

RESOLUTION 2022 - 39

**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 2020-2023;

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 Policy and Plan, the Collection Site Guidelines, Library Customer Service Policy, the Meeting Room Policy, the Reconsideration of Materials Policy, and the Library Security Camera Policy, 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, 2022.
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 1st day of February, 2022.

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

By: _____

Henry Dean, Chair

ATTEST: Brandon J. Patty,
Clerk of the Circuit Court and Comptroller

By: _____

Deputy Clerk



RENDITION DATE 2/3/22

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

FISCAL YEARS

2022-2024

St. Johns County

Public Library System

ST. JOHNS COUNTY PUBLIC LIBRARY SYSTEM
COLLECTION DEVELOPMENT POLICY AND PLAN
2022-2024

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, Collection Development Committee, and the Director before being sent to the Library Advisory Board and Board of County Commissioners for final approval.

STATEMENT AND OBJECTIVE OF POLICY

The purpose of this policy is to define the underlying principles that 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 may 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.

SELECTION OF LIBRARY MATERIALS AND RESOURCES

RESPONSIBILITY FOR SELECTION AND PATRON RECOMMENDATIONS

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 then 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 focuses on a patron-driven request-based acquisitions system along with use of subject selectors and individuals based in the library branches that have more narrowly defined selection responsibilities. The Library welcomes recommendations for material selections from the general public. Patrons may make materials requests using the Library's online ILL & Purchase Recommendation 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 are limited and 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. 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.

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 their 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, they 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 their 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 their 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.

COLLECTION PRIORITIES

Low Level Priority Collections

Large Print Non-Fiction & Biographies

Magazines & Comics

Graphic Novels

Music

Mid-Level Priority Collections

Adult Non-Fiction

Young Adult Fiction

Audiobooks

Biographies

Top Level Priority Collections

Children's (all juvenile and middle grade collections)

Movies

Adult Fiction

Large Print Fiction

eContent in all formats (Fiction, Non-Fiction, Children's/Young Adult, eAudiobooks, streaming services)

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 as well as the number of patron requests for the item.

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
- 9) Shelving space limitations

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
- 12) Shelving space limitations

Electronic Resources

As one of our most popular and still-growing collections, the library subscribes to several e-content platforms that work on a variety of electronic devices. 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 an electronic device 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 and migrations to new releases.

SPECIFIC COLLECTION AREAS

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 information.

Local - The Library receives local documents from the County and the two municipalities (St. Augustine and St. Augustine Beach) 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, very 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 through elementary school. In addition to the general criteria listed above, suitability of content, vocabulary, and style of presentation for the intended audience are also considered. To this end, the Library maintains lists of popular authors and series that are automatically ordered from our primary book vendor. The Library also orders all New York Times-bestselling children's material from both the picture book and chapter book lists. 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.

Middle Grade Collection

The purpose of the Middle Grade collection is to continue to foster the desire to read and enjoyment of reading geared towards readers in the middle school years. 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 middle grade readers. This collection is transitional in nature, offering materials that bridge the children's collection and the young adult collections. In addition to the general criteria listed above, suitability of content, vocabulary, and style of presentation for the intended audience are also considered. To this end, the Library maintains lists of popular authors and series that are automatically ordered from our primary book vendor. The Library will serve in an educational, adjunct support role to the schools, viewing the school media center as the primary source for textbooks and school-related assignments.

Young Adult Collection

The selection of young adult fiction involves the attempt to satisfy a variety of tastes and provide vital and relevant collection of materials for high school aged teens through young adults. Selection is based on the needs of all types of readers for sub-genres of differing natures. This will be done by providing a variety of formats including print, non-print and electronic. To ensure materials stay relevant, the Library maintains a list of popular young adult fiction authors whose works are automatically ordered from our primary book vendor. The Library also orders any New York Times-bestselling fiction that we do not currently own. Young Adult 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.

Adult Fiction Collection

The selection of adult fiction involves the attempt to satisfy a variety of tastes. Selection is 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. To ensure materials stay relevant, the Library maintains a list of popular fiction authors, updated biennially, whose works are automatically ordered from our primary book vendor. The Library also orders any New York Times-bestselling fiction that we do not currently own. 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 prose writing that is based on facts, real events and real people. These fields may include but are not limited to: biography, philosophy, religion, social sciences, the sciences, the arts, and history. The Library aims to provide a balanced, up-to-date, and 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

There are three types of materials actively collected by the St. Johns County Public Library System for Reference Collections that do not circulate – General Reference, Florida Reference, and Genealogy:

General Reference – The General Reference collection is primarily provided through the use of electronic resources and databases, supplemented by a print reference collection. The purpose of this collection is to provide up-to-date information on a variety of subjects. Only a small portion of these print items remain as General Reference titles that cannot be circulated.

Florida Reference – The St. Johns County Public Library System enjoys its location on Florida's First Coast and is home to St. Augustine, the oldest continuously-occupied city in the United States. The public library system focuses its attention on collecting copyrighted and published materials for our local history reference collections. Unpublished materials are better suited for local organizations with archival professionals.

Genealogy – The Library may purchase genealogy items that have a popular demand or fit the parameters of the Adult Non-Fiction Collection. The Library may work closely with the St. Johns County Genealogical Society to identify and acquire materials to meet the community's needs. Items identified for the collection are either donated by the St. Johns County Genealogical Society or purchased by the Library if deemed necessary.

Music Compact Disc (CD)

Music compact discs are collected on a limited basis representing a wide variety of genres. Compact discs are purchased by the Library or received through donation and are fully cataloged. The Library also offers music digitally through streaming services.

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 for adults, young adults, and children. These cover a variety of subject areas and interests to meet the patron needs of each location. The Library also offers digital magazine content. Periodicals are selected and provided for the public primarily for their current informational (not archival or research) value. Gifts of periodical subscriptions are encouraged. The Library staff annually reviews and renews our print and e-magazine offerings to adjust for usage, budgetary limitations, and patron demand. Each Library location's periodicals and back files are contained in the online catalog. The Library staff annually reviews and renews our print and e-magazine offerings to adjust for usage, budgetary limitations, and relevancy to the Library's patrons.

Video Recordings

This category primarily includes DVD and Blu-Ray formats. Feature films are purchased based on box office earnings, reviews, budget allotments, and demand. Premium cable/network series, documentaries, educational/child-oriented materials, 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 via 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. The Library limits purchases for television series to shows based on patron demand and available funding.

GIFTS/DONATIONS

The Library welcomes gifts and donations 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 and donations will be evaluated according to the criteria outlined in the Library Materials Selection Policy.
- Gifts and donations must be in good condition.

Usable gifts and donations will be placed in the most suitable collection as determined by staff. The Library will attempt to honor the donor's wishes regarding 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. Donated materials in poor condition will be discarded.

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

COLLECTION EVALUATION AND MAINTENANCE

Floating Collections

Floating collections are collections that have been identified by librarians to 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 float, so they may be housed at any branch as needed. In addition to being more economical, floating collections improve efficiency for patrons, as they allow items to move freely among all library branches.

In order to maintain a viable, up to date collection of library materials, decisions will 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, the Library will keep a 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
- 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
- 15) Filling gaps in a fictional series

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



COLLECTION SITE GUIDELINES

The Library designates special areas at each location to provide non-profit organizations within our community a central drop off location for collected items, including but not limited to retired United States flags, recycled eyeglasses, and pet food drives.

Due to limited space, not all requests can be accommodated. Priority will be given to St. Johns County partners. All requests to collect items must have approval by authorized Library staff. Applications for Collection Space Privileges will be processed on a first come, first served basis. Applicants are notified accordingly. Permission to collect at the Library does not constitute an endorsement of the organization. The Library is not financially responsible for loss or damage to collected items. Applicants must sign an agreement to follow all Collection Site Guidelines.

1. In accordance with the *Library Bill of Rights*, St. Johns County Public Library System (SJCPLS) collection space is available "on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use." SJCPLS is open to organizations engaged in educational, cultural, intellectual or charitable activities.
2. Prior to the approval of collections, inquirers must submit a completed application.
3. Library staff will review applications on a first-come, first-served basis, and will notify applicants accordingly.
4. Collections are generally scheduled for no more than 30 days.
5. Collections may not support the election or defeat of a political candidate, be of a partisan nature, or promote a specific religion in an exclusionary manner.
6. The individual or group collecting is responsible for transporting and later removing all collection items in a timely fashion.
7. Collections are permitted in designated spaces only. No collections should interfere with Library operations.
8. The Library is not financially responsible for loss of or damage to collected items.
9. With permission of the individual or group responsible for the collection, objects may be photographed and reproduced for any Library publication or as publicity for the Library.
10. Procedures for installation are determined at each library location.



St. Johns County Board of County Commissioners

Public Library System | Administration

APPLICATION FOR COLLECTION SITE PRIVILEGES

DATE: _____

DATES FOR COLLECTION: from (date) _____ to (date) _____

CONTACT PERSON: _____

MAILING ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ EMAIL: _____

Describe the intent of the organization or items to be collected:

Describe the container to be left at the Library to collect items and/or any other special considerations for the collection site:

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

Applicant's Signature

Applicant's Printed Name

Date



St. Johns County Board of County Commissioners

Public Library System | Administration

Library Staff Customer Service Policy

The intention of this policy is to outline the general expectations for the customer service interactions of all staff members. Each new staff member will acknowledge their responsibility for following this policy with their signature.

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

The St. Johns County Public Library System strives to offer excellent library service to all, and the library staff is the bridge between the patron and the materials and information sought by the patron.

Staff members represent both the Library System and St. Johns County to each person or group with whom they come in contact, and the impression made on the patron profoundly affects the Library's and the County's image.

Staff members are expected to act in a friendly, helpful manner with the goal that the patron will walk away feeling their experience with the Library has been a positive one.

ETHICS

The St. Johns County Public Library System strives to maintain the American Library Association's Code of Ethics as its guiding principle in the creation and execution of all policies and procedures. The ALA Code of Ethics can be found online: <https://www.ala.org/united/sites/ala.org/united/files/content/trustees/orgtools/policies/ALA-code-of-ethics.pdf>

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



St. Johns County Board of County Commissioners

Public Library System | Administration

Chapter 257 of the Florida Statutes outlines many interactions and transactions between a library patron or group of patrons and the Library that shall remain confidential. Such interactions will be discussed only with the patron unless compelled by a court order (such matters include, but are not limited to registration information, materials selection, loan transaction records, reference questions, etc.).



St. Johns County Board of County Commissioners

Public Library System | Administration

PROCEDURES:

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

PRINTED NAME

SIGNATURE

DATE

Approved by LAB: 7/12/2021
Approved by BCC:



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/FOL-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.

Effective Date: 8/8/95

Revision Approved by the LAB: 12/9/15

Revision Approved by the BCC: 1/19/16

Revision Approved by LAB: 11/8/2021

Revision Approved by BCC:

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.

Effective Date: 8/8/95

Revision Approved by the LAB: 12/9/15

Revision Approved by the BCC: 1/19/16

Revision Approved by LAB: 11/8/2021

Revision Approved by BCC:

St. Johns County Public Library System
www.sjcpls.org



Policy Title: Request for Reconsideration of Library Materials, Programs, Displays, Handouts etc.

The purpose of this policy is to provide Library Patrons and members of the general public with a means of requesting that Library materials, programs, displays handouts etc. be reviewed and reconsidered by the appropriate parties.

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, programs, displays, handouts etc. will be referred to the Director, or their 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, they will submit a completed Patron Request for Reconsideration of Library Materials, Programs, Displays, Handouts etc. form, including the name and address of the requestor, to the Director. The Director and 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 their 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 etc. will not be removed during the reconsideration process. Challenged Library programs may be rescheduled pending the outcome of the reconsideration process. The Library Advisory Board will make the final decision regarding reconsideration.

PATRON REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS, PROGRAMS, DISPLAYS, HANDOUTS ETC.

The St. Johns County Public Library System welcomes the feedback of its patrons concerning the suitability of items in the collection of library materials, programs, displays, handouts etc. The Library System Director and designated in-house Library staff will review this request. The Library System Director will advise the patron of the result of this review. If the patron is not satisfied with the decision, they may request a review by the Library Advisory Board. Challenged materials etc. will not be removed during the reconsideration process. Challenged Library programs may be rescheduled pending the outcome of the reconsideration process. The Library Advisory Board shall make the final decision regarding this request.

Date Received by Library System Director _____

Name of Person Originating Request	Title, Content or Subject Matter
_____	_____
Home Street Address	Author / Producer
_____	_____
City, State, Zip Code	ISBN / ISSN
_____	_____
Home Phone	Publisher
_____	_____
SJCPLS Library Card Barcode Number	Branch Library where material etc. is located
_____	_____

Is this item a: Book___ Periodical___ VHS/DVD___ Audio Book___ Other (specify) _____

Do you represent:

_____ Yourself

_____ Organization (Name) _____

_____ Other Group (Name) _____

Approved by LAB: 9/13/21
Approved by BCC:

1. What is your concern? Please be specific: cite pages, scenes, etc.

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

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

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

5. How were you made aware of this program, work, etc.?

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

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

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

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

10. Additional comments:

The St. Johns County Public Library System appreciates your interest in the Library's collection. You will receive notification of the status of your request as soon as the review process is complete.

Signature of Patron Submitting Reconsideration Form Date

Signature of Staff Member Receiving Reconsideration Form Date

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

Approved by LAB: 9/13/21
Approved by BCC:



Policy Title: Security Camera Policy

The St. Johns County Public Library System strives to offer a welcoming environment where customers can use the Library's resources in safety and comfort. Security cameras are used to discourage violations of the Library's Code of Patron Conduct (<https://sjcpls.org/about/policiesplans/>), to assist Library staff in preventing the occurrence of any violations, and to provide law enforcement with assistance in prosecuting criminal activity.

The purpose of this policy is to establish guidelines for the placement and use of digital video cameras as well as the access and retrieval of recorded digital video images. Video monitoring and recording will be conducted in a manner consistent with all applicable laws and ordinances.

Staff and patron safety is the first priority in any dangerous situation. The protection of Library property is of secondary importance. Security cameras are not constantly monitored so staff and patrons should take precautions for their safety and the security of their personal property. Designated staff should access equipment on a periodic basis to ensure that it is operational and recording.

Public Notice: Signage

Signage will be posted throughout the library at all times, informing the public that security cameras are in use.

Security Camera Locations:

Cameras may be installed in locations where individuals lack a reasonable expectation of privacy in accordance with Florida Statutes section 810.145. Examples include common areas of the Library such as entrances, near book and media collections, public seating areas, public computers, the parking lot, and areas prone to theft or misconduct. Camera locations must be approved by the Library Director or designee and will not be changed without prior approval by the same designees.

Cameras will not surveil areas such as restrooms, staff only work areas, and private offices. Cameras will not be positioned to identify a person's reading, viewing, or listening activities in the library.

Use/Disclosure of Video Records

Video records may be used by law enforcement, building security, and designated Library staff to identify those responsible for Library policy violations, criminal activity on Library property, individuals currently trespassed or banned from the Library, or actions considered disruptive to normal Library operations. Video records may be shared with authorized library employees when appropriate. Video records are not to be used to monitor the activities of individual Library patrons except as viewed in relation to suspected violations listed above.

When appropriate, video records can be played back for law enforcement and library staff should comply with requests from law enforcement officers. Archived video records are stored off site on St. Johns County Servers for 30 days. Law enforcement requests for hard copies of video records should be made through the St. Johns County Building Operations Department. (904) 209-0650.

Video records may not be accessed from outside the Library building with the exception of assisting law Enforcement in the event that the burglar alarm is tripped after hours or other exceptional circumstances as deemed necessary by Library Management.

Video records may be used for safety purposes by supervisory staff to check on staff working in remote areas of the building periodically, or to monitor the main point of service if there is no direct line of site from their workstation.

Public Records Request for Video Records

Video records are confidential and exempt from disclosure in accordance with Florida Statutes, sections 281.301 and 119.071(3). As such, they are only available to Law Enforcement and authorized Library Staff. Members of the general public making requests should be referred to Law Enforcement in the event that they are a victim of criminal activity.