

RESOLUTION 2009 - 280

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF ST. JOHNS COUNTY, FLORIDA, APPROVING THE LIBRARY SYSTEM'S REVISED LIBRARY POLICIES AND PROCEDURES.

WHEREAS, the St. Johns County Public Library System strives to provide the highest quality programs and services to the citizens of St. Johns County, and

WHEREAS, the Library System strives to provide superior customer service to all library patrons; and

WHEREAS, these revised library policies will provide the best guidelines for supporting the goals and priorities of the Library System's new Strategic Plan 2009-2013;

NOW THEREFORE, BE IT RESOLVED by the Board of County Commissioners of St. Johns County, Florida, that:

1. The above recitals are hereby adopted as legislative findings of fact.
2. The Board of County Commissioners approves the Bulletin Board; Code of Patron Conduct; Collection Development; Customer Service; Exhibit and Display, Holds; Interlibrary Loan; Overdue Materials; Petitions and Solicitation; and the Public Internet and Computer Use policies

PASSED AND ADOPTED by the Board of County Commissioners of St. Johns County, State of Florida, this 6th day of October, 2009.



**BOARD OF COUNTY COMMISSIONERS
OF ST. JOHNS COUNTY, FLORIDA**

By: Cyndi Stevenson
Cyndi Stevenson, Chairman

ATTEST: Cheryl Strickland, Clerk

By: Ram Halterman
Deputy Clerk

RENDITION DATE 10/8/09

ST. JOHNS COUNTY, FLORIDA

Policy Title: Bulletin Board/Pamphlet Display Policy

Effective Date: 1-11-1995

Revision Approved by LAB: 9/12/06

Revision Approved by LAB: 7-8-09

The St. Johns County Public Library System (SJCPLS) serves the information needs of the community by providing sources of information and assistance in locating information. In its role as a center for community information, the library provides space for the dissemination of information of interest to the St. Johns County Community. Priority will be given to materials relating to the Library, Friends of the Library and the St. Johns County government. As space allows, public notices and announcements of upcoming meetings, civic, cultural, educational and recreational events sponsored by not-for-profit organizations may be posted with permission of the Library Director or designee.

The brochures, hand-outs and flyers will be displayed under the following guidelines:

1. The community bulletin board and brochure/handout displays are provided as a public service to publicize local groups, meetings, cultural events, non-partisan political events, fundraising events for non-profit organizations, educational opportunities or other services of a non-profit, non-self-promoting nature.
2. Items will be dated when posted on the community bulletin boards. Items will be displayed for a maximum of one month as space allows. The Library is not responsible for saving meeting notices or posters.
3. Campaign literature, and personal notices will not be posted.
4. Advertisements, newspapers or commercial notices by a for-profit organization will not be posted.
5. Notices promoting political parties or candidates or those advocating the election of any candidate or a stand on any issue on the election ballot will not be displayed.
6. Posters, petitions and the like that advocate a position on a public issue will not be displayed.
7. All items for the community bulletin board and brochure/handout displays must be approved by the Library Director or designee. Items for consideration may be left in the Administrative Office or at the Circulation Desk.
8. Display items must be of reasonable size in relation to the space available but may be no larger than 8 1/2" x 14" (legal size). Display items may be rejected if they detract from the effective use of space or because of a lack of space.
9. The use of the Library's bulletin boards and or display does not constitute an endorsement of any organization's policies or beliefs.

10. Public Notices/free materials may be accessible by the general public and could be removed or altered by a member of the public. It is not the Library staff's responsibility to "guard" these materials or to keep track of quantities or availability of these materials.

11. Unapproved materials will be removed and discarded without notification.

This policy supports the St. Johns County Administrative Code, Section 105.3

Policy Title: Code of Patron Conduct

Effective Date: 08/08/95

Revised: 10/17/01

Reviewed/revised: 5-17-2006

Revised: 2/12/07

Approved by LAB: 7-8-09

The purpose of this policy is to guarantee the rights of patrons to a pleasant, productive and safe atmosphere in the use of the Library by establishing basic conduct rules. All members of the community are welcome in the Library regardless of age, sex, race, religion, ethnic origin, being differently abled, or appearance as long as they do not disrupt or interfere with another's ability to use the Library for its intended use.

Decorum and consideration for other patrons

Patrons are expected to behave with decorum and consideration for other patrons. This includes, but is not limited to, the following:

- maintaining reasonable quiet
- the cooperative sharing of work tables and computer facilities
- parental restraint of lively and noisy children
- patience and respect while waiting for staff services such as Reference, Circulation or computer assistance
- respecting the privacy of other patrons who are using the library, maintaining a reasonable distance with regard to reading and use of library computers.

Disruptive or Illegal Activity

Anyone who does not follow the *Library Code of Conduct* by engaging in disruptive or illegal activity may be asked to leave. When necessary, the appropriate law enforcement agency may be called.

Unacceptable conduct may include, but is not limited to, the following:

- fighting
- use and/or the possession of alcohol and other illicit substances
- possession of firearms or other weapons
- abusive use of library facilities and/or equipment
- harassing others
- creating any disturbance that interferes with normal operations of the Library
- use of abusive, disruptive, loud, obscene, or threatening language/behavior
- solicitation or panhandling
- smoking in library facilities

- consuming food and beverages in non designated areas
- loitering
- defacing, cutting, destroying, or stealing library property or materials
- accessing web sites depicting child pornography or other illegal materials

Mobile Phones and Other Electronic Devices

Use of mobile telephones or other electronic communication devices in the library must be kept to a minimum. These items should be set to "silent" or "vibrate" mode with no audible alerts. While we understand that use of these devices is sometimes necessary, the Library System reserves the right to ask patrons to cease this activity when it interferes with other patrons' use of the library.

Out of respect for the privacy of our patrons, we discourage the use of cameras within our library buildings.

Animals

Animals, with the exception of service animals and animals brought in for special programs or as permitted by the Library Director, are strictly prohibited in the library. Any person who enters the building with an animal without showing proper licensure will be immediately asked to remove it from the building. (SJC Administrative Code, 112.10)

Trespass Warnings

Those persons whose behavior is judged to be illegal or dangerous to patrons or staff will be reported to the appropriate law enforcement agency* and the Police Department or Sheriff's Office will issue a "Trespass Warning" to the person if deemed necessary and appropriate. A "trespass warning" means the person is denied use of the library facility. Removal of the "trespass warning" is at the discretion of Library Administration in consultation with the Police Department, or Sheriff's Office.

*Upon recommendation of the Library Director or designee.

Staff Implementation Procedures and Guidelines

1. Disruptive adults will be given two warnings. If spoken to for any reason after the second warning, they will be asked to leave the library for the day.

2. Disruptive minors under the age of 18 will be given two warnings. If disruptive behavior continues after the second warning, the following steps will be taken:

A. Try to identify and locate the minor's parent, caregiver, or responsible party in the library building. Page the responsible party using their name or the minor's name. If names cannot be determined, use a physical description of the minor.

B. If the responsible party cannot be located within the building, library staff should attempt to contact a parent, caregiver, or other responsible party by telephone, utilizing information gleaned from the minor or the telephone directory. Upon contact, explain the situation and the library's policy on unsupervised minors and ask that the responsible party pick up the minor immediately.

C. If parent/responsible party cannot be located or is unable to pick up the minor, the appropriate law enforcement agency will be called. Under no circumstance will a staff member drive the child home. If the minor chooses to leave the library, he/she may do so.

D. Staff involved will complete an incident report on the event as soon as possible and notify the supervisor in charge.

3. If the library facility is closing before the parent/responsible party arrives for any minor under the age of 18, library staff will attempt to contact a parent, guardian, or other responsible party by telephone, utilizing information gleaned from the minor or the telephone directory. If a responsible party cannot be located, the appropriate law enforcement agency will be notified.

A. After closing, two library staff will wait TOGETHER with the minor until authorities arrive and assume custody of the minor.

B. Main library staff will call the City Police (825-1071) and Branches' staff will call the St. Johns County Sheriff's Department (824-8304) fifteen minutes after closing.

C. Staff should be aware of the minor's feelings and should offer reassurance and comfort as appropriate.

D. Staff should leave an Unattended Children Form on the front door of the library for the parent telling them where their child is.

Under no circumstances should the library staff take a minor home themselves or leave the premises with a minor.

At all times the library staff is encouraged to use common sense in interpreting these guidelines and to keep the minor's best interests in mind when making decisions.

ST. JOHNS COUNTY PUBLIC LIBRARY SYSTEM

COLLECTION DEVELOPMENT POLICY AND PLAN

FISCAL YEARS

2010 - 2012



Adopted by the Library Advisory Board September 13, 2006

Revision Approved by the LAB: May 5, 2009

ST. JOHNS COUNTY PUBLIC LIBRARY SYSTEM

COLLECTION DEVELOPMENT POLICY AND PLAN 2010-2012

The St. Johns County Public Library System's (the Library) Collection Development Policy and Plan (the Plan) was developed under the direction of the Library System Director by a committee consisting of Branch Managers, the Collection Development Librarian, selected Branch and Technical Services Staff. The policy was reviewed and approved by the Library Management Team and Director before sending to the L.A.B. for final approval.

STATEMENT AND OBJECTIVE OF POLICY

It is the intent of the Plan to provide an understanding of the purpose and nature of the Library's collections for the public and to provide guidance to library staff in their selection of materials and resources for the development and maintenance of the collections. The Plan is referenced in the Collection Development and Management section of the Library's Long Range Service Plan. The Library should review the Plan no less than every three (3) years.

The purpose of this policy is to establish the principles, responsibilities, and general criteria for selection of library materials and resources. It is the objective of the Library to provide the citizens of St. Johns County informational, recreational, educational, and cultural materials in a variety of formats. These materials and resources will cover a broad range of knowledge and interests and will include both basic works of permanent value and timely materials on current issues and interests. The goal will be to build well-balanced collections for the general public. Due to limitations of space and budget, the Library's collection will not be able to satisfy all requests for materials. The Library will serve in an educational, adjunct support role to the schools, viewing the school media center as the primary source for school related assignments. Requests for specialized materials that are beyond the scope or budget of the collection will be sought through interlibrary loans. Staff, striving to uphold intellectual freedom guidelines as stated in the American Library Association's "Library Bill of Rights," will provide library materials. This policy will be periodically reviewed by the Library System Director or his or her designees and the Library Advisory Board and ultimately submitted to the Board of County Commissioners for concurrence to ensure that it is responsive to both the changing needs and objectives of the Library and the changing nature of the community.

LIBRARY SERVICE ROLES

The Library public service responses are based on those published by the Public Library Association in Public Library Service Responses: 2007 by June Garcia. The Library's Strategic Planning Committee reviewed and ranked the top responses for St. Johns County Public Library System based on feedback from community town hall meetings, surveys and staff input as well as performing SWOT Analyses. The services responses are part of the Library Strategic Plan which is revised every 5 years.

The top seven service responses included in the St. Johns County Library Strategic Plan for the St. Johns County Public Library System are as follows:

Understand How to Find and Use Information - Information fluency. Residents will know when they need information to resolve an issue or answer a question and will have the skills to search for, locate, evaluate, and effectively use information to meet their needs.

Connect to the Online World - Public Internet access. Residents will have high-speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet.

Visit a Comfortable Place - Physical and virtual spaces. Residents will have safe and welcoming physical places to meet and interact with others or sit quietly and read and will have open and accessible virtual spaces that support networking.

Be an Informed Citizen - Local, national, and world affairs. Residents will have the information they need to support and promote democracy, to fulfill their civic responsibilities at the local, state, and national levels, and to fully participate in community decision-making.

Create Young Readers - Early Literacy. Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen.

Stimulate Imagination - Reading, viewing and listening for pleasure. Residents will have materials and programs that excite their imaginations and provide pleasurable reading, viewing, and listening experiences.

Satisfy Curiosity - Lifelong learning. Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

SELECTION OF LIBRARY MATERIALS AND RESOURCES

RESPONSIBILITY FOR SELECTION

Ultimate responsibility for the selection of all library materials and resources rests with the Library System Director who operates within the framework of established policies, goals and objectives approved by the Library Advisory Board and ultimately submitted to the Board of County Commissioners for concurrence. The Library System Director, however, will delegate to staff the authority to implement this policy in the routine selection process. While all staff may be involved in collection development, professional librarians representing all departments within the library will make recommendations for collection development and maintenance. Selection tools include, but are not limited to reviews in accredited journals of librarianship as well as other reputable national magazines, the professional judgments of the librarians and other outside resources.

PATRON RECOMMENDATIONS FOR SELECTION OF MATERIALS

The Library welcomes recommendations for material selections from the general public. Patrons may make materials requests using the Library's online Material Request form, or make a request directly through the branch. These requests will be considered based on selection criteria, availability of an item, budgetary limitations, and, demand for the item. Every effort will be made to obtain items for patrons through the Library's Interlibrary Loan process that are not recommended or unavailable for selection. Library Staff will attempt to notify the patron of the outcome of his or her selection request.

SELECTION REQUEST FOR RECONSIDERATION AND INTELLECTUAL FREEDOM

The Library and the Library Advisory Board subscribe in principle to the statements of the policy on selection and intellectual freedom as expressed in the American Library Association's Library Bill of Rights. Any requests for reconsideration of library materials will be referred to the Library System Director or his or her designees who will provide a copy of the Library Bill of Rights to the patron and explain the significance of its provisions.

If the patron desires to pursue the request, he or she will submit a completed Patron Request for Reconsideration of Library Materials form, including the name and address of the requestor, to the Library System Director. The Library System Director and his or her designated in house Library Staff will review this form. The in-house staff will make a recommendation regarding the request for reconsideration to the Library System Director, who has the discretion to approve or reject the recommendation. The Library System Director will then notify the patron of his or her decision.

If the patron is not satisfied with the Library System Director's decision, the patron may request a review by the Library Advisory Board. The patron will be informed of the date, time, and location of the Library Advisory Board meeting where the Reconsideration Request will be addressed. The patron may appear before the Library Advisory Board. Challenged materials will not be removed during the reconsideration process. The Library Advisory Board will make the final decision regarding the reconsideration of an item.

SELECTION CRITERIA

The overall criteria listed below apply to all collections including but not limited to: Children's, Young Adult, Adult and Reference Collections and Electronic Resources. Statements follow describing specific collection areas. Professional selection aids, such as, but not limited to *Library Journal*, *Booklist*, *Fiction Catalog*, *Kirkus*, *Bookpages* and *School Library Journal* will be used for reviews of materials.

Fiction

The following criteria will be used as guidelines in the selection of fiction materials for children, young adults, adults and reference:

- Literary merit and style
- Circulation statistics of author / series
- Price and physical quality
- Quality of illustrations
- Relationship to existing collection
- Social significance
- Reputation and significance of an author and/or illustrator
- Reputation of a publisher

Nonfiction

The following criteria will be used as guidelines in selection of nonfiction materials for children, young adults, adults, and reference:

- Accuracy and authenticity of factual material presented
- Quality of writing
- Circulation of materials in the various subject areas
- Relation of work to existing collection
- Reputation and significance of an author
- Permanent or timely value
- Price and quality
- Reputation of a publisher
- Quality of illustrations
- Arrangement/indexing
- Quantity owned in subject area

FORMAT

Non print (Other than Electronic) Materials and Resources

The following criteria will be used as guidelines in the selection of non print materials for children, young adults, adults, and reference:

- Circulation of materials
- Relation of work to existing collection
- Permanent or timely value
- Potential utilization: interest level, user appeal
- Content: organization, imagination, timeliness, appropriateness, uniqueness
- Availability of equipment to access the material or resource
- Cost of material or resource and any specialized equipment needed for access
- Technical quality

Electronic Resources

The following criteria will be used as guidelines in the selection of electronic resources (defined as any work encoded and made available for access through the use of a computer including online data and electronic data made available in a physical format) for children, young adults, adults, and reference:

- Authenticity of the media: currency, accuracy, and freedom from bias
- Potential utilization: interest level, user appeal
- Content: organization, imagination, timeliness, appropriateness, uniqueness
- Format / Layout of information
- Availability of equipment to access the material or resource
- Cost of any specialized equipment needed for access
- System Compatibility: The work should operate on equipment or operating systems currently available.
- Resources requiring extensive, specialized, and/or expensive new equipment or storage space to make them available will be acquired only if the research value is indisputably high
- Standards: The work should meet commonly used technical standards and digital formats
- Ease of Use: The work requires minimum training and clearly written vendor provided documentation
- Maintenance: Staff support including back-ups, migrations to new releases

SPECIFIC COLLECTION AREAS

Children's Collection

The purpose of the Children's collection is to foster the desire to read and discover the enjoyment of reading. This will be done by providing a variety of formats including print, non-print and on-line. The objective of material selection will be to provide a collection that helps satisfy the informational, recreational, educational, and cultural needs and interests of children from birth to age eleven. In addition to the general criteria listed above suitability of content, vocabulary, and style of presentation for the intended audience are also considered. The Library will serve in an educational, adjunct support role to the schools, viewing the school media center as the primary source for textbooks and school related assignments.

Young Adult Collection

The purpose of the Young Adult Collection is to provide a vital and relevant collection of materials to meet the ever changing recreational and currently popular informational needs and interests of the young person between the ages of eleven and eighteen years old. This will be done by providing a variety of formats including print, non-print and on-line. This collection is transitional in nature, offering materials that bridge the children's collection and the general adult collection. Because of the transitional nature of this collection, there may occasionally be deliberate duplication of children's and adult titles. The principles for general selection criteria are shared in the selection of young adult materials. However, lack of literary style should not exclude books of high interest. Materials of a more academic/school related nature are acquired for the young adult and placed in the general adult collection. The Library will serve in an educational, adjunct support role to the schools, viewing the school media center as the primary source for school related assignments.

Adult Fiction Collection

The selection of adult fiction involves the attempt to satisfy a variety of tastes. Selection should be based on the needs of all types of readers for genres of differing natures. These genres include but are not limited to: contemporary, romance, westerns, historical fiction, fantasy, science fiction, humor, mysteries, and short stories. This will be done by providing a variety of formats including print, non-print and on-line. Fiction has wide appeal because of its ability to entertain, educate, and stimulate. It also highlights many of the social, psychological, political, religious, and other ideas of the past, present, and future. The Library aims to provide works accepted as classics as well as those novels that portray many aspects of contemporary society. Notable and popular titles in all important fiction categories will be considered for inclusion in an attempt to satisfy public demand.

Adult Nonfiction Collection

Adult nonfiction deals with factual information in all fields of knowledge. These fields include but are not limited to: philosophy, religion, social sciences, the sciences, the arts, and history. The Library aims to provide a balanced, up to date, relevant collection in these fields to satisfy the informational, recreational, educational, and cultural needs and interests of the community. This will be done by providing a variety of formats including print, non-print and on-line.

Reference Collection

The purpose of the Reference Collection is to provide current, reliable information on a variety of subjects in an easily accessible manner. Access to the collection is enhanced through the purchase of guides and indexes in various formats, including print, non print and on-line resources. This collection will assist patrons in their basic research needs. In addition to the general criteria for selection listed above, other criteria for selection of reference materials include the scope of work and depth of coverage as well as special features not available elsewhere. The Library will also purchase current and historic material about Florida, St. Johns County and St. Augustine.

ON-LINE RESOURCES

On-line information obtained from the Internet is especially valuable for its timeliness and accessibility. However, other than paid subscription databases which are evaluated and selected using criteria contained in another part of this policy (see page III-A-5), resources that are available through the Internet contain material which Library Staff has not reviewed, selected, nor endorsed. Recommendations for selection will be delegated to the Reference Committee.

The Library provides full Internet access; therefore some Internet sites may contain information and graphics which one might find controversial, offensive, inaccurate, or incomplete. It is the responsibility of the user to determine whether the information he or she retrieves is suitable for his or her needs. As with other formats of information, the Library Staff will not act in the place of a parent or guardian to restrict what a child may access.

GIFTS

The Library welcomes gifts of library materials and other contributions from individuals, organizations, businesses, and other sources. The criteria for acceptance of gifts of library materials are as follows:

- Gifts will be evaluated according to the criteria outlined in the Library Materials Selection Policy.
- Gifts must be in good condition.

Gifts that can be used will be placed in the collection determined most suitable by staff. The Library will attempt to honor the donor's wishes regarding placing materials in specific library collections and also will attempt to honor the subject material requested, provided such requests are in accordance with the needs of the Library.

The Library reserves the right to accept or refuse any gift. Gifts not accepted for the library collection may be diverted to other worthy organizations with consideration given to the Friends of the Library for their book sales.

The Library cannot be responsible for the cost evaluation of gift materials for income tax purposes.

Acknowledgment of Gifts

The Library will acknowledge, in writing, all cash donations and the receipt of gifts upon a donor's request. When appropriate, some donations may be referred to the Friends of the Library. Library materials purchased or received as memorials or in honor of individuals or for groups and organizations may have gift plates affixed displaying the donor's name and the person or group for whom the gift was purchased.

SPECIAL COLLECTIONS AND FORMATS

AudioBooks

As a result of their popularity and the demand of patrons, audio books are an increasing part of the Library's collection. Audiobooks may be acquired in either a Compact Disc or digital format. The Library will evaluate other formats of audio books for purchase as they become available. Audiobooks are centrally procured. Unabridged versions are typically purchased, while abridged versions are typically leased. The reasons for this policy follow.

The unabridged versions of audio books are produced at a higher quality than the abridged versions. Most producers of unabridged audio books provide guarantees on their materials, offering free or low cost individual replacements. Abridged audio book distributors do not generally offer this service. Leasing abridged versions of audio books also allows the Library to rotate the collection by changing the titles up to three times per year at one predetermined cost. This has proven to be a very cost effective way of providing current audio books to library patrons.

Unabridged titles are purchased primarily by using discount plans that vendors offer. This allows the Library to select titles which are most relevant to the patrons and fill patron requests more economically. The Library also collects some titles through a standing order plan.

Electronic Books

Electronic books are available at this time through both subscription databases and online collections. The databases offer a wide range of current, popular nonfiction, and classic fiction titles. There exists competition in the marketplace that determines standards for electronic books and electronic book readers. Once standards for electronic books are set and there is sufficient patron demand for this format, the Library will consider the purchase of electronic book titles. The Library will not purchase electronic book readers for the public.

Foreign Language

Due to a limited demand, few foreign language materials are purchased. Nearly all purchases are Spanish language materials. Donations of materials in other languages are evaluated as to need according to the same guidelines used for the acceptance of gifts. This purchasing practice will be revisited when staff indicates that demand for these materials has increased, or when local demographics indicate a need for these materials.

The current purchasing practice for foreign language materials does not preclude the acquisition of foreign language dictionaries or music.

Genealogy

The Library may purchase genealogy items that have a popular demand or fit the parameters of the Adult Non-Fiction Collection. The genealogical reference collection is used predominantly by the St. Johns County Genealogical Society. Therefore, the Library works closely with the St. Johns County Genealogical Society to identify and acquire materials to meet their members' needs. Items identified for the collection are either donated by the St. Johns County Genealogical Society or purchased by the Library if the Branch Librarian deems necessary.

Government Documents

Federal - The Library acquires very few federal documents to add to the collection. Materials most frequently needed or requested are found on the Internet. This means of access seems to satisfy nearly all information needs. This purchasing practice does not preclude the acquisition of federal government documents if a particular item best serves the public or staff by acquiring it and adding it to the collection.

State - The Library acquires very few state documents to add to its collection. Many of the state produced materials are available in a more timely manner through the Internet and this has become the primary means to access state-produced needed information.

Local - The Library receives local documents from the County and the three municipalities (St. Augustine, St. Augustine Beach, and the Town of Hastings) on an irregular basis. The St. Johns County School District also distributes a set of its Policy Manual Updates to the Library System. The items received by any of these jurisdictions are reviewed on a case-by-case basis to determine whether they should be cataloged or kept as ephemeral materials.

Large Print

Large print materials are not only for the visually impaired. There have been numerous requests for this format by patrons who prefer the ease of reading large print. The availability of current, best-selling titles in the large print format has become more common and complements the collection of titles purchased in regular editions.

Large print materials are purchased centrally for each Library location. Staff and the public may also request or recommend titles for purchase.

Local History

The Library may purchase local history items which have a popular demand, meet the curriculum needs of school age children, or fit the parameters of the Adult Non-Fiction Collection. The Library does not usually acquire research materials. The St. Augustine Historical Society Research Library acquires and makes accessible to the general public research materials pertaining to the local area.

Music Compact Disc (CD)

Music compact discs are collected representing a wide variety of genres. Compact discs are purchased by the Library or received through donation and are fully cataloged.

The library may consider adding additional music recording formats and charging rental fees for these new formats not previously carried by the system.

Newspapers

Local newspapers, including community newspapers are the highest priority for purchase followed by the major newspapers of other Florida cities. Selected major newspapers from the region and the United States are also purchased. The newspapers to which each Library location subscribes and the time for which each newspaper is held at each Library are found in the online catalog. Some newspapers can also be accessed through the Library's online subscription databases.

Patrons are advised of those newspapers that are available over the Internet or Subscription Databases. The scope of newspapers available on the Internet represents most cities in the United States and around the world. Typically, these free electronic newspaper versions and subscription databases are for the day they are being viewed and for a limited back file of articles.

Paperbacks

Paperbacks are obtained either by purchase or by donation. Paperback titles (children's, young adult and adult) are fully cataloged and shelved with other nonfiction materials. Paperback titles are primarily purchased to meet patron demand and for collection requirements. Many titles are published only in paperback and the Library would be remiss to exclude this format from its collection. Paperback titles that are heavily used may be selected for binding to preserve and extend their use.

However, if a hardbound copy of the title is available, it is preferred for acquisition.

Periodicals

Periodicals are purchased for adults, young adults, and children at all Library locations. These cover a variety of subject areas and interests to meet the patron needs of each library location. Single subscriptions of titles are purchased at each location. The only exception is at the Southeast Library where duplicate titles of selected periodicals are purchased to assist with collection development.

The Youth Services Librarians, Branch Librarians and Reference Librarians annually review the current subscription lists and make any necessary additions or deletions. Periodicals are selected and provided for the public primarily for their current informational (not archival or research) value. Gifts of periodical subscriptions are encouraged.

Current issues of periodicals do not circulate. Back files of periodicals are maintained at each library and are circulated. The scope of the back file is dependent on the need for the title and space considerations at each Library location. Each Library location's periodicals and back files are contained in the online catalog.

Periodical back files are not bound or microfilmed. Periodical back files for research are available on a limited basis, along with their respective indices, from online subscription sources.

Video Recordings

This category primarily includes DVD format at the present. Feature films will be purchased based on box office earnings of \$10 million or more and based on good reviews. Feature films under \$10 million will be purchased based on budget allotments and reviews. Documentaries, educational, child-oriented, award winners and works of literary or local interest are collected. Video recordings may be procured by purchase or donation. Duplication rights are not typically sought when procuring a video recording. Public Performance rights for selected studios are obtained through license annually for all Library locations.

Other formats of video will be considered as the technology becomes available to the consumer. The library may consider adding additional video recording formats and charging fees for these new formats not previously carried by the system.

EXCLUDED FROM THE COLLECTION

Certain material formats and subject fields are not collected or added to the collection. Whenever possible, items that are excluded from the collection will be requested through interlibrary loan sources from other libraries or organizations that collect and circulate these items.

The items excluded are: rare books, textbooks (unless they provide the best or only item in a collected subject field), slides, 16mm films, filmstrips, records (phonographic discs), artwork, sculpture, electronic or computer games and software, highly technical and specialized materials (unless they provide the best or only item in a collected subject field), audiocassettes, VHS, pop-up books for circulating purposes, video games (for programming purposes only), microform and any format which will not withstand repeated public use.

Items that are normally excluded from the collection may be added at the discretion of the Library System Director when the addition of the specific item to the Library collection will be in the best interest of the Library or the community.

COLLECTION REEVALUATION AND MAINTENANCE

In order to maintain a viable, up to date collection of library materials, decisions must be made on a continuous basis on how to handle materials that are no longer relevant to the collection. Reevaluation decisions include whether to mend, bind, replace or weed library materials. The following guidelines will assist library staff in the reevaluation process:

WEEDING

It is essential for libraries to weed their collections. Crowded shelves (virtual or physical) makes it difficult for patrons and staff to locate and access materials, which can actually decrease your access to materials and decrease circulation rates on newer materials. Weeding allows the collection to remain balanced between new authors and titles and older works of historical and community significance. Without weeding, new materials can be overwhelmed by older titles, and important older works that are still relevant could be lost on the shelves

In order to remain in line with mission and goals of the library, weeding in all areas of the collection will take place on a scheduled basis. Weeding criteria are based on a combination of the following: 1) relevance and currency; titles reflect current interest and needs of the community 2) physical condition, and 3) turnover rate and date of last check out. 4.) accessibility / overcrowding of areas. 5.) overall value of item to the collection (is it part of an ongoing series, is it a frequently ILL'd item. ...).

In order to track efficient and effective weeding, branches will keep weeding logs, which allows for progress reports and monitoring of the overall collection, as well as provides a record for any items which staff may later have questions.

REPLACEMENT

While the Library attempts to have copies of all standard and important works, it does not attempt to replace each copy withdrawn due to loss, damage, or wear. Decisions will be based on, but not limited to, the following criteria:

- Demand for the specific item
- Number of copy holdings
- Existing coverage of the subject within the system
- Availability of newer and better materials on the subject
- Price of replacement copy

REBINDING AND REPAIR OF MATERIALS

Factors for consideration for binding include:

- Value and use of the title
- Possibility of replacement
- Physical condition, including quality of paper, margins, and illustrations
- Cost of rebinding versus cost of replacement
- Number of copy holdings

APPENDIX

PATRON REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

The St. Johns County Public Library System welcomes the opinions of its patrons concerning the suitability of items in the collection of library materials. The Library System Director and an in house staff Library Collection Development Committee will review this request. The Library System Director will advise the patron of the Collection Development Committee decision. If the patron is not satisfied with the Collection Development Committee decision, he or she may request a review by the Library Advisory Board. Challenged materials will not be removed during the reconsideration process. The Library Advisory Board shall make the final decision regarding the reconsideration of an item.

Date Received by Library System Director _____

Name of Person Originating Request

Title

Home Street Address

Author / Producer

City, State, Zip Code

ISBN / ISSN

Home Phone

Publisher

SJCPLS Library Card Barcode Number

Branch Library where material is located

Is this item a: Book ___ Periodical ___ VHS/DVD ___ Audio Book ___ Other (specify) _____

Do you represent:

_____ Yourself

_____ Organization (Name) _____

_____ Other Group (Name) _____

1. What concerns you about this material? Please be specific: cite pages, scenes, etc,

PATRON REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

Page 2 of 3

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

3. For what age group would you recommend this work?

4. Did you read, view, or listen to the entire work? (If not, what parts did you evaluate?)

5. How were you made aware of this work?

6. Do you know what professional critics and reviewers think of this work?

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

8. What would you like the library to do about this work?

9. What material do you recommend to provide additional information and/or other viewpoints on this topic? _____

10. Additional comments:

The St. Johns County Public Library System appreciates your interest in the Library's collection. You will receive notification of the status of your request within ____ days.

Signature of Patron Submitting Reconsideration Form Date

Signature of Staff Member Receiving Reconsideration Form Date

Policy Title: Customer Service Policy

Effective Date: 8-8-95

Revision Approved by LAB: 9/12/06

Revision Approved by LAB: 7-8-09

POLICY: The St. Johns County Public Library System strives to offer excellent library service to all. While facilities and fine collections are necessary in order to meet community needs, it is equally important that the library staff and volunteers provide accurate, efficient, and friendly service at all times. The library staff is the bridge between the patron and the materials and information sought by the patron.

The Customer Service Policy of the St. Johns County Public Library System is the foundation for all staff and volunteer interactions with the general public. All other library policies should be interpreted in relation to the principles outlined below.

PROCEDURES:

1. The Library will offer the same quality of service to everyone regardless of age, race, sex, nationality, educational background, physical or mental limitations, or any other criteria which may be the source of discrimination.
2. Prompt, courteous service will be provided in a first come/first serve basis. Telephone inquiries will be factored in to this mode of service.
3. If a staff member is unable to comply with a patron's request, every attempt will be made to offer an alternative resolution. If a staff member is unable to provide the information or materials required to meet patron needs, the patron will be referred to the Librarian-in-Charge, if appropriate.
4. Staff members will be familiar with and able to articulate library policies.
5. Staff members will be familiar with library collections, programs, and resources.
6. Every attempt will be made to respond to Electronic (e-mail, chat, etc.) queries within 24 hours of receipt.

DEMEANOR:

Demeanor is defined as: the way a person looks, speaks, and acts; one's manner of behavior towards others; a personal mode of expressing attitude. Non-verbal demeanor conveys attitude via facial expression and posture--just as tone of voice and choice of words affect a verbal message.

In public service agencies such as the Library, it is imperative that every staff/patron interaction is a positive one for the patron. A friendly, helpful demeanor can often ensure a positive experience even when the message conveyed is not a pleasant one.

Staff members are expected to act in a friendly, helpful manner which will ensure that the patron will walk away feeling his/her experience with the Library has been a positive one. Unless there is a specific Patron Code of Conduct issue a staff member should never scold or reprimand a patron.

While a staff member is at work, he or she is a representative of the St. Johns County Public Library System to each person or group with whom he or she comes in contact. The impression made on the patron profoundly affects the Library's image.

ETHICS:

The needs and requests of the library patrons must always be taken seriously and be treated with respect. Equal consideration and treatment will be given to all users within established guidelines and in a nonjudgmental environment.

Florida State Law makes many interactions and transactions between a library patron or group of patrons and the Library confidential. Such interactions will be discussed only with the patron unless compelled by a court order (such matters include, but are not limited to, registration information, materials selection, loan transaction records, reference questions, etc.).

Policy Title: Exhibit and Display
Effective Date: 11-16-94
Revision Approved by LAB: 9/12/06
Revision Approved by LAB: 7-8-09

The St. Johns County Public Library System welcomes exhibits and displays of community interest.

Permanent Exhibits/Displays

The Library has a stated responsibility to offer a place where one can encounter the rich diversity of concepts and find opportunity for personal enrichment. These responsibilities are reflected in the library service, the materials in the collection and the use of decorative and display objects within the Library. In keeping with these responsibilities the Library will avoid the installation of permanent displays or artistic decorations, in favor of rotating displays or works of art that will serve to stimulate and renew interest. Before considering a permanent gift of this kind the Library will consider:

- Does it conform to the architecture of the building?
- Will it fit comfortably in the available space?
- Is the object appropriate to the Library objectives, or would it be better elsewhere?
- Will it cost more to accept the gift than it is worth to the Library?

No gift will be accepted by the Library unless it is freely given to the extent that the Library may:

- Dispose of the gift as it sees fit (selling, discarding, giving it away)
- Store the gift or move it to various locations

A letter from the Library Director to the donor shall acknowledge all permanent exhibit/display gifts.

Rotating Exhibits/Displays

The Library designates special areas at each location for rotating exhibits and displays. Due to limited space, not all requests can be accommodated. At each location, a librarian or staff member, appointed by the Library Director, processes the applications to exhibit on a first come, first served basis. Applicants are notified accordingly. Permission to exhibit or display works at the Library does not constitute an endorsement of the work. The Library is not financially responsible for loss or damage to artworks or display items. A Library indemnity agreement must be signed by the exhibitor prior to the installation of any exhibit or display. In addition, the exhibitor must sign an agreement to follow all POLICY GUIDELINES.

EXHIBIT AND DISPLAY POLICY GUIDELINES/PROCEDURES

(May Be Adapted to Specific Location)

1. In accordance with the *Library Bill of Rights*, St. Johns County Public Library System exhibit space is available “on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.” St. Johns County Public Library System exhibit spaces are open to organizations engaged in educational, cultural, intellectual or charitable activities.
2. Prior to the approval of exhibit/display items, exhibitors must submit a completed application form, along with photographs, slides, or pertinent display samples.
3. Appointed librarians or staff members will review applications on first-come, first served basis, and notify applicants accordingly.
4. Displays and exhibits are generally scheduled for no more than 30 days.
5. Exhibits may not support the election or defeat of a political candidate, or be of a partisan nature, or promote a specific religion in an exclusionary manner.
6. All exhibits must be free of charge and open to the public.
7. The individual or group exhibiting is responsible for transporting and later removing all display items in a timely fashion. The exhibitor must use existing Library hanging devices. Only with the Library's approval, obtained in advance, may exhibitors use other hanging devices or equipment.
8. Exhibits are installed in designated display spaces. No exhibit should interfere with Library operations.
9. The Library is not financially responsible for loss of or damage to artworks or display items.
10. Should a member of the community wish to challenge a particular display or exhibit, he or she must complete a PATRON REQUEST FOR REVIEW form. The Library Advisory Board will review the complaint within ten working days of its next meeting following the complaint. The exhibit will remain in place until a decision has been made.
11. With permission of the individual or group responsible for the exhibit, objects on display may be photographed and reproduced for any Library publication or as publicity for the Library.
12. All artwork needs to have hanging wire already attached.
13. Artist may provide small labels on white paper or white cover stock to be placed next to each work and may include ONLY the title of the work and the medium. No prices are to be posted.
14. Procedures for installation are determined at each library location.

INDEMNITY AGREEMENT

WHEREAS, the undersigned desires to place on display at the St. Johns County Public Library System,

_____,
(Branch Location)

the items listed, (see attached list); and

WHEREAS, St. Johns County by and through the director of the Library and/or his or her agents, has advised the undersigned that St. Johns County will allow said items to be on display at the St. Johns County Public Library System provided that the undersigned will indemnify and hold harmless St. Johns County from and against any and all liability for damages occasioned by or to the said items listed.

NOW THEREFORE, in consideration of the premises and the permission of St. Johns County to display the items listed (see attached list) in any branch of the St. Johns County Public Library System, the undersigned hereby agrees to indemnify and hold harmless all liability, loss, damages, costs or expenses occasioned by or to the said items listed which the undersigned may hereafter incur, suffer, or be required to pay.

IN WITNESS THEREOF, the undersigned has executed this Indemnity Agreement on this the _____ day of _____, 20_____.

Signature

PATRON REQUEST FOR REVIEW OF LIBRARY EXHIBITS

PROCEDURE:

The St. Johns County Public Library System provides space for exhibits or displays to educate, inform, and enrich the community. Display space is available for a variety of exhibits geared to any age groups. Patrons wishing to request that the Library reconsider providing an exhibit or display are asked to fill out the attached form. The request will be considered by the Library Advisory Board and a decision will be made within ten working days of its next meeting following the complaint. The exhibit will remain in place until a decision has been made.

If the patron is not satisfied with the Library Advisory Board's decision, the patron may then appear before the Library Advisory Board to present his or her case. The decision of the Library Board is final.

PATRON REQUEST FOR REVIEW OF EXHIBITS/DISPLAYS

Please be certain that you have signed and dated this form.

To: St. Johns County Library Advisory Board

Date: _____

Title of Exhibit/Display: _____

Subject of Exhibit/Display: _____

Date of Exhibit/Display: _____

Name of Library Location: _____

What brought this exhibit/display to your attention (i.e., publicity, comments by others, your own familiarity with the subject, etc.)? Please be as specific as you can.

Have you personally seen the exhibit/display? Yes _____ No _____

Who do you represent?

_____ Self

_____ An organization (name of organization) _____

_____ Other, please specify: _____

What are your specific objections to the exhibit/display?

Policy Title: Holds Policy

Effective Date: 10-1-1993

Approved by the LAB: 8-19-1993

Revision Approved by LAB Date: 9-12-2006

Revised Approved by LAB: 7-8-2009

The purpose of the Holds Policy is to ensure equal access to materials for every patron using any of the library branches in the St. Johns County Public Library System. Meeting this objective is achieved with a clear, consistent policy regarding how holds are handled.

Holds Procedures

1. Set status to HIGH-DEMAND for pre-determined best-sellers and other in-demand items when they are owned by all branches and bookmobile, so these titles will stay at home agency to fill local holds. If an agency has more than one copy of a title, it is possible to set status of one copy to *NEW BOOK* rather than HIGH DEMAND -- thus making it available to fill holds at other locations.

High Demand status is placed on items with a large number of holds, such as Bestselling and Automatically Yours Authors and box-office hit films and when every branch and bookmobile own at least one copy.

In all cases, all library branches will hold at least one copy of any title assigned High Demand status. To ensure that every patron has access to a desired title, holds will be monitored to be certain every hold request is filled.

2. The system will freely share all items not having *HIGH-DEMAND* status. There will be no exceptions to this.

Are you familiar with the Library's exhibit/display policy? Yes _____ No _____

What are your recommendations for Library action?

Additional comments:

Signed: _____
(Signature of individual or representative making request is required.)

Print Name: _____

Date: _____

Telephone: _____ E-Mail: _____

*ST. JOHNS COUNTY PUBLIC LIBRARY SYSTEM
APPLICATION FOR EXHIBIT/DISPLAY SPACE PRIVILEGES*

DATE: _____

PREFERRED DATE FOR EXHIBITING: _____

CONTACT PERSON: _____

MAILING ADDRESS: _____

CITY: _____

STATE: _____ ZIP: _____

TELEPHONE: _____

Describe the intent of the exhibit/display and/or artist statement. When appropriate, include description or slides (limit of 10) representative of artworks to be displayed:

Estimate the horizontal/linear space or square footage needed for the display/exhibit. When appropriate, state how many easels are required:

Describe any special considerations for displaying and hanging the exhibit/display:

LIST OF SLIDES/PHOTOGRAPHS

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____

Indemnity Agreement signed and attached? YES _____ NO _____

I acknowledge that I have read, understand, and agree to follow all POLICY GUIDELINES.

Applicant's Signature

Applicant's Printed Name

Date

Policy Title: Interlibrary Loan
Effective Date: 10-1-2009
Approved by the LAB: 7-8-2009
Revision Date:

Interlibrary Borrowing

Interlibrary Loan (ILL) offers Library customers the opportunity to request and borrow materials that are not owned by the St. Johns County Public Library System (SJCPLS). Through ILL, you have access to the circulating collections of library systems in Florida, as well as universities and public library systems throughout the United States. ILL services are available to anyone holding an SJCPLS card in good standing. You may place your requests electronically through the library's website (www.sjcpls.org), by telephone or at the Reference Desk of any SJCPLS library branch. We will only accept 3 requests by telephone at one time.

You may have a total of ten (10) requests outstanding (at any stage of the ILL process: checked out, requested, in transit, etc.) at one time.

Requested material will be delivered to the branch library of your choice. You will be contacted when the material is available for pickup. If you have questions about your ILL request once it has been placed, please call the branch location that you designated as the pickup location. (Please refer to the end of this document for branch phone numbers). Any item received via ILL service is subject to the same fees/fines placed on similar items owned by SJCPLS. In addition, libraries which loan material to SJCPLS may place additional fines/fees on loaned items.

Customers wanting photocopies or loans from fee-charging libraries must submit a check or money order made payable to the lending library before the loan request can be submitted. If the item is not filled by the lending library, the check or money order will be returned to the customer.

Material Which May Not Be Requested through ILL

- Items currently owned by St. Johns County Public Library System
- Newly published materials (less than one year old)
- Feature Films less than 3 years old
- Fictional Television Series
- Audiovisual titles in a different format than what is currently owned by SJCPLS (e.g. SJCPLS owns DVD, will not borrow VHS of same title)
- Textbooks
- Entire issues of periodicals
- Rare books or rare non-book materials
- Materials for class, reserve or group use
- E-books or e-documents/articles
- Multiple copies of the same title for group use (e.g. book clubs)

Restricted Materials

Most materials acquired through ILL may be circulated. Occasionally the materials you request may be designated by the lending library as restricted. This means that this material must be used in the library and cannot be checked out. You can however, use the material in the St. Johns County Public Library location of your choice. When you receive the restricted materials, you will be asked to relinquish some form of identification. This identification will be held until you return the material to the desk.

Photocopies

You may order photocopies of certain materials not available through ILL, such as magazine articles and reference materials. The requester may keep photocopies. Photocopying charges may be incurred. If there is a charge for the photocopy, it must be paid before the request can be submitted. Please contact your local branch for questions concerning photocopy requests (see end of this document for branch phone numbers).

Loan Periods

The loan period is determined by the lending library. The requester may keep photocopies. The library will strictly observe any conditions for use of loaned materials that are imposed by the lending library (e.g., short loan period, in library use only, no renewals).

Renewal of Materials

Renewals of ILL material are at the sole discretion of the lending library and cannot be guaranteed. If you desire a renewal, you must contact your local library branch (see end of document for branch phone numbers) at least four working days before the material is due. The staff will attempt to renew the item and notify the patron if the item may or may not be renewed. Overdue materials cannot be renewed. Fines will be incurred for overdue materials. Maximum number of renewals is one.

Returning Materials

ILL material can be returned to any library location. To insure that you receive credit for returning the book, do not remove the lending label on the book.

Patron Responsibility

The patron is responsible for picking up the requested item. It is also the responsibility of the patron to return the item by the due date. The patron is also responsible for contacting the library and cancelling the request if they no longer need the item. If an item is lost or damaged, the patron is responsible for all overdue fines, the cost of the item, and any processing fees charged by the lending library. When materials are lost or are returned late, the borrowing privileges of both the patron and the St. Johns County Public Library are jeopardized. Patrons who fail to return or pick up interlibrary loan items three times will have their interlibrary loan borrowing privileges suspended for a period of twelve months.

Copyright Restrictions

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be used for any purpose other than private study, scholarship, or research. If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of fair use, that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

Interlibrary Lending

Users

The St. Johns County Public Library System will loan materials to all libraries. All individuals outside St. Johns County wishing to borrow a title from our collection must initiate their request through a library.

How To Submit a Request

Libraries may submit requests by mail (ALA form or equivalent required), fax, OCLC, email, phone (confirming fax required). Please refer to the end of this document for mailing address, phone number, fax number and OCLC library symbol.

What Can Be Borrowed

The library endeavors to make available the broadest range of materials for interlibrary loan, with the following exceptions: reference materials, newspapers, audiovisual materials and microforms. The library also reserves the right to refuse to lend materials or to ask a borrowing library to restrict use of materials loaned.

Loan Periods & Renewals

Items will be checked out for six weeks. This allows for two weeks transit time and for a four week check out to your patron. If a title is not on reserve for another patron, the item may be renewed. There is a limit of one renewal.

Fees

The St. Johns County Public Library does not charge for lending materials.

Lost Interlibrary Loan Materials

The St. Johns County Public Library will assess a fee on a lost item equal to the replacement cost of the item or its equivalent. The borrowing library is responsible for the payment of this fee.

Photocopies

Up to 25 pages will be provided, within copyright limits. There are no charges for photocopies. Materials will be photocopied from either hard copy or microfilm.

**St. Johns County Library Technical Services
ILL Department
6670 US 1 South, St. Augustine, FL 32086
Phone: 904-827-6920 Fax: 904-827-6905 OCLC Library Symbol: WL8**

Library Locations

**Anastasia Island Branch Library
124 Sea Grove Main St.
St. Augustine Beach, FL 32080
Phone: 904-209-3730; Fax: 904-209-3735
Email: libai@sjcfl.us**

**Bartram Trail Branch Library
60 Davis Pond Blvd.
Fruit Cove, FL 32259
Phone: 904-827-6960; Fax: 904-827-6965
Email: libbt@sjcfl.us**

**Hastings Branch Library
6195 S. Main St.
Hastings, FL 32145
Phone: 904-827-6970; Fax: 904-827-6975
Email: libh@sjcfl.us**

**Main Library
1960 N. Ponce de Leon Blvd.
St. Augustine, FL 32084
Phone: 904-827-6940; Fax: 904-827-6945
Email: libm@sjcfl.us**

**Ponte Vedra Beach Branch Library
101 Library Blvd.
Ponte Vedra Beach, FL 32082
Phone: 904-827-6950; Fax: 904-827-6955
Email: libpv@sjcfl.us**

**Southeast Branch Library
6670 US 1 South
St. Augustine, FL 32086
Phone: 904-827-6900; Fax: 904-827-6905
Email: libse@sjcfl.us**

**Bookmobile/Extension Services
6670 US 1 South
St. Augustine, FL 32086
Phone: 904-827-6944; Fax: 904-827-6930
Email: libbe@sjcfl.us**

ST. JOHNS COUNTY, FLORIDA

**DEPARTMENT OF LIBRARIES
UNIFORM POLICY CONCERNING
OVERDUE, DAMAGED AND LOST
MATERIALS**

Section 01. Rationale for Policy.

St. Johns County, Florida, through its Board of County Commissioners, implements an overall County-wide policy concerning overdue, damaged, lost books, periodicals, video movies, CD-ROMs, DVDs, and other loaned materials. The rationale for implementing such a policy is noted as follows: 1) establishing an overall County-wide, uniform administrative library policy associated with overdue, damaged, missing/lost books, periodicals, video movies, CD-ROMs, DVDs, and other loaned materials (from this point forward collectively referred to as "*loaned materials*"; 2) providing both the Patrons of the St. Johns County Public Library System, and the public at-large, with an overall written, consistent, and uniform policy (from this point forward referred to as "*Uniform Library Policy*" or "*ULP*")

Section 02. Definitions.

For the purposes of this Policy, the following terms, phrases, words and their derivations shall have the meaning herein given, unless the context clearly indicates that another meaning is intended. When not inconsistent with the context, words used in the present tense include the future, words in the plural number include the singular number, and words in the singular number include the plural number. The word "*shall*" is always mandatory and not merely directory.

- a. *Board* means Board of County Commissioners of St. Johns County, Florida.
- b. *Branch Library* means the Anastasia Island Branch Library, Bartram Trail Branch Library, Hastings Branch Library, Main Library, Ponte Vedra Beach Branch Library, Southeast Branch Library, and any subsequently opened and funded Library, all located within St. Johns County, and all a part of the St. Johns County Public Library System.
- c. *County* means St. Johns County, Florida.
- d. *County Library System* means the Public Library System serving St. Johns County, Florida.
- e. *Damaged* means loaned materials returned to the Library System in a condition that is worse (beyond normal wear) than originally loaned.
- f. *Due Date* means the final date that loaned material may be returned to the Library without a late fee/overdue fee being imposed.
- g. *Library* means any or all of the branches of the Library System serving St. Johns County, Florida.
- h. *Library Director* means the Executive Director of the St. Johns County Public Library System. The Library Director shall serve as the chief administrative officer for

the St. Johns County Public Library System.

- i. *Lost* means any loaned material that is not returned after a specified amount of time. For videocassettes and DVDs, items are set to “lost” upon the 31st day overdue. All other items are set to “lost” upon the 51st day overdue.
- j. *Overdue* means any loaned material that is not returned to the Library by the Due Date.
- k. *Patron* means a user of the St. Johns County Public Library System.
- l. *Privilege* means the ability to check-out loaned materials owned or maintained by the St. Johns County Public Library System, or otherwise have access to other resources owned, maintained, or offered by the St. Johns County Public Library System.
- m. *Recognized Library Card* means a card or other equivalent device issued by the St. Johns County Public Library System, or recognized by the St. Johns County Public Library System (which may include a Library Card issued by another County or jurisdiction located within the State of Florida), in order to allow a Patron to check-out loaned materials owned or maintained by the St. Johns County Public Library System, or otherwise have access to other resources owned, maintained, or offered by the St. Johns County Public Library System.
- n. *St. Johns County Public Library System* means the collection of Libraries, including all support and administrative staff that makes up the St. Johns County, Florida Public Library System.
- o. *ULP* means the Uniform Library Policy.

Section 03. Responsibility of Patron.

The following notes the responsibilities of each Patron:

1. *The Patron is responsible for having his/her library card with him/her at the time of borrowing library materials or using library equipment.*
2. The Patron is responsible for returning items on or before the due date.
3. The Patron is responsible for returning items in the same condition that they were checked out.
4. The Patron is responsible for seeing that his/her card is used only by the authorized cardholder whose signature appears on the back of the card. If a cardholder chooses to allow other patrons to use his/her card, the cardholder remains responsible for items checked out on the card.
5. The Patron is responsible for reporting a lost or stolen card as soon as he/she is aware that the card is lost or stolen. The Patron is responsible for items charged out on the card until it is reported lost or stolen.
6. The Patron is responsible for reporting to the Library any change of name, address, *email address* or phone number.

7. If items are not returned on time, returned damaged, or are lost the Patron is subject to fines and/or replacement charges.

8. The Patron is responsible for adhering to, and complying with, the Patron Code of Conduct, which is attached hereto, and incorporated herein, as *Exhibit A*.

Failure of Patron to abide by, and/or comply with the responsibilities listed in items 1 through 8 above will subject the Patron to forfeiture of privileges until the violation is cured, and/or resolved in a manner deemed acceptable by Manager of the Branch Library.

Section 04. Imposition of Fines, Fees, Charges.

Not later than March 1 of each year, the Library Director of the St. Johns County Public Library System shall prepare and deliver a recommended/proposed schedule of Fees, Fines, and/or Charges that should be imposed, under certain conditions, to Patrons.

Annually, the Board shall adopt a schedule of Fees, Fines, and/or Charges that are imposed, under certain conditions, to Patrons.

The schedule of Fees, Fines, and/or Charges is attached, and incorporated as *Exhibit B*. At such time as the Fees, Fines, and/or Charges are revised and/or amended, then a new schedule of Fees, Fines, and/or Charges shall be substituted as a new *Exhibit B*. No person and/or entity, other than the Board, or a person/position, delegated by the Board, has the authority to waive the imposition of any properly imposed fine, fee, and/or charge. As of May 15, 2007, the Board has delegated such waiver authority to the following persons/positions: 1) Library Director of the St. Johns County Public Library System; and 2) Manager or Supervisor of any Branch Library. Such waiver authority also includes the authority to adjust fines, fees, and/or charges, as noted elsewhere in this ULP.

Section 05. Record of Fines, Fees, Charges.

On a daily basis, the Manager or Supervisor in charge of each Branch Library shall track, record, and/or log all fines, fees, and/or charges that are received by that Branch Library.

At a very minimum, the following categories of fines, fees, and/or charges shall be tracked, recorded, and/or logged on a separate basis: 1) fines collected on overdue loaned materials; 2) fees collected for photocopying; 3) fees collected for faxing (facsimile processing); 4) fees for other services provided by Library staff; 5) charges collected on lost loaned materials; 6) charges collected on damaged loaned materials; 6) any other fines, fees, and/or charges permitted, imposed, and collected by each Branch Library; and 7) any subsequent Board authorized fines, fees, and/or charges.

On a monthly basis, a record of systemwide fines, fees, charges, credits and waivers will be generated within the Technical Services Department and forwarded to County Administration.

Section 06. Adjustment of Fines, Fees, Charges.

The Manager of a Branch Library or supervisor in charge of a Branch Library may adjust fines, fees, and/or charges imposed on a Patron for the following reasons: 1) a Patron returns lost loaned material in undamaged condition to the Library; 2) a Patron is due a

refund for an incorrect or improper fine, fee, and/or charge. 3) Replacement cost of item is different from Default cost of item; 4) Staff error.

Section 07. Waiver of Fines, Fees, Charges.

Fines up to \$25.00 may be waived by a Branch Manager or supervisor in charge at a branch for extenuating legitimate circumstances only, as defined in staff procedures manual. All disputes of fines over \$25.00 must be submitted in writing to the Library Director for review. All disputes of fines over \$50.00 will be forwarded to the St. Johns County Administrator or BCC for review. Various circumstances for waiving of fines might include death, hospitalization, or unusual hardship. Parents or legal guardians are responsible for overdue fines accrued and material lost or damaged by their children. The maximum overdue fine for each item is \$5.00. Except as noted in this Section, and authorized by the Board, no other person/individual/entity may waive any fine, fee, and/or charge of one or more patrons.

Section 08. Revocation of Patron Privileges.

A Patron's Privileges within the County Library System shall be revoked under the following circumstances:

- Patrons who have reached fine and fee charges of \$25.00 may not borrow any items, use public access computers, or use any other library equipment until payment is made on the account to bring the account balance under 25.00
- A Patron violates the Patron Code of Conduct and is issued a Trespass Warning by Police, as described in the Patron Code of Conduct.

The Manager of a Branch Library, or any designated employee of the Branch Library is authorized to revoke a Patron's Privileges within the County Library System if the above circumstances are verified. *If a minor is applying for a library card and the adult signing the fiscal responsibility statement has a blocked library card, the minor will not be issued a card until the reason for the block has been satisfactorily resolved and patron privileges have been restored.*

Should the Manager of a Branch Library, or designated employee revoke a Patron's Privileges within the County Library System, the Manager or designated employee shall provide written and/or electronic notification to the Patron of the revocation of Privileges.

Section 09. Restoration of Patron Privileges.

Upon satisfactory resolution (as deemed by the Manager of the Branch Library, or designated employee) of the circumstance that gave rise to the revocation of the Patron's Privileges, such Patron's Privileges within the County Library System shall be restored as soon as possible (immediately if at all possible, and in any case within three business days).

Section 10: Loan Periods

New Books	14 days
High Demand Books	14 days
Other Books	21 days
Audio Books	21 days
Music CDs	14 days
Magazines, Comic Books	7 days, no renewal
VHS/DVDs	
Feature Films/Fiction	3 days
Nonfiction	14 days

EXHIBIT A

Policy Title: Code of Patron Conduct

Effective Date: 08/08/95

Revised: 10/17/01

Reviewed/revised: 5-17-2006

Revised: 2/12/07

The purpose of this policy is to guarantee the rights of patrons to a *pleasant, productive and safe* atmosphere in the use of the Library by establishing basic conduct rules. All members of the community are welcome in the Library regardless of age, sex, race, religion, ethnic origin, being differently abled, or appearance as long as they do not disrupt or interfere with another's ability to use the Library for its intended use.

Decorum and consideration for other patrons

Patrons are expected to behave with decorum and consideration for other patrons. This includes, but is not limited to, the following:

- maintaining reasonable quiet
- the cooperative sharing of work tables and computer facilities
- parental restraint of lively and noisy children
- patience and respect while waiting for staff services such as Reference, Circulation or computer Assistance*
- respecting the privacy of other patrons who are using the library, maintaining a reasonable distance with regard to reading and use of library computers.*

Disruptive or Illegal Activity

Anyone who does not follow the *Library Code of Conduct* by engaging in disruptive or illegal activity may be asked to leave. When necessary, the *appropriate law enforcement agency* may be called.

Unacceptable conduct may include, but is not limited to, the following:

- fighting
- use and/or the possession of alcohol and other illicit substances
- possession of firearms or other weapons
- abusive use of library facilities and/or equipment
- harassing others
- creating any disturbance that interferes with normal operations of the Library*
- use of abusive, disruptive, loud, obscene, or threatening language/behavior*
- solicitation or panhandling
- smoking in library facilities
- consuming food and beverages in non designated areas
- loitering
- defacing, cutting, destroying, or stealing library property or materials
- accessing web sites depicting child pornography or other illegal materials

Mobile Telephones and Electronic Communication Devices

Use of mobile telephones or other electronic communication devices in the library must be kept to a minimum. These items should be set to "silent" or "vibrate" mode with no audible alerts. While we understand that use of these devices is sometimes necessary, the Library System reserves the right to ask patrons to cease this activity when it interferes with other patrons' use of the library.

Animals

Assistance Animals are welcome in all library locations. The presence of other animals is prohibited unless the animals are part of a library program or event.

Trespass Warnings

Those persons whose behavior is judged to be *illegal* or dangerous to patrons or staff will be reported to the *appropriate law enforcement agency** and the Police Department will issue a "Trespass Warning" to the person if deemed necessary and appropriate. A "trespass warning" means the person is denied use of the library facility. Removal of the "trespass warning" is at the discretion of Library Administration in consultation with the Police Department.

*Upon recommendation of the Library Director or designee.

Staff Implementation Procedures and Guidelines

1. Disruptive *adults* will be given two warnings. If spoken to for any reason after the second warning, they will be asked to leave the library for the day.

2. Disruptive minors under the age of 18 will be given two warnings. If disruptive behavior continues after the second warning, the following steps will be taken:

A. Try to identify and locate the *minor's* parent, caregiver, or responsible party in the library building. Page the responsible party using their name or the *minor's* name. If names cannot be determined, use a physical description of the *minor*.

B. If the responsible party cannot be located within the building, library staff should attempt to contact a parent, caregiver, or other responsible party by telephone, utilizing information gleaned from the *minor* or the telephone directory. Upon contact, explain the situation and the library's policy on unsupervised *minors* and ask that the responsible party pick up the *minor* immediately.

C. *If parent/responsible party cannot be located or is unable to pick up the minor*, the appropriate law enforcement agency will be called. Under no circumstance will a staff member drive the child home. If the minor chooses to leave the library, he/she may do so.

D. Staff involved will complete an incident report on the event as soon as possible and notify the supervisor in charge.

3. If the library facility is closing before the parent/responsible party arrives for any *minor* under the age of 18, *library staff will attempt to contact a parent, guardian, or other responsible party by telephone, utilizing information gleaned from the minor or the telephone directory. If a responsible party cannot be located, the appropriate law enforcement agency will be notified.*

A. After closing, two library staff will wait TOGETHER with the *minor* until authorities arrive and assume custody of the *minor*.

B. Main library staff will call the City Police (825-1071) and Branches' staff will call the St. Johns County Sheriff's Department (824-8304) fifteen minutes after closing.

C. Staff should be aware of the *minor's* feelings and should offer reassurance and comfort as appropriate.

D. Staff should leave an Unattended Children Form on the front door of the library for the parent telling them where their child is.

Under no circumstances should the library staff take a *minor* home themselves or leave the premises with a *minor*.

At all times the library staff is encouraged to use common sense in interpreting these guidelines and to keep the *minor's* best interests in mind when making decisions.

LIBRARY FINES and FEES SCHEDULE
Effective October 1, 2008 through September 30, 2009

REPLACEMENT of MATERIALS

Adult fiction, non-fiction, Children's books, videos, DVDs, CD, and audiobooks	cost to replace item
Paperback books, toddler's board books, magazines	cost to replace item
Out of print adult fiction and non-fiction	\$33
Out of print paperback books	\$16
Out of print children's books	\$22
Out of print reference books	\$38
DVDs no longer available for purchase	\$27
CDs no longer available for purchase	\$22
Audiobooks no longer available	\$33
Other items	Cost to replace item

DAMAGED MATERIALS (assumes item is repairable)

Bindery charges	\$8 per item
Book pocket	\$1 per item
Barcode label	\$1 per item
Book jacket cover	\$3 per item
Container replacements	\$3 per item
Replacement of audiobook CD from a multi-CD set	\$10 per CD
DVD from a multi-DVD set	\$20 per DVD
Damaged pages	\$1 per page
Other items	Cost to repair item

LIBRARY CARDS

Non-Resident card	\$10 per 3 months
Replacement of lost card	\$1 per card

OTHER FEES

Overdue materials (non-video/DVD)	10 cents per day per item
Overdue videos/DVDs	\$1 per day per item
Photocopies	15 cents per page
Computer printing	15 cents per page
Copies from microfiche or microfilm	15 cents per page
Receive fax	\$2 per document
Send fax to local number	\$3 per document per fax number
Send fax to long distance number	\$4 per document per fax number
Send international fax	\$5 for the first page, \$3 per page thereafter

Policy Title: Petitions and Solicitation

Effective Date: 10-1-2009

Approved by the LAB: 7-8-2009

Revision Date:

The St. Johns County Public Library as a "limited public forum" has the authority to make reasonable rules that are universally applicable regarding the allowed use of the library buildings and property, including content-neutral restriction of conduct involving passing out literature. The public sidewalk around the library property is a traditional public forum subject to reasonable time, place and manner restrictions on those wishing to use them for purposes protected by the First Amendment. As such, the Library allows people to circulate petitions outside our facilities.

1. Persons circulating petitions for signatures or leafleting may do so on Library property, however, they may not engage in collecting signatures or distributing leaflets inside the Library building.
2. Only one person at a time is permitted to solicit signatures for a single petition or leaflet.
3. Solicitors shall not block, hinder, interfere, approach or otherwise impede patrons and staff wishing to exit or enter the building, nor seek to intimidate patrons or staff into signing a petition or accepting a leaflet.
4. Solicitors must remain a minimum of 15 feet from any library entrance or exit, except during the time that the library is serving as a polling place when section 102.03(4)(a) F.S. states solicitors may not come within 100 feet of the entrance to any polling place. The only exception to this law is persons who are conducting an "exit poll." This is typically media.
5. Persons circulating petitions or leafleting must supply their own tables and chairs and may not store them on Library property.
6. No leafleting or distribution of literature, or solicitation is permitted for the purposes of selling items, merchandise, tickets, or other for-profit activities.
7. No work or petitioning on behalf of candidates for elected office is allowed in the Library building.
8. Fundraising activities are not permitted in the Library building or on the Library property by any person or organization when the purpose is to benefit a group or organization other than the Library or the Friends of the Libraries of St. Johns County.
9. Anyone wishing to solicit signatures for a petition or leaflet shall inform the Library Administration Office or designee during normal business hours of their desire and intent to solicit signatures for a petition.

10. The Library staff, Friends of the Library of St. Johns County and members of the Library Board of Trustees is exempt from the above constraints in so far as promoting Library activities and issues.

11. Any person or group who does not abide by the conditions stated above or creates a nuisance such that the regular business of the Library is disrupted shall be required to immediately cease all activities relating to solicitation for a petition or leafleting and to leave the Library property.

St. Johns County Public Library System
Policy Title: Public Internet Use Policy
Effective Date: 6/12/2002
Reviewed/revised by LAB: 7/8/2009

The St. Johns County Public Library System offers full and unfiltered public access to the Internet to the residents and guests of the library system. The Library System subscribes to the principles of intellectual freedom expressed in the American Library Association's Library Bill of Rights and to the right of every person, regardless of age, to have access to all constitutionally protected materials unless otherwise restricted by law.

The St. Johns County Public Library System recognizes that the Internet is for the most part an unregulated medium. While allowing access to personally and professionally enriching information, it may also enable access to materials that violate federal and state laws and materials that some may find offensive, inaccurate, or incomplete. Users, and especially minors, are encouraged to be good information consumers by evaluating the integrity of the information accessed.

The St. Johns County Public Library System affirms the right and responsibility of parents or designated guardians to determine and monitor their minor child's use of library resources including the Internet. Parents or guardians should personally oversee their minor child if they wish to restrict access to Library materials or the Internet. Minors visiting the Library without a parent or guardian will be considered by staff as responsible for their decisions and behaviors.

Parents or guardians may wish to review the resources available on NetSmartz.org, <http://www.netsmartz.org/>. The site addresses rules for the safety and security of minors using the Internet to access web sites, e-mail, chat rooms, and other forms of electronic communications. As with all other library services, staff is trained and available to parents and children needing assistance or guidance in the safe use of the Internet.

The Internet is part of the Library's collection. On the Library's Internet homepage (www.sjcpls.org), staff has identified specific starting points for Internet searches that are appropriate to the Library's mission and service roles. The criteria for web site selection can be found in the Library's Materials Selection Policy that is available at each library location. The Internet is vast and dynamic. Web sites change constantly and their content is unpredictable. The reliability of web sites, even those reviewed by staff, cannot be guaranteed and should be considered with caution.

Library users, including minors, must comply with federal, state and county laws, and library policies while using library materials and equipment. These include, but are not limited to, laws and policies addressing privacy, copyright, obscenity, child pornography, computer hacking, unauthorized access to computers or networks, damage to computers or networks, and installing or spreading computer virus programs. Persons, including minors, violating any law or policy will be treated in accordance with the Library's Code

of Patron Conduct that may result in being asked to leave the library, notifying law enforcement agencies, or any other action deemed appropriate.

Policy Title: Public Computer Use Policy

Effective Date: 8/8/1993

Reviewed/revised: 8/12/2002

Revision Approved by LAB: 7/8/2009

OBJECTIVE:

The Library's Computer/Technology support staff will keep abreast of the developments in this rapidly evolving area and endeavor to acquire the most useful new hardware and software applications for the public to use.

POLICY:

1. The library provides some formal computer training of a basic and introductory nature. Extensive individualized training in individual software applications cannot be supplied by the Library staff. However, staff will direct patrons to resources that may help them use the applications.
2. All users supply their own storage devices (e.g., flash drive, compact disc, etc.) when needed and any data or equipment loss or damage as a result of faulty equipment, programs, etc., is not the responsibility of the St. Johns County Public Library System, its operators, or employees. Any downloading must be done on storage devices supplied by the computer user. No private files may be stored at the Library or on any Library equipment or software.
3. From time to time certain staff activities will take precedence over normal computer use. All decisions as to the use of the computers are at the sole discretion of the staff of the St. Johns County Public Library System.
4. The St. Johns County Public Library System makes no guarantee, whether expressed or implied, with respect to any equipment, programs or other library materials, their quality, performance, or fitness for any particular purpose. The entire risk as to the quality and performance of computer equipment/programs/documentation is with the user. In no event shall the St. Johns County Public Library System be liable for actual, incidental, or consequential damage in connection with or arising from the use of any equipment, programs, or other library materials.

5. The library reserves the right to ask a user, including minors, to leave if there is misuse of or tampering with equipment or materials or patron is in violation of the Patron Code of Conduct.
6. The attachment and connection of peripheral equipment to library computers is permitted at the discretion of the Library Staff. All peripheral equipment must be removed when the patron's session has expired. The Library is not responsible for loss or damage to peripheral equipment.
7. Please advise the library staff immediately when there is a problem with hardware or software so that the problem can be rectified as soon as possible.
8. All computer workstations are available to patrons in good standing and guests on a first-come, first-serve basis. Time limitations will be imposed if others are waiting to use workstations. User fees may apply.
9. Patrons, including minors, may install software on any public library computer if the software is compatible with the Library's operating systems. All software installations or saved files or documents will automatically be removed at the end of a patron session.
10. The changing of any system or application files is not permitted.
11. Copyrighted software is available for public use only and may not be copied for personal use.
12. As with any other library material, appropriate fees may be assessed for any damage done to computer equipment or files.
13. Library computers may not be used by patrons, including minors, for any illegal activities.
14. All branches of the Library System offer free Wi-Fi access.
15. Printing is not available from library laptops or personal devices.