



# LIBRARY POLICIES

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*By using Charleston Carnegie Public Library you are agreeing to the following policies.*

## **Our Purpose**

*Approved September 2011*

These policies are guidelines for the Board of Trustees, Director and staff with which to better serve the community where the Library is located. By following guidelines we ensure that each patron is treated with the same set of rules in a fair and equal manner.

The Charleston Carnegie Public Library has adopted and adheres to the ALA *Code of Ethics*. (Available at <http://www.ala.org/ala/issuesadvocacy/proethics/codeofethics/codeethics.cfm>)

## **Mission Statement**

*Approved October 2012*

The Charleston Carnegie Public Library aspires to be the center of the Charleston community by connecting people through information, technology, education and experiences.

## **Public Service**

### **Borrowing Privileges**

*Approved December 2015*

### **Obtaining a Library Card**

#### **Resident Library cards**

Residents are those who live within the city limits of Charleston and pay property taxes which support the Library. Any resident age five and older may get a Library card at no additional fee. Library cards are renewed every three years without additional fees provided the Library card holder shows proof of residency and is a patron in good standing.

#### **Non-resident Library cards and fees**

If you reside beyond the jurisdictional boundaries of the Charleston Carnegie Public Library, but own property within the city limits of Charleston and pay property taxes, upon presentation of a tax bill bearing your name, one non-resident card per taxable parcel shall be issued at no additional fee; it will be good for one year from the registration date. This may be renewed by showing the tax bill bearing your name upon expiration.

In accordance with the Illinois Local Library Act (75 ILCS 5/4-7), individuals residing outside of the Charleston city limits thereby not paying taxes to support the Library, not within the boundaries of another public Library, and owning no property within Charleston city limits may purchase a non-resident fee card by paying an annual fee comparable to the average property tax paid by city residents. The annual fee for non-resident cards is established each year by the Library Board. This fee entitles the immediate family to use the Charleston Carnegie Public Library, and participating libraries statewide. Non-residents are expected to apply for a Library card at the Library geographically closest to their home.

Charleston Carnegie Public Library will strive to participate in the local Reader's Bridge Program. Reader's Bridge is an independent non-profit that subsidizes nonresident fees for families in need.

### **Organization Library Cards**

If a nonprofit organization is located within Charleston city limits, it is eligible for one Library card recorded under the organization name. A letter on the organization letterhead from the director of the organization must be presented. The person signing the letter from the organization will be responsible for any fines or fees associated with the Library card. Three employees may be listed as eligible borrowers, they must show a photo I.D. to check out items under the organization name. The Library director will make all final decisions on the eligibility of an organization for borrowing privileges.

### **How to Get a Library Card**

Any person who wants to obtain a Library card needs to fill out a Library card application form at the Service Desk at the main entrance. Adults must show a photo I.D. and proof of current residence. Children age five through middle school must have a parent or guardian's signature on their application form and the parent or guardian will be held responsible for materials borrowed by the child.

There is a fee of \$2 to replace damaged, destroyed, lost, or stolen Library cards.

### **Eligibility to Borrow**

Individuals presenting valid borrower's cards issued by the Charleston Carnegie Public Library are eligible to borrow materials from the Charleston Carnegie Public Library when no outstanding fines in aggregate excess of \$5.00 have accrued to their card.

As parents are responsible for materials borrowed by their child(ren), they are eligible to borrow materials from the Charleston Carnegie Public Library when no outstanding fines in aggregate excess of \$5.00 have accrued to their card or their child(ren)'s card(s).

Individuals presenting a valid resident card from another public Library in Illinois may borrow materials from the Charleston Carnegie Public Library. The card must have the name of the individual presenting it, and an expiration date in the future.

## Check out periods

	Length of Loan	Limit	Renewals	Holds	Fines per day late**
Books with high demand sticker	14 days	Not all of one subject	3 times*	Yes	\$0.25
Books with rental sticker	Pay \$0.10 per day	Not all of one subject	N/A	No	N/A
Books	28 days	Not all of one subject	3 times*	Yes	\$0.25
Audiobooks	28 days	Not all of one subject	3 times*	Yes	\$0.25
CDs	28 days	5	3 times*	Yes	\$0.25
DVDs/Blu-Rays with new sticker	3 days	Total of 5	3 times*	Yes	\$1.00
DVDs/Blu-Rays	7 days		3 times*	Yes	\$1.00
TV Series DVDs/Blu-Rays	14 days		3 times*	Yes	\$1.00
Equipment (ie camera, fishing poles)	14 days	3	0 times	No	\$ 0.25 Not allowed to be returned in book drop.
Kit	28 days	2	3 times*	Yes	\$0.25
Magazines, besides current month	7 days	5	3 times*	Yes	\$0.10
MyMediaMall.net	varies	5	No	Yes-limit of 7	N/A
Puzzles	28 days	5	3 times*	Yes	\$0.25
Telescope	5 days	1	1 time*	Yes	\$5.00
3M Cloud	21 days	5	No	Yes- limit of 5	N/A
Video Game	28 days	1	3 times*	Yes	\$0.25

\* If there are outstanding requests for the item, the Library is unable to honor renewal requests.

\*\*Overdue fines will not exceed \$10.00.

By borrowing items from the Charleston Carnegie Public Library the cardholder assumes liability for the item while it is in their care and agrees to return all items in good condition and/or working order by the due date. If any components of Library items are missing or damaged upon check-in, we reserve the right to charge a replacement and/or repair fee. We also reserve the right to leave the item in the checked-out status until missing parts are returned; this will not waive the late fee.

## **Interlibrary Loan**

When patrons want material that is not available within the Charleston Carnegie Public Library, we ask other agencies (either within our shared database or through other databases) to provide it. This is the process of interlibrary loan. Materials borrowed through interlibrary loan have a circulation period that is determined by the lending Library, not the Charleston Carnegie Public Library. We are happy to borrow materials from other libraries for you, but we ask that you respect the date by which those materials must be returned to their home libraries. When the Charleston Carnegie Public Library is lax in returning materials borrowed through interlibrary loan, the Library can lose the privilege of borrowing materials in that way for any of its patrons. It is crucial, therefore, that materials borrowed through interlibrary loan be returned in a timely manner. Habitual failure to do so may result in individual loss of the privilege in order to preserve the privilege for other Library patrons.

Charleston Carnegie Public Library cannot renew items from other libraries without expressed permission from the loaning Library.

Upon receiving interlibrary loan materials at the Charleston Carnegie Public Library, the requesting patron will be notified by phone call, text, or email. Patrons will have seven days to pick up materials from the Charleston Carnegie Public Library. After that time, the material will be returned to the lending Library.

Patrons may request up to five items at a time from outside of the SHARE system.

## **Requested Items**

Patrons may place a hold on materials that are not immediately available for patron use, but are in the collection of the Charleston Carnegie Public Library. When the reserved materials are available to the patron who has placed the reserve, the Library will notify the patron via phone call, text, or email. The specific title of the material will not be stated to anyone other than the Library patron who placed the hold. If the patron is not available by phone, a message will be left. The date of the message will be noted and the material will be held for the patron for a period of seven days. In no circumstance will the Library leave more than one message regarding a hold on a specific item. Relay of the message to the appropriate person in the household, and prompt retrieval of the material, are the responsibilities of the patron. The maximum number of materials allowed to be checked out per patron card (listed above) still applies.

## **Lost and/or Damaged Materials**

Materials borrowed via any mechanism are the responsibility of the Library patron. Replacement cost (not original purchase price) is the responsibility of any patron who borrows and loses any Library material. In the case of children in elementary or middle school, it is the parents' responsibility to pay for lost or damaged items in accordance with the following schedule of terms:

Replacement cost of items owned by the Charleston Carnegie Public Library is determined by the item's inventory record. The Library will determine the replacement cost for items that do

not have an inventory record. The replacement cost of an item received via interlibrary loan is determined by the lending Library.

If a patron is interested in purchasing a replacement copy in lieu of paying the replacement cost, they must speak with the Collection Development staff in advance.

In addition to the replacement cost each lost item will have a processing fee of \$5.00.

If a lost item from Charleston Carnegie Public Library is found and returned within 3 months of payment (or a replacement copy has been submitted to the Collection Development staff), the Library will issue a refund minus the processing fee. Refunds for lost interlibrary loan items are determined by the lending Library.

### **Confidentiality of Library Records**

The Charleston Carnegie Public Library abides by Illinois Law (See the Illinois Library Records Confidentiality Act, 75 ILCS 70/1 through 70/2) that states that the records of patron transactions and the identity of registered Library patrons is confidential material. The Charleston Carnegie Public Library does not make available the records of patron transactions to any party except in compliance with the law. The Charleston Carnegie Public Library does not make available lists of registered Library patrons except in compliance with the law.

### **Collection Development**

*Approved July 2015*

Overall responsibility for collection development rests with the Collection Development staff who operate within this framework of policies determined by the Board of Library Trustees. The purpose of this policy is to guide the Collection Development staff and to inform the public about the principles upon which selection and retention decisions are made. A policy cannot replace the judgment of librarians, but stating goals and indicating boundaries will assist them in both choosing from an array of materials, and withdrawing materials, which are no longer useful.

### **Cataloging**

Materials that are part of the Charleston Carnegie Public Library collection will be cataloged and entered into the SHARE database following the SHARE cataloging standards. The exception are items that are housed at the Library temporarily, such as items in the exchange programs, tax form manuals and materials available for public inspection.

### **Guidelines for Selection**

The general guidelines considered in selecting materials include:

- Significance and permanent value to the existing collection
- Qualifications of author or producer
- Suitability of subject and style for intended audience
- Quality of format
- Currency or timeliness, if applicable
- Demand by patrons
- Price

- Attention given to the item by reviewers and general news media
- Availability of materials in other libraries
- Technical quality of non-book materials.

In selection, consideration will be given to the work as a whole. No work shall be excluded because of specific passages or pieces taken out of context. The selection of any material or electronic resource for the Library's collection does not constitute an endorsement of its contents.

### **Scope of the Collection**

Through careful selection, the Library always seeks to select materials and electronic resources of varying complexity and format because it has a potential public embracing a wide range of ages, educational backgrounds, interests, and reading skills.

The Library will provide, when possible, materials on all sides of controversial issues, materials that give evidence of a sincere desire to be factual, that are written in a reasonable fashion, and that show results of careful study. The Board of Trustees has adopted the American Library Association's Bill of Rights and the Freedom to Read statement.

### **Requests for Reconsideration**

Requests for reconsideration may be made only by registered patrons, and shall be made in writing and given to the Library Director for consideration at the next regularly scheduled Board meeting. The Board will issue a written response. A recommended form is available at the service desk and on the Library webpage.

### **Duplicate Copies**

The number of copies purchased varies with the expected use of any item. As extensive demand for individual titles is demonstrated, duplication to meet the demand is implemented.

### **Rental Copies**

The purpose of the rental book collection at the Charleston Public Library is to provide additional copies of most popular items owned by the Library. Books are never purchased for the rental collection to be used "instead of" the regular Library collection. Rentals are not reserved but often provide a more immediate solution for those who prefer to pay a small fee rather than wait in the hold queue. When the rental items are no longer popular, the Collection Development staff determine whether they should be added to the general collection or sold in the Library book sale.

### **Discarding**

In order to maintain the best possible collection of materials, a continual discarding process takes place. Items are discarded if they are outdated, if they no longer circulate, if there are more duplicate copies than needed, or if they are in poor physical condition. Items will be clearly marked that they are discarded and/or the barcodes will be removed from them. Discarded items will be sold with proceeds going to the Library or disposed of in some other fashion.



## **Genealogy and Local History Collection**

Due to the unique nature of the genealogy and local history section of the library, the overall responsibility for collection development rests with the Library Director who operates within this framework of policies determined by the Board of Library Trustees. The purpose of this policy is to guide the Library Director and to inform the public about the principles upon which selection and retention decisions are made. A policy cannot replace the judgment of librarians, but stating goals and indicating boundaries will assist them in both choosing from an array of materials, and withdrawing materials, which are no longer useful.

## **Cataloging**

Materials that are part of the Genealogy and Local History collection will be cataloged and entered into the SHARE database following the SHARE cataloging standards. The exception are items that are part of the family file collection.

## **Guidelines for Selection**

The general guidelines considered in selecting materials include:

- Relevance to the histories and ancestries of Coles County, IL
- Uniqueness and historical value of the item
- Physical condition of the item
- Format of the item
- Space constraints for storage of the item
- Time needed to arrange the collection for use
- Copyright compliance

## **Scope of the Collection**

The genealogy and local history collection will include available:

- Family histories and genealogies
- Vital records
- Federal and state census
- Probate and will records
- Land records and directories
- Maps and survey plans
- Cemetery records
- Information on churches
- Naturalization records
- Military records
- Newspapers
- Histories
- Yearbooks
- Pamphlets issued by businesses and organizations containing historically important information
- Indexes to the preceding items

Pertaining to the following (with section 1 as the highest priority and section 4 as the lowest):

1. Coles County, Illinois
2. Counties surrounding Coles County, Illinois
3. Illinois
4. Areas related to the migration patterns of families of Coles County, IL

The collection will also include basic materials on genealogy research procedures. With the exception of replacement copies, the collection will generally not include popular reading materials or items previously discarded from Library collection.

### **Duplicate Copies**

The number of copies retained varies with the expected use, threat of theft, and uniqueness of any item. On occasion, the Library will retain a copy of a title in both the circulating collection and the non-circulating genealogy and local history collection.

### **Discarding**

The Library reserves the right to withdraw materials that do not fit within the guidelines for selection and/or scope of the collection. Items will be clearly marked that they are discarded and/or the barcodes will be removed from them. Discarded items will be sold with proceeds going to the Library or disposed of in some other fashion.

### **Gifts and Donations**

*Approved July 2015*

The Library is grateful for donations of books and other materials; its collection has been enriched greatly by many fine donations of books, etc. However, in accepting a gift the Library reserves the privilege of deciding whether it should be added to its collection. Once an item is donated to the Library the donor relinquishes all rights to the item, items will not be returned for any reason.

Gifts of cash, real property, stocks, trusts, etc. will be accepted. Such resources may be used to purchase materials or to provide services in keeping with the Library's mission. If desired, the donor may donate in memory or in honor of an individual. Library bookplates will be placed in any Library materials purchased with gift funds, format permitting. The purchase of specifically identified titles with such funds cannot be guaranteed but upon request the collection development staff will consult with the donor on appropriate subjects. Gifts resulting in ongoing or additional costs to the institution such as staffing or special maintenance will require special Board approval for acceptance.

All donations must be delivered to the Library. All donations are tax deductible. A receipt is available upon request but please note that the Library cannot assess the value of a non-monetary gift.

The Library reserves the right at all times to dispose of any gift without notification to the donor, if in the judgment of the staff, such item no longer serves the purposes of the Library. The Library makes an effort to dispose of all gift material, to the very best advantage. Often it will be offered to the public in the Library's book sale. Proceeds are used to support the Library.

The Charleston Carnegie Public Library is a tax funded organization and is unable to provide donations to other organizations.

## **Lost & Found**

*Approved August 2012*

The Library will attempt to notify patrons of materials left behind in the building or in the book drop if there is identification. However, the Library is not responsible for personal items accidentally returned to the Library. After thirty days, unclaimed items become Library property. Unclaimed books, videos, CD's or DVD's that are in good shape will be sold at the Friends of the Library sale. Books or other materials that are not in good shape may be discarded. Unclaimed currency will be added to the general Library fund. Other unclaimed items will be donated to the local thrift shop or disposed of in a manner to be determined by Library staff.

## **Library Services**

*Approved July 2015*

### **Computer & Internet Use**

Computer, printing (for a fee), and internet access is available on select public computers for all users of the Charleston Public Library. Wireless internet access is also available for patrons who have their own compatible devices.

The KidSpace computers are generally limited to children in middle school and younger as well as the guardians accompanying children under 8. The Zone computers are generally limited to those in middle school through high school. Adult computers are generally limited to high school graduates and those age 18 and older. There are also computers limited to 10 minute use, genealogy research and Library catalog searches.

Patrons may make one reservation per day up to 24 hours in advance. After reservations are filled, computers are available for use on a first-come, first-served basis. For the KidSpace and Zone computers users are guaranteed a 1 hour session when a computer opens. If there is no wait list they will be allowed a maximum of 2 hours per day. For the adult computers, users are guaranteed a 1 hour session when a computer opens. They may continue to use the computer until a wait list forms.

Charleston Carnegie Public Library's staff may provide assistance to patrons in the use of the internet and computers as time and staff knowledge permits. Staff will not provide basic computer skills training outside of specific program time but may provide printing assistance and basic troubleshooting. Staff will not fill out employment applications for Library visitors.

The Library does not filter or restrict access to internet sites. The Library makes the internet and all computer resources available to anyone who agrees to abide by the Library guidelines.

The Library is not a commercial internet service provider; therefore electronic mail or personal web pages will not be provided but may be accessed. The internet computers allow users to connect to networks of resources outside the Library. The Library has no control over these

resources. The Library urges Library patrons to be informed consumers and carefully evaluate information obtained via the internet.

The Library does its best to provide fully functional equipment, but cannot be held accountable for unforeseeable hardware failure. This includes the loss of data; we encourage users to frequently save work to their personal removable media devices.

Parents have the primary responsibility to guide and direct their child(ren) in the use of the Library's resources, including the internet.

The Charleston Public Library requires that patrons using the internet do so within the guidelines of acceptable use. The following activities are unacceptable:

- Use of electronic information networks to harass others
- Revealing the personal information of others
- Use of another person's identity, i.e. name, address or email
- Alteration or damage to the Library's computer equipment, software or network security
- Use of electronic information networks in violation of any federal or state law, which may result in prosecution
- Violation of copyright law or software license agreements
- Behaving in a manner that is disruptive to other users
- Overuse of computer equipment which denies access to other users (Time limits are enforced to allow access to resources by the maximum number of users.)
- Viewing offensive images or text

## **Reference Services**

The Charleston Carnegie Public Library offers access to reference services and in-house use of materials to all persons regardless of age, race, sex, social or economic status. All questions will be treated with equal respect and confidentiality.

The Charleston Carnegie Public Library will strive to provide staff trained to offer more advanced reference services during all hours that the Library is open. Staff will offer these reference services in person, by phone, by fax, and electronically.

Staff will strive to answer and or give patrons a status update within one weekday of the request. Reference questions that the Library cannot answer with the resources they have access to will be referred to appropriate agencies.

While the Library will strive to provide accurate and current information, staff will not be responsible for any inaccurate information obtained. The Library can provide assistance locating information on but will not interpret information. This includes but is not limited to medical and legal topics.

## **Programs**

The Library sponsors programs in order to support learning and enjoyment in the community. The Library will strive to offer programs that are free and open to the public. There may be some

limits on age or number of participants to ensure safety and enjoyment for participants. If the Library does sponsor an event that requires a fee, the fee will be marked on all promotional materials.

Tours or orientations requested by a group will be considered a private event rather than a Library program.

### **Courtesy Phone**

A courtesy phone is available to make local phone calls in the main lobby.

### **Public Notices & Displays**

All notices, posters, and free literature must be approved and placed on the bulletin board or in the display racks by Library staff. Materials must be promoting public events or services, no solicitations will be accepted. The Library reserves the right to discard all submitted materials. Posting of a notice or placement of materials in a display rack does not imply endorsement by Library staff or Board of Trustees.

Display cases are also available for the use of educational displays. The cases have working locks. However, the Charleston Carnegie Public Library is not responsible for theft or damage of items in the cases. Displays promoting the Library or Library events will take priority. An application form is available at the service desk and on the Library website.

### **Copies/Computer Printouts**

Copiers/printers are available at the Library. Patrons must pay for all pages printed regardless of the amount of lines on the page. The usage fees are posted at the machines and on the Library website. Any copies/computer printouts will be held by the Library for one week and then discarded if not picked up.

### **Earbuds/Headphones**

Due to health concerns, the Library will not provide earbuds and/or headphones at the public computers. Earbuds/Headphones are available for purchase at the rate posted on the Library website. If earbuds and/or headphones are left in the Library they will be discarded after 24 hours.

### **Fax**

Patrons may receive and/or send faxes at the Library at the rate posted on the Library website. Faxes are sent only within the continental United States. The Charleston Carnegie Public Library assumes no responsibility of notification of the receipt of a fax for an individual, unless phone number of recipient's phone number is listed. Received faxes will be held by the Library for one week and then discarded if not picked up.

### **Loanable Laptop**

The Charleston Carnegie Public Library has one laptop computer (includes small business software and a microphone) available through a grant funded by the Small Business Association. This laptop is to be used for business and educational purposes. The equipment is available for

in-Library use only. Reservations may be made at the information desk up to three months in advance of the requested date. It may be checked out by anyone 18 and older by providing the information desk with a driver's license or state I.D. The I.D. will be held until the laptop is returned. The person whose provides the I.D. is responsible for the equipment until it is returned to a staff member.

The Library is not responsible for any costs incurred while you are using the loaner equipment. The Library does its best to provide you with clean, secure, and fully functional equipment, but cannot be held accountable for unforeseeable hardware failure. Patrons are expected to follow the Library acceptable use policy (listed in the computer and internet use policy above).

## **Test Proctoring**

The Charleston Carnegie Public Library will provide proctoring services upon request. The proctoring service should be scheduled in advance and the person taking the test should provide the Library with a contact phone number. The appointment may be canceled due to Library closure (i.e. closure due to weather, etc.)

The rate for this service is posted on the Library website; the posted fee will cover any printing, postage, and/or fax fees associated with the test. The fee must be paid before the test is administered. The person taking the test will be responsible for confirming that the test is sent to the Library for the proctor appointment. The Library will hold any test materials that are sent to the Library for 1 week after the scheduled test date and then will discard or return if not picked up.

## **Freedom of Information Act**

*Approved July 2015*

- I. A brief description of our public body is as follows:
  - A. Our purpose is to provide materials and services for the recreational, social, informational, and educational needs of the community.
  - B. An organizational chart is available on our website.
  - C. The total amount of our operating budget is available at [www.charlestonlibrary.org/about](http://www.charlestonlibrary.org/about)  
Funding sources are property and personal property replacement taxes, grants, fines, charges, and donations.
  - D. The office is located at this address: 712 Sixth St., Charleston, IL 61920
  - E. We have approximately the following number of persons employed:  
Full-time- 6, Part-time- 7
  - F. The following organization exercises control over our policies and procedures: *The Charleston Carnegie Public Library Board of Trustees*, which meets monthly. The members and scheduled meetings are available on the Library website.
  - H. We are required to report and be answerable for our operations to:  
*Illinois State Library, Springfield, Illinois.*
- II. You may request the information and the records available to the public in the following manner:
  - A. Use request form (available at the service desk and on the Library webpage).

- B. Your request should be directed to the FOIA officer: Library Director, Jeanne Hamilton. You must indicate whether you have a “commercial purpose”<sup>1</sup> in your request.<sup>2</sup>
- C. You must specify the records requested to be disclosed for inspection or to be copied. If you desire that any records be certified, you must specify which ones.
- D. To reimburse us our actual costs for reproducing and certifying the records, you will be charged the following fees:
  - There is a \$1.00 charge for each certification of records.
  - There is no charge for the first fifty (50) pages of black and white text either letter or legal size;
  - There is a \$.15 per page charge for copied records in excess of 50 pages;
- E. The actual copying cost of color copies and other sized copies will be charged.
- F. If the records are kept in electronic format, you may request a specific format and *if feasible*, they will be so provided, but if not, they will be provided either in the electronic format in which they are kept (and you would be required to pay the actual cost of the medium only, i.e. disc, diskette, tape, etc.) or in paper as you select.
- G. The office will respond to a written request within five (5) working days or sooner if possible. An extension of an additional five (5) working days may be necessary to properly respond.
- H. Records may be inspected or copied. If inspected, an employee must be present throughout the inspection.
- I. The place and times where the records will be available are as follows:
  - Monday- Friday 10 a.m. to 5 p.m. (excluding Holidays)
  - Charleston Carnegie Public Library, Administrative Offices

III. Certain types of information maintained by us are exempt from inspection and copying. However, the following types or categories of records are maintained under our control:

- A. Monthly Financial Statements
- B. Annual Receipts and Disbursements Reports
- E. Operating Budgets
- F. Annual Audits
- G. Minutes of the Board of Library Trustees
- H. Library Policies, including Materials Selection
- I. Adopted Ordinances and Resolutions of the Board
- J. Annual Reports to the Illinois State Library
- K. Grants Reports
- L. Vendor Information
- M. Long-range, technical services and marketing plans

## Meeting Rooms

*Approved November 2014*

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<sup>1</sup> “Commercial purpose” is defined in the Act as “the use of any part of a public record or records, or information derived from public records, in any form for sale, resale, or solicitation or advertisement for sales or services.” However, there are exceptions for news media, non-profits, scientific and academic organizations for disseminate news, articles or opinions of public interest, or research or education.

<sup>2</sup> In the event a “commercial interest” is involved, additional questions can be asked of the requestor by the public body FOIA officer in order to determine the classification, then the public body has up to 21 days to respond and either deny the request based on exemptions or undue burden; or estimate the time and cost of the copying for prepayment; or provide the documents requested.

The Charleston Carnegie Public Library welcomes the public use of its meeting facilities. The Library provides meeting rooms for the purpose of presenting programs of culture, education, entertainment or information for the Charleston community.

The following rooms are available during the Library's open hours:

Room	Standard Setup	Fire Code Capacity
Rotary Community Room A	3 round tables with 18 chairs, 2 conference tables	118
Rotary Community Room B	3 round tables with 18 chairs, 4 conference tables	102*
Rotary Community Room A & B	6 round tables with 36 chairs, 6 conference tables	220
Study Room A	1 table with 6 chairs, 1 desk with 1 chair	6
Study Room B	2 tables with 8 chairs	10
Conference Room	1 conference table with 10 chairs	15
Craft Room	5 tables with 22 chairs	30

\* Rotary Community Meeting Room B provides access to a kitchenette with a sink, refrigerator and a microwave. A 12 cup coffee pot is available. Consumable items are not provided by the Library.

The meeting rooms are available to groups during Library hours using the guidelines set by the Library Board. Scheduling preference is given to Library sponsored activities and the Charleston city government. After which the meeting rooms are available on a first come, first served basis. The Library reserves the right to make cancellations due to Library needs or other extenuating circumstances.

As a courtesy, the Library requests that groups call the Library at 345-4913 to notify of any cancellation no less than 24 hours in advance, or at least one week in advance for refund of registration fees. Groups that make reservations but fail to show up will be informed by the Library Director that the Library Board could take action for repeated cancellations.

Groups wishing to use the meeting room must complete an application (available at the information desk and on the Library webpage), receive approval and pay fees, if indicated.

#### Reservation Guidelines

1. The person reserving the room must be over 18 years of age.
2. Room reservations may be made up to three months in advance of the requested date.
3. The Meeting Room Reservation Form must be completed. The reservation will be official only after approval and the payment of fees, if indicated.
4. The applicant for the room is responsible for any damage to the facility, property, or equipment and for the cleanliness of the facility at the close of the meeting.



5. All equipment requests must be made in writing on the Meeting Room Request Form. If the user is unfamiliar with the operation of the equipment, an appointment must be made to be instructed in the correct use.
6. The meetings rooms will begin with the standard setup listed above. If groups desire an alternate setup, they are responsible for arranging the meeting room tables and chairs and returning them to the original location before leaving OR paying the additional fee for specialized setups.

Fees for use of meeting rooms:

Nonprofit & Community Groups			
Room	Fee per hour including standard setup	Additional fee if serving a full meal	Additional fee for specialized setup
Conference Room, Study Room A, OR Study Room B	No charge	n/a	n/a
Craft Room	No charge	\$15	n/a
Rotary A OR Rotary B	No charge	\$15	\$25
Both Rotary Rooms A & B	No charge	\$15	\$25

Private & For Profit Groups		
Room	Fee per hour including standard setup	Additional fee for specialized setup
Conference Room, Study Room A, OR Study Room B	\$10	n/a
Craft Room	\$15	n/a
Rotary A OR Rotary B	\$15	\$25
Both Rotary Rooms A & B	\$30	\$25

#### General Guidelines for Use of Library Meeting Rooms

1. No admission fee may be charged.
2. The sale of items or fundraising at a meeting must be reported on the application form and approved.
3. Nothing may be affixed to the walls, doors, windows, etc.
4. Food is allowed with the exception red, orange, and purple beverages due to staining.
5. Table covers are required for activities which might stain or mar tables such as food or crafts.
6. Library supplies stored in the meeting rooms are not to be used. This includes but is not limited to food, craft supplies, and Story Time videos.
7. Users will be billed for the repair of any damage to facilities or equipment (Library staff will inspect meeting rooms after each use and report any damage to the Library Director).
8. The blocking of entrance and exit doors in any manner is prohibited.
9. Any group is expected to conduct its proceedings in a quiet orderly fashion, causing no disruption to normal Library activities.
10. Adults bringing children to a meeting must keep the children with them in the assigned meeting room. Children may not sit or play in the corridors or be left unsupervised in the KidSpace.

11. Children's groups using the meeting rooms must be supervised by at least one adult for every ten children.
12. The Library assumes no responsibility for damage to or loss of personal items used or left in Meeting Rooms.
13. Use of the public meeting rooms does not imply Library endorsement, and no announcement, press release, flyer or other promotion should state or imply Library endorsement or sponsorship of the event or the organization. Groups may not use the Library's name or address as their own address.
14. Persons attending meetings are subject to all city ordinances, state or federal laws and Library policies.
15. Smoking, drugs, alcoholic beverages and any kind of flammable substances are prohibited in the Library facilities at all times.
16. All groups must comply with the Americans with Disabilities Act and are responsible for providing qualified interpreters or auxiliary aids when requested.

Clean up procedures after the meeting.

1. Deposit all trash in the receptacle.
2. Coffee maker should be clean and turned off.
3. Wipe kitchen counter tops and kitchen sink.
4. Wipe table tops and chairs.
5. Clean any food or waste from the floor.
6. Remove all leftover food from the kitchen and premises.
7. Remove all disks, CDs, videocassettes, and DVDs from equipment.
8. Turn off all electronic equipment.
9. Turn off all lights.

Failure to follow the reservation guidelines and general guidelines for the use of Library meeting rooms may result in the loss of future meeting room privileges.

## **Conduct**

*Approved December 2015*

The Board of Trustees of the Charleston Carnegie Public Library has established the following rules for patron conduct in the Library. Any user not in compliance with the following rules or who jeopardizes the health or safety of other people in the Library or acts in a manner inconsiderate of other people in the Library may be asked to leave. Should the offender not leave when asked to do so, the police will be summoned.

Library Rules:

1. Loud, offensive, disruptive or threatening language or behavior are not permitted; this behavior and language includes but is not limited to sexual harassment. Any behavior that disrupts or interferes with the operation and/or use of the Library is prohibited.
2. Jeopardizing the health or safety of any Library user or employee is not permitted. Acting in a manner inconsiderate of any Library user or employee is not permitted.

3. Improper acts which are subject to prosecution under any criminal or civil codes are prohibited. Including but not limited to:
  - Illicit manufacture, use, possession, or distribution of controlled substances, look-alike drugs, drug paraphernalia, and the manufacture, use, possession, or distribution of marijuana, and its derivatives on Library property.
  - The manufacture, consumption, possession, or distribution of alcoholic beverages on Library property (unless approved by the Charleston Carnegie Public Library Board and covered by appropriate insurance and licensing).
  - Smoking, the use of electronic cigarettes, or the use of any tobacco product in the building and/or within 15 feet of the building.
  - Carrying a firearm on library property.
4. Soliciting, petitioning, loitering, or any other activity that would interfere with the normal flow of Library business is prohibited.
5. Theft, mutilation, or vandalism of Library property is prohibited.
6. Patrons will be appropriately attired, including shirts and shoes.
7. Beverages with secured lids and snacks which will not damage materials or equipment may be consumed in the Library.
8. Animals are not permitted in the Library, except for companion dogs for the physically disabled and for the purpose of Library programming.
9. Restrooms will not be used as a bathing facility.
10. The Library dumpster is considered private property. Any dumpster “diving” (retrieving items in the dumpster for reuse) is hazardous and prohibited. Depositing any personal items in the dumpster for disposal is also prohibited.
11. Misrepresentation of personal information is not permitted. Including but not limited to providing an incorrect name or age for internet usage.
12. Refusing to follow the directions of Library staff is not permitted; this includes but is not limited to failing to take shelter in an emergency as directed by staff.
13. Parents should be aware of and comply with the following policy on unattended children.

### **Unattended Children**

In order to prevent undue disruption of normal Library activities, to provide for the general welfare of all persons using the Library, and to provide for the safety of children using the Charleston Carnegie Public Library, the following shall be policy at the Library.

All children younger than eight shall, at all times, be attended and adequately supervised by a responsible person, e. g. an adult or person of at least high school age. Children age five to seven

may be left unattended for scheduled Library programs, at which time, the person who is responsible for the supervision of the child(ren) may elect to be absent for the duration of the program. Children eight years and older may use the Library unattended, subject to appropriate behavior and conduct. The Charleston Carnegie Public Library assumes no responsibility for children left unattended on the Library premises.

Parents should pick up children younger than thirteen before the Library closes. If a parent or guardian is late picking up a child, s/he will be given the unattended child policy and a list of the policy violation consequences. (Both the child and the parent will be subject to the policy violation consequences.) If a child younger than thirteen not picked up within fifteen minutes of the library's closing time and every effort has been made to reach the parents, the Library staff will then call the police to pick up the child. If the police cannot respond, the Library staff will then call the Department of Children and Family Services to pick up the child. The Charleston Carnegie Public Library and its staff are not responsible for the children left at the Library and must; therefore, turn them over to another agency.

## **Policy Violation Consequences**

*Approved July 2015*

In order to better enforce our Library Policies, Library staff will use the following steps to address policy violations by patrons:

1st offense – you will be informed of your offense and asked to leave the Library for the rest of the day.

2nd offense – your Library privileges will be suspended for one week.

3rd offense – your Library privileges will be suspended for one month.

4th offense – your Library privileges will be suspended for six months.

5th offense – your Library privileges will be suspended for one year.

Due to the serious nature of inappropriate internet use, Library staff will use the following steps to address those found to be using the internet in a way that is listed as unacceptable in the internet use section of this document:

1st offense- you will be informed of your offense, you will be asked to leave the Library and your Library privileges will be suspended for one month.

2nd offense- your Library privileges will be revoked permanently.

Additionally, if Library staff has to call the police in regards to your actions (not limited to internet use) in or around the Library, the following steps will be enforced:

1st offense- your Library privileges will be suspended for one year.

2nd offense- your Library privileges will be revoked permanently.

*Library staff reserve the right to increase the level of consequences and/or call the police if a situation warrants. Police will be called if you refuse to leave the Library when asked to do so.*

Patrons wishing to appeal revoked privileges may do so upon written request to the Library Director who will discuss the appeal with the Board of Trustees at the next regularly scheduled Board meeting. The Board will issue a written response.

## ***Volunteer Service***

*Approved August 2012*

The Charleston Carnegie Public Library Volunteer Services Program supplements the efforts of paid Library staff to provide quality Library collections, services and programs; serves as a method for area residents to become familiar with the Library; and creates opportunities for individuals to feel personal satisfaction while performing a valuable service for the community. The Library cannot guarantee the availability of volunteer work, as volunteer work is based on Library needs.

A volunteer is a person who performs tasks for the Charleston Carnegie Public Library without wages, benefits, or compensation (including travel expenses) of any kind. Examples include members of Boards, such as the Board of Trustees, and Friends of Charleston Library. Volunteers, who do work for the Library function in ways similar to staff.

Service volunteers are recognized by the public as representatives of the Library and shall be guided by the same work and behavior codes as employees. The City of Charleston does not provide workers compensation coverage for volunteers. The City requires negligence on the City's part for volunteers to collect on the City's self-insured liability coverage. Volunteers will fill out volunteer application forms (available at the service desk and on the Library webpage). Minor children may only work as volunteers with the consent of a parent or legal guardian.

## **Community Service**

Charleston Carnegie Public Library often has opportunities to fulfill court-ordered community service hours. Individuals with court-ordered hours fill out a separate application form, which is also available at the service desk and on the Library webpage. They are expected to follow the same guidelines as other volunteers. The Library performs a brief background check to ensure the safety of the Library and Library patrons. The Library cannot guarantee the availability of community service work, as community service work is based on Library needs.

## ***Operational***

### **Board of Trustees By-Laws and Constitution**

*Approved September 2013*

## Constitution

The following is quoted from the Ordinances of the City of Charleston, Chapter LXI:

An ordinance in relation to a Public Library

Be it ordained by the City Council of the City of Charleston:

- Section 1- That there be, and is hereby established within and for the City of Charleston, a Public Library and a reading room.
- Section 2- The officers of said Library shall be nine Trustees, to be appointed by the Mayor, by and with the advice and consent of the City Council.
- Section 3- The entire management and control of said Library shall be under the direction of said Trustees.

### Article I:

- a) The Trustees are appointed for terms of three years each, in such manner that the terms of three Trustees shall expire May 1 of each year.
- b) The appointed Trustees may not miss more than three unexcused, Board meetings, in a one-year period.

### Article II:

- a) The regular meetings of the Board of Trustees shall be held in the Board room of the Library, at 6:30 P.M. on the first Monday of each month. Place of meetings shall be advertised at the beginning of each calendar year. All meetings of the Board of Trustees are open to the public as provided in the Illinois Revised Statutes, Chap. 102, secs. 41-44.
- b) Special meetings may be held at any time at the call of the president or the vice president provided that notice and purpose of the special meeting be given at least 24 hours prior to the meeting.
- c) If a quorum is physically present, other board members may attend the meeting by video or audio conference (as available), but only if the member is prevented from physically attending because of one of the following reasons: personal illness or disability; employment purposes or the business of the Library; or a family or other emergency.

**Article III:** The Board of Trustees shall employ a Library Director who hires all other employees and fixes their salaries.

### Article IV:

- a) All committees shall be appointed by the president and the first named of the committee shall be chairman thereof.
- b) The standing committees of the Board of Trustees shall be as follows:

The **Building Committee** shall be comprised of three members of the Library Board of Trustees and the Library Director. The primary responsibility of the Building Committee is to review issues relating to the maintenance, upkeep, repair, and renovation of the Library facility.

The **Policy Committee** shall be comprised of three members of the Library Board of Trustees and the Library Director. The primary responsibility of the Policy Committee is to develop and review Library policies. Policies shall adhere to the "Library Bill of Rights" and the "Freedom

to Read" statements of the American Library Association. The committee shall review policies in a systematic fashion to insure that all are reviewed at an interval not to exceed three years. The work of the Policy Committee will be reviewed and ultimately approved by the Board of Trustees before being made readily available to both staff and the public.

The **Finance Committee** shall be comprised of three members of the Library Board of Trustees including the Treasurer and the Library Director. The Finance Committee's responsibilities include, but are not limited to, reviewing and recommending an annual operational budget for full board approval, monitoring Library investments, and overseeing the Library's finance policy.

The **Personnel Committee** shall be comprised of three members of the Library Board of Trustees and the Library Director. The primary responsibility of the Personnel Committee is to review position descriptions and staffing requirements of the Library and to review and update the personnel policy.

**Article V:** The fiscal operations of the Charleston Carnegie Public Library shall be governed by the Charleston Carnegie Public Library Finance Policy.

### **By-laws**

- 1) The duties of the President, Vice-President, Secretary, and Treasurer shall be as follows:
  - a) President: The president shall preside at all board meetings, appoint all standing and special committees, serve as ex-officio member of all committees, and perform all other such duties as may be assigned by the board. The president shall be the only spokesperson for the Board of Trustees in all advisory or disciplinary action directed to the staff.
  - b) Vice President: The vice president, in the absence of the president, shall assume all duties of the president.
  - c) Secretary: The secretary shall record minutes of all board meetings, record attendance, record a roll call on all votes (except when a ballot vote is taken) and submit those records to the Library Director. The secretary shall perform all other such clerical duties as may be assigned by the board.
  - d) Treasurer: The treasurer, along with the President and Library Director, is authorized by the Board to sign checks, as one of the two required signatures. The Treasurer shall serve as the chairperson of the Finance Committee. The normal depository of all financial records shall be the Library. In the absence of the Treasurer or when he or she is unable to serve, the President or Vice-President may perform the duties of the Treasurer.
- 2) Five Trustees shall constitute a quorum. In the absence of a quorum, salaries and bills previously sanctioned by the Directors may be approved and ordered paid by the President and Treasurer.
- 3) The Board of Trustees shall employ a Library Director, at a stated salary per month; said salary can be reduced or increased at anytime by a vote of the Board of Directors. The Board may remove said Director from office by a two thirds vote of the entire board at a meeting that adheres to the Open Meetings Act when they shall be of the opinion that the interests of the Library demand it, in which case one month's notice shall be given the Library Director.

- 4) The Library Director, under the control of the Board of Trustees, shall have superintendence of the Library in all its departments and of all its employees; shall be responsible as Library Director for the care of all materials and property within the Library, and for the condition of the Library facility. The Library Director shall be responsible for collection and keeping records on its use. The Library Director shall oversee financial matters in accordance with the Finance Policy and shall plan activities and promote the use of the Library.
- 5) Applications for Library Director shall be presented to the Board of Directors. All other applications for employment shall go to the Library Director.
- 6) If the Library Director wishes to resign, s/he shall give the Board of Directors at least one month's notice.
- 7) The Library calendar including holidays will be approved by the board. The Library shall not be closed on any other day without the approval of the President of the Board.
- 8) The Library will maintain a director's and officers liability insurance policy.
- 9) Any of the foregoing rules and regulations may be altered or amended or suspended by a vote of the Board of Trustees at a meeting that adheres to the Open Meetings Act.

## **Finance**

*Approved July 2015*

The purpose of the Finance Policy is to provide a framework for the fiscal operations of the Library and to assure sound fiscal management.

### **General**

- A. The Library shall maintain current policies for both Directors' & Officers liability insurance and Crime/Employee Dishonesty Insurance.
- B. The financial records of the Library shall be maintained and kept at the Library, except in cases of temporary removal, for seven years.
- C. The Library shall have an outside firm complete an audit of the Library's financial activity on an annual basis.

### **Budget**

The Charleston Carnegie Public Library has a board-approved written budget. This budget is developed annually as a cooperative process between the board's finance committee, the Library Director, and additional staff members with responsibility for budgetary elements. The fiscal year for the Library shall be May 1 through April 30.

Each year, the Board of Trustees determines if the Library's revenues are adequate to meet the needs of the community. If the revenues are not adequate to meet the needs of the community, the Board of Trustees takes action to increase the Library's revenue.

The Library maintains adequate records of Library operations in a manner easily understood by the public as well as the Board of Trustees and Library Director. This record of Library operations is presented at each Board of Trustees meeting and clearly indicates the financial position of the Library. In addition to the general financial position of the Library, this record clearly indicates the current position of each budgetary line item including budgeted amount, receipts, monthly and year to date expenditures, and remaining budget.



## **Purchasing**

The Managers of the Charleston Carnegie Public Library are authorized to spend up to \$1,000 on any single order without prior approval from the Library Director. The Managers shall be responsible for monitoring and adhering to the pertinent budgets.

All other staff members must obtain the written approval of the Library Director before making any purchases.

The Library Director of the Charleston Carnegie Public Library is authorized to spend up to \$5,000 on any single order without prior board approval. The Library Director shall be responsible for monitoring and adhering to the pertinent budget and shall include a list of all the monthly expenditures in the board meeting packet.

At least two (2) quotes should be obtained for any purchases and/or contracts over \$1,000 unless the purchase and/or contract is in conjunction with a previously let and approved contract.

The Charleston Carnegie Public Library may spend in excess of \$20,000 only after completing the formal bid process as described in Illinois Law.

In case of extreme emergency, the Library Director of the Charleston Carnegie Public Library may spend \$10,000 with the approval of any two Library board members so long as the amount does not exceed the threshold requiring a formal bidding process.

## **Contracts**

The Library Director is authorized to sign:

- A. All contracts for the receipt of grant funds.
- B. Contracts that result in a total expense of less than \$5,000 without prior approval from the board
- C. Contracts that result in a total expense of greater than \$5,000 with prior approval from the board.

## **Borrowing Funds**

If the majority of a quorum of the Library Board deems it best, in order to provide and secure the necessary money to do any or all of the things they are authorized to do, they may borrow money with the approval of the corporate authorities of the City of Charleston, which shall be the Mayor and City Council, as prescribed by statute, 75 ILCS 5/5-6. Any borrowing of funds shall not occur until approval is received by the Mayor and City Council.

## **Deposits and Investments**

All investment policies and procedures of the Charleston Carnegie Public Library will be in accordance with Illinois law. The authority of the Library Board of Trustees to control and invest public funds is defined in the Illinois Public Funds Investment Act, and the investments permitted are described therein. Administration and execution of these policies are the responsibility of the Treasurer, and, by designation, the Library Director acting under the authority of the Library Board of Trustees. Investments, fund balances, and the status of such accounts will be reported at each regularly scheduled meeting of the Library Board.

- A. The Library Board shall authorize investment of funds in such institutions, which are federally insured. Insofar as possible, the Library will invest and deposit its money in financial institutions within the Charleston area and meet the criteria.
- B. Deposit accounts in banks or savings and loan institutions will not exceed the amount insured by FDIC coverage, unless the City of Charleston has secured assets from a financial institution to cover a larger amount.
- C. In general, investments should be managed to meet liquidity needs for the current month plus one month (based on forecasted needs).
- D. All income received at the Library will be deposited to appropriate accounts at least weekly.
- E. Financial transactions involving expenditure of Library funds, from the general checking account, require the signatures of two authorized signatures; these authorized signatures are by title the President, Treasurer, Secretary and Library Director. The Library Director of the Charleston Carnegie Public Library is not authorized to receive cash from Library accounts except when the Board of Trustees authorizes such action through the approval of checks to reimburse petty cash.

## **Safety**

*Approved September 2013*

The Charleston Carnegie Public Library strives to provide as safe and healthful an environment as is reasonably possible.

## **Prevention**

The Library shall participate in the City of Charleston risk management program which includes sending a staff representative to safety meetings and maintaining a Material Safety Data Sheet (MSDS) file.

## **Violence**

The Library has adopted a policy of zero tolerance for violence. Any threat of violence, or any actual act of violence, will be taken very seriously, and will be investigated as thoroughly as possible, and action taken to ensure that perpetrators are disciplined accordingly and to ensure that victims are provided medical treatment and counseling as necessary. In instances of actual violence, local law enforcement will be notified and criminal sanctions pursued.

Given this zero tolerance policy Library visitors and employees are instructed to report all incidents of violence, threats of violence or any behavior witnessed which may lead to violence immediately to the Library Director. There will be no retaliation to those who report these incidents. Local law enforcement will be notified in the event of an actual incident, and medical transport contacted if injuries warrant.

Another critical aspect of the zero tolerance policy provides that under no circumstances are weapons of any kind to be brought to the Library and/or the Library's property.

## **Personnel**

*Approved August 2014*

In accordance with the Intergovernmental Agreement entered into on March 4th, 2014 by and between the City of Charleston and the Charleston Carnegie Public Library, the employees working at the Charleston Carnegie Public Library shall be considered employees of the City of Charleston but the Library is a separate governmental unit. As a result thereof, the parties agree that: The Charleston Carnegie Public Library, except as may be required by 75 ILCS 5/4-7(7) and the regulations of the Illinois State Library, shall follow the city's personnel handbook except that the Library reserves the right an addendum approved by the Library Board and the City Council.

Due to the length of the personnel handbook and addendum, they are not contained in these policies but they are available upon request.