

RESOLUTION 2014 - 217

**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 2013-2016;

**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 Overdue Materials and the Public Internet and Computer Use policies, which are attached hereto, and incorporated herein as an Exhibit to this Resolution.
3. The effective date for the revised library policies will be August 11, 2014.
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 19th day of August, 2014.

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

By: \_\_\_\_\_

*John H. Morris*  
**John H. Morris, Chairman**

ATTEST: Cheryl Strickland, Clerk

By: *Pam Halterman* \_\_\_\_\_

**Deputy Clerk**

**ST. JOHNS COUNTY, FLORIDA**

RENDITION DATE 8/21/14



**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, movies, 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, movies, 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. *BCC* means Board of County Commissioners of St. Johns County, Florida.
- b. *Branch Library* means any library located within and serving St. Johns County, and 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 movies, 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.

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

The most recent schedule of Fees, Fines, and/or Charges is posted on the library website at [www.sjcpls.org](http://www.sjcpls.org). No person and/or entity, other than the BCC, or a person/position, delegated by the BCC, has the authority to waive the imposition of any properly imposed fine, fee, and/or charge. As of May 15, 2007, the BCC 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 BCC 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 : Payment of Fines, Fees and Charges.**

Acceptable payment types include: 1) Personal Check with name and current address imprinted (for valid library card holders only) 2) Money Order; 3) Traveler's Check; 4) Credit or Debit Card – online only

Fines, fees and charges may be paid in person during business hours at any St. Johns County Library Branch, by U.S. Mail for checks or money orders, or online anytime at [www.sjcpls.org](http://www.sjcpls.org).

**Section 07. 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 08. 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, 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 BCC, no other person/individual/entity may waive any fine, fee, and/or charge of one or more patrons.

**Section 09. 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 \$10.00 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 \$10.00.
- Patrons who have reached fine and fee charges of \$25.00 and thereby been referred to collections may not borrow any items, use public access computers, or use any other library equipment until the account balance is rectified.
- Patrons who have fines over a year old ~~an overdue balance at the time of their annual library card renewal may not renew their card~~ and may not borrow any items, use public access computers, or use any other library equipment until the account balance is brought to \$00.00.
- Patrons who violate the Patron Code of Conduct and are 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 10. 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
- Movies:
  - Feature Films/Fiction 3 days
  - Nonfiction 14 days

**Revised & approved by LAB: 07/11/2012**

**Approved by BCC: 09/18/2012**

**Revised: 6/12/2014**

**Approved by LAB: 7/9/2014**

**Approved by BCC: \_\_\_\_\_**

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**Revised & approved by LAB: 07/11/2012**

**Approved by BCC: 09/18/2012**

**Revised: 6/12/2014**

**Approved by LAB: 7/9/2014**

**Approved by BCC: \_\_\_\_\_**

## **St. Johns County Public Library System Public Internet Use Policy**

**Effective Date: 6/12/2002**

**Approved by LAB: 7/8/2009**

**Revised & approved by LAB: 5/11/2011**

**Revised: 6/12/2014**

**Approved by LAB: 7/9/2014**

**Approved by BCC: \_\_\_\_\_**

### **GENERAL OVERVIEW**

The St. Johns County Public Library System offers **limited public access** to the Internet for the residents and guests of the Library system. The Library system strives to uphold the principals of intellectual freedom as expressed in the American Library Association's Library Bill of Rights while balancing the interests and standards reflected in the community we serve.

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 local, state and federal regulations as well as materials that are inaccurate, incomplete or that some users find offensive. Just as the St. Johns County Public Library System does not vouch for or endorse the content or viewpoints represented in its collections, it is unable to vouch for the accuracy of information or endorse the various viewpoints accessed from the Internet. All users, especially parents, guardians, caregivers and their children, are strongly encouraged to be good information consumers by evaluating the accuracy and integrity of information used or accessed from the Internet.

### **LIMITS TO INTERNET ACCESS**

The St. Johns County Public Library System offers free limited access to the internet, with restrictions to websites containing material involving illegal activity, pornography, or malware. If a patron feels that a website is blocked in error, he or she may complete a site unblock request form from a link on the block screen, which will result in a staff review of the site to determine whether it was miscategorized. Once a site has been reviewed, it will not be considered again for review.

The St. Johns County Public Library System affirms its commitment to assist Patrons in using the Internet safely and effectively. Therefore, the Library will continue to monitor changes and trends in electronic technology that may improve the ability to provide Internet access, and will revise this policy as deemed necessary.

## **ACCEPTABLE USE**

It is the goal of the St. Johns County Library System to provide an atmosphere conducive to the appropriate use of the Library System's services, resources and facilities. Electronic resources, like other Library resources, must be used in compliance with applicable regulations, policies and procedures.

Patrons accessing the Internet in the Library are subject to local, state and federal regulations as well as this Policy, the Patron Code of Conduct and the Public Computer Use Policy. Failure to comply with any applicable regulation or policy may result in termination of a Library computer session, loss of Library privileges (including expulsion from the Library), notice to law enforcement agencies and/or any other action deemed appropriate under the particular circumstances.

## **CHILDREN AND THE INTERNET**

*The State of Florida defines a minor as a person under the age of 18. For the purposes of this policy, the terms "child", "minor", and "youth" are interchangeable.*

The St. Johns County Public Library System has elected to use filtering software to manage internet access in compliance with the Children's Internet Protection Act (CIPA)

As with other Library resources, it is the responsibility of parents, guardians and caregivers to monitor and supervise their children's access to/use of the Internet and its resources. The St. Johns Public Library System affirms the right and responsibility of parents, guardians and caregivers to restrict their children's access to/use of the Internet.

Parents, guardians and caregivers are encouraged to review resources made available by the National Center for Missing and Exploited Children at <http://www.netsmartz.org>. The site provides information related to the safety and security of children using the Internet to access web sites, e-mail, chat rooms, and other forms of electronic communications. As with all Library services, the St. Johns County Library System staff is trained and available to assist parents, guardians, caregivers and children in the safe use of the Internet and its resources.

## **St. Johns County Public Library System Public Computer Use Policy**

**Effective Date: 8/8/1993**

**Reviewed/revised: 8/12/2002**

**Revision Approved by LAB: 7/8/2009**

**Reviewed: 5/15/2014**

**Revision approved by LAB: 7/9/2014**

**Approved by BCC: \_\_\_\_\_**

### **OBJECTIVE:**

The Library's Computer/Technology support staff will keep apprised of 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 via time management software. User fees may apply.
9. The changing of any system or application files is not permitted.
10. Copyrighted software is available for public use only and may not be copied for personal use.
11. As with any other Library material, appropriate fees may be assessed for any damage done to computer equipment or files.
12. Library computers may not be used by patrons, including minors, for any illegal activities.
13. All branches of the Library System offer free Wi-Fi access. Patrons shall comply with applicable local, state and federal regulations as well as Library rules, policies and procedures when using personal devices to access the Library's Wi-Fi connections.
14. Printing is not available from Library laptops or personal devices.
15. When reserving or logging on to a Library computer, Patrons are strictly prohibited from using another's identification, barcode, or pin number.
16. Library computers designated for use by children shall be used exclusively by children and accompanying parents, guardians and caregivers.

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**Effective Date: 6/12/2002**  
**Approved by LAB: 7/8/2009**  
**Revised & approved by LAB: 5/11/2011**  
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### **GENERAL OVERVIEW**

The St. Johns County Public Library System offers limited public access to the Internet for the residents and guests of the Library system. The Library system strives to uphold the principals of intellectual freedom as expressed in the American Library Association's Library Bill of Rights while balancing the interests and standards reflected in the community we serve.

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 local, state and federal regulations as well as materials that are inaccurate, incomplete or that some users find offensive. Just as the St. Johns County Public Library System does not vouch for or endorse the content or viewpoints represented in its collections, it is unable to vouch for the accuracy of information or endorse the various viewpoints accessed from the Internet. All users, especially parents, guardians, caregivers and their children, are strongly encouraged to be good information consumers by evaluating the accuracy and integrity of information used or accessed from the Internet.

### **LIMITS TO INTERNET ACCESS**

The St. Johns County Public Library System offers free limited access to the internet, with restrictions to websites containing material involving illegal activity, pornography, or malware. If a patron feels that a website is blocked in error, he or she may complete a site unblock request form from a link on the block screen, which will result in a staff review of the site to determine whether it was mis-categorized. Once a site has been reviewed, it will not be considered again for review.

The St. Johns County Public Library System affirms its commitment to assist Patrons in using the Internet safely and effectively. Therefore, the Library will continue to monitor changes and trends in electronic technology that may improve the ability to provide Internet access, and will revise this policy as deemed necessary.



## **ACCEPTABLE USE**

It is the goal of the St. Johns County Library System to provide an atmosphere conducive to the appropriate use of the Library System's services, resources and facilities. Electronic resources, like other Library resources, must be used in compliance with applicable regulations, policies and procedures.

Patrons accessing the Internet in the Library are subject to local, state and federal regulations as well as this Policy, the Patron Code of Conduct and the Public Computer Use Policy. Failure to comply with any applicable regulation or policy may result in termination of a Library computer session, loss of Library privileges (including expulsion from the Library), notice to law enforcement agencies and/or any other action deemed appropriate under the particular circumstances.

## **CHILDREN AND THE INTERNET**

*The State of Florida defines a minor as a person under the age of 18. For the purposes of this policy, the terms "child", "minor", and "youth" are interchangeable.*

The St. Johns County Public Library System has elected to use filtering software to manage internet access in compliance with the Children's Internet Protection Act (CIPA).

As with other Library resources, it is the responsibility of parents, guardians and caregivers to monitor and supervise their children's access to/use of the Internet and its resources. The St. Johns Public Library System affirms the right and responsibility of parents, guardians and caregivers to restrict their children's access to/use of the Internet.

Parents, guardians and caregivers are encouraged to review resources made available by the National Center for Missing and Exploited Children at <http://www.netismartz.org>. The site provides information related to the safety and security of children using the Internet to access web sites, e-mail, chat rooms, and other forms of electronic communications. As with all Library services, the St. Johns County Library System staff is trained and available to assist parents, guardians, caregivers and children in the safe use of the Internet and its resources.

**St. Johns County Public Library System  
Public Computer Use Policy**

**Effective Date: 8/8/1993**

**Reviewed/revised: 8/12/2002**

**Revision Approved by LAB: 7/8/2009**

**Reviewed: 5/15/2014**

**Revision approved by LAB: 7/9/2014**

**Approved by BCC: \_\_\_\_\_**

**OBJECTIVE:**

The Library's Computer/Technology support staff will keep apprised of 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 via time management software. User fees may apply.
9. The changing of any system or application files is not permitted.
10. Copyrighted software is available for public use only and may not be copied for personal use.
11. As with any other Library material, appropriate fees may be assessed for any damage done to computer equipment or files.
12. Library computers may not be used by patrons, including minors, for any illegal activities.
13. All branches of the Library System offer free Wi-Fi access. Patrons shall comply with applicable local, state and federal regulations as well as Library rules, policies and procedures when using personal devices to access the Library's Wi-Fi connections.
14. Printing is not available from Library laptops or personal devices.
15. When reserving or logging on to a Library computer, patrons are strictly prohibited from using another's identification, barcode, or pin number.
16. Library computers designated for use by children shall be used exclusively by children and accompanying parents, guardians and caregivers.