

**HIGHLAND COUNTY**  
DISTRICT LIBRARY

**POLICIES MANUAL**

Revised [2020]

Approved by the HCDL Board of Trustees

## Table of Contents

### **INTRODUCTION**

ABOUT THE LIBRARY .....	4
MISSION .....	4
VISION .....	4
LIBRARY BILL OF RIGHTS .....	5
FREEDOM TO READ STATEMENT .....	6

### **OPERATIONS POLICIES**

SERVICE AREA AND GOVERNANCE .....	11
LOCATIONS AND HOURS OF SERVICE .....	11
HOLIDAYS AND CLOSURES .....	12
STAFF IN CHARGE .....	12
OPENING/CLOSING .....	13
MEETING ROOMS .....	14
PUBLIC BULLETIN BOARD .....	15
GIFTS AND DONATIONS .....	16

### **CIRCULATION POLICIES**

LIBRARY CARD REGISTRATION .....	18
RESPONSIBILITIES OF LIBRARY CARD OWNER .....	18
SPECIAL CARDS .....	18
ELECTRONIC RESOURCES USER CARD APPLICATION .....	20
LOAN PERIODS AND FINES .....	21
COLLECTIONS .....	22
PEST PROTOCOL .....	23
CLAIMS RETURNED PROCEDURE .....	23
BORROWING FROM OTHER LIBRARIES – SEO .....	23
SEO PRINCIPLES OF COOPERATION (EXCERPT) .....	24
BORROWING OUTSIDE OF SEO – ILL .....	24

### **COLLECTION DEVELOPMENT POLICIES**

ACQUISITION POLICY .....	26
WEEDING POLICY .....	29

**PUBLIC ACCESS TO LIBRARY RECORDS**

PUBLIC RECORDS POLICY .....32  
CONFIDENTIALITY OF CIRCULATION RECORDS .....36

**TECHNOLOGY**

ACCEPTABLE INTERNET USE POLICY .....38  
LIBRARY WEBSITE PRIVACY POLICY .....40  
GUEST PASSES .....40

**CODE OF CONDUCT AND LIBRARY SECURITY**

STANDARDS OF LIBRARY BEHAVIOR .....42  
UNATTENDED MINORS .....43  
DISRUPTIVE YOUTH .....44

**SPECIAL SERVICES**

VOTER REGISTRATION .....47  
TEST PROCTORING .....47  
GOLDEN BUCKEYE CARDS .....47  
TAX RESOURCES .....47

## **ABOUT THE LIBRARY**

The Highland County District Library was organized in 1878 in Hillsboro and has locations in Greenfield, Leesburg, Lynchburg, and Rocky Fork. Providing library service to the county population of over 43,000 as well as neighboring residents, HCDL is also a member of the Serving Every Ohioan (SEO) Consortium and loans materials through the State Library of Ohio.

## **MISSION**

The Highland County District Library provides the residents of Highland County, Ohio access to materials and services that will meet their needs for information, enrichment, and education.

## **CORE VALUES**

Our core values provide the framework for fulfilling our mission and strategic vision.

We value:

- Accessibility
- Resourcefulness
- Community
- Creativity
- Knowledge
- Opportunity

## THE LIBRARY BILL OF RIGHTS

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

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019. Inclusion of "age" reaffirmed January 23, 1996.

Although the Articles of the *Library Bill of Rights* are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as Interpretations of the Library Bill of Rights.

## **THE FREEDOM TO READ STATEMENT**

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

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

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

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

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

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in

order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

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

We therefore affirm these propositions:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

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

# **OPERATIONS POLICIES**

## **SERVICE AREA AND GOVERNANCE**

The Highland County District Library (hereafter referred to as the Library) is organized as a county district library. Its legally-defined service area is set by resolution, covering all school districts within the county not serviced by another library. Highland County is comprised of 558 square miles.

As a recipient of Public Library Fund monies from the State of Ohio, the Library extends its full services to the inhabitants of Highland County and abridged services to other residents of the State of Ohio.

The Library is governed by a Board of Trustees (hereafter referred to as the Board) which consists of seven members, three appointed by the County Court of Common Pleas and four appointed by the County Commissioners. The taxing authority is the County Commissioners.

## **LOCATIONS AND HOURS OF SERVICE**

### **Hillsboro Public Library**

10 Willettsville Pike  
Hillsboro, OH 45133  
Phone: (937) 393 - 3114  
Fax: (937) 250 - 7551  
Monday - Thursday: 10:00 - 8:00  
Friday & Saturday: 10:00 - 5:00

### **Greenfield Branch Library**

1125 Jefferson Street  
Greenfield, OH 45123  
Phone: (937) 981 - 3772  
Fax: (937) 250 - 7552  
Monday - Thursday: 10:00 - 7:00  
Friday: 10:00 - 5:00  
Saturday: 10:00 - 3:00

### **Leesburg Branch Library**

240 E. Main Street  
Leesburg, OH 45135  
Phone: (937) 780 - 7295  
Fax: (937) 250 - 7553  
Monday & Thursday: 10:00 - 7:00  
Tuesday, Wednesday, Friday: 10:00 - 5:00  
Saturday: 10:00 - 3:00

### **Lynchburg Branch Library**

102 S. Main Street  
Lynchburg, OH 45142  
Phone: (937) 364 - 2511  
Fax: (937) 250 - 7554  
Monday & Thursday: 10:00 - 7:00  
Tuesday, Wednesday, Friday: 10:00 - 5:00  
Saturday: 10:00 - 3:00

### **Rocky Fork Branch Library**

11125 N. Shore Drive  
Hillsboro, OH 45133  
Phone: (937) 661 - 6866  
Fax: (937) 519 - 1180  
Monday, Tuesday, Thursday: 10:00 - 6:00  
Friday: 10:00 - 5:00  
Saturday: 10:00 - 1:00

## **HOLIDAYS AND CLOSURES**

The Library is closed on the following holidays:

New Year's Eve Day  
New Year's Day  
Martin Luther King Day  
President's Day  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day  
Veterans Day  
Thanksgiving Day  
Christmas Eve Day  
Christmas Day

Holidays that fall on Sundays are observed on Mondays. In addition, the Library closes at 4pm the day before Thanksgiving Day. The Library may also be closed for a Staff Day in order that all staff may participate; the date is set by Library administration.

The Board reserves the right to close the Library at additional times when appropriate. When possible, the public will be notified in advance of closings that fall outside the regular Library schedule. The Library director, or a designee, is authorized to close the Library in emergency situations.

## **STAFF IN CHARGE**

Library Administration guides the strategic operation of the system overall; this includes the Director and Fiscal Officer, and when applicable, Assistant Director. Administration offices are located in Hillsboro.

Library Managers work in conjunction with Administration and oversee the day-to-day operation of each location. Staff at the Hillsboro location report to the Circulation Manager and Children's Library Manager. Staff at the branch locations report to Branch Managers.

[As needed, staff may be asked to act as the "Person In Charge" in the absence of library administration and/or management.]

## **OPENING/CLOSING**

Opening and closing procedures vary among HCDL's locations. General guidelines include the following tasks:

### **Morning**

- Count money drawer to start each day with the same amount from closing the night before
- Shut off outdoor lights if necessary
- Turn on lights, staff computers, and public machines
- Walk around interior and exterior of facility, noting anything out of the ordinary
- Run and complete daily circulation reports (check for expired holds, on-shelf holds, and cancelled holds)
- Collect and process book drop (backdate to previous business day)
- Clean/shelve items, work on downtime projects/tasks

### **Throughout the Day**

- Process delivery when it arrives
- Run holds notification report after processing delivery and make necessary phone calls
- Prepare and finish shipping on designated days
- Repeat on-shelf holds list as time permits
- Clean/shelve items, work on downtime projects/tasks

### **Afternoon/Evening**

- Collect and process book drop for the second time
- Empty trash
- Turn on outdoor lights if necessary
- Repeat on-shelf holds list as time permits
- Clean/shelve items, work on downtime projects/tasks
- Clean and straighten circulation desk
- Clean and straighten public areas
- Walk perimeter of library building to ensure all patrons have left
- Count the money drawer and leave daily required cash amount; the remainder is counted as fines, fees, and other receipts
- Lock up money drawer for security purposes
- Turn off lights, staff computers, and public machines

## **MEETING ROOMS**

The use of the Highland County District Library for meetings is granted to community groups and organizations whose aims are cultural, educational, and/or for civic betterment, open to all without restriction based on race, sex, or religious creed. Meeting rooms shall be available to all persons and groups for any purpose consistent with the laws of the State of Ohio and city ordinances and other policies of the Highland County District Library. The Library Board shall reserve the right to refuse scheduled meetings.

The person signing the application for permission to hold a meeting in the Library shall be held responsible for conforming with the conditions set forth in this policy. Nonscheduled use is at the discretion of the Library director, or a designee.

Use of the meeting room does not constitute an endorsement of the group's policies or beliefs by the Library staff or Board.

No admission fees may be charged for meetings in the Library. Library programs take priority.

All groups will agree to hold the Library harmless from any loss, damage, liability, costs and/or expense that may arise during or to be caused in any way by such use of Library facilities.

Smoking or serving of alcoholic beverages is prohibited in the Library or meeting room. Light refreshments such as coffee and cookies may be served.

The Library is not responsible for any equipment, supplies, materials, clothing, or other items brought to the Library or transported to library property by any group or individual attending the meeting.

The scheduled group is responsible for setting up tables, chairs, furniture, and/or library and non-library equipment prior to the meeting and for returning all library property to the designated location upon the termination of the meeting and before the Library closes. The room must be left in a clean and orderly condition – future use will be denied if this is not observed. The person signing the application for permission to hold the meeting will be billed for any necessary repairs in the event of damage to Library property.

A meeting may not be held beyond hours for which the Library is scheduled to be open for that day. Exceptions can be made if approved by Library Management.

Meeting Room information on the website:

Meeting rooms are available for public use at most HCDL locations. Library programs receive priority, and patrons must agree to follow meeting room use guidelines.

To reserve a meeting room, patrons may either return the physical application to their desired library location or email a completed application to [highlandco@highlandco.org](mailto:highlandco@highlandco.org). Library management will review and approve pending applications.

Patrons are encouraged to contact a library location directly with any questions.

## **PUBLIC BULLETIN BOARD**

### **PURPOSE:**

The Highland County District Library provides the community with limited temporary space for displays, exhibits, and bulletins boards to further the Library's mission of bringing people and information together according to the following policy.

### **POLICY:**

The community bulletin boards shall be available to all persons and groups for any purpose consistent with the laws of the State of Ohio and city ordinances and other policies of the Highland County District Library. The Library makes certain bulletin board areas available to the public, but neither approves or disapproves of any viewpoint expressed by the users of the display areas or bulletin boards. The Library does not endorse any goods or services, makes no representation as to the accuracy of information, and assumes no liability for the quality or safety of any goods or services which may be the subject of postings or displays. The following shall apply to all users except for the Library.

- A. The Library reserves the right to refuse to post or to remove announcements, posters, displays, or exhibits which, in its judgment, do not meet the above criteria.
- B. Acceptance of materials for display does not imply approval or disapproval by the Library of the ideas or opinions expressed.

- C. The Library does not assume responsibility or liability for materials exhibited in Library facilities.
- D. All displays, exhibits, and bulletin boards shall be temporary. All postings shall be dated.
- E. The Library reserves the right to establish reasonable time limits of no less than one week and not more than thirty (30) days for any announcement, poster, display or exhibit.
- F. The Library reserves the right to establish certain bulletin boards and display areas for certain purposes. The Library may restrict the purpose of certain bulletin boards and display areas, and reserves the right to remove postings or displays from any given bulletin board or display if the posting or display is not consistent with the purpose of that bulletin board or display area.
- G. The Library will post signs with a disclaimer stating that the Library does not endorse any goods and services, makes no representation as to the accuracy of information, and assumes no liability for the quality or safety of any goods or services which may be the subject of postings or displays.
- H. The Library may limit each posting to the size of 8 1/2 x 11".

## **GIFTS AND DONATIONS**

The library welcomes citizens and organizations to support its service programs through contributions of book or non-book materials for library collections, contributions of appropriate gifts that will enhance the library's physical environment, and bequests, trusts, or donations of monetary or other assets for library purposes. Materials and equipment given to, and accepted by, the library shall become the sole property of the library to be managed as the director or his/her designee deems appropriate. The library is unable to furnish appraisals of donated items, and reserves the right to refuse any donation.

Many used items are not appropriate for inclusion in the library's collection because of age, condition, or duplication of materials already owned. The library may accept gifts of miscellaneous books or other materials with the understanding that items not added to the library's collection will be disposed of at the discretion of the library. The library may then use any proceeds derived from such disposal for library improvement or staff development.

Patrons or organizations who wish to donate gifts of a more specific nature, such as works of art, furniture, equipment, special collections, and real property, shall be referred to the director who, in consultation with the board, will determine whether or how to accept such gift.

If a patron or organization wishes to donate funds for restricted purposes, the library accepts the amount and nature of the expenditure and the board approves the gift; items so acquired become the property of the library and may be disposed of accordingly. The board acknowledges gifts monthly during regular meetings.

## **CIRCULATION POLICIES**

## **LIBRARY CARD REGISTRATION**

### New Regular Cards [HHIA]

Patrons may sign up for HCDL cards at any library location in the Highland County system. Two forms of ID are needed to obtain a new library card. Ideally, this would include the patron's photo ID and proof of current address by presenting a verified piece of mail.

Library staff are reminded to always search the database first by the patron's name/maiden name, birthdate, and/or address to check for duplicate accounts. If user is not found, then a new regular card can be made.

Patrons may already have other SEO library accounts. These must be in good standing to process a new regular HCDL card. To check out items at the Highland County District Library, they will need HCDL cards which can be used at all five locations. We no longer accept other library system cards; staff need to be aware that other SEO libraries may utilize HCDL cards for check out.

### Expired Cards

To reactivate expired cards, patrons must show their photo IDs and update their library accounts to good standing.

## **RESPONSIBILITIES OF LIBRARY CARD OWNER**

Patrons must be 18 years or older to check out DVDs; juvenile accounts may not check out DVDs. Parents/legal guardians are responsible for fines and fees on their dependent's library account. These accounts are not linked, however, and each one stands alone.

A patron with fines of \$10.00 and over, and/or ninety days past due on any fine amount, will not be able to check out, use the internet, or get a new card until the account is back in good standing.

## **SPECIAL CARDS**

### Juvenile Cards [HHIJ/HHIJI]

Parents/legal guardians may sign up children 5 years and older for library accounts. In unique circumstances, refer to Administration at Hillsboro. When making a juvenile card, ask the parent/legal guardian if they want the child to have internet use. If they do not, let them know this setting can be changed in the future. Steps to follow:

1. Ask the parent/legal guardian if they have a card. If they do, scan it to make sure it is in good standing. If there is no card, then inform the parent/legal guardian of the requirements for getting a card. The parent/legal guardian must have a card in good standing to apply for a juvenile card.

2. Check for duplicate cards.
3. Have the parent/legal guardian fill out every line of the orange card. Be sure to include middle names for both the child and the adult.
4. Enter the information into WorkFlows similar to a regular adult library card with the exception of utilizing the correct code.
5. Add the parent/legal guardian's name to the guardian line instead of doing a reference.

#### Electronic Resources Cards [HHIER]

Patrons may apply for an electronic resources card, or eCard, to utilize HCDL's digital resources only. This is an option for patrons who have no previous library accounts in the WorkFlows system and also do not have proper ID or contact information. Digital resources include utilizing the Ohio Digital Library, Hoopla, online databases, and other applicable resources.

Educators may request to sign up groups of students for eCards. Refer these requests to the Circulation Manager at Hillsboro using the application form on the next page.

eCards cannot be used to check out physical items. If the card is not used for 3 years, it will be removed from the system by SEO. To borrow physical items from HCDL and through SEO, the patron would need to provide proper ID and contact information to change the card from an electronic resources card to a regular card.

#### Restricted Cards [HHIR]

Patrons with a photo ID may request a temporary card with restricted access to HCDL's collections if they do not live in the local area and visit seasonally (for example, patrons who visit the Rocky Fork location). This option allows a patron to check out up to three items at a time and place holds on up to three items. The card expires after three months.

**Application for Educators Requesting Classroom eCards**

This is an application for any educator who would like to request a group of classroom eCards. The cards will allow students to access the Ohio Digital Library, Hoopla, and online library databases.

[These cards cannot be used to check out physical items held by the Highland County District Library.]

If the cards are not used for 3 years, SEO will remove them from the system.

---

Educator's Name and Email Address

---

School's Name

# of eCards requested: \_\_\_\_\_

## LOAN PERIODS AND FINES

<b>Library Item</b>	<b>Loan Period</b>	<b>Fine</b>
Books, Toys	28 Days	\$0.10/day
Graphic Novels, Manga	28 Days	\$0.10/day
New Books, Audiobooks, Magazines, Music CDs	14 Days	\$0.10/day
ILL Items	Depends on library	\$0.10/day
CD-ROMS, Etc.	14 Days	\$0.50/day
Nonfiction DVDs	14 Days	\$0.50/day
DVDs	7 Days	\$0.50/day
Blu-rays	7 Days	\$0.50/day
eBooks	Depends on service	No fines

Maximum fine on one item is \$4.00, and lost/damaged materials must be paid for in full.

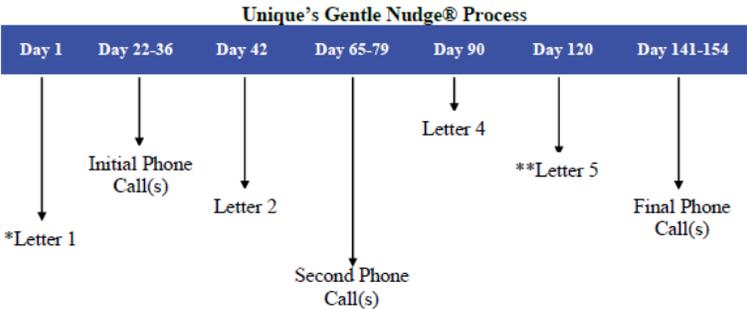
Borrowing privileges are suspended when fines total \$10.00 or more and/or any fine amount is over 90 days old, or items are continually returned in poor condition (for example, the item is missing parts, damaged, and/or rendered unusable by library management).

## COLLECTIONS

The Highland County District Library also employs the services of Unique Management Services to recover library materials. In their own words: “Libraries provide a crucial service to their communities, but in turn depend on the patronage of the community to function. We recognize the pressure that can exist between the desire to manage tax dollars while maintaining an accommodating mindset toward each individual patron. Our grasp of this difficulty informs our Gentle Nudge® process from beginning to end. Our process has been carefully designed to meet the unique needs of libraries by effectively working to recover assets, while preserving patron dignity and goodwill.”



### Timeline of Letters and Phone Calls



\*USPS Address Verification (NCOA Processing) prior to mailing.  
\*\*Additional intensive skip tracing of bad addresses and phone numbers is initiated at day 120.  
\*\*\*Letter 3 (remaining balance letter) for patrons that reduce their balance, but do not clear their account. This letter can be sent out at any time throughout the process.

## **PEST PROTOCOL**

All library staff are asked to closely inspect items returning to the library. At the first sign of pests, utilize plastic bags to contain whatever has been found. Alert a manager or administration to the situation.

For roaches, library management will give patrons a warning and make a note on their accounts. After the third offense, a patron's borrowing privileges are revoked until proof of treatment is shown [receipt detailing that their home has been treated for cockroaches].

For bed bugs, library management will revoke borrowing privileges until proof of treatment is shown [receipt detailing that their home has been treated for bed bugs].

Library staff are advised to keep in mind that these occurrences are to be handled discreetly and with care. Whatever the patron's response/reaction is, be consistent and calm. Refer the patron to administration at Hillsboro if they require more information.

## **CLAIMS RETURNED PROCEDURE**

See Appendix A.

## **BORROWING FROM OTHER LIBRARIES – SEO**

The Highland County District Library is a member of the Serving Every Ohioan (SEO) Consortium including over 230 library locations across Ohio.

Patrons may be notified to pick up hold items via phone, email, or text.

For more information on SEO, visit <https://servingeveryohioan.org/>

## SEO PRINCIPLES OF COOPERATION (EXCERPT)

- ❖ Libraries are encouraged to edit (not remove/delete) another library's user record when new or more accurate information is provided by the user. (i.e. address, phone numbers, email address). If the user requests to have a card deleted, please have the attached form signed by the user and fax the completed form to the owning library for the record to be removed. [Click here](#) for the available form for a user record that needs deleted.
- ❖ Libraries will share any circulating resource with all member SEO libraries. Requests will be filled in accordance with the requesting library's policies.
- ❖ The borrowing library is responsible for the circulation, retrieval, and return of borrowed items.
- ❖ The borrowing library will keep any monies collected from fines and fees involved from lost or damaged material within the SEO Consortium membership to include SEO library materials. Notify the lending library by completing the [Lost/Damage Item Form](#). [Click here](#) for contact information for member libraries.
- ❖ Libraries will use the statewide resource sharing delivery system and pay for contracted delivery costs. A minimum number of delivery days may be required based on volume.
- ❖ Libraries will process an on shelf list or list of requested materials for loan at least twice a day.
- ❖ Loan periods will conform to the borrowing library's lending policies including 4 renewals providing the item is not on request. With exception, material identified as 7-day material will only circulate for 7 days at all library locations with the 4 renewals if not on request.

Forms may be found online at <https://serveveryohioan.org/governance/SEO%20Consortium%20Principles%20of%20Cooperation.pdf>

## BORROWING FROM OTHER LIBRARIES – ILL

The Highland County District Library utilizes OCLC to request items from outside of the SEO catalog. Patrons are charged \$2.00 for this service to cover return shipping expenses.

Each location has its own login to be used by staff members trained in processing Interlibrary Loan requests.

# **COLLECTION DEVELOPMENT POLICIES**

## **ACQUISITION POLICY**

The Highland County District Library believes that the ultimate aim of all library activities is service to the people of the community. This service should be for the enrichment of personal lives whether the individual's needs be for self-education, for keeping informed on current events, or for recreation.

The Highland County District Library will provide the most frequently needed and requested material from its own collection by providing books, periodicals, recordings, and other audio-visual materials. It should maintain a program of service which organizes and locates materials, guides reading, and aids community enterprises which need the help of the library.

To facilitate access to the free library services provided for all residents of Highland County, the Board of Trustees supports a central library and four branch libraries.

Through the local library, each individual should be able to draw upon the full range of modern library facilities provided by regional, state, and federal library agencies. To implement this objective, the Highland County District Library will maintain membership in the SEO Consortium (SEO).

This library system should endeavor to:

1. Cooperate with other community agencies and organizations.
2. Provide special services to the disadvantaged.

3. Secure information beyond its own resources when requested by using the facilities provided by regional, state, and federal agencies and to implement the objectives by maintaining membership in the SEO Consortium (SEO).
  
4. Provide service in the central library at Hillsboro and in the Greenfield, Leesburg, Lynchburg, and Rocky Fork branches during hours of operation.

On materials selection:

1. This Board will support the Library Bill of Rights and Freedom to Read statement as attached.
  
2. The ultimate responsibility for materials selection, as for all library activities, rests with the director of the library who operates within the framework of policies determined by the Board of Trustees. This responsibility is shared in its execution among the various departments of the library and members of the staff. The director must be able to answer to the Board and to the public for actual selections made by the staff and therefore must have the right to reject or recommend any materials contrary to the recommendations of the staff.
  
3. Selection of books and/or other library materials shall be made on the basis of their value of interest, information, and enlightenment of all people of the community. No book and/or library material shall be excluded because of the race, nationality, or political or social views of the author.
  
4. This Board believes that censorship is a purely individual matter and declares that it cannot exercise the right of censorship to restrict the freedom to read.

5. In applying the above guidelines for book selection, it must be remembered that the library cannot satisfy the needs and desires of one group at the expense of another. The library does not act as an agent for or against a particular issue but maintains its position as a free channel of communication and upholds its right to select books. The disapproval of a book by one group should not be the means of denying that book to all groups if by library selection standards it belongs in the collection.
  
6. Because the Board wishes the book selection policy to be comprehensive and cosmopolitan, there is the possibility that a book or books in the library may be regarded by some as unpleasant or offensive or in political opposition to local beliefs. However, for the library to fulfill its obligation of providing books, then it must have in its collection material of varied points of view, even those points which may be regarded by some as controversial, whether because of political expression, affiliation, or moral implication.
  
7. Since it is possible to make a mistake in applying these principles, the director will be willing to review individual decisions upon written request. Patrons who would like to provide feedback on any library materials may do so utilizing the Patron Feedback Form and returning the form to library staff. The director and the Board of Trustees will then review this information accordingly.

## **WEEDING POLICY**

Weeding is the process of removing worn, unused, or outdated materials from the collection. A smaller, well-maintained, useful collection is of greater credit to a community than a large number of poorly formatted materials. Systematic weeding is not an irresponsible disposal of public property but a public service which is often the first, most needed act in increasing library use.

### Benefits of weeding:

1.     SPACE  
Discarded materials no longer cost money for cleaning, binding, and all the other hidden costs of maintenance which are not cut by lack of use.
  
2.     RELIABILITY  
To be reliable and current builds public trust. Books on the shelves containing obsolete information give the library a credibility gap.
  
3.     APPEARANCE  
Weeding pinpoints books which need to be mended, rebound, or replaced. Attractive books on neat shelves are a visual aid to the patrons.
  
4.     QUALITY  
Constant weeding provides a constant feedback on the collection's strengths and weaknesses. Poor quality or outdated contents can be replaced with more timely and useful information.

### When to weed:

Continuously: As each book passes across the desk or is shelved, it should be examined with its possible continued use in mind. Assistants can readily spot books which need mending and those which should be set aside for such purpose.

Examination of the collection: This also is done on a continuing basis and is carried on by the staff with final decision by library management.

What to weed:

1. POOR CONTENTS

Outdated information (applies particularly to science, medicine, health, technology, geography, travel, and transportation). Trivial subject matter or a trivial approach to it. False information. Superseded editions.

2. VOLUMES OF NO USE IN THE LIBRARY

Three to five years without circulating. Most books can be said to be useless if they have sat unused on the shelves for this length of time. Classics should be retained or replaced with more attractive editions.

3. POOR APPEARANCE

Badly bound and printed editions: small print, shoddy binding, dull print, cramped margins, poor illustrations, thin paper through which print shows. Worn out books: Yellow, brittle, dirty paper, mutilated pages, missing pages, frayed binding, broken backs, dirty covers, musty smell.

Guidelines for weeding:

Several professional library tools should be used as guides in the weeding process:

Standard Catalog for Public Libraries

Fiction Catalog

Standard Catalog for High School Libraries

The Children's Catalog

The above are a few suggested bibliographies, but others available to library management may be used.

Disposal of materials weeded:

Disposal is at the discretion of library management. Materials are checked out to the discard account with barcodes marked out and clearly stamped "discard." Any materials discarded may be made available to the public in return for suggested donations.

Statement of Weeding Policy

Materials which no longer meet the stated objectives of the Highland County District Library will be discarded according to accepted professional practices as described above.

# **PUBLIC ACCESS TO LIBRARY RECORDS**

## **PUBLIC RECORDS POLICY**

### Introduction

It is the policy of the Highland County District Library to strictly adhere to the state's Public Records Act. The Fiscal Officer serves as the Public Records Custodian. All exemptions to openness are to be construed in their narrowest sense and any denial of public records in response to a valid request must be accompanied by an explanation, including legal authority, as outlined in the Ohio Revised Code. If the request is in writing, the explanation must also be in writing.

### Section 1 Public Records

This office, in accordance with the Ohio Revised Code, defines records as including the following: any document – paper, electronic (including, but not limited to e-mail), or other format – that is created or received by, or comes under the jurisdiction of a public office that documents the organization, functions, policies, decisions, procedures, operations, or other activities of the office.

#### Section 1

It is the policy of the Highland County District Library that, as required by Ohio law, records will be organized and maintained so that they are readily available for inspection and copying. Record retention schedules are to be updated regularly and posted prominently.

### Section 2 Records Requests

Each request for public records should be evaluated for a response using the following guidelines:

#### Section 2.1

Although no specific language is required to make a request, the requester must at least identify the records requested with sufficient clarity to allow the public office to identify, retrieve, and review the records. If it is not clear what records are being sought, the records custodian must contact the requestor for clarification, and should assist the requestor in revising the request by informing the requestor of the manner in which the office keeps its records.

### Section 2.2

The requester does not have to put a records request in writing, and does not have to provide his or her identity or the intended use of the requested public record. It is this office's general policy that this information not be requested.

### Section 2.3

Public records are to be available for inspection during regular business hours, with the exception of published holidays. Public records must be made available for inspection promptly. Copies of public records must be made available within a reasonable period of time. "Prompt and "reasonable" take into account the volume of records requested; the proximity of the location where the records are stored; and the necessity for any legal review of the records requested.

### Section 2.4

Each request should be evaluated for an estimated length of time required to gather the records. Routine request for records should be satisfied immediately if feasible to do so.

All requests for public records must either be satisfied or be acknowledged in writing within three business days following the office's receipt of the request. If a request is deemed significantly beyond "routine", such as seeking a voluminous number of copies or requiring extensive research, the acknowledgment must include the following:

#### Section 2.4a

An estimated number of business days it will take to satisfy the request.

#### Section 2.4b

An estimated cost if copies are requested.

#### Section 2.4c

Any items within the request that may be exempt from disclosure.

### Section 2.5

Any denial of public records requested must include an explanation, including legal authority. If portions of a record are public and portions are exempt, the exempt portions are to be redacted and the rest released. If there are redactions, each redaction must be accompanied by a supporting explanation, including legal authority.

## Section 3 Costs for Public Records

Those seeking public records will be charged only the actual cost of making copies.

### Section 3.1

The charge for paper copies is 10 cents per page.

### Section 3.2

The charge for downloaded computer files to a compact disc is \$1.00 per disc.

### Section 3.3

There is no charge for documents e-mailed.

### Section 3.4

Requesters may ask that documents be mailed to them. They will be charged the actual cost of the postage and mailing supplies.

## Section 4 E-Mail

Documents in electronic mail format are records as defined by the Ohio Revised Code when their content relates to the business of the office. E-mail is to be treated in the same fashion as records in other formats and should follow the same retention schedules.

Section 4.1

Records in private e-mail accounts used to conduct public business are subject to disclosure, and all employees or representatives of this office are instructed to retain their e-mails that related to public business (See Section 1 Public Records) and to copy them to their business e-mail accounts and/or to the office's records custodian.

Section 4.2

The records custodian is to treat the e-mails from private accounts as records of the public office, filing them in the appropriate way, retaining them per established schedules and making them available for inspection and copying in accordance with the Public Records Act.

Section 5 Failure to respond to a Public Records Request

The Highland County District Library recognizes the legal and non-legal consequences of failure to properly respond to a public records request. In addition to the distrust in government that failure to comply may cause, the Highland County District Library's failure to comply with a request may result in court ordering the Highland County District Library to comply with the law and pay the requester attorney's fees and damages.

## **CONFIDENTIALITY OF CIRCULATION RECORDS**

Based on the powers vested in the Board of Trustees of the Highland County District Library system in the Ohio Revised Code 3375.40 and pursuant to the recommendations of the Council of the American Library Association and the Board of Directors of the Ohio Library Association, the Highland County District Library adopts the following policy on the confidentiality of library records:

The Highland County District Library specifically recognizes that its circulation records and other records identifying the names of library users with specific materials are confidential in nature.

No such records shall be made available to any agency of state, federal, or local government, or to any individual not specifically authorized by the director for legitimate business purposes, except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to federal, state, or local government relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

Upon receipt of such process, order, or subpoena, the library's officers will consult with their legal counsel to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance in a court of competent jurisdiction. If the process, order, or subpoena is not in proper form or if good cause had not been shown, the library will insist on more support for the intended action.

[Fines/fees do not transfer between library accounts; parents/legal guardians have access to juvenile accounts until dependents become adults themselves.]

# **TECHNOLOGY**

## **ACCEPTABLE INTERNET USE POLICY**

### **INTRODUCTION:**

It is an important part of the Mission of the Highland County District Library to provide ways to meet the information needs of the people of Highland County. The Library develops collections, resources, and services to meet these needs. It is to help meet these information needs that the Library offers access to the Internet through the Ohio Public Library Information Network (OPLIN).

### **DISCLAIMER:**

It is understood by library computer users that most of the information available is not generated by the Highland County District Library or by OPLIN. The Library provides access to online reference databases of general and special periodical materials; online encyclopedias; readers' advisory services; and legislative, historical, and archival materials and information.

Information available through OPLIN and the Internet is not warranted by the Highland County District Library or OPLIN to be true, authoritative, or complete. The availability of networked information via the Highland County District Library does not constitute any endorsement or ratification of that information via the Highland County District Library and OPLIN is not responsible for the content of networked information available.

The use of OPLIN and the Internet to engage in any activity which constitutes violation of local, state, and/or federal laws is strictly prohibited.

All users of this service agree to hold the Highland County District Library and OPLIN harmless from any and all claims, losses, damages, obligations, or liabilities directly or indirectly relating to the use of OPLIN and the Internet, caused thereby or arising therefrom. In no event shall the Highland County District Library or OPLIN have any liability for lost profits or for indirect, special, punitive, or consequential damages or any liability to any third party, even if the Highland County District Library or OPLIN is advised of the possibility of such damages.

### **LIBRARY STAFF ASSISTANCE:**

Library staff cannot provide in-depth training; however, we may be able to offer searching suggestions and answer general technology questions. Library staff do not input personal data. Patrons requiring assistance with this are advised to bring a family member or friend into the library also.

### **GUIDELINES FOR USE:**

1. The Library's computers access the Internet which is a global entity with highly diverse user population and Library patrons use it at their own risk. As with other library materials, it is the patron or the parent or legal guardian of minor children who assumes responsibility for supervising access to Internet resources in the Library.
2. Viewing and clicking on computer use guidelines constitutes agreement to the terms stated in the document.

3. Use of the Library's computers is through the PC Reservation system. You are limited to 60 minutes per session and may continue to use the computers unless others are scheduled.
4. The Library's computers will not be used for unauthorized, illegal, or unethical purposes. You may not send, receive or display text or graphics which may reasonably be construed as obscene.
5. Respect the privacy of others by not misrepresenting yourself as another user; by not attempting to modify or gain access to files, passwords, or data belonging to others; by not seeking unauthorized access to any computer system; or by damaging or altering software components of any network or database.
6. You may not use your own software programs on the Library's computers. This will help prevent computer viruses that are common on public computers.
7. Printing files from the computer will cost 10 cents per page of black text. Color printing is as posted.
8. Software downloaded from the computer may contain a virus and you should have virus-checking software on your computer. The Highland County District Library is not responsible for damage to a patron's devices, or for any loss of data, damage or liability that may occur from patron use of the Library's computers.
9. Some websites may be inaccessible. The reasons may be: too many visitors using the host computer; the database or resource is limited to a particular institution; the host computer has a different address or has closed down; the content is illegal; or the Library's OPLIN connection is temporarily unavailable due to technical difficulties. In certain cases, the site may not be accessible without special software upgrades or lowered security settings.
10. Use of the Library's computers is limited to a maximum of 3 people at a time. Please remember that the Library is a quiet place.
11. Misuse of the Library's computers will result in the loss of access to the Internet for a period of six months.
12. The Library's computers are filtered for pornographic sites; sites that are known to distribute viruses, worms or spyware; and sites that enable users to get around our filters. However, no filter is perfect and additionally it cannot protect you from objectionable email. If you believe that a site that you wish to visit has been mislabeled, please contact library staff.

## **LIBRARY WEBSITE PRIVACY POLICY**

The Highland County District Library website is provided for informational, educational, and recreational purposes only. The Highland County District Library collects no personal information from website visitors unless voluntarily given.

The Highland County District Library uses cookies to collect traffic data for analysis and Google Analytics to track general use, but does not track or permanently record information about individuals and their visits.

While the information contained within the website is updated, no guarantee is given that the information provided in the website is correct, complete, and up-to-date.

Through the website you are able to link to other websites which are not under the control of the Highland County District Library. We have no control over the nature, content, and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or an endorsement of the views expressed within them.

All users of the website agree to hold the Highland County District Library harmless from any and all claims, losses, damages, obligations or liabilities, directly or indirectly relating to the website and/or the networked information available via the website, caused thereby or arising therefrom. In no event shall the Highland County District Library have any liability for lost profits or for indirect, special, punitive, or consequential damages or any liability to any third party, even if Highland County District Library is advised of the possibility of such damages.

## **GUEST PASSES**

Adult patrons without their physical library cards or no library card accounts at all may request to use a guest pass to access the internet as long as their account is in good standing. The following steps apply:

1. Ask for photo ID and check if patron has HCDL card
  - a. If the card is expired or no longer in system, renew or issue new card if possible
  - b. Account must be in good standing to use the internet
2. Utilize recordkeeping system available to sign patron up for guest pass
3. Library staff member enters in the guest pass barcode and pin to allow the patron access to the internet

Library staff are encouraged to keep in mind that we are here for the patrons. Leniency may be applied in certain situations. Check with management when in doubt.

**CODE OF CONDUCT AND LIBRARY SECURITY**

## **STANDARDS OF BEHAVIOR**

The staff of the Highland County District Library are happy you are visiting with us. In order to provide a secure, clean, and, supportive environment for all library users, especially children, the Board of Trustees has established the following standards of behavior. Patrons not abiding by these standards may be asked to leave the premises.

### **Please Respect Your Surroundings:**

- Damaging or tampering with library property is not permitted.
- Recreational use of skateboards, skates, hoverboards, bicycles, and/or any motorized device on library premises is not permitted.
- No food and drink are allowed within the library building (with the exception of programs and meeting room use).
- Use of alcohol, tobacco, and drugs is not permitted.
- Bathing, shaving, washing clothes, and general grooming in restrooms is not permitted. Extremely offensive personal hygiene may need to be addressed before using the library.

### **Please Respect Others:**

- Making unreasonable noise by using cell phones or playing audio equipment without headsets is not permitted.
- Harassing, disruptive, or threatening behavior, and/or the use of abusive or obscene language is not permitted.
- Any behavior on library premises which infringes on the rights of others using and/or working in the library is not permitted.
- Sleeping in the library is not permitted.
- Sexual misconduct in the library is not permitted.
- Panhandling, distribution, or selling of non-library approved material is not permitted.

**Please Remember:**

- Proper clothing (tops and bottoms including pants, shorts, skirts, etc.) and shoes are required while using the Library.
- The Library does not accept or assume responsibility for personal belongings.
- Parents and/or responsible persons are accountable for their children's behavior and safety while in the library. Police may be notified of unattended children in the library.
- Photographing or recording library staff members and/or patrons without permission is not condoned.

**UNATTENDED MINORS**

**PROCEDURE FOR HANDLING UNATTENDED CHILDREN UNDER THE AGE OF 10:**

Children under age 10 may not be left unattended in the library. Parents and/or responsible persons at least 16 years old are accountable for their minors' behavior and safety while in the library.

1. Children left unattended are often frightened and should be comforted by staff. If lost, staff members try to identify and locate parent of the child by walking through the library with the child. Meetings in progress should also be checked.
2. When parent is located, explain the policy on unattended children, stressing concern for the child's safety. Parent will be handed copy of the policy.
3. If the person responsible is not located in the library, every effort should be made to locate the child's parents by telephone. A staff member stays with child while this is being done. If the parent is reached, ask that the child be picked up immediately, explaining the library's policy.
4. If the child's parents have not been located within 30 minutes, staff in charge will call the police and a staff member will stay with the child until the proper authorities arrive.

#### CLOSING TIME PROCEDURE FOR UNATTENDED CHILDREN 17 AND UNDER:

If an unattended minor is observed thirty minutes prior to closing, staff members will ask the patron what his/her provisions are for getting home. If the minor seems unsure, the staff member in charge of the agency will call the parents/legal guardians. If closing time arrives and the minor is still in the library:

1. Attempt to call parents/legal guardians. Notify of library's closing time and ask them to pick up the minor.
2. If a parent/legal guardian cannot be reached by closing time plus 30 minutes, the police department will be contacted to pick up the minor as abandoned.
3. Staff in charge will remain in the building with the minor until a parent, legal guardian, or police officer arrives. A minimum of two staff members must remain in the building.
4. A copy of the library policy on unattended minors will be handed to the minor's parents/legal guardians or to the minor.
5. Under no circumstances shall a staff member take a minor out of the building.
6. The contact information for the parents/legal guardians will be given to the Director, if possible, and a letter will be written stressing that library staff cannot be responsible for youths not picked up by library closing. A copy of the policy will be sent with letter. If such letter cannot be sent, then any library staff member may give a copy of the policy to the patrons involved.

#### **DISRUPTIVE YOUTH**

Disruptive youth over the age of ten will be asked to leave after two warnings. Disruptive behavior is defined as any behavior on library premises which infringes on the rights of others using and/or working in the library.

Examples include but are not limited to: Talking that can be heard four feet away, running in the building, going in and out several times, feet on the furniture, possessing food or drink, playing loudly, and making rude comments to other patrons or staff members.

#### PROCEDURE FOR HANDLING DISRUPTIVE CHILDREN UNDER AGE 10:

1. Warn the child verbally that his/her behavior is unacceptable and explain appropriate library behavior.
2. If the behavior continues, a staff member will inform the parent or responsible person of the library's policy and issue a verbal warning.
3. If the disruptive behavior still continues, the responsible person will be asked to take the child out of the library.
4. If the responsible person refuses or cannot control the child's behavior, the family will be asked to leave. If they refuse, the librarian in charge will call the police.

#### PROCEDURE FOR HANDLING DISRUPTIVE BEHAVIOR OF PATRONS 10 to 17:

1. Warn the disruptive patron that his/her behavior is unacceptable. Explain what appropriate behavior should be. Tell patron that this is a first warning. (If situation is life threatening, or includes verbal abuse or repeat offender, go to Step 3.)
2. If behavior persists, approach youth and responsible person with same warning as in Step 1. If youth is unattended, give him/her a second warning. State that this is a warning and if the disruptive behavior persists, the youth will be asked to leave the library premises.
3. If the disruptive behavior still persists:
  - A. Request that the youth and the responsible person leave the library premises.
  - B. If responsible person cannot be located within the building, staff will ask youth to wait for them just inside the door where you can see them. Youth may attempt to reach parent by phone, if it seems necessary. Parent/guardian will be told to pick up the youth immediately, reminding him of library policy.
  - C. For youth 10-17, if the responsible person cannot be located within 30 minutes, and the youth refuses to wait quietly by the door, (check with youth about his transportation) the staff may contact the police. If justified, police may be called sooner.
4. UNDER NO CIRCUMSTANCES should staff appear to using force with disruptive persons.

## **SPECIAL SERVICES**

## **VOTER REGISTRATION**

Citizens may register to vote at all Highland County District Library locations. New and/or updated registrations may be completed at any time. Registrants must check with the Election Board to confirm their eligibility to vote.

## **TEST PROCTORING**

Patrons may contact administration at the Hillsboro Public Library to inquire about test proctoring availability.

## **GOLDEN BUCKEYE CARDS**

Patrons may register for Golden Buckeye cards at all Highland County District Library locations. Staff members will verify eligibility and fax completed applications to the State of Ohio for processing. Patrons will keep the application form after the fax transmission is complete.

## **TAX RESOURCES**

The Highland County District Library may have some tax forms and resources for patrons, but also maintains the following approach when it comes to filing taxes:

Library staff cannot give tax advice or help! Ever.

If patrons have decided to file taxes online from the library, here are computer-related talking points to share with patrons:

- \* If you are not comfortable using the Internet via your computer, this is not a good first task.
  
- \* The IRS.GOV site has a link to about 20 online tax preparers who will allow you to file your income tax for free from their site if you have an adjusted gross income under \$50,000. (Some of the sites have additional requirements.) Their list of links is found on their eFile page, which is linked to from their home page.
  
- \* The State of Ohio allows many Ohioans to complete an online tax form at [www.ohio.gov](http://www.ohio.gov)
  
- \* These companies may require that you have an email address. If you don't, don't create one unless you intend to check the email regularly.
  
- \* If you are going to use a library computer, be sure to choose an online provider that:
  1. Allows you to create a login so you do not have to complete the form in under an hour. (Don't forget to write down your login and password and put them in a safe place, like your wallet.)
  2. Check the System requirements, if they need you to have Cookies enabled, you may run into trouble on our computers.
  3. It is always wise to read the user agreement for the website you decide to use, before you agree to it.
  
- \* Should you decide to do your taxes in the library, please be cautious about leaving documents with your personal information where others can see them. Also keep an eye out for people who might be trying to read over your shoulders.
  
- \* Please be sure to close your browser and shut down and restart the computer to be sure of clearing all personal information off the computer as you leave.

The library cannot assume responsibility for any tax penalties or legal difficulties you may incur while on our computers.

## Appendix A: Claims Returned Procedure

Staff assisting patrons who believe they have returned an item may utilize “claims returned” up to three times on a single library account. More instances indicate a pattern of not returning items and patrons must then pay lost fees to bring their accounts back to good standing.

- 1) First action is to renew/extend due date and both patron/library look everywhere for the item.
- 2) Make a note on the patron’s account so that other staff are aware of what’s taken place already, e.g. “Shelf check for Blue’s Clues DVD 778, not at HHI. Advised patron to look at home. JR 6.27.19”
- 3) If item cannot be found and patron continues to claim it was returned, change the status to claims returned by right-clicking on the item.
- 4) Using the diamond icon, modify the date from (NEVER) to the claimed return date.
- 5) Click “Mark Items Claimed Returned (o)” to save this change.
- 6) Remove all old notes about the claims returned item.
- 7) After three occurrences, patrons have hit the limit and must pay for future items – staff can see how many claims returned a patron has when initially bringing up a library account or by clicking on “display user.”

