

RESOLUTION 2012 - 264

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

**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

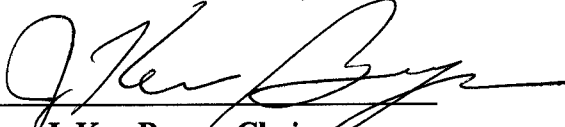
**WHEREAS**, these revised library policies will provide the best guidelines for supporting the goals and priorities of the Library System's Strategic Plan 2009-2013;

**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 Code of Patron Conduct; Collection Development; Emergency Disaster Guidelines; and Overdue Materials, which are attached hereto, and incorporated herein as an Exhibit to this Resolution.
3. The effective date for the revised library policies will be October 1, 2012.
4. To the extent that there are typographical and/or administrative errors that do not change the tone, tenor, or concept of this Resolution, then this Resolution may be revised without subsequent approval of the Board of County Commissioners.

**PASSED AND ADOPTED** by the Board of County Commissioners of St. Johns County, State of Florida, this 18th day of September, 2012.

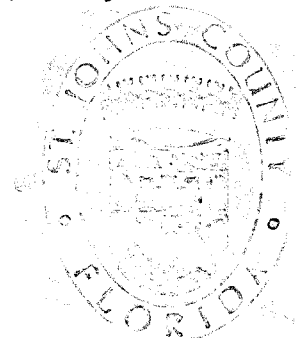
**BOARD OF COUNTY COMMISSIONERS  
OF ST. JOHNS COUNTY, FLORIDA**

By:   
J. Ken Bryan, Chair

**ATTEST:** Cheryl Strickland, Clerk

By:   
Deputy Clerk

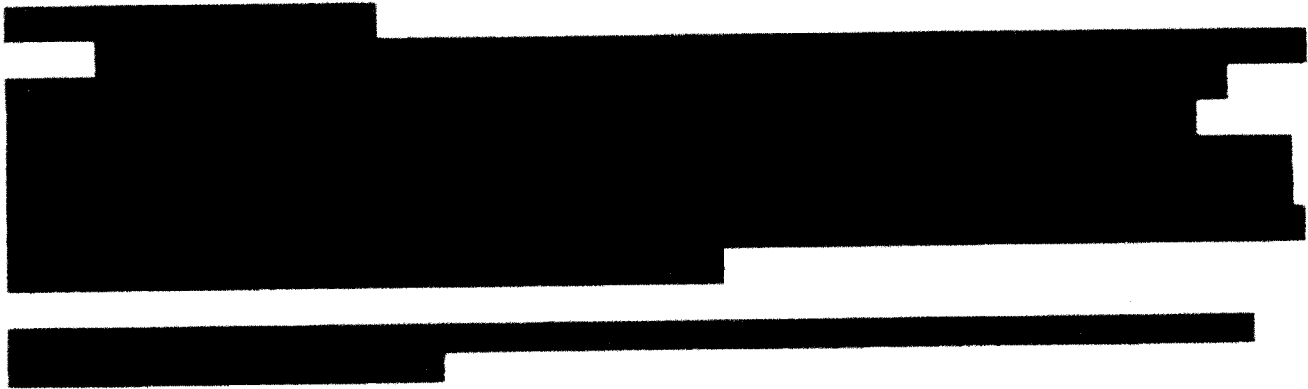
**ST. JOHNS COUNTY, FLORIDA**



**RENDITION DATE** 9/20/12

**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**  
**Revised & approved by LAB: 11/9/2011**

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.



**Attire & Hygiene**

In the interest of public health and safety, appropriate clothing attire, including shoes and shirts, must be worn at all times while inside all library buildings. Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be required to leave the building.

**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

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 or intimidating 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
- sleeping
- defacing, cutting, destroying, or stealing library property or materials
- accessing web sites containing material involving illegal activity, pornography and obscenity.

### **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. See the Americans with Disabilities Act website for current service animal requirements: <http://www.ada.gov>

### **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

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**“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**

**2013 – 2015**



**Adopted by the Library Advisory Board September 13, 2006**

**Revision Approved by the LAB: \_\_\_\_\_**

**ST. JOHNS COUNTY PUBLIC LIBRARY SYSTEM**  
**COLLECTION DEVELOPMENT POLICY AND PLAN**  
**2013-2015**

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 Technical Services Administrator and selected Branch and Technical Services Staff. The policy was reviewed and approved by the Library Management Team and Director before sending to the Library Advisory Board for final approval.

**STATEMENT AND OBJECTIVE OF POLICY**

The purpose of this policy is to define the underlying principles which direct the development and management of the library's collection. This policy guides the selection, acquisition, accessibility, maintenance, preservation and scope of the St. Johns County Library collection. It establishes roles, responsibilities, and defines a process for addressing patron questions and concerns. The Library should review the Plan no less than every three (3) years.

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 collections 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 according to the current Interlibrary Loan Policy. Staff will uphold the intellectual freedom guidelines, as stated in the American Library Association's "Library Bill of Rights" by fulfilling as many patron requests as possible. 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 and the budget.

## **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. The St. Johns County Public Library follows a hybrid model for collection development that makes use of subject selectors as well as individuals based in the library branches who have more narrowly defined selection responsibilities. Subject selectors may be an individual selecting for a certain area(s) of the collection for all branches in the county, or a group of defined individuals selecting materials for specific subject areas, such as Reference or Juvenile materials. Subject selectors are held responsible to perform the searching and verification necessary to ensure accuracy and completeness of information for selection decision-making, such as running and compiling necessary statistics for firm and standing order decisions. 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 library staff. 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 or purchasing process. Library Staff will attempt to notify the patron of the outcome of his or her selection request. Fees may apply for out-of-network Interlibrary Loans.

### ***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.

## **COLLECTION PRIORITIES**

### **Low Level Priority Collections**

Braille

Spanish

Audiobooks: Playaways

Large Print Non-Fiction & Biographies

Magazines & Comics

Graphic Novels

Biographies

### **Mid Level Priority Collections**

Adult Non-Fiction

Music – retain the way we are currently collecting.

Large Print – retain the floating of Large Print & reduction of the number of copies.

Young Adult Fiction – retain having Carla as primary selector

### **Top Level Priority Collections**

Children's (all juvenile collections), Movies, Adult Fiction, Audiobooks

Due to the popularity of eBooks, a portion of the most popular collections (Children's, Adult-Fiction, Young Adult, and Adult Non-Fiction) should be delegated for the eBook format. The remainder of those budgets can be used towards print or other viable formats.

Innovation Funds – This is a percentage of funds to be used on collections or new formats as deemed necessary by the Director.

## **SELECTION CRITERIA & PROCESSES**

The overall criteria listed below apply to all collections including but not limited to: Children's, Young Adult, Adult and Reference Collections Statements follow describing specific collection areas. Professional selection aids will be used for reviews of materials. Items will be purchased or leased based on the selectors' evaluation and availability.

### **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 physical quality  
Reputation of a publisher  
Quality of illustrations  
Arrangement/indexing  
Quantity owned in subject area

### **Electronic Resources**

The following criteria will be used as guidelines in the selection and retention 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. Electronic resources are evaluated on an ongoing basis.

Circulation of materials  
Relation of work to existing collection  
Permanent or timely value  
Physical space considerations – inability to house permanent physical copies of books  
Cost per use / Cost per circulation (R.O.I)  
Platform fees and requirements  
Single versus Multiuse availability  
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**

### **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 the collection. Many of the state produced materials are available in a 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. Items received from any of these jurisdictions are reviewed on a case-by-case basis to determine whether they should be cataloged or kept as ephemeral materials.

### **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.

### **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 electronic. 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 electronic. 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 electronic. 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 electronic.

### **Reference Collection**

The purpose of the Reference Collection is to provide current, reliable information on a variety of subjects in an easily accessible manner, to be used inside of the library. The Library will also purchase

current and historic material about Florida, St. Johns County and St. Augustine.

### **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.

### **Newspapers**

Local newspapers, including community newspapers are the highest priority for purchase. Selected major newspapers from the region, state 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.

### **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 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 \$15 million or more and based on good reviews. Feature films under \$15 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.

Television series are collected and maintained through monetary and physical donations due to the high expense of collecting and maintaining adult fiction television series. These DVD donations will be designated by a special sticker.

## **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 most suitable collection as determined 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. Materials accepted into the collection are subject to standard weeding practices of the library system.

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 held 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.

### ***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 and spiral bound 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 EVALUATION AND MAINTENANCE**

### **Floating Collections**

The floating collections are collections which have been identified by the librarians which will remain at the location where they are checked in. This allows the collection to have a fresh new look for the patrons system wide and reduce costs. For these reasons, smaller, but expensive collections have now been allowed to move throughout the county so they may be housed at any branch as needed. In addition to being more economical, floating collections improve efficiency for patrons, as they allow items to move freely among all library branches.

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. Weeding allows the collection to remain balanced between new authors and titles and older works of historical and community significance.

In order to remain in line with mission and goals of the library, weeding in all areas of the collection is required to take place continuously. 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 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 frequent ILL) 6) based on the number of copies 7) availability in alternate formats.

In order to track efficient and effective weeding, branches will keep weeding record, which allows for progress reports and monitoring of the overall collection

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

Reputation of a publisher  
Availability

### **Re-Binding 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



## 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,

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**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?**

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

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

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**5. How were you made aware of this work?**

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

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

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

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

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**10. Additional comments:**

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**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.**

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**Signature of Patron Submitting Reconsideration Form Date**

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**Signature of Staff Member Receiving Reconsideration Form Date**

**Distribution: Original to Library System Director, 1 copy to Patron, 1 copy to Branch Manager.**

## **Emergency Disaster Guidelines For Closing Of A Library Location**

**PURPOSE:** To establish guidelines for the closing of a Library location.

**POLICY:** The decision to close a public service outlet is not to be taken lightly. Safety of Staff and Public is a PRIMARY Consideration. Under normal circumstances, the Library Director will be notified by either the ~~Public Safety Director's Office~~ [REDACTED] and or County Administration of a decision to close a County facility. In the event of a loss of communications with Library Administration the Supervisor in charge/Staff in charge of a Library location should consult with the ~~Public Safety Office~~ [REDACTED] by calling **824-5550**.

### **EMERGENCY GUIDELINES:**

1. Library Director will notify Staff in the most expedient manner possible. If an emergency occurs during non-operational hours, the Library director will implement a telephone calling tree to notify Staff. The following is the sequence of notification:
  - a. Library Director will be notified by the County.
  - b. Library Director will then notify the Administrative Headquarters staff.
  - c. Administration will contact all Branch Managers or appropriate staff who will in turn notify branch staff.
  
2. Each branch will secure ~~computer equipment~~ [REDACTED] as detailed in the Library's Hurricane Plan ~~unless otherwise directed by Technical Services~~.

**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, [REDACTED] 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* [REDACTED] 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, [REDACTED] 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~~, [REDACTED] items are set to "lost" upon the 31<sup>st</sup> day overdue. All other items are set to "lost" upon the 51<sup>st</sup> 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. [REDACTED]  
[REDACTED]

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 [REDACTED] shall adopt a schedule of Fees, Fines, and/or Charges that are imposed, under certain conditions, to Patrons.

The [REDACTED] schedule of Fees, Fines, and/or Charges is [REDACTED]. ~~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 [REDACTED], or a person/position, delegated by the [REDACTED], has the authority to waive the imposition of any properly imposed fine, fee, and/or charge. As of May 15, 2007, the [REDACTED] 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 [REDACTED] 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 [REDACTED] for review. Various circumstances for waiving of fines might include death, hospitalization, or unusual hardship. Parents, grandparents 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 [REDACTED], 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:

[REDACTED] Patrons who have reached fine and fee charges of \$25.00 [REDACTED] 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 [REDACTED]

- 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

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

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**

**REVISED POLICY ENDS HERE**

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THESE ARE POSTED ELSEWHERE MAKING INCLUSION HERE  
REDUNDANT.**

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**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**

**Revised & approved by LAB: 11/9/2011**

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.

**Attire & Hygiene**

In the interest of public health and safety, appropriate clothing attire, including shoes and shirts, must be worn at all times while inside all library buildings. Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be required to leave the building.

**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

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## **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.

- possession of firearms or other weapons
- abusive use of library facilities and/or equipment

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- harassing or intimidating 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
- sleeping
- defacing, cutting, destroying, or stealing library property or materials
- accessing web sites containing material involving illegal activity, pornography and obscenity.

### **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. See the Americans with Disabilities Act website for current service animal requirements: <http://www.ada.gov>

### **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.

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**LIBRARY FINES and FEES SCHEDULE**  
 Effective October 1, 2009 through September 30, 2010

**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)	25 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
Guest Pass	\$2 for 5 hours per Day

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The [REDACTED] schedule of Fees, Fines, and/or Charges is [REDACTED] 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 [REDACTED], or a person/position, delegated by the [REDACTED], has the authority to waive the imposition of any properly imposed fine, fee, and/or charge. As of May 15, 2007, the [REDACTED] 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.

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