

## **WILSONVILLE PUBLIC LIBRARY POLICIES AND PROCEDURES**

The Wilsonville Public Library is a department within the City of Wilsonville and a member of the Library District of Clackamas County and the Libraries in Clackamas County (LINCC) consortium. The Library abides by District and LINCC agreements regarding service areas and revenue, collection sharing, database standards, etc.

### **ACCESS TO LIBRARY MATERIALS AND SERVICES**

During its hours of operation, all persons may make use of the Library resources. No item will be sequestered except for the purpose of protection from damage or theft, or if selected primarily for staff use. All material is available to the public upon request.

The library staff will not permanently mark or identify material in any manner indicating approval or disapproval of the contents. However, material may be included in thematic exhibits or placed in a display of staff favorites to generate interest, with the understanding that such inclusion or display does not imply any official approval or disapproval of the contents by the Library. Items of adult interest that could be confused for children's materials may be specifically marked to avoid confusion.

### **Access by Children**

Definitions:

Parent/guardian is a person who has legal custody of a child.

Caregiver is a person who looks after a child at the direction of a parent or guardian. This can be a friend, older sibling, nanny, etc.

The Library welcomes children into the library. In order to protect their safety, the Library requires that:

- ♦ Parents/guardians shall be responsible for their children's behavior at all times, whether or not the parent/guardian accompanies their children to the Library.
- ♦ Children six years and under must be within view of their caregiver at all times.
- ♦ Children 7 to 10 years old may be out of view of their caregiver while the caregiver is in the library as long as the child's behavior is not disturbing others.
- ♦ The caregiver must be at least 14 years old.

Staff will attempt to contact the parents/guardian or caregivers of a child who is disruptive, is left alone after the library closes, or needs other care. **If a suitable caregiver is not available, staff may call the police to take custody of the child.**

Responsibility for the use of library material by children up to age 14 rests with their parents/guardians.

## **LIBRARY HOURS**

The Library Director sets the Library hours with the advice and consent of the Library Board and City Council. Holidays and extraordinary closures will be in accordance with City of Wilsonville policy. Library Hours are:

|                         |             |
|-------------------------|-------------|
| Monday through Thursday | 10am to 8pm |
| Friday and Saturday     | 10am to 6pm |
| Sunday                  | 1pm to 6pm  |

## **LIBRARY BEHAVIOR**

Disruptive behavior is defined as, in the opinion of Library staff, any patron behavior that interferes with the normal operation of the Library or which unreasonably interferes with another patron's ability to use the Library, creates an unsafe environment, or interferes with staff's ability to do their jobs. Disruptive behavior will be subject to the City of Wilsonville Exclusionary Policy. Examples of disruptive behavior include but are not limited to:

- ♦ Any illegal act
- ♦ Damage to Library property
- ♦ Threatening or aggressive behavior or language
- ♦ Verbal or written abuse directed towards staff or patrons
- ♦ Blocking access to Library services
- ♦ Laying on the floor for the purpose of sleeping
- ♦ Theft
- ♦ Loud noises, including, but not limited to shouting, snoring, and audio equipment use
- ♦ Disruptive cell phone use
- ♦ Running, skateboarding, wrestling, rough-housing anywhere on Library grounds

- ♦ Sexual harassment of any kind
- ♦ Use of tobacco, marijuana, alcohol or illegal drugs
- ♦ Use of cigarettes, e-cigarettes, or personal vaporizers
- ♦ Intoxication
- ♦ Soliciting of any kind, except on plaza outside library entrance (see below)
- ♦ Possession of weapons of any kind, except as allowed by law
- ♦ Excessive odor either because of poor personal hygiene or excessive cologne/perfume
- ♦ Using library restrooms for bathing, washing hair, shaving, washing laundry, or other improper use
- ♦ Entering or remaining upon library premises with belongings that cannot be carried in a single trip and stored under a library chair or table without disturbing others
- ♦ Leaving personal items unattended
- ♦ Not following the reasonable direction of staff
- ♦ Disruptive eating (more than a quick, tidy snack); drinks with secure (screwed on or firmly snapped on) lids are allowed in the Library
- ♦ Leaving trash or food waste in the Library, except in garbage receptacles
- ♦ Using rooms, materials, and/or furniture for purposes for which they are not intended
- ♦ Significantly rearranging or moving furniture or materials without returning them

The plaza in front of the Library may be used for solicitation and petition circulation. The use of tables, carts, or displays for solicitation is prohibited.

### **RESTRICTION OF LIBRARY PRIVILEGES**

Violation of Library Policy and Procedures may result in the restriction of Library privileges by the Library Director or designated staff and will be subject to the City of Wilsonville Civil Exclusion Policy. Restrictions may be conditional, for a defined duration, or permanent.

#### **Examples of possible restrictions include:**

- ♦ Suspension of circulation privileges

- ♦ Suspension of public computer privileges
- ♦ Exclusion from the Library per City of Wilsonville Civil Exclusion Policy

## **APPEALS**

For library specific violations resulting in library restrictions but not exclusion, a person may appeal to the Library Board. Any decision of the Library Board may be appealed in writing to the City Council provided the City Council has decided whether it shall accept the appeal for hearing. The appeal, if accepted, shall be heard based on the record or de novo.

For violations resulting in exclusion, per the City of Wilsonville Civil Exclusion Policy, a person may appeal the exclusion to either the Wilsonville City Manager or the Wilsonville Municipal Court. For more information, see City of Wilsonville Civil Exclusion Policy.

## **LIBRARY CARDS**

### **LINCC Library Cards**

Individuals residing in, owning or renting real property within the Library District of Clackamas County and the employees of the City of Wilsonville are eligible for the free borrowing privileges of the Library. Residents of Washington County, Multnomah County, Fort Vancouver Regional Library System, City of Camas, City of Washougal, City of Hood River, and other jurisdictions may be eligible for free borrowing privileges under reciprocal lending agreements during the effective term of such agreements.

### **Educator Cards**

The Library supports local school teachers in their efforts to educate the children of the Wilsonville area, and recognizes the value of using library material in their classrooms. An Educator Card allows educators living or working in Clackamas County to obtain an account in support of teaching or caring for children from preschool through 12th grade; it may be used by educators in schools, homeschools, child care, and after school programs. Items borrowed are for professional use only, not for personal use. See library staff for more details.

### **Temporary Library Cards**

Temporary Library cards may be issued to:

- ♦ Extended guests of eligible residents.

- ♦ Adults, if proof of ID or residency is not available.
- ♦ Children who are visiting the Library with their classes, if proof of residency is not available.
- ♦ Children 12-14 who request a card without a parent or guardian present

Temporary library cards will be restricted to no more than five items checked out at any time, and will automatically expire twelve months from date of issue.

### **Oregon Library Passport Cards**

Oregon Library Passport cards are available to Library users who are not eligible for free borrowing privileges. To be eligible, the user's home library must participate in the Oregon Library Passport program. To receive a Library Passport card, a user must present their library card from their home library, in addition to other identification noted below.

Holders of an Oregon Library Passport cards are restricted to five items checked out at a time and five active holds. Oregon Library Passport cards cannot be used to access online databases or library2go material, or for interlibrary borrowing outside of Clackamas County. Users may not check out Cultural Passes with Oregon Library Passport cards. Circulation privileges will be blocked if a user has \$25 in total fines. The cards expire each year, but can be renewed.

### **Non-Resident Fee Cards**

A fee will be charged for a library card to patrons ineligible for free borrowing privileges. Non-resident library cards enjoy full library privileges. Fees for non-resident library cards are set by the LINCC Consortium.

The fee for a Non-Resident library card is \$95 per year, per household.

### **Identification**

Identification verifying eligibility, including proof of current address, will be required for most Library borrower's cards. Preferred identification includes:

- ♦ Oregon Driver License (proof of residency and identification)
- ♦ Oregon Identification Card (proof of residency and identification)
- ♦ United States Passport (proof of identification)
- ♦ Social Security Card (proof of identification)
- ♦ Current student body card (proof of identification)

- ♦ Fishing or hunting license (proof of identification)
- ♦ Property tax statement (proof of residency)
- ♦ Current voter registration card (proof of residency)
- ♦ Business mail dated within 30 days (proof of residency)
- ♦ Personal check with name and address (proof of residency)
- ♦ Rental agreement (proof of residency)

Identification will be verified at the time of application for a library card, but not retained in the patron account. A temporary library card may be issued to a permanent resident who does not immediately provide adequate identification, or who does not have a permanent address.

### **Children**

A child of any age is eligible for a general library card with approval from their parent/guardian. Library card applications for children and youths up to their 15<sup>th</sup> birthday must be signed by a parent/guardian, and the parent/guardian's name will be entered into the child's circulation record as the responsible party for any charges accrued on the child's account. Library staff are not responsible for overseeing card use and will not provide account information (including checkouts) to anyone other than cardholder, unless library card or library card number is provided, or child is present and consents.

### **BORROWING ITEMS**

#### **Checkout**

Most items within the Library are available for checkout. Items designated for reference use, are not normally checked out, but may be checked out at the discretion of staff.

A library card is preferred to check out material. If a library card is not available, patrons may give their library card number or may show picture ID. Patrons may provide an image of their library card from their cell phone or digital barcode from the Library app.

In the event that the patron does not have picture ID staff may choose to make identification by asking a series of questions based on the information on their account. For example, their birthdate, street address, phone number, and/or e-mail address.

#### **Self-Check**

Patrons may check out most materials themselves by using the self-check terminals. Patrons will need their library card or will need their library barcode number and PIN.

**Loan Periods**

Loan periods for selected material are follows:

|  |         |
|--|---------|
| New Fiction<br>Magazines<br>Lucky Day items<br>Library of Things<br>DVDs/Blu-Rays  | 14 Days |
| New Nonfiction<br>Adult and Children’s Print<br>Adult and Children’s Audiobooks<br>Career<br>CD Music<br>Learning Kits (Great Courses) | 28 Days |
| ILLs (outside of LINCC libraries)  | Various |

Loan periods may be altered in special circumstances. Some library card types allow alternative checkout periods.

**Renewals**

Most items may be renewed up to five times as long as there are no holds on the item(s).

**Overdue, Lost, or Other Charges**

Patrons are responsible for all material checked out from the Library. Overdue charges, fees for damage, and replacement costs of items that are lost, stolen, or destroyed will be applied to the user's account. Staff are able waive or reduce overdue charges at their discretion for items owned by the Wilsonville Public Library. Items owned by other LINCC libraries fall under the owning library’s policies and procedures.

Non-material charges, such as for photocopying or notary services, among others, should be paid at the time of service and will not be added to the patron’s account.

Daily overdue charges and maximum overdue charges per item are as follows:

|                       |            |                          |
|-----------------------|------------|--------------------------|
| Most Library Material | \$.10/day  | \$1.00 maximum           |
| Library of Things     | \$1.00/day | Replacement Cost of Item |

Items not returned or renewed by 30 days after the due date will be considered lost and patrons will be charged for replacement. Replacement costs are approximately the retail cost for replacement and are reflected in the record for the item.

**Suspension of Circulation Privileges**

Circulation privileges will be suspended for patrons whose circulation record shows a total of more than \$25 in charges owed to LINCC Libraries.

**Payment**

Patrons may pay charges by cash, check, or credit card in the library or by credit card online.

In lieu of payment for a lost item, the patron may donate to the Library the same item in new or like-new condition agreed to in advance by the Library Director or designee. This does not apply to items owned by other LINCC libraries. Items owned by other libraries are subject to the owning library’s policies and procedures.

**Refunds**

Items previously lost/damaged and paid for that are returned within 6 months of date due will automatically be credited to user’s library account. At patron request, a refund may be issued if the item is returned in acceptable condition within six months of payment or account credit issued.

**PRIVATE AND PUBLIC INFORMATION**



The Library respects patrons' right to privacy. Oregon law allows library staff to refuse requests to disclose patron information, including minors. This includes details such as checkouts or computer use.

### **Public Computers & Copier/Scanner**

Normally, publicly accessible machines within the Library do not save any evidence of a user's session. All files created or modified and all internet cache contents are discarded at least daily.

### **Police Requests**

The Library will make every effort to assist law enforcement agencies in investigating criminal activity. All requests from law enforcement authorities should be forwarded to the Library Director. The Library Director (or designee) will release records based on the advice of the City Attorney.

## **ELECTRONIC RESOURCES**

### **Public Computer Access**

Library users with library cards are eligible to use public library computers for up to two hours each day. A session may be extended at the discretion of Library staff. Computer users must use their own library card. Library users who are not eligible for free library cards may get a guest pass from the Circulation or Reference desks which allows up to two hours of computer use.

### **The Internet**

In accordance with the Library's mission, this document, and the American Library Association's Library Bill of Rights, the Library will provide as complete access to the function and content of the internet as practically feasible. The internet is an unregulated information and communications resource. Patrons should be aware that information delivered over the internet can be controversial, misleading, or wrong. Patrons should exercise their own judgment concerning the validity and suitability of content.

The Library does not monitor patrons' use of internet workstations, but will respond to patron concerns about inappropriate behavior or display of inappropriate material. Library staff may ask users to close computer windows or take other actions as necessary. Failure to comply with staff requests may result in restriction of library privileges, including but not limited to ending of the current computer session, exclusion from the Library, or other restrictions.

The Library supports the rights and responsibilities of parents/guardians to monitor the use of the internet by their children, but that responsibility falls on the parent/guardian and not on

library staff. The library does not accept responsibility for any unexpected or undesired results of use of the Internet.

### **Wireless Internet Access**

The Library provides wireless internet access for the general public during library open hours. In order for individuals to access web pages and other web based services, they must agree to the library's terms of use:

Please feel free to use the public access internet within the library building during library open hours.

In accordance with the Library's mission, the Library will provide as complete access to the function and content of the internet as practically feasible. The internet is an unregulated information and communications resource. Patrons should be aware that information delivered over the internet can be controversial, misleading, or wrong, and should exercise judgment accordingly.

The Library does not monitor patron use of the internet, but will respond to reported concerns about inappropriate behavior or publicly visible display of inappropriate material. Library staff may ask users to close computer windows or take other actions as necessary. Failure to comply with staff requests may result in restriction of Library privileges, including but not limited to ending of the current computer session, exclusion from the Library, or other restrictions.

Library rules and federal law prohibit copyright-infringing use of library resources, including downloading via the library internet. Please refrain from viewing or downloading material that would infringe copyright.

The Library will endeavor to maintain continuous public internet service, but please be aware that circumstances beyond our control may hinder public access at times.

By clicking on the "accept" button below, you indicate your acceptance of the above terms.

### **Use and Misuse**

The library staff is not in a position to monitor the use of electronic resources by the public. However, an individual's access to electronic resources may be suspended or restricted by the library staff if the resource is abused. Abuse includes:

- ♦ Electronic receipt or display of material that would be considered obscene under federal or state law prohibiting dissemination of obscene material;

- ♦ Installation of personal software on public computers or other City owned equipment;
- ♦ Attempts at any unauthorized access, including use of someone else's library card to access computers;
- ♦ Alteration or damage to computer equipment or software;
- ♦ Violation of copyright or licensing laws;
- ♦ Use of computer workstations or wireless internet access for any illegal purpose;
- ♦ Behavior which disturbs the atmosphere of the Library, violates the rights of others or creates a nuisance;
- ♦ Violation of another user's privacy; and
- ♦ Any other action that violates Library Policy and Procedures.

See "Appeals" section above for appeals process (after "Restriction of Library Privileges" section).

## **INTERLIBRARY BORROWING AND LENDING**

### **Interlibrary borrowing and lending within Clackamas County**

Through its affiliation with the Libraries in Clackamas County (LINCC) consortium, and the online catalog, the Wilsonville Public Library can obtain library materials from other LINCC libraries. The loan-initiating process is referred to as "placing a hold." Patrons as well as library staff place holds directly through the online catalog, either from a workstation within the library, or through a remote connection. Patrons will need their library barcode number (as well as their PIN if requesting materials from a remote connection) in order to request materials. There is no charge for this service. Generally, all formats can be requested, but availability, loan periods, fines and other policies are dictated by loaning libraries. Patrons may have as many as 40 hold requests at any one time.

As a member of LINCC, the Wilsonville Public Library freely lends its materials to the patrons of other LINCC libraries. The Library lends all formats, but does not normally lend designated reference material.

### **Interlibrary borrowing and lending outside of Clackamas County**

#### **Borrowing**

Library cardholders in good standing may request items not available within the LINCC consortium through LINCC interlibrary loan services. All print formats may be requested, except for materials published, produced, or released in the current or prior calendar year (new nonfiction print titles are exempt from this policy). The Library provides Interlibrary Lending

(ILL) access to nonfiction DVDs (e.g. documentaries), but entertainment DVDs (e.g. Hollywood movies and TV shows) are requested only on an exception basis. Material checkout is for the standard 28-day loan, unless otherwise noted on the item. Patrons may request one renewal directly from the ILL Network office. Wilsonville Library staff cannot renew ILL materials; ILL material requests are limited to five per patron per month.

There is no charge for this service by the Wilsonville Public Library. However, if the lending library charges an additional fee, the patron requesting the material is responsible for payment. Patrons will be informed of the possibility of additional charges before the material is obtained.

Patrons will be charged overdue fines of 10¢ per day, up to the cost of the item. The borrowing patron is responsible for any lost ILL items, which will be charged based on the cost forwarded to LINCC from the lending institution.

### **Lending**

The Wilsonville Public Library lends most materials from its general collection. Loan periods are 28 days, and renewals may be requested. ILL policies for specific types of material are governed by the countywide agreement and are as follows:

- ♦ LINCC lends no materials published, produced, or released in the current or prior calendar year.
- ♦ LINCC lends no materials in circulation or on hold.
- ♦ LINCC lends AV materials only to Oregon libraries.
- ♦ LINCC lends print materials to all requesting libraries. (Exception: Clackamas County will not lend to libraries blocked for unreturned items.)

### **TEST PROCTORING**

Wilsonville Library provides free test proctoring to the community, under limited circumstances and based on staff availability. The Library can proctor online tests, or tests sent to the Library by mail or email.

#### **Tests sent to us by mail**

Students must provide the institution giving the test with the Library's contact information.

If there is an initial agreement to be filled out and sent in, it will be signed by the librarian on duty at the time the agreement is presented. The test will be proctored by a reference librarian,

although due to schedules, the test may be proctored by a different librarian than the one who originally signed the agreement.

Library staff will check identification and ensure that no notes or textbooks are used. However, due to time constraints, **staff cannot proctor tests that require the proctor to remain in a separate room with the student throughout the exam.** At the discretion of the test proctor, backpacks, cell phones, and other items may be held at the Reference Desk during the testing period.

Any postage required to return testing materials must be provided by the student at or before the time of testing. There may be an additional charge for delivering next-day air materials to the appropriate location for sending.

### **Online Tests**

Library staff are available to proctor online tests. The student is responsible for calling to arrange a time to take the test. The online tests will be taken in the public internet area of the Library. There may be noise or disturbance from other nearby internet users. Staff will type in provided passwords.

### **ANIMALS IN THE LIBRARY**

Animals are prohibited from entering Library facilities, with the exceptions of animals featured in programs sponsored by the Library, and service animals and service animal trainees in accordance with the "Americans with Disabilities Act".

It is prohibited to leave an animal tethered and unattended on library premises for any length of time that, in library staff opinion, may be hazardous to the health of the animal, is unsafe for other patrons, or blocks passage.

### **MATERIAL SELECTION**

The Library's Collection Selection and Development Policy is a separate document incorporated herein by this reference.

### **USE OF LIBRARY CONFERENCE AND MEETING ROOMS**

#### **Community Meeting Rooms (Rose Room, Oak Room, Library Study Rooms)**

The City of Wilsonville Facility Fee Policy and the Wilsonville Public Library Meeting Room Policies and Procedures govern use of the Library meeting rooms.

## **DISPLAYS IN THE LIBRARY**

### **Community Bulletin Board**

The Wilsonville Public Library Community Bulletin Board Policy governs posting of notices.

### **Monthly Art Exhibits**

The Library invites local artists to display their artwork on the art gallery wall. Display is governed by the Wilsonville Public Library Guidelines for Lobby Exhibits and Artist/Exhibitor Responsibilities.

## **FUNDRAISING**

Non-profit groups using the Oak and Rose Rooms may use the rooms to fundraise for their benefit. Fundraising by the Library should benefit only the Library, the City of Wilsonville, the Wilsonville Public Library Foundation, or Wilsonville Friends of the Library.

Local artists and performers may be permitted to sell books, CDs, and other items within the Library in conjunction with a Library event or performance.

## **NOTARIES**

The Library provides notary service for the public. This service is guided by the Wilsonville Public Library Notary Policy, which is a separate document incorporated herein by this reference.

## **PHOTOGRAPHY**

Library staff may photograph users in public spaces on Library grounds. Photography and use of photographs is guided by the City of Wilsonville Photo Policy Notice – Wilsonville Library; Wilsonville Parks, which is a separate document incorporated herein by this reference.

## **LIBRARY STAFF**

Library staff members are employees of the City of Wilsonville. City Personnel Policies govern Library staff. The City establishes salary schedules and classifications.

## **Memberships**

American Library Association, Oregon Library Association and other appropriate membership dues for the Library Director, interested Library staff and Board members will be paid by the City if budgeted funds allow.