shooter
7. Call 911 to report an active shooter.
8. ADD response to an active shooter situation.
   1. AVOID - Evacuate the building of all customers and staff as quickly as possible.
   2. DENY – If unable to evacuate, move to a room or area and deny the shooter access by locking the door, creating a barricade, or erecting some other obstruction between you and the shooter. Do not leave until emergency responders appear and escort you from the facility.
   3. DEFEND – If unable evacuate or deny the shooter access to your area, attack to defend your life and others.
9. Call the Branch Manager and/or Director
10. First responders will handle the active shooter.
11. No one is to re-enter the building until an “all clear” signal has been given by law enforcement.
12. Bomb Threats
13. Call 911 to report the bomb threat.
    1. Report all information received during the call regarding the bomb’s location, detonation time, appearance, etc. to 911 and first responders.
14. Evacuate the building of all customers and staff as quickly as possible without inciting panic.
15. Call the Branch Manager and/or Director
16. First responders will handle the actual bomb search.
17. No one is to re-enter the building until the all clear has been given by the law enforcement.
18. Fire
19. Staff shall know the location of all building exits and fire extinguishers.
20. If a fire alarms sounds, staff shall investigate the situation to determine what is happening and where.
21. Call 911 to report a fire.
22. Evacuate the building of all customers and staff as quickly as possible without inciting panic.
23. Call the Branch Manager and/or Director
24. No one is to re-enter the building until an “all clear” signal has been given by the Fire Department.
25. HAZMAT Emergency
26. Call 911 to report a HAZMAT emergency.
    1. 911 will be called regardless of the wishes of the staff member or customer. This is non-negotiable with a staff member or customer.
27. In the case of a HAZMAT emergency, staff and customers will shelter in place or evacuate the building at the direction of the of the 911 dispatcher and/or first responders.
28. Call the Branch Manager and/or Director
29. First responders will handle the HAZMAT emergency..
30. Inclement Weather
31. Maximum effort will be made to maintain regular library operating hours.
32. The Director or designee will determine if a specific location shall be closed due to inclement weather.
33. The Library may close (or postpone opening) when weather conditions exist making travel hazardous. As a County Department, the Library is subject to the direction of the County emergency management personnel.
34. Tornadoes / Hurricanes
35. The Library may close (or postpone opening) at the direction of the County emergency management personnel or Director due to the approach of a hurricane or tornado.
36. When a tornado has been sighted within in the community, the city siren will sound the warning. Library staff shall advise customers of the situation and ask them to proceed to a safe place in the Library or leave the building to seek shelter. Normal routine may resume when the “all clear” sign is given.
37. A Library facility will act as a disaster shelter at the request of emergency management personnel.
38. Medical/Health Emergencies
39. Call 911 to report a medical/health emergency.
    1. 911 will be called regardless of the wishes of the staff member or customer. This is non-negotiable with a staff member or customer.
40. Staff and customers will evacuate the building at the direction of the 911 dispatcher and/or first responders.
41. In a medical/health emergency, clear the area of all customers and staff as quickly as possible.
42. Call the Branch Manager and/or Director
43. First responders will handle all medical/health emergencies.
44. Staff members will exercise caution when administering first aid for the individual to what is prudent and reasonable for the preservation of life.
45. Staff is will keep the individual experiencing a medical/health emergency comfortable, safe, and secure until medical help can be obtained.
46. No medication, including aspirin, should ever be dispensed to the public.
47. Power Failure
48. The Library will close during a power failure based on the light conditions within the building and the estimated time of repair at the discretion of the Director.
49. Customers may be asked to leave the building and the Library location closed until the restoration of power. Staff will continue to work with the available light and normal routine may resume when the power is restored.
50. Closing a Library location due to power failure is at the discretion of the Director or designee.

GIFTS AND DONATIONS

1. The Library welcomes gifts/donations of money, books and other materials, equipment, works of art, documents, photographs, or property of any kind which promotes the mission of the Library.
2. The Library reserves the right to refuse any gifts or donations deemed to be not in the best interests of the Library to accept.
3. Any gift/donation refused may be appealed by the donor to the Director.
4. A donor may appeal to the Library Board of Trustees any decision by the Director to refuse a gift/donation.
5. If a gift/donation is accepted by the Library, the gift/donation shall be final. Items donated to the Library become the property of the Library and may not be returned to the donor.
6. There shall be no restrictions on the Library’s ownership, possession, use, or disposition of the gift/donation except for any restriction(s) approved by the expressed vote of the Board of Library Trustees, upon the recommendation of the Director, and acknowledged in writing to the donor.
7. No gift/donation posing a danger or threat to staff and customers will be accepted (e.g., metal sculpture with sharp, moving parts).
8. A gift/donation that requires extensive, regular special care, or conservation at the Library’s expense may not be accepted.
9. Valuation. Income tax regulations leave the determination of a gift’s or a donation’s monetary value to the donor. Donors wishing to have an appraisal of their gift/donation for income tax purposes should have that done prior to donation.
10. The Library will provide a timely, written acknowledgement of the receipt of gift/donation to the donor and, if desired, to a recognized individual or organization (See Addendum: Parameters, Procedures, and Forms – Forms – Gift/Donation Acknowledgement Form).
11. The Library is used extensively by its customers and sustains losses through damage, theft, vandalism, and ordinary wear. The Library therefore cannot guarantee that any gift/donation will be a permanent part of the collection, furnishings, grounds, or facility.
12. Types of gifts and donations accepted:
13. Art and decorative objects. In general, gifts/donations of art objects shall be of local interest to the community, of a professional quality, well-executed, and in good condition.
14. Because of the Library’s limited display and storage areas and focus on its primary mission as a library and not a museum, the Library reserves the right to refuse any gifts/donations of art and decorative objects.
15. Art objects will be accepted only with the donor’s full agreement that the Library has the right to handle or dispose of the gift/donation in the best interests of the Library.
16. Collections. The Library welcomes gifts/donations of collections that promote the mission of the Library.
17. A gift/donation of a collection any size will be accepted at the discretion of the Library with the understanding that the collection may not be kept intact.
18. If expenses are involved with maintenance of a collection, such as signage, additions to the collection, activities related to promoting the collection (such as recognition ceremonies or programming), security, etc., the donor will be expected to provide funding or in-kind donations to support the accepted collection.
19. Information Technology, Equipment, and Furniture. The Library accepts gifts/donations of furniture and equipment that supports and furthers the mission of the Library.
20. The Library retains the prerogative to accept or reject any gift/donation of information technology, furniture, and/or equipment for the Library.
21. The placement and use of information technology, furniture and equipment is the sole prerogative of the Library. The wishes of the donor regarding the location of a gift/donation in the Library will be taken into account by the Director.
22. The Library will not accept information technology, furniture, or equipment that cannot be properly cared for or secured by the Library within normal operations and procedures of the Library.
23. Gifts/donations of computer hardware/software are accepted at the discretion of the Information Technology Manager and Director. A donor of computer hardware/software not needed by the Library may receive a recommendation of another organization which will accept older hardware/software.
24. Materials. The Library welcomes gifts/donations of all types of materials.
25. Gifts/donations of books and/or other materials in good condition are accepted with the understanding that items which are not added to collections will be disposed of at the discretion of the Library.
26. These items may be given to the Friends of the Library for sale, given to other libraries, or discarded.
27. The Library accepts donated copies of self-published books and other materials, but does not guarantee inclusion in the collection.
28. Memorial. The Library welcomes monetary gifts/donations for the purchase of materials for the collections given in recognition or memory of an individual or organization.
29. Memorial gifts/donations should be made payable to the Friends of the Library.
30. Memorial Gift Account noted in the “notes” field.
31. Whenever possible, the Library staff will choose items which will reflect the donor’s subject or title interests.
32. The name(s) of the donor(s) and those recognized by the gift/donation will be listed on a bookplate affixed to the material, if so desired.
33. Memorabilia and Realia. The Library accepts gifts/donations of items/objects if they support the mission of the Library.
34. Items accepted by the Library in this category will be those that have cultural or historical significance to Darlington County and the Pee Dee Region and are appropriate for inclusion in the Library's collections.
35. The placement and display of an item is the sole prerogative of the Library. The wishes of the donor regarding the location of the item will be taken into account by the Library.
36. The Library will work with the donor who wishes to see recognition for the donor or an honoree to determine an appropriate form of identification of this recognition on a case-by-case basis.
37. The Library will not accept real items that cannot be properly cared for or secured by the Library within normal operations and procedures of the Library.
38. Monetary. The Library welcomes gifts/donations of cash or stock.
39. Because the Friends of the Library have been granted a 501(c)3 status by the Internal Revenue Service and gifts/donations to that organization are income tax-deductible to the extent allowed by law, monetary gifts/donations should be made payable to the Friends of the Library.
40. A gift/donation may be made directly to the Library and may only be used in accordance with the County’s financial policies.
41. Real Estate or Other Personal Property. The Library will accept gifts/donations of real property that either support or could be sold to support the mission of the Library.
42. Such offers will be handled by the Director, who in consultation with the Board of Library Trustees and the County Administration, will determine the suitability of the gift/donation and the terms of acceptance compatible with the Library’s mission and policies, the donor’s intent, and applicable laws.
43. Naming Opportunities. In recognition of the generosity of an individual(s) and/or corporation(s), foundation and/or other donor(s), the Library may create a specific designation for a collection, facility, portion of a facility, or program. Naming opportunities are available to honor the significant service to the Library or to the community at large by an individual or organization.
44. The Board is grateful for and encourages donations from all individuals, businesses, and organizations.
45. The Board recognizes that naming a collection, facility or portion of a facility is a decision of immense importance; therefore, making these decisions is undertaken with an appreciation for that significance.
46. The Board of Directors (Board) of the Library has the sole right to name or rename collections or facilities.
47. The Library’s Director and Board members may recommend naming opportunities to the Board for consideration.
48. The full Board must review all recommendations.
49. All decisions on naming a building, program, or collection must be approved by the Board.
50. The Board reserves the right to decline any gift to the Library and/or reject naming proposals.
51. The Board reserves the right to terminate or alter a naming designation under unusual or extraordinary circumstances.
52. The Board will review, consider, and approve or decline a proposal that a library building bear a designated name only when a prospective donor wishes to make a substantial gift to the Library or when the naming opportunity is to honor a person who has contributed significantly to the social, academic, scholarly, research or political life of the community.

The Library does not allow the naming of a collection, facility, portion of a facility, or program after a living person.

1. The Board reserves the right to determine the appropriate contribution for a naming opportunities based on the proposed contribution, facility square footage cost, actual cost of equipment, on-going operating cost, etc., of the specific area or item.
2. The name of the city/town/neighborhood/community in which the library building resides will be included in a facility’s name unless otherwise agreed upon by the Board.
3. If a distinctively named library facility is relocated, substantially remodeled, or converted to use other than its original use, the facility may be renamed to reflect the association of new donors or community interests related to the changing facility. In such instances, the original name shall be honored in an appropriate manner.
4. Meeting rooms, reading lounges, study rooms, special use areas, equipment, green spaces, walkways, other interior and exterior spaces, and facilities or a portion of a facility may be named or renamed by the Board to recognize a donor.
5. The Board reserves the right to name or rename collections to recognize a donor based in the proposed contribution, cost/value, additional materials required, staff, on-going operating costs, etc. for the specific program or collection.
6. Endowment proposals such as those for a collection or program may also include naming rights.
7. A substantial or appropriate gift/contribution is defined by the Board as:
8. A minimum of 25 percent of the current assessed value of the facility, collection, or program.
9. A minimum of 25 percent toward the total cost of new construction facility or significant renovation of an existing building.
10. The Board reserves the right under specific circumstances to set a different gift/contribution amount with a donor.
11. Naming a collection, facility, portion of a facility, or program to honor individuals who have contributed significantly to the social, academic, scholarly, research, or political life of the community is permitted. The Board reserves the right to honor:
12. Persons not directly connected with the Library who have contributed significantly to the social, academic, scholarly, research, or political life of the community.
13. Persons who have contributed significantly, in one way or another, to the growth and development of the Library and/or community.
14. Outstanding former employees or board members.
15. Outstanding states-persons, community leaders, educators, or scholars who may or may not be connected to the Library or Darlington County.
16. All naming agreements are to be:
17. Written, with all the terms and requirements included.
18. Signed by the Board President and the donor or donor’s representative(s).
19. Approved by the Library’s Board.

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HOLIDAY AND NON-HOLIDAY CLOSINGS

1. The Library will observe the holiday closings approved by the County.
2. The Director has the discretion to close any and all facilities of the Library to protect the health, safety, and/or security of the staff. This may include, but is not limited to inclement weather, power outages, utility loss, building damage, etc.
   1. All closings are subject to review by the Board.
3. The Board must approve all non-holiday related closings not mandated by County Government, such as in-service training days.
4. The Library may close on a Saturday or Sunday in relation to a Friday or Monday holiday closing.

LOST AND FOUND ITEMS

1. The Library is not responsible for the property of its customers.
2. Holding personal property or documents at a service desk for a customer is only permitted if the customer has forgotten the item, has immediately notified the staff, and requested it be held for pickup.
3. The customer must be told the Library cannot be held responsible for the item when notified.
4. The item will be help for one week.
5. The Library is not responsible for any documents a customer leaves or forgets at the Library.
6. Customer documents include, but are not limited to driver’s licenses, social security cards, birth certificates, credit/debit cards, government or business forms, medical records, and other ID and personal documents.
7. Staff will make an effort to identify and contact customers who leave personal documents at the Library.
8. For the protection of our customer and the Library, a personal document will be kept for one week and then destroyed.
9. The Library is not responsible for any personal property a customer leaves or forgets at the Library.
10. Customer property found, such as food containers (sippy cups, bottles, etc.) and personal hygiene items (combs, brushes, etc.), will be disposed of immediately.
11. All other customer property, such as clothing, eye glasses, electronics, etc., will be disposed of after one week. How an item is disposed of is at the discretion of the Branch Manager or Director.

MEDIA RELATIONS

1. The Library will proactively manage its media communications with customers, businesses, and community members in a spirit of mutual respect and partnership.
   1. Proactive routine media contact may be initiated by the Director, Branch Manager, Marketing Manager, or other designated staff member.
   2. Non-routine press releases, media advisories, and personal contacts with a reporter/editor may only be initiated with the approval of the Director.
   3. Staff seeking publicity for programs/events/activities should work with the Marketing Manager, their Branch Manager, and the Director to ensure the best media coverage. Staff desiring a routine press, broadcast, or social media coverage of programs/events/activities should provide a written description to the Marketing Manager as early as possible prior to the date of the program/event/activity.
2. The Director is the final authority for the Library’s media communications, with the exception of common or routine programming and events promotion. All Library employees should notify the Director and Branch Manager about any non-routine media inquiry.
3. News media inquiries are given a high priority by the Library. Requests for information will be responded to as accurately, effectively, and efficiently as possible.
4. The Library’s spokespersons in regard to media relations in order are the Director and the Branch Managers in consultation with the Director.
   1. During a crisis or major emergency the Director will be the main point of contact for the media.
   2. Exceptions may be made at the discretion of the Library Director.
   3. The Board President, in consultation with the Director and/or other Board members, may be the spokesperson for the Library
5. All media inquiries received by Library staff are to be referred immediately to the Branch Manager and the Director.
   1. An appropriate response to the media for staff is, “I’m sorry I don’t have the full information regarding that issue. I will forward your request to my Branch Manager and Director, who will respond to you as soon as they are available.”
   2. Staff should obtain the reporter’s name, the media outlet’s name, phone/cell phone number or e-mail address, topic of the story, and the deadline.
   3. All inquiries regarding sensitive or controversial issues by the media are to be referred immediately to the Branch Manager and Director who will coordinate a response. This may be done in conjunction with the Board. Potentially sensitive issues include:
6. Disruption in Library services/sites due to physical site problems (broken water main, sewer backup, AC failure), reports of infestation (bed bugs, lice), or power failures.
7. Personnel problems/incidents such as suspensions, employee work stoppages, resignations of key individuals, injuries, deaths, or allegations of criminal activity.
8. Emergencies such as fires, explosions, or accidents that result in damage to Library or private property, or injury or death to Library personnel.
9. Industrial accidents that involve injury or death to contractor’s employees or vendors doing business with the Library.
10. Accidents on Library property result in injury or death to citizens, such as a fall in a Library building.
11. Pending or resolved negotiations and litigation. The business conducted by the Library is generally public information. Inquiries regarding pending or ongoing negotiations and litigation and certain personnel-related information are exceptions. All inquiries are sent to the Director.
12. The media may make an Open Records request for information (See the current guidelines in the Addendum: Parameters, Procedures, and Forms).
13. All Open Records requests are sent to the Director.
14. All inquiries regarding election and campaign issues are to be referred to the Director.
15. The Library recognizes that all employees have the right to their personal point of view regarding any issue, including those that, may conflict with official Library policy.
    1. Library employees may not use official Library stationery when writing a letter to the editor of any newspaper.
    2. If an employee chooses to identify as a Library employee in any personal letter or e-mail to the editor must also include a statement that the view(s) expressed do not represent the view(s) of the Library. The correspondence must clearly explain that it is the employee’s personally held opinion.
    3. A similar disclaimer must be given if an employee addresses a public meeting, participates in a radio talk show, or is interviewed for a radio or television program, unless the employee has been designated to represent the Library by the Library Director.
16. Newsgathering in the Library is restricted.
    1. This policy applies to the media as well as to amateur photographers and audio/video creators.
    2. Members of the media who wish to conduct newsgathering in the Library in any manner must:
17. Make themselves known to either the Director, the Branch Manager, or to the staff member in charge of the building at the time.
18. The newsgathering activity planned is not disruptive to the operation of the Library or its use by other customers.
19. Disruptive newsgathering includes behavior noted in the Code of Conduct, interviewing at other than normal conversational voice level, unwanted photographing, intrusive video or audio recording, and harassment customers or staff.
20. Staff witnessing members of the media engaged in disruptive newsgathering are to notify the staff member in charge, the Branch Manager, and the Director of the situation. The media member must be informed of the policy and ask that they comply. If the media member does not comply, the policies regarding disruptive customers are used.
21. A media member directed to leave a Library facility must request and gain permission from the Director before further conducting newsgathering in the Library
22. Photography and video or audio recording in the Library are generally permitted if it is for Library promotion, a student project, or strictly for personal use.
23. This policy applies to the media as well as to amateur photographers and audio/video creators.
24. Photography and video or audio recording for commercial purposes are not permitted without approval by the Director. Approval must be requested in writing and in advance.
25. All requests to use a Library facility as a setting for photography, video or audio recording are to be referred to the Director for approval.
26. Requests will be evaluated in terms of their impact on Library operations and customers.
27. The Director will work with Branch Managers and appropriate staff to make arrangements in advance of the approved photography or recording.
28. In order to protect the rights of individual customers and to reduce distractions, photographing and video or audio recording on Library property is restricted.
29. Use of the Library as a backdrop in a photograph or video/audio composition that does not disrupt access to the facility by customers and staff is generally allowed.
30. Under no circumstances may the public, members of the media, or Library staff take photographs or record video or audio without the express permission of any Library customer or staff member who would be prominently included within the composition. In the case of minors permission must come from the parent or legal guardian.
31. Media members are subject to the provisions of the Code of Conduct policy and may not disturb the normal operations of the Library or its customers.
32. In the event of a critical incident or emergency requiring police or fire response at a Library facility, emergency response personnel will determine access to the facility to ensure the safety and security of the media, staff, and customers.

PERSONAL PACKAGE DELIVERIES

1. The Library understands that staff cannot always be home to receive a personal package. The Library allows only staff members to have personal packages delivered to its facilities with certain restrictions.
2. The receipt of any personal packages containing inappropriate, illegal, or hazardous items will be grounds for disciplinary action.
3. The Library is not responsible for nor accepts any liability for personal packages delivered to any of its facilities.
   1. The Library is not responsible for any issue arising from the confusion between business and personal packages that result in the inadvertent opening of personal packages.
   2. The Library is not responsible for any shipping/postage costs associated with receiving a personal package.
4. A staff member expecting the delivery of a personal package must notify the Branch Manager so arrangements can be made for its storage.
5. A staff member is responsible for claiming all personal packages delivered and removing it from the Library facility within 48 hours of it being received.
6. The Library reserves the right to restrict or refuse to accept personal package deliveries for a staff member if it is determined by the Branch Manager and Director the policy is being abused.

RECORDS RETENTION

1. The Archives and Records Management Division of the State Archives provides uniform general guidelines to counties for the legal retention and disposition of records. The statutory authority is provided in Section 30-1-90(B) of the Code of Laws of South Carolina, as amended, and set forth in Regulation 12-500 through 12-512-3.
2. The official copies of all financial and personnel documents are retained by the appropriate county department.
3. The Library will retain copies of those records necessary for the efficient and effective conduct of its business, such as financial, personnel, etc.
4. The current specific guidelines are included in the Addendum: Parameters, Procedures, and Forms.

VIDEO SURVEILLANCE CAMERAS

1. The Library employs the use of video surveillance cameras for the safety and security of customers and staff. The Library does not employ full time security personnel and assumes no responsibility to monitor video surveillance equipment in real time. The Library’s use of this equipment is not intended to give any false impression of security.
2. The number of cameras used at each location will be determined by the Library.
3. The Library does not employ the use of hidden surveillance equipment and does not record activity in areas of the Library where there is a reasonable expectation of privacy.
4. Signs are posted at the entrance to the Library’s facilities to alert customers of the use of video surveillance equipment.
5. All video surveillance equipment and recordings are the property of the Library. The Library reserves the right to control access to its surveillance equipment and the retention and access all recordings produced by the equipment. Staff will be trained to record, retain, access, and review all activities captured by the video surveillance equipment.
   1. The Library may use the recordings gathered from video surveillance cameras for any purpose approved by the Director.
   2. No member of the general public will be given access to any recorded activity without proper legal authorization.
   3. Law enforcement officers may be given access to live surveillance and recent recordings of activities by the Director.
   4. Copies of recorded activities are allowed may be provided to law enforcement with the permission of the Director. Law enforcement is strongly encouraged to obtain and present a court order to the Library to obtain any and all copies of video surveillance recordings requested.
   5. The Library will retain a minimum amount of video recordings at a location as determined by the capacity of the recording equipment at that location.
   6. The Library assumes no responsibility to retain any recordings as a part of its routine operations.
   7. Neither the Library nor its staff will use video surveillance equipment or recordings for personal gain, in a discriminatory fashion, as a form of retaliation, or in violation of any applicable laws regarding the use of such equipment.
6. Inappropriate use or inappropriate access to any video surveillance recordings by the Library’s staff will not be tolerated and may result in termination of employment.

###### Addendum

Parameters, Procedures, and Forms

**BORROWING STANDARDS**  FINE

ITEM LOAN RENEWAL PER DAY, MAXIMUM

ITEM LIMIT PERIOD LIMIT RESERVE PER ITEM PER ITEM

Audiobook 5 2 weeks 3 YES $0.50 $20

Book 30 2 weeks 3 YES $0.10 $10

CD 15 2 weeks 3 YES $0.10 $10

DVD 5 7 days 0 YES $1.00 $20

Magazine 15 2 weeks 3 YES $0.10 $5

Paperback\* N/A N/A N/A N/A N/A N/A

VHS 15 7 days 0 YES $0.50 $10

Reference N/A N/A N/A N/A N/A N/A

\* Honor System Paperback

**DRESS CODE**

1. The appearance of each staff member on the job and volunteer or program worker must be appropriate for a public institution serving a diverse community.

1. Clothing such as shorts, beach or exercise wear, or low or high cut clothing is not acceptable. T-shirts are acceptable only if they are not sheer or tight fitting. Undergarments must not be visible through clothing. Clothing shoulder supports must be wide enough to conceal undergarment shoulder supports at all times.
2. Jeans are allowed as long as they are clean, not excessively worn, and do not have any holes or tears.
3. Hats, caps, visors, headbands, or other headgear are allowed only for special Library events. The hijab and scarves may be worn over the head, but may not cover the face.
4. Footwear must project a professional or business casual appearance. It must be comfortable due to long periods of standing and walking. It must be safe to wear. Open toed shoes, sandals, or other similar footwear are allowed as long as they reflect a professional or business casual appearance. Beach shoes, flip flops, and other casual footwear is not allowed.
5. Eyewear must project a professional or business casual appearance. It must be tasteful and not excessive. Sunglasses are allowed only for special Library events.
6. Jewelry, buttons, pins, and badges must tasteful and not excessive. It must NOT pose any potential safety hazards or interfere with the performance of the job. Jewelry, buttons, pins, and badges bearing symbols or images that may be deemed offensive to customers and co-workers are not allowed.
7. Body piercings and art are acceptable as long as they are not excessive or interfere with the performance of job duties. Body art displaying slogans, sayings, advertising, or graphics that are found offensive to customers or co-workers will be required to be covered by appropriate clothing.
8. Staff is expected to report to work clean and groomed. Perfume or cologne that makes customers and co-workers uncomfortable is not allowed.
9. Any employee, volunteer, or program worker who comes to work dressed in a manner that is deemed unacceptable by the Branch Manager and/or Director will be directed to leave and return in proper attire. The time required by an employee directed to change into proper attire will done OFF the clock.
10. Any questions regarding the suitability of clothing, jewelry, body piercings or art, footwear, headgear, etc. for the workplace are to be directed to a Branch Manager or the Director.

**SCHEDULE OF CHARGES**

Card Amount Per Card

Borrower’s Card Free

Computer Card $1.00

Replacement Borrower’s Card $3.00

Photocopy / Printout Amount Per Page

Copy 10¢ (B&W)

50¢ (Color)

Printout 10¢ (B&W)

50¢ (Color)

Damaged or Lost Amount

Audiobook Case <10 discs $10.00 / 10-20 discs $15.00 /

>20 discs $25.00

Audiobook Case Artwork $1.00

Barcode $1.00

DVD Case $2.00

DVD Case Artwork $1.00

Entire Item Replacement cost of the item

Fax Amount Per Page

Receive $1.00

Send $1.00

Fine – Overdue (Adult Only) Per Day, Per Item Maximum Per Item

Audiobook 50¢ $20.00

Book 10¢ $10.00

DVD $1.00 $20.00

Magazine 10¢ $5.00

Music CD 50¢ $10.00

Videocassette 50¢ $10.00

Non-Resident Fee Amount Time Period

First Family Member $15.00 One year

Additional Family Member $5.00 One year

(residing in the same household)

Other Charges Amount

Deposit Collection $15.00 per book deposit (Refundable)

Scanned Page 10¢ per page over the first ten (10) pages

RECORDS RETENTION

1. The Archives and Records Management Division of the State Archives provides uniform general guidelines to counties for the legal retention and disposition of records. The statutory authority is provided in Section 30-1-90(B) of the Code of Laws of South Carolina, as amended, and set forth in Regulation 12-500 through 12-512-3.
2. The official copies of all financial and personnel documents are retained by the appropriate county department.
3. The Library will retain copies of those records necessary for the efficient and effective conduct of its business, such as financial, personnel, etc.
4. Administration
5. Library Board Meeting Tapes (12-503.1)
   1. Description: Cassette tape recordings of Library Board meetings used in preparing Library Board minutes. Information includes date of meeting, meeting time, meeting place, Board members present, order of business, business discussed and decisions made.
   2. Retention: 2 years, then destroy/re-use, provided paper copies of the minutes have been produced.
6. Library Board Minutes (12-503.2)
   1. Description: Record of proceedings at meetings of the Library Board which includes written descriptions of the financial and administrative business conducted. Information includes dates of meetings, names of Board members present, claim approvals, petitions, bids, proposals, and other matters discussed by or brought to the attention of the Board.
   2. Retention: Permanent. Microfilm for security.
7. Annual Budgets (12-503.5)
8. Description: Printed copies of annual budgets showing projected receipts and expenditures from various offices. Approved budget appropriations are listed.
9. Retention: Permanent. Microfilm optional.
10. Audit Reports (12-503.6)
11. Description: Printed reports documenting the annual audit of Library funds. These reports, prepared by an outside accounting firm, are categorized by the various Library offices and further classified by accounts to which they relate. This series also includes semiannual and special audits. Information includes balance sheet, summary of revenue and expenditures, cash balances, statement of taxes, statement of delinquent taxes, statement of other receipts, statement of fines and fees.
12. Retention: Permanent. Microfilm optional.
13. Paid Invoices (12-503.9)
14. Description: Filed copies of invoices submitted by various vendors supplying goods and services to the Library. These invoices are filed together with copies of the Library checks and/or claim forms containing descriptions of the items purchased. Information includes Invoice: vendor name, address, date of purchase, purchase order (if any), invoice number, item(s) or service(s) purchased, amounts, total. Check Copy: vendor name, address, date of check, amount, check number. Claim Form: date, account number(s), description of item(s), amount(s), approval, and signature(s).
15. Retention: 3 years, then destroy.
16. Purchase Orders (12-503.10)
17. Description: Office copies of purchase orders for goods and services paid for by the Library, or for goods and services yet to be delivered to the Library. Information includes vendor number, project number, date of purchase order, department, vendor name and address, shipping instructions, quantity ordered, general ledger account number, unit price, extended price, purchasing agent signature, individual who signs for receipt of goods/services and date received, and notations regarding any shortages in shipment.
18. Retention: 3 years, then destroy.
19. Receipts (12-503.11)
20. Description: Copies of receipts issued to persons turning over money. Information includes receipt number, date, from whom received, amount, purpose, and signature of clerk.
21. Retention: 3 years, then destroy.
22. Banking Records (12-503.12)
23. Description: Cancelled checks and deposit slips written by the Library along with the statements issued by the bank. Information includes checks: date, to whom paid, amount, check number, authorized signature; bank statements: list of checks for one month period, dates, beginning balance, ending balance; deposit slips: date, amounts of deposits, and total deposit.
24. Retention: 3 years, then destroy.
25. Agenda Packets (12-503.13)
26. Description: Record of items submitted for consideration to the Library Board. Information includes meeting number, date, locale and time; order and description of proposed business.
27. Retention: Permanent. Microfilm optional.
28. General Correspondence and Subject Files (12-503.15)
29. Description: Copies of incoming and outgoing correspondence to and from the office with businesses and other government offices and citizens, studies, reports, memorandums, statistics, policies, and manuals. For the purpose of retention scheduling, the files are broken down as follows:
30. Policy and Program Records. These records document the formulation and adoption of policies and procedures and the implementation or management of the programs or functions of the office or department. Included are such records as correspondence with citizens and government officials regarding policy and procedures development or program administration; annual or ad hoc narrative or statistical reports on program activities, achievements or plans; organizational charts and mission statements; studies regarding department or office operations; circular letters, directives or similar papers addressed to subordinate units or staff concerning policies, procedures, or programs; and records related to significant events in which the department or office participated. Records may include photographs, published material, audio tape, or other record forms.
31. General Administrative Records. These records are of a general facilitative nature created or received in the course of administering programs. Included are such records as correspondence of a routine or repetitive type, such as request for information; reference materials, sometimes of a technical nature, used, but not created by, the office; daily, weekly, or monthly office activity reports which are summarized in annual reports or which relate to routine activities; personnel data on office staff which are duplicated in personnel office files; purchase orders, travel expense statements or similar financial papers which are duplicated in fiscal office files; daily or weekly work assignments for office staff; suspense or follow up files which duplicate copies of papers filed elsewhere; circular letters, directives or similar papers received from other offices; and rough drafts or notes created in compiling reports or studies.
32. General Housekeeping Files. These records are of a general “housekeeping” nature created or maintained by an office which do not relate directly to the primary program responsibility of the office. Included are such records as charitable fund raising drive materials; custodial services request; emergency evacuation procedures; notices of holidays; parking space assignment lists; telephone installation requests; and lists showing the distribution of keys.
33. Retention:
34. Policy and Program Records: Permanent. Microfilm optional.
35. General Administrative Records: 5 years, then destroy.
36. General Housekeeping Files: Until no longer needed for reference, then destroy.
37. Finance
38. Audit Reports (12-504.1)
39. Description: Printed reports documenting the annual audit of Library funds. These reports, prepared by an outside accounting firm, are categorized by the various Library offices and further classified by accounts to which they relate. This series also includes semiannual and special audits. Information includes balance sheet, summary of revenue and expenditures, cash balances, statement of taxes, statement of delinquent taxes, statement of other receipts, statement of fines and fees.
40. Retention: Permanent. Microfilm optional.
41. Budget Files (12-504.14)
42. Description: Preparation materials used in the formulation of the Library budget. Information includes budget requests and supplemental information justifying budget requests.
43. Retention: 3 years, then destroy.
44. Fixed Assets (12-504.16)
45. Description: Provides an inventory of fixed assets (office equipment, furniture, computers, etc.) for each department. Information includes department name, item description, account number, invoice number, vendor number, check number; completed by, asset description, serial number, class code, asset number, department location, department sub-location, comments, acquisition information: date, cost, code, and condition.
46. Retention: 3 years after property disposal, then destroy.
47. Grant Files (12-504.17)
48. Description: Background application information and action taken on federal and state grants awarded to the Library. Information includes grant number, date, amount, Federal or State grant, filing guidelines, grant application, contracts, correspondence, reimbursement requests, progress reports, and final reports.
49. Retention:
50. Applications, Grant Contract Agreements, and Annual and Final Grant Project Reports for Significant Projects: Permanent. Microfilm optional.
51. Other Records: 3 years after completion of grant project, then destroy.
52. Balance Sheets (12-504.19)
53. Description: Monthly summary of accounting data, assets, liabilities, and net worth. Information includes account number, assets, reserve and fund balances, liabilities, totals, and net worth.
54. Retention: 1 year, then destroy.
55. Trial Balances (12-504.20)
56. Description: Summary information of receipts and expenditures from various accounts used in balancing the General Ledger. Information includes date, account number, name, month to date balance, and year to date balance. For computer generated ledgers this annual accounting code data and computer system documentation is needed to access accounting information.
57. Retention: 3 years, then destroy.
58. Purchasing
59. Requisitions (12-505.1)
60. Description: Request forms from the various Library offices and departments which describe goods or services to be ordered by the purchasing department. Information includes number, department, delivery location, date, date required, item number, quantity, description, known suppliers, and authorizing signature.
61. Retention: 3 years, then destroy.
62. Purchase Orders (12-505.2)
63. Description: Office copies of purchase orders for goods and services paid for by the Library, or for goods and services yet to be delivered to the Library. Information includes vendor number, project number, date of purchase order, department, vendor name and address, shipping instructions, quantity ordered, unit of issue, description of good/ services ordered, general ledger account number, unit price, extended price, purchasing agent signature, individual who signs for receipt of goods/ services and date received, and notations regarding any shortages in shipment.
64. Retention: 3 years, then destroy.
65. Paid Invoices (12-505.3)
66. Description: Filed copies of invoices submitted by various vendors supplying goods and services to the Library. These invoices are filed together with copies of the Library checks and/or claim forms containing descriptions of the items purchased. Information includes invoice: vendor name, address, date of purchase, purchase order (if any), invoice number, item(s) or service(s) purchased, amounts, total; check copy: vendor name, address, date of check, amount, check number; and claim form: date, account number(s), description of item(s), amount(s), approval signature(s).
67. Retention: 3 years, then destroy.
68. Bids (12-505.4)
69. Description: Record of each bid submitted by vendors selling goods and/or services to the Library. Information includes request for quotation, bid spread sheet and bid award letter.
70. Retention: 3 years, then destroy.
71. Vendor Files (12-505.5)
72. Description: Listing of vendors with whom the Library currently conducts business. Information includes vendor’s name, number, address and federal identification number.
73. Retention: Until superseded, then destroy.
74. Contracts (12-505.6)
75. Description: Contracts made between the Library and another party. Information includes date, type of contract, explanation of agreement, signature of parties, and notarization.
76. Retention: 3 years after contract expires, then destroy.
77. Personnel
78. Application File (Not Hired) (12-506.1)
79. Description: Application forms submitted by persons applying for jobs with the Library who were not hired. Information includes name, address, education, and work experience.
80. Retention: 2 years from the date of rejection, then destroy.
81. Employment Files (12-506.2)
82. Description: Forms and materials relating to individuals employed with the Library. Files include salary information, attendance and leave records, workmen’s compensation reports, performance evaluations, and complete employment history.
83. Retention: 5 years after termination of employment, then destroy.
84. Time Cards (12-506.3)
85. Description: Record of hours worked by Library employees. Information includes employee name, date, and hours worked.
86. Retention: 2 years, then destroy.
87. Time Sheets (12-506.4)
    1. Description: Verification of the number of hours worked by each employee. Information includes employee’s name, employee number, hourly wage, days and hours worked and department head approval.
    2. Retention: 3 years, then destroy.
88. Leave Records (12-506.8)
89. Description: Record of leave balances for each employee. Information includes name, social security number, leave accrued, leave used, and balances.
90. Retention: 3 years, then destroy.
91. Grievance Hearing Files (12-506.12)
92. Description: Materials relating to the reviewing, hearing and disposing of employee grievances and appeals of adverse personnel actions and disciplinary measures. Information includes letters of appeal, documentation from department heads, copies of complaints, investigations reports, hearing transcripts or summaries and related correspondence.
93. Retention: 5 years after settlement of issue, then destroy.

Forms

