

RESOLUTION 2016 - 1

**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 Collection Development Plan, Code of Patron Conduct, Petitions and Solicitation, Meeting Room, Exam Proctoring, Exhibits, Interlibrary Loan, Patron Registration, and the Overdue Materials 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 February 1, 2016.
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 January, 2016.

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

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

  
**Jeb S. Smith, Chairman**



ATTEST: Hunter S. Conrad, Clerk

By: Pam Halterman

ST. JOHNS COUNTY, FLORIDA

RENDITION DATE 1/21/16



## **Policy Title: Code of Patron Conduct**

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. This code is supported by related Library policies and procedures.

### **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>

### **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 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 *Code of Patron Conduct* by engaging in disruptive or illegal activity will 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.

### **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.*

### **Unattended Children\***

The Library welcomes Library use by children. The Library, however, is a public building with staff trained to provide public Library services. The Library is not equipped-and it is not the Library's role-to provide long- or short-term child care. For the safety and comfort of children, a responsible adult or caregiver should accompany children while they are using the Library. While in the Library, parents or caregivers are responsible for monitoring and regulating the behavior of their children.

*\* 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.*

### **Violation of the Code of Patron Conduct**

The Library reserves the right to require anyone violating the *Code of Patron Conduct* to leave the Library for the remainder of the day. Serious or repeated misconduct may lead to legal action or criminal prosecution.

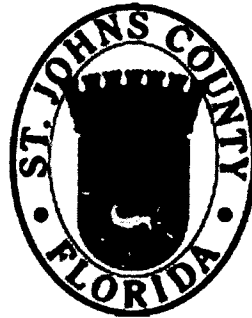
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Effective Date: 08/08/95

Approved by LAB:

Approved by BCC:

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



**FISCAL YEARS**

**2016 - 2018**

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Approved by LAB:

Approved by BCC:

# **ST. JOHNS COUNTY PUBLIC LIBRARY SYSTEM**

## **COLLECTION DEVELOPMENT POLICY AND PLAN**

**2016 – 2018**

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 (the Director) by a committee consisting of Technical Services Manager, Branch Managers, the Acquisitions Librarian and selected staff. The plan 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 and 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 (ILL) 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 designated staff, 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.

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Approved by LAB:

Approved by BCC:

## **SELECTION OF LIBRARY MATERIALS AND RESOURCES**

### ***RESPONSIBILITY FOR SELECTION***

Ultimate responsibility for the selection of all library materials and resources rests with the 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 Director, however, will delegate to staff the authority to implement this policy in the routine selection process. The 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 for performing 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 ILL & Material Request form, or make a request directly through the Library Staff. In addition, patrons may request Overdrive eBooks from the Library's Overdrive site. 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 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 Director. The Director and 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 Director, who has the discretion to approve or reject the recommendation. The Director will then notify the patron of his or her decision.

If the patron is not satisfied with the 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.

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## ***COLLECTION PRIORITIES***

### **Low Level Priority Collections**

Spanish

Large Print Non-Fiction & Biographies

Magazines & Comics

Graphic Novels

Biographies

### **Mid Level Priority Collections**

Adult Non-Fiction

Music

Large Print

Young Adult Fiction

### **Top Level Priority Collections**

Children's (all juvenile collections)

Movies

Adult Fiction

Audiobooks

eContent in all formats (Children's, Adult-Fiction, Young Adult, and Adult Non-Fiction)

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 review 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:

- 1) Literary merit and style
- 2) Circulation statistics of author / series
- 3) Price and physical quality
- 4) Quality of illustrations
- 5) Relationship to existing collection
- 6) Social significance
- 7) Reputation and significance of an author and/or illustrator
- 8) Reputation of a publisher

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## **Nonfiction**

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

- 1) Accuracy and authenticity of factual material presented
- 2) Quality of writing
- 3) Circulation of materials in the various subject areas
- 4) Relation of work to existing collection
- 5) Reputation and significance of an author
- 6) Permanent or timely value
- 7) Price and physical quality
- 8) Reputation of a publisher
- 9) Quality of illustrations
- 10) Arrangement/indexing
- 11) 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.

- 1) Circulation of materials
  - 2) Relation of work to existing collection
  - 3) Permanent or timely value
  - 4) Physical space considerations – inability to house permanent physical copies of books
  - 5) Cost per use / Cost per circulation (R.O.I)
  - 6) Platform fees and requirements
  - 7) Single versus Multiuse availability
  - 8) Authenticity of the media: currency, accuracy, and freedom from bias
  - 9) Potential utilization: interest level, user appeal
  - 10) Content: organization, imagination, timeliness, appropriateness, uniqueness
  - 11) Format / Layout of information
  - 12) Availability of equipment to access the material or resource
  - 13) Cost of any specialized equipment needed for access
  - 14) 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.

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## ***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. 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.

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### **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.

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## **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.

## **Periodicals**

Periodicals are purchased at selected branches only for adults, young adults, and children. These cover a variety of subject areas and interests to meet the patron needs of each location. Single subscriptions of titles are purchased by 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 and BluRay. 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. Premium cable/network series, documentaries, educational, child-oriented, award winners and works of literary or local interest are collected on a limited basis according to popularity, reviews, and demand. 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 primarily collected and maintained through monetary and physical donations due to the high expense of collecting and maintaining adult fiction television series.

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## **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, 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, 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.

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Approved by LAB:

Approved by BCC:

## **COLLECTION EVALUATION AND MAINTENANCE**

### **Floating Collections**

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, most collections now float, so they may be housed at any branch as needed. Collections that do not float include Reference, newspapers, magazines, and designated materials from other collections 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) 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:

- 1) Demand for the specific item
- 2) Number of copy holdings
- 3) Existing coverage of the subject within the system
- 4) Availability of newer and better materials on the subject
- 5) Price of replacement copy

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- 6) Literary merit and style
- 7) Circulation statistics of author / series
- 8) Price
- 9) Quality of illustrations
- 10) Relationship to existing collection
- 11) Social significance
- 12) Reputation and significance of an author and/or illustrator
- 13) Reputation of a publisher
- 14) Availability

### **Re-Binding and Repair of Materials**

Factors for consideration for binding include:

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

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Approved by LAB:

Approved by BCC:

**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\_\_\_ DVD\_\_\_ Audio Book\_\_\_ CD\_\_\_ 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**

**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.**

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Approved by LAB:

Approved by BCC:



## **Policy Title: Exhibit and Display**

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**  
**(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.
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. Exhibitors may use other hanging devices or equipment only with the Library's advanced approval.
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.

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Effective Date: 11-16-94

Revision Approved by LAB:

Revision Approved by BCC:



## **Policy Title: Interlibrary Loan**

### **Interlibrary Borrowing**

Interlibrary Loan (ILL) offers Library patrons an opportunity to request and borrow materials that are not owned by the St. Johns County Public Library System (SJCPLS). Through ILL, patrons have access to the circulating collections of library systems in Florida, as well as participating universities and public library systems throughout the United States. ILL services are available to anyone holding a SJCPLS card in good standing. You may place your requests electronically through the Library System's website, by telephone, e-mail, or in-person at the public services desk of any SJCPLS 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 or bookmobile 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.

#### **Materials That May Not Be Requested through ILL**

- Items currently owned by SJCPLS
- Newly published materials (less than one year old)
- Feature Films less than 3 years old
- Fictional Television Series
- 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 requested may be designated by the lending library as restricted, which means that they must be used in the library and cannot be checked out. They may however, be used in the SJCPLS location of your choice. When restricted materials are received, patrons will be asked to relinquish some form of identification. This identification will be held until the materials are returned.

**Photocopies**

Patrons 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 is submitted. Patrons are encouraged to contact their 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 SJCPLS 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 materials are at the sole discretion of the lending library and cannot be guaranteed. If a renewal is desired, the patron must contact their local library branch (see end of document for branch phone numbers) at least four working days before the material is due. Staff will attempt to renew the item and notify the patron if the item may or may not be renewed. Maximum number of renewals is one. Overdue materials cannot be renewed.

**Overdue Materials**

Fines will be incurred for overdue materials at the same rate as similar items owned by SJCPLS. Overdue materials cannot be renewed.

**Returning Materials**

ILL materials may be returned to any St. Johns County library location. To insure that credit is received for returning an item, patrons are asked to not remove the lending label on the item.

**Borrowing Fees**

Materials that are only available from libraries outside the state courier service delivery area will incur a minimal fee per item to cover the cost of postage. The fee is due at time of checkout. The patron is responsible for paying the fee once the item has shipped, regardless of whether or not the patron checks out the item. Patrons should check with library staff at their local library for the current fee.

Patrons wanting photocopies or loans from fee-charging libraries must submit cash, check or a money order made payable to SJCPLS before the loan request can be confirmed. The money is held at the borrowing library until the item is received from the lending library. If the item is not filled by the lending library, the patron will be contacted for return of payment.

**Patron Responsibility**

It is the patron's responsibility to pick up and return requested items by the due date. The patron is also responsible for contacting the library and cancelling the request if the item is no longer needed. 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 SJCPLS are jeopardized. Any patron who fails to return an item by the due date will have their library borrowing privileges suspended until the item is returned or paid for. Patrons that fail to pick up their interlibrary loan items by the expiration date will be charged a fee for each item, based on the current Fines and Fees Schedule.

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Approved by the LAB:

Approved by the BCC:

### **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 to Other Institutions**

#### **Users**

The SJCPLS 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).

**St. Johns County Library Technical Services**

**ILL Department**

**6670 US 1 South, St. Augustine, FL 32086**

**Phone: 904-827-6920 Fax: 904-827-6905 Email: [sjcill@neflin.org](mailto:sjcill@neflin.org)**

**OCLC Library Symbol: WL8**

#### **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 System does not charge for lending materials.

#### **Lost Interlibrary Loan Materials**

The SJCPLS 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.



## Policy Title: Meeting Room

St. Johns County Public Library provides use of meeting rooms to the general public. Library facilities are open to programs sponsored or cosponsored by the Library or other organizations engaged in educational, cultural, recreational, charitable or government interest activities which complement or promote the Library's mission and goals. **Library/County-Sponsored programs receive first priority for use of the meeting rooms.**

All meetings and programs are open to the public. Meeting rooms are not to be used for personal or private profit, advertising or solicitation of business. No admission fee may be charged nor sales made. However, a fee for resource materials, books or payment for a program speaker may be collected upon the approval of the Library Director. Library-related fund raising activities are allowed.

Granting permission for use of the meeting rooms does not imply Library endorsement of the aims, policies or activities of any group.

The Meeting Room Policy and Meeting Room Procedures will be interpreted and enforced by the Library Director.

### **MEETING ROOM REGULATIONS:**

1. All groups requesting to use meeting rooms must complete and sign the *Application for Use of Meeting Rooms, Indemnification and Hold Harmless Agreement*, and meet all insurance requirements as necessary before a meeting room can be reserved. The person signing the application assumes complete financial responsibility for any abuse of Library Premises or equipment while they are being used by the group.
2. Meetings will generally be scheduled for no more than once per month and no more than one year in advance.
3. The Library reserves the right to cancel a reservation in order to use a meeting room for library or County purposes. Forty-eight hours advance notice will be given if cancellation becomes necessary.
4. Organizations must notify the Library at least forty-eight hours in advance if a reservation is going to be canceled. Failure to notify the Library of cancellation may result in denial of future use of the meeting rooms.
5. The Library reserves the right to limit the number of reservations by any organization so that all groups may have a fair opportunity to use the meeting rooms.
6. Maximum attendance for programs or meetings in the Library's meeting rooms varies by branch and is determined by the County Fire Marshal.

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Effective Date: 8/8/95

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7. Meetings are to be held during regular library hours and must adjourn in sufficient time to vacate the premises by the scheduled closing time.
8. The Library is not responsible for loss or damage to exhibits, equipment, supplies or other materials brought to the Library by the meeting group.
9. The Library is not responsible for setting up furniture and equipment for groups using the meeting rooms. No equipment, materials or records may be stored in the meeting rooms or in the Library.
10. No smoking is permitted inside of the Library including meeting areas. Alcoholic beverages may only be served upon meeting insurance requirements and by special approval by the County Administrator or other designated authority.
11. Refreshments are not allowed without permission and special arrangement. Groups are responsible for their own supplies.

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Effective Date: 8/8/95

Revision Approved by the LAB:

Revision Approved by the BCC:



## Policy Title: 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. *Debt Collection* means a third party collection agency in business to collect debt on behalf of the library.
- g. *Due Date* means the final date that loaned material may be returned to the Library without a late fee/overdue fee being imposed.
- h. *Library* means any or all of the branches of the St. Johns County Public Library System.
- i. *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.
- j. *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.

- k. *Overdue* means any loaned material that is not returned to the Library by the Due Date.
- l. *Patron* means a user of the St. Johns County Public Library System.
- m. *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.
- n. *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.
- o. *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.
- p. *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. The Patron assumes responsibility for any damages that may occur during the use of library materials.
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. *The Library is not liable for damage to machines used to play or view non-print items.*
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 7 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.

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Approved by the LAB:

Approved by the BCC:

**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. 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 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 and printing; 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) Cash 2) Personal Check with name and current address imprinted (for valid library card holders only) 3) Money Order; 4) Traveler's Check; 5) 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 an item is different from Default cost of item; or 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 minors. The maximum overdue fine for each item is \$5.00 per check out. 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.

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Approved by the LAB:

Approved by the BCC:

**Section 09. Revocation of Patron Privileges.**

A Patron's Privileges within the County Library System shall be revoked under the following circumstances with regard to overdue, lost, or damaged materials:

- 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 debt collection may not borrow any items, use public access computers, or use any other library equipment until the account balance is rectified. An additional fee will be charged to accounts sent to debt collection.
- Patrons who have fines over a year old will have privileges suspended until their account balance is brought to \$00.00.

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 11: 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
- E-content Varies according to online vendor platform
- Movies:
  - Feature Films 3 days
  - Nonfiction 14 days

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Approved by the LAB:

Approved by the BCC:



## Policy Title: Petitions and Solicitation

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 Library buildings and property, including content-neutral restriction of conduct involving passing out literature. The public sidewalk around 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 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 Library.
9. Anyone wishing to solicit signatures for a petition or leaflet shall inform the Library Branch Manager 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 and members of the Library Advisory Board are 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.

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Effective Date: 10/1/2009

Revision Approved by the LAB:

Revision Approved by the BCC:



## Policy Title: Exam Proctoring

As a public service and as part of our effort to support the goal of lifelong learning, the St. Johns County Public Library provides exam proctoring at no charge, subject to staff availability, and in accordance with this policy.

### Proctoring Locations

With the exception of the Main Library, all St. Johns County Public Library Branches offer proctoring. Exams will be administered during the Library's normal operating hours but must be completed 30 minutes before the Library closes.

### Contacting the Library

A minimum of one week's advance notice is recommended before any tests will be proctored. Students who need a test proctored at the Library should contact, or direct the testing institution to contact, the Reference Department at the library branch where they wish to take the exam.

All telephone inquiries, either from a student or testing institution, must be followed by a written/email request and proctor agreement, including all restrictions and requirements. The Library reserves the right to deny this service.

### Scheduling the Exam

If the Library agrees to proctor the exam, the student must contact the Reference Department at the library branch where they wish to take the exam to schedule a time when a librarian is on duty at the Reference Desk. The student and/or institution should be advised that the exam will be proctored by whichever librarian is working at the reference desk at the time the exam is scheduled. We do not assign specific staff to proctor exams. If for some reason the librarian must leave prior to completion of the test, he or she may designate another librarian to sign any required documentation. The librarian will attend to desk duties and other patrons while proctoring and will not be able to observe the student at all times. Students are responsible for following test instructions. The Library reserves the right to cancel or change the date of any proctor test due to inclement weather, computer malfunctions, etc. Students who need to listen to recordings during exams must supply their own listening devices. **All supplies needed for the exam must be brought by the student or supplied by the testing institution.**

### Written Exams

Students will take written exams on the tables nearest the reference desk. If students have not received notification that test materials have arrived at the library, they must contact the Reference Department at the library branch where they wish to take the exam BEFORE coming to the library to take exams. Student must complete the exam within 30 days of receipt, unless contacted by the student or testing institution to reschedule. The Library will discard any exams that are not taken within the thirty day period.

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Effective Date: 2/13/13

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### **Online Exams**

Online exams can be completed using Library computers. Laptop computers may be used but currently do not have print capability. The Library cannot guarantee the speed of its Internet connection, or that the Internet connection will not be interrupted during the test. The Library cannot allow any installation of special software needed to complete the test - computers must be used as installed. It is the students' responsibility to ensure library computers are adequate for their test taking requirements. If the proctoring instructions allow, students may bring their own laptops and connect to our wireless network, but Library staff will not advise or assist in configuring personal laptops or software. Printing from personal laptops is currently not available in any SJCPLS location.

### **Supervision**

Prior to administering the exam, the proctor will verify identity of the student through a valid photo ID and the name on the identification must match the name on the testing materials. The proctor will read and follow all instructions from the testing institution. The student will be seated within sight of the Reference Desk. Due to daily business demands of a public library, the Library staff cannot ensure a quiet environment; nor can we ensure that staff will closely observe the student during the entire exam. The student is responsible for following all instructions and keeping track of his/her own time.

### **Returning the Exam to Testing Institution**

The Library will not pay for postage or other shipping charges. If Library staff is required to mail the completed exam back to the testing institution, the student or testing institution must provide the envelope or package as well as postage or tracking number if such is required by the student and/or testing institution. If the testing institution allows return via fax, that information should be included in the original instruction packet. The Library cannot assume responsibility for completed tests that are not received by the testing institution. The student must contact the institution to determine if the completed test was received.

### **Fees**

St. Johns County Public Library offers test proctoring at no charge. The Library reserves the right to charge for all test materials printed. All fees are payable in cash only.

### **General Limitations**

Due to legal and ethical matters, the proctor will not sign a proctoring statement that attests to more than they are able to do. The proctor will not enter his/her personal information (Social Security number, driver's license, home phone number, home address, etc.) on the proctoring materials.





## **Policy Title: REGISTRATION - ELIGIBLE BORROWERS**

### **Permanent Residents**

Any St. Johns County resident/taxpayer may register for a free library card at any St. Johns County Library. SJC library cards can expire due to inactivity, fee blocks, or for address verification. The resident/taxpayer should present photo I.D. and proof of current St. Johns County address, most recent tax statement, or be listed in the Property Appraisers database as proof of eligibility.

### **Free Non-Resident Cards**

A free non-resident is anyone who fits into one of the below categories:

- 1) Anyone who lives in a Florida county that has signed a reciprocal borrowing agreement with St. Johns County
- 2) An employee of St. Johns County, the St. Johns County School Board, or the Constitutional Offices who resides outside the county
- 3) Anyone who lives outside of St. Johns County but owns a business in St. Johns County
- 4) A temporary resident who is a student at the Florida School for the Deaf and Blind, Flagler College, St. Johns River State College, First Coast Technical Institute or University of St. Augustine
- 5) Any member of the military who resides in a Florida county.

*All free non-resident cards are good for one year and may be renewed as long as the card-holder can show proof of their free non-resident status.*

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

A non-resident is a person who meets one of the following criteria:

- 1) resides outside the state of Florida
- 2) is a resident of a non-reciprocating Florida county.

*A non-resident may obtain a 1 month, 3 month, 6 month or 1 year library card by paying a fee determined by the County.*

## **Institution Cards**

An institution is defined as one or more persons formally organized for some purpose or activity.

## **Restricted User Cards**

A restricted user is any adult or child who is a resident of a transition/group home. These residents have no way to provide proof of their SJC address. A photo I.D. is still required to obtain a restricted user card. Restricted user cards are free but expire at the end of three months. The following restrictions are placed on this card type:

- 1) Only 2 items may be checked out at a time
- 2) Only 2 items may be placed on hold
- 3) No Interlibrary Loan Requests are allowed

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Approved by LAB:

Approved by BCC: