

Pike County Public Library

Patron Handbook

*A guide to library services and policies
for our patrons and visitors*

Welcome to your library! Whether you want to read a newspaper, check out a DVD, attend a program, or use a computer, the library is here to serve you. You will always find a warm welcome at our locations. The library offers free public computer terminals with Internet access and a free wireless network. Stop in and log on! This manual explains some of the services we offer and the policies we have adopted to try to make our facilities and programs as welcoming as possible to the maximum number of patrons. Our staff is also always happy to help you in person or by phone. Please let us know by telephone 570-296-8211, e-mail [to director@pcpl.org] or in person if you have comments or suggestions.

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INTRODUCTION

Welcome to the Pike County Public Library. Our goal is to make your visit as pleasant and successful as possible. Please feel free to browse our collections or sit and enjoy a newspaper or magazine. If you have a question, please ask. Our trained staff and volunteers are eager to help.

Pike County Public Library currently has two facilities – our headquarters in Milford and a branch in Dingman Township. We also provide book returns in Matamoras (outside of Borough Hall), and in Lehman Township inside of the Lehman Township Building. In addition, Wayne and Pike Counties have formed a partnership joining circulation and cataloging systems. This shared catalog now contains all physical items owned throughout both counties for a total of over 150,000 items and over 20,000 e-books. The library has also entered into a partnership with the Northeast Library District (Pike, Lackawanna, Susquehanna, Wayne, and Wyoming counties) to provide access to larger collections.

Our facilities currently house over 60,000 items including the following collections:

- Adult fiction and non-fiction
- Large print books
- Young Adult fiction and non-fiction
- Juvenile Picture Books, Easy Readers and Kits
- Juvenile fiction and non-fiction
- Newspapers and Magazines
- Audiobooks
- Music CD's
- DVDs
- Video Games & Consoles
- eBook platforms, Libby & hoopla
- Wi-Fi Hotspots
- Museum passes
- Board games

In addition to our collections, PCPL also offers:

- Story Hours
- Summer Reading Programs
- Monthly Book Discussions
- Programs for Adults

Additional services include:

- Passport Acceptance Facility
- Reference assistance
- Interlibrary Loan services – if we don't have the item, we will try to get it for you
- Internet Access & Wi-Fi
- Computers with Microsoft Office Applications
- Meeting Room facilities

You can also visit the Pike County Public Library from home, by going to our website, www.pcpl.org. There you can learn more about the library and our Pike County community, look for upcoming library events, browse our collection, search our online databases, access your account and reserve or renew items online.

We are always interested in hearing your questions and comments. Please feel free to contact us by e-mail at admin@pcpl.org or by telephone at 570-296-8211.

Locations, Hours and Contact Information

**Pike County Public Library
Main Branch and Administrative Headquarters
119 East Harford Street
Milford, PA 18337
Telephone: 570-296-8211**

Please see the website, www.pcpl.org, for current hours.

All library departments can be reached at the telephone numbers above and at the following e-mail addresses:

Library Director director@pcpl.org
Programs programs@pcpl.org
Friends of the Library friends@pcpl.org
Passports passports@pcpl.org

**Dingman Township Branch
100 Bond Court
Milford, PA 18337
Phone: 570-686-7045
Fax: 570-686-1798**

Please see website, www.pcpl.org, for current hours.

LIBRARY STAFF

Executive Director

Nicole Heyer

570-296-8211

director@pcpl.org

ASSISTANT DIRECTOR

Linda Krafinski

570-296-8211

systems@pcpl.org

MANAGER, TECHNICAL SERVICES

Elizabeth Shomaker

570-296-8211

techservices@pcpl.org

INTERLIBRARY LOANS

570-296-8211

ill@pcpl.org

MANAGER, YOUTH SERVICES

Stacey Krauss

570-296-8211

stacey@pcpl.org

PROGRAM AND COMMUNITY OUTREACH COORDINATOR

Sabrina Llewellyn

570-296-8211

programs@pcpl.org

PIKE COUNTY PUBLIC LIBRARY BOARD OF DIRECTORS

Officers

President Erin Ruppert
Vice President Rocco Zappile
Treasurer Caitlin Black
Secretary Carol Witschel

Board of Directors

Lisa Miller
Lehman Township

Karl Wagner, Jr.
Milford Borough

Mira Wiess
Milford Township

Karen DeMaio
Milford Township

Robert Ruiz
Dingman Township

Alyssa Teribury
Westfall Township

Contact information for PCPL Board members:

Phone: 570-296-8211

Letters can be mailed to the Board or individual Board members at the following address:

Pike County Public Library
Administrative Offices
119 East Harford Street
Milford, PA 18337

LIBRARY ACCESS AND CODE OF CONDUCT

The purpose of the Library's Code of Conduct is to protect the rights of individuals who are in the library to use the materials and services, to assure that staff members are able to conduct library business with minimum interference, and to preserve library materials and facilities.

On the premises of the Library, the violation of any Federal or State Law, or local ordinance will also be considered a violation of library rules.

It is the policy of the Pike County Public Library to prohibit:

- Possession of any weapon.
- Activities such as assault, battery, larceny, fighting, destruction or theft of property, indecent exposure, obscene conduct, intoxication, endangering of others, impaired ability due to alcohol or drugs, refusal to leave upon closing, disturbances of the peace, aggressive conduct, solicitations whether for legal or illegal purposes, harassment, threatening behavior, loitering, accosting and panhandling.
- The disturbance of other library patrons and interference with their use and enjoyment of library facilities due to extremely poor personal hygiene, or loud conversation. ● Smoking in the library.
- Sleeping in the library.
- Bathing, washing hair or shaving in the library restrooms.
- The consumption of food and beverages in the library except when authorized. ● The consumption and/or possession of alcoholic beverages in the library except as authorized.
- Unauthorized animals.
- Entrance to persons without shirt or other upper body covering, or without shoes or other footwear.

Patrons shall not deface library materials, or any other library property.

Patrons who are in violation of any Federal, state, or local law, or are in violation of any of the above mentioned rules may be suspended from the library by the Director or appointed designee for a period of one month for the first offense, six months for the second offense and one year for the third offense.

Within the foregoing limits, the PCPL is open to all members of the public for the purpose of engaging in library activities. Pets, other than service animals, may not be admitted. Those not engaged in library activities may be asked to leave. Shirts and shoes are required for service. Patrons who constitute a nuisance, or whose activities constitute a nuisance to other persons, may be required to leave the building.

Patrons are asked to be considerate of other library users and staff, to respect their rights, and not to harass or annoy others or interfere with their use and enjoyment of the premises, through excessive noise or other behavior. Please do not block access to aisles, doorways and seating areas.

SMOKING AND DRUG USE

Pursuant to the Federal Government's Drug Free Workplace Act of 1998, the Pike County Public Library is a drug-free workplace. Persons visibly intoxicated or under the influence of drugs may be denied admission to the Library, or asked to leave. The Library is smoke-free. There is no smoking within 25 feet of the entrances of all library buildings.

CELL PHONES

Please do not use cell phones in public areas of the library. Please turn off ringers when in the library.

CONFIDENTIALITY

The Library is committed to ensuring that circulation records and other records identifying the names of Library patrons or the nature of materials requested/borrowed remain confidential.

Such records will not be made available outside the library except (1) to the library cardholder in question, or, in the case of a minor to the parent or legal guardian of the minor, or (2) pursuant to court order, or subpoena as may be authorized under the authority of, and pursuant to, Federal, state or local law relating to civil, criminal or administrative discovery procedures or legislative investigatory power.

The issuance or enforcement of any such process, order, or subpoena will be resisted until such time as proper showing of good cause has been made in a court of competent jurisdiction, or Board permission has been granted.

Collection Development Policy

The Pike County Public Library serves its population in all facets of education and leisure. The library promotes inclusion of all viewpoints within its collection and the ability to explore ideas. The purpose of the library's collection is to provide resources and materials to satisfy the growing and changing needs of the public while maintaining the integrity and values of an information center.

I. Statement of Purpose

The Pike County Public Library provides resources and materials to assist patrons in their quest for information, research, recreation, and creativity. The collection development policy serves to maintain standards of materials selection and act as a guide in building the library's collection. With these guidelines, library staff will select materials that meet the needs of all library patrons.

II. Responsibility for Selection

The selection of materials is designated to the Technical Services Manager and guided by the collection development policy approved by the Library Director. Library staff and patrons may recommend titles to the Technical Services Manager for consideration. Purchase requests can be submitted through the library's website. Requests act as suggestions in the selection of materials and do not guarantee an item will be purchased.

III. Criteria for Selection

The library's collection contains a wide range of formats for all ages. Materials found in the library represent a variety of experiences, ideas, and opinions in the form of popular works, classics, and other items of interest to the public. The library's collection contains a wide range of information inclusive of all viewpoints regardless of race, ethnicity, age, politics, religion, sexual orientation, or economic status. The selection of an item in no way acts as an endorsement of a particular viewpoint by the library staff or Board of Directors. The library refrains from censorship, promotes intellectual freedom, and follows the principles of the Library Bill of Rights and the Freedom to Read statement set forth by the American Library Association.

IV. Description of Selection Process

The collection selection process is based on a combination of individual merit, popular demand, existing holdings, reviews, and budget. The library also considers the availability of certain materials in other libraries when making decisions. A balanced collection attempts to represent all sides of controversial issues as far as availability of materials, space, and budget allow. Selection is based upon criteria stated in this policy. The race, religion, nationality, or political views of an author or creator; offensive language; depictions or descriptions of violence or sexually explicit activity; controversial content of an item; or endorsement or disapproval by an individual or group in the community does not cause an item automatically to be included or excluded from the library's collection.

All public libraries contain materials that some patrons may find objectionable. Libraries may omit from the collection materials that some patrons feel are important. In either case, the library has procedures that patrons may use in requesting the reconsideration of materials.

V. Weeding

The term "weeding" refers to the systematic removal of resources based on selected criteria. Weeding of materials is based on circulation statistics, accuracy, duplications, and physical condition of the items. The library continually weeds materials to ensure the best possible collection for patrons.

VI. Reconsiderations

Once an item has been selected, it will not be removed from the collection at the request of persons or groups who disagree with its contents unless it is in violation of the principles set forth in the collection development policy. Patrons who wish to object to materials in the PCPL collection may do so by requesting and completing a "Request for Reconsideration of Materials" form (available from the library).

Completed "Request for Reconsideration" forms will be evaluated by the library director. The director will examine the request for reconsideration, along with the challenged material. The director will make a recommendation to the board of directors. The board of directors will then review the director's recommendation and the director will respond in writing to the complainant within six weeks of receipt of the reconsideration form. Challenged materials will not be removed from public access while awaiting resolution of a request for reconsideration.

BORROWING LIBRARY MATERIALS

Please treat all library materials and property with care.

Patron accounts must be in good standing (fines under \$5.00 and no long overdue items) in order to borrow PCPL materials. Patrons with fines of any amount or with overdue items will not be allowed to borrow Interlibrary Loans.

Patrons must present their library card when checking out items. If a patron does not have his/her library card when visiting the library, staff will look up the information after the patron has presented proper identification (must be an ID with a photo). A notation will be added to the patron's record, so that if the library card is not found by the next visit, a replacement card must be issued for a fee of \$2.00 in order for the patron to check out materials.

The term for borrowing all library materials, except New Fiction Books, DVDs, video games is 21 days (3 weeks). Circulation time for New Fiction Books is 14 days (2 weeks), and DVDs and video games are 7 days. Items not on reserve for another patron will attempt to be renewed automatically twice for the same period as the original borrowing term. Interlibrary loan items may be checked out for three weeks, with no renewals. Circulation time for Gaming consoles is 14 days with one renewal provided no pending holds. Museum passes can only be checked out on an adult cards with a one week circulation with no renewal. Hotspots checkout for 2 weeks with one renewal provided no pending holds.

A total of six (6) DVDs and/or video games may be checked out at one time on one adult card. A total of four (4) DVDs and/or video games may be checked out at one time on one juvenile card. There is no limit on the number of other circulating items that may be borrowed at one time.

Only the person to whom a card is issued may use that card to check out items, except in the following circumstances: If a patron has an item on hold, only they can pick up that item, unless they have authorized, in person or by letter, another individual to do so. In that case, the patron's account will include a notation indicating who can pick up the item(s) on hold. That individual must present the patron's library card along with sufficient identification. In the case of a minor child, the parent/guardian of the child may pick up the item(s) on hold without authorization, as long as the parent/guardian presents the child's library card, along with sufficient identification.

A person who is authorized to pick up a patron's holds may not use that patron's library card to check out other items.

Juvenile Accounts (15 yrs. of age and younger)

Juvenile Accounts are exempt from overdue fines. This does not include charges for lost or damaged items. It is expected that all borrowed items will be returned by their due date or renewed if possible. Additional items cannot be checked out if the account has 3 or more overdue items. The juvenile cardholder must be present with their library card to borrow material.

RESERVING LIBRARY MATERIALS

Any cardholder may reserve an item online, in person, or by telephone.

Items currently checked out may be placed on hold by a patron, in person or online at www.pcpl.org. Patrons will be notified when items are available for pickup.

If an item is not picked up within four (4) business days of notification, it will be moved on to the next person who has reserved it, or put back on the shelf if it has no more reserves. The name of the patron who has not picked up the item will be removed from the list.

Fines & Other Policies

The PCPL has instituted a **Fine Free Policy** to help ensure that that library materials are more freely accessible to all patrons. **The library will no longer charge overdue fines on items as of April 15, 2025.** There are a few exceptions to the fine free policy.

The library will still have fines on:

- Inter-Library Loan (ILL) items
- Museum passes
- Wi-Fi Hotspots
- Library of Things items
- Board Games & Kits

The library has a time limit for borrowing, and we expect materials to be returned on time so that everyone has equal access to our collections. Circulation Desk Staff will discreetly remind patrons of overdue items, fines or other charges and request payment before checking out new items. Patrons with overdue items cannot borrow additional library materials until the overdue items are returned. Resulting fines must be paid or be under the fine limit in order for additional items to be borrowed.

All previous overdue fines will be erased as of December 31, 2024.

Lost or damaged items:

The library will still charge for lost items. For items that are lost or damaged, the maximum charge will be its original list price. Patrons also have the option of purchasing and replacing the missing item. The item must be the exact same publication/production of the item that was lost. Patrons with charges for lost or damaged items on their account may not borrow further items until the charges have been paid.

If an item is returned incomplete (missing a DVD, CD, etc.), the patron will be contacted and will have three days to return the missing item. On the fourth day, the item will be removed from the library's collection and the appropriate charge, as indicated in the above paragraph, will be added to the patron's account.

There are no refunds on lost or missing items that are paid for and later found by the patron.

Patrons with overdue Interlibrary Loan items cannot borrow additional library materials until the overdue ILL is returned and the account is in good standing. Patrons with overdue Interlibrary Loan (ILL) items or with an account balance may not request other ILL items until the item has been returned or the account balance has been paid in full. If an ILL item is lost or damaged, the cost is determined by the lending library, not PCPL. The borrower will be responsible for paying the full amount of the item as determined by the lending library. Upon approval by the library director or assistant director, patrons may decide to pay fines incrementally while retaining borrowing privileges.

Automatic Renewals:

The system will attempt to auto-renew items twice on the due date provided that:

- the item does not have a pending hold
- the renewal limit has not been met
- the account does not have fines exceeding \$5.00
- the item is not an interlibrary loan
- the account is not expired

INTERLIBRARY LOAN POLICY

Items not in the collection of the PCPL may be requested from Interlibrary Loan, either by telephone at 570-296-8211, online at www.pcpl.org, or in person. Up to 3 items per week may be requested from Interlibrary Loan. Interlibrary Loan items may be checked out for three weeks, but may not be renewed.

Patron must be in "good standing" to request and/or borrow an Interlibrary Loan item. Interlibrary Loan requests from patrons with overdue items or with account balance due to fines or other charges will not be accepted until such items have been returned and/or the balance has been paid in full. The cost of lost or damaged Interlibrary Loan items is determined by the lending library, not PCPL, and must be paid in full by the patron.

LIBRARY CARDS

Library cards are free to Pike County residents, institutions, and businesses, and to Pennsylvania residents with a library card from another county that participates in the Access PA system. Library cards for non-residents are available for a fee. You may request a library card online at www.pcpl.org or in person. A library card is required for patrons to check out materials or use the library's public computers. Replacement cards are available for a \$2.00 fee.

For county residents, including businesses and institutions, library cards are good for three (3) years, and may be renewed. Residents must show proof of county residency. Acceptable proofs include the following:

- a. Driver's License
- b. Pike County Tax Bill
- c. Voter's Registration Card
- d. Utility Bill with personal address, postmarked within the last 30 days

Business owners or institution heads must provide a statement on letterhead that the business assumes responsibility for all library materials borrowed on the business library card.

Access PA Statewide Library Cards – Free. Library cards good for one year will be issued to any resident of another PA county who shows a library card from his/her home library with an Access PA sticker.

Temporary residents - \$15.00. Library cards good for four months will be issued upon request to temporary residents providing proof of temporary local residency. A letter of employment from a local business is an acceptable form of proof. (Seasonal workers, internships, campers)

Out of state residents - \$50.00. Library cards good for one year will be issued to out of state residents.

Minors - A parent or guardian must be present when applying for library card issued to minors (under age 16) and have with them either a photo ID or their own library card. A parent or guardian who is unable to accompany a minor to the library for the purposes of obtaining a library card, may send in the signed application form or may mail or mail a separate letter (dated and including the home address and phone number) giving permission for the library to issue a card to the minor. *As of January 1, 2016, all new library cards for minors must be linked to a parent or guardian's card. The parent or guardian assumes responsibility for all materials checked on the minor's library card, as well as their own. Patrons who have previously registered for a library card will be adjusted to reflect this policy as they visit the library.*

Donors - Any donor of \$100 a year or more in cash, goods or services to the PCPL is entitled to a library card good for one year free of charge upon request.

LOST OR STOLEN LIBRARY CARDS

The PCPL is not responsible for any unauthorized use of a Pike County Public Library Card. To minimize liability, cardholders must inform the Library immediately if their Library Card becomes lost or stolen. Reporting the card lost or stolen can be done in person at either PCPL location or by calling the administration office at 570-296-8211. Cardholders are held responsible for any items checked out and any fines incurred by the use of their Library Card prior to the card being reported lost or stolen.

ONLINE LIBRARY SERVICES

Anyone may access our website and search our catalog online, either by remote access from home or using a library computer. However, in order to use online services to renew or reserve items, to request an Interlibrary Loan, or to search our online databases, a patron must have a library card and a PIN number.

- a. The default PIN is the last four (4) digits of the member's library card.
- b. Patrons may change their PIN online by signing into their account. When a personalized PIN is entered by a patron, it is his/her responsibility to remember it. The library does not maintain a record of PINs that are changed by the patron.
- c. Patrons may renew PCPL library items (but not Interlibrary loan items) twice by remote access, unless the item is on hold. Requests for renewals beyond 2 may be made by telephone to 570-296-8211 or in person and is at the sole discretion of the library staff. Overdue items may not be renewed online. No patron who owes more than \$5.00 in overdue fines or who owes for lost or damaged items may renew online until the fines are paid.

Pike County Public Library's website, accessible remotely at www.pcpl.org as well as at the library, also provides links to external web resources that support its Mission to educate and inform. A link to another website does not imply an endorsement or approval of the organization or its products by the Pike County Public Library, which disclaims any liability concerning the contents or information practices of the linked sites.

INTERNET PUBLIC ACCESS POLICY

Public computers are available with Microsoft Office (Word, PowerPoint, Excel) and Internet capabilities. Use of Pike County Public Library computers constitutes acceptance of the library's policies and procedures. Wi-Fi is free and open to the public. The Internet offers access to many valuable local, national, and international sources of information. However, it is an unregulated medium and not all sources on the internet provide accurate, complete or current information. The Pike County Public Library cannot monitor or control information accessed through the Internet and is not responsible for its content, quality, accuracy, or currency. Internet users will need to evaluate for themselves the validity of information found. Some materials may be offensive to some people. As a recipient of federal funds through the government's ERate program, Pike County Public Library's computers are filtered in accordance with the Children's Internet Protection Act (CIPA). Individuals and parents must take responsibility for determining the reliability, suitability and appropriateness of Internet content not screened out by the PCPL's CIPA filters.

Pike County Public Library assumes no responsibility for any consequences, direct or indirect, arising from the use of its connections to the Internet. Library patrons use the Internet at their own risk. Parents are responsible for their children's use of the library's resources and facilities. Parents who believe that their children cannot responsibly use the Library's internet access are requested to monitor their children's internet use. The Internet on Library computers will not be used for illegal activity, or to access materials that by local community standards would be considered obscene.

Internet (including Wi-Fi) and Computer Services

- Access is granted on a first-come, first-served basis. Residents of Pike County are invited to register for a library card.
- Children under age 16 are required to have a parental or guardian permission form on file with the library in order to access the Internet unassisted.
- Users should ask need to ask for access to a computer at the circulation desk. Appointments to reserve a terminal for a specific time may be made in advance by calling or visiting the appropriate PCPL branch. If a patron has an advance reservation for computer use, they take priority over "walk-in" computer users for the reserved time. Reservations will not be held for more than 10 minutes past the requested time.
- The PCPL provides limited assistance with using computers for information retrieval, but the library cannot guarantee assistance with other computer uses.
- Staff members of the PCPL may not enter or view patron's personal or private information to any website.
- The library's catalog computers are reserved for catalog access only.
- Users may reserve in advance a maximum of one hour of computer use per day. After an hour, users may obtain additional computer time if other patrons are not waiting.
- Library computers may not be used to access materials that are pornographic or considered obscene by community standards.
- Users are not allowed to change library computer default settings or install software on PCPL computers.
- All removable storage devices (disks, flash drives, etc.) must be scanned by staff

for viruses prior to use. This may be done when the user asks for access to a computer.

- Printing is available in black and white. Charges are \$0.25 per page (\$0.15 for students and senior citizens aged 65+). Double-sided printing is available and is \$0.50 per page (\$0.25/side). Color printing is \$0.50 per page.
- It is suggested that patrons view "print preview" prior to hitting the print button and limit the pages to be printed in order to avoid paying for unnecessary pages.
- Wi-Fi is available and free to the public. Users must ask for access at the circulation desk.
- All fees are subject to change.

Acceptable Use

The freedom to access information is a fundamental right, but use of library equipment is a privilege. Users shall respect the rights of other computer users, library patrons, and staff in keeping with the library's behavior code. This includes the use of personal devices that use the wireless capacity (Wi-Fi) of the library. Users shall respect the policies, rights and conventions of all the organizations and individuals who use the Internet.

Unacceptable uses include but are not limited to the following:

- Use of the resources for any purpose that violates federal, state or local laws
- Harassment of others
- Libeling or slandering others
- Destruction of or damage to equipment, software, or data belonging to the library or other users
- Disruption or unauthorized monitoring of electronic communications, including excessive use of the Library's Internet capacity
- Infringement upon the rights and privacy of others
- Unauthorized use of computer accounts or access codes
- Unauthorized copying of copyright-protected material
- Use of Internet by a child whose parent/guardian has not signed the Internet User Agreement for Children (under 16 years of age)
- Unauthorized disclosure, use, or dissemination of personal information regarding minors
- Downloading of external applications to the hard drive of the public access computers. However, temporary saving of personal files to the hard drive is permitted
- Intentional interference with or circumvention of normal operation of Library technology.

COMMUNITY BULLETIN BOARD

Pike County Public Library is pleased to provide space for the posting of public notices and the distribution of informational literature. Since our space is limited, priority will be given to the non-profit organizations engaged in educational, cultural, intellectual, or charitable activities in the tristate area.

Requests to post announcements and literature should be made to the manager at the relevant location. Space limitations may make it impossible for the manager to accept all items offered for posting. The Library reserves the right to accept or reject materials as necessary and to limit the amount of time that an item can be posted.

Posting/distributing materials does not constitute endorsement of the organization, its programs, services or informational material by Pike County Public Library, which disclaims any liability in relation to the organization and its practices.²³

VOLUNTEER POLICY

Purpose

Library volunteers support and enhance the work of Pike County Public Library staff, enriching the Library's programs and services. Volunteers also aid the Library system in making the best use of its fiscal resources and in contributing to sound working relationships with other community groups and organizations. The purpose of the Pike County Public Library Volunteer Policy is to protect the rights and safety of library customers, staff and volunteers as well as to preserve and protect the Library's materials, facilities and property.

Definition

For the purpose of this policy, a *library volunteer* is defined as an individual who assists with work done at the Pike County Public Library branches, without promise, expectation or receipt of compensation for services rendered. Volunteers who are members of the Friends of the Pike County Public Library are held to the same standards as all other library volunteers.

Volunteer Screening & Placement

The Library and its branches welcome volunteer applicants. Volunteers must complete the Volunteer Application that is located in the Patron Handbook and at the circulation desk in either branch of the library.

Volunteers are placed in positions best suited to their skills, interests and availability. The Library and its branches are not able to guarantee a position for each prospective volunteer and have the right to reject any application without cause. Volunteer placement is based on the: a. Qualifications of volunteer applicants; b. Needs of the Library at any given time; c. Volunteer's ability to commit to a consistent schedule of hours; and d. Availability of staff time to supervise volunteers.

Volunteers age 18 and under must have written permission from a parent or guardian.

Volunteer Application

All Library Volunteer applicants must complete a volunteer application form online (www.pcpl.org) or at the library location they wish to volunteer in and provide references from two adults who are not related to the applicant. If there are no suitable volunteer opportunities available immediately, application forms will be kept on file for a period of six months. Applicants are called if a project is identified which matches their interests and qualifications.

Background Checks

Volunteers must be willing to submit to criminal and child abuse background checks

before placement. Prospective volunteers listed on standard criminal registries shall not be placed for volunteer work. Library Volunteer applicants must undergo two record checks:

a. Child Abuse History Clearance form (CY-113) - \$10 fee

<https://www.compass.state.pa.us/cwis/public/home>

b. Pennsylvania State Police Request for Criminal Record Check form (SP4-164) - \$10 fee <https://epatch.state.pa.us/Home.jsp>

PLEASE NOTE: IF YOU HAVE LIVED IN THE STATE OF PENNSYLVANIA FOR LESS THAN 10 YEARS, YOU NEED A THIRD CLEARANCE.

c. FBI Clearance - \$25.50 fee.

https://www.pa.cogentid.com/ohio/DPW/DPW_docs/DPW_Intro_Checks.htm

This clearance requires fingerprinting of the (prospective) volunteer. A link on the site lists FBI fingerprinting locations in Pike County.

https://www.pa.cogentid.com/index_pdeNew.htm

If any background check report states that the prospective or current library volunteer is the perpetrator of an Enumerated Offense*, the individual shall not be placed. Court-ordered volunteers are accepted at the sole discretion of the Executive Director of the Library. Court ordered volunteers will not be placed in positions where they work with children or work in an unsupervised capacity. Court-ordered volunteers are subject to all other requirements of the Library Volunteers policy.

The **PA State Police Fact Sheet for Volunteers** can be found here:

http://www.psp.pa.gov/Documents/Public%20Documents/fingerprint_info/Fact%20Sheet%20for%20Volunteers%20Final%20.pdf

Work Assignments & Supervision

1. Volunteers shall make every effort to contact their supervisor before their shift if they will be absent or tardy.
2. Volunteers should notify their supervisor as soon as possible if they are planning to resign from their position.
3. Volunteers must agree to abide by all Pike County Public Library rules and policies.
4. Volunteers may be dismissed from duties at any time without cause.

Volunteer Benefits

1. Active volunteers who have completed 6 months of consecutive volunteer time, submit a receipt and copy of each completed clearance have the option of reimbursement for the all background check fees.

* *Enumerated Offenses Include:*

1. A report of conviction for an offense relating to criminal homicide, aggravated assault, kidnapping, harassment and stalking, unlawful restraint, rape, statutory sexual assault, involuntary deviate sexual intercourse, sexual assault, aggravated indecent assault, indecent assault, indecent exposure, incest, concealing death of child, endangering welfare of children, dealing in infant children, prostitution and related offenses, obscene and other sexual materials and performances, corruption of minors, sexual abuse of children, felony offenses under the controlled substance, drug, device and

cosmetic act, or an out of state or federal offense similar in nature to these Pennsylvania crimes; or
2. A founded or indicated report of child abuse on the Pennsylvania Department of Public Welfare's
Child Abuse History Clearance Statement; or
3. A report of mental or physical elder abuse, including financial exploitation;
or 4. A report of embezzlement or theft.

YOUTH SAFETY POLICY

Pike County Public Library welcomes children of all ages to enjoy our facilities and services. We hope that our library, materials and programs will encourage a lifetime of learning for our younger patrons. However, the safety of children left alone in our building is a concern to the library Trustees and library staff. No public place can guarantee the safety of children and the ultimate responsibility for child safety rests with the child's parent or guardian.

A child who is unable to communicate his/her full name and address, the full name and phone number of the adult who accompanied him/her to the library, or who cannot understand how to act responsibly in a library situation should never be left unattended.

Parents who have brought their child to a library program, and are not attending the program, should remain in the building and return to the program area by the end of the program.

Disruptive Behavior

Parents are responsible for monitoring their children's behavior in the library. Disruptive behavior is any form of behavior that seriously disturbs library patrons or staff, damages library property, interferes with library service or endangers the well-being of the disruptive child or others. If a child is being disruptive, they will be asked by a library staff member to behave. If the disruptive behavior continues, a staff member will inform the parent or guardian that their child is disturbing others. If the parent or guardian is unable to control the child's behavior, they may be asked to leave.

Unattended Children

In the event that an older child is left unattended and is found without an adult at closing time, a library staff member will attempt to call the child's parent, guardian or caregiver. Under no circumstances will a staff member drive the child home or to any other location. If a person who is responsible for the child cannot be located within 15 minutes, the appropriate police department will be called. Two staff members will stay with the child until the police arrive.

Staff will complete an incident report for any situation involving youth safety.

DONATION POLICY

PURPOSE

The Pike County Public Library (PCPL) gratefully accepts monetary donations and other materials to help to fulfill the mission of the Library. The purpose of this policy is to specify the type of donations that the PCPL will accept and how the Library will manage these donations.

CONDITIONS

All gifts accepted by the Library become the property of the Library, which has the prerogative to keep or dispose of the items.

The Library may not be able to accept a donation if the donor places extensive and/or restrictive conditions on the use of the gift by the PCPL. The Library will work with the donor to reach an agreement on the disposition of the gift. However, the PCPL will not accept a gift if the donor's wishes cannot be carried out successfully by the Library for any reason or do not fall within the mission, goals and objectives of the Library. If this is determined to be so, the donor will be notified in writing and the gift returned.

All decisions regarding signage with respect to the location of a donated item or items within the Library building(s) is the prerogative of the Library.

All donations to the PCPL are tax deductible to the fullest extent permitted by law. Gifts of books and other materials are welcome but in order for those materials to be added to the library's collection, they must meet the standards for purchased materials. The library reserves the right to sell or dispose of donated materials not needed for the collections.

TYPES OF GIFTS/DONATIONS

1. Monetary Donations

- a. The Library accepts monetary donations or stock, in any amount.
- b. The donor may indicate how they wish the money to be spent by the Library.
 - i. The money may be specified for a particular type of library material, service or activity.
 - ii. The money may be specified for a particular library location.
 - iii. The money may be specified for a particular item of furniture or equipment.
- c. Recognition of a gift of money is made as outlined below, according to what is purchased with the money.

2. Donations of Books and Other Library Materials

- a. The Library accepts gifts of library materials in good condition (as listed below). This includes, but is not limited to, books, CDs, DVDs and BlueRay discs.
- b. In most cases, usable library materials that the Library does not add to its collections are offered to the Friends of the PCPL for the Book Sale Room and book sales. Money raised by the Friends from their Book Sale is used to benefit the Library and its programs.

- c. Acknowledgement letters are usually not written for routine donations of used materials. At the request of the donor, the Library will supply a Books and Materials Acknowledgement form signed by the employee receiving the materials. The form may be used by the donor to keep an official record of the donation.
- d. In the case of the gift of a collection of materials, the Library will decide the arrangement, location, and maintenance of the collection. The Library may not be able to or wish to agree to all the donor's requests with regard to such issues as keeping all items together as a discrete collection, signage, and additions to the collection.
- e. If expenses are involved with maintenance of the collection, signage, additions to the collection, activities related to promoting the collection (such as recognition ceremonies or programming), security, etc., the donor may be expected to provide money or in-kind donations to support the collection.

3. Donations of Furniture and Equipment

- a. The Library accepts gifts of furniture and equipment that supports and furthers the mission, goals and objectives of the Library. The Library retains the prerogative to accept or reject any gift of furniture and/or equipment for the Library.
- b. The placement and use of furniture and equipment is the sole prerogative of the Library. The wishes of the donor regarding the location of the furniture, and equipment will be taken into account by the library.
- c. The Library will not accept furniture or equipment that cannot be properly cared for or obtained by the Library within normal operations and procedures of the Library.

4. Donations of Real Estate or Other Personal Property

- a. The PCPL will accept gifts of real property that either support or could be sold to support the mission of the Library. Such offers will be handled by the Director, who in consultation with the Board of Directors will determine the suitability of the gift and the terms of acceptance compatible with the PCPL's mission and policies, the donor's intent and applicable laws.

5. Donation of Art and/or Decoration Objects

- a. Gifts of art objects shall be of local interest to the community, of professional quality, well executed and in good condition.
- b. Potential donors of art and decorative objects are requested to discuss any possible gifts with the Library.
- c. No gifts that require extensive, regular special care or conservation will be accepted.

6. Donation of any other types of gifts will be considered by the PCPL on a case-by-case basis.

BOOK DONATION GUIDELINES

1. One bag/box is accepted each day per person, unless approved by either the Executive Director or the Friends of the Pike County Public Library.

2. Donations will be inspected while donor is present, if possible.

3. Only books that are in good condition will be accepted. **“Good condition” can be defined as no water marks, tears, missing pages, mildewed, dirty, etc.** 4.

Periodicals (newspapers/magazines) will not be accepted.

5. Textbooks and encyclopedias will not be accepted.

6. Travel, finance and computer books that are more than two years old will not be accepted.

7. The PCPL cannot and does not appraise books or any other items. The Library will not bear the cost of such an appraisal. Donors who wish to have the value of a donation specified must make all arrangements for and bear all costs of an appraisal.

IN MEMORIAM

Donations are accepted in honor or in memoriam of a person or event. Acknowledgement of such a gift will be made to the donor and to up to two other persons or entities in writing. All other guidelines apply to In-Memoriam donations.

LEAVES ON THE LIBRARY’S DONOR TREE

The Main branch of the library in Milford is home to the Library’s Donor Tree. People or entities who have made a donation in any form, to the PCPL, that is valued at a certain amount of money, are recognized in the form of a metal leaf on the Library’s Donor Tree. The donation can be given at one time or cumulatively over a period of time. The levels of giving are listed here:

Bronze leaf: \$2,500 one time or cumulative donation

Silver leaf: \$5,000.00 one time or cumulative donation

Gold leaf: \$10,000.00 one time or cumulative donation

All other guidelines apply to these donations.

BOOK MURAL IN CHILDREN’S ROOM

The Children’s Room in the Milford location is home to a book mural. People or entities who have made a monetary donation to the PCPL are recognized in the form of a spine label on the book mural. The donation can be given at one time or cumulatively over a period of time. Each spine label is \$1,000.00

Adopted 4/2015, RAC

Updated 12/2023

COPY MACHINE & COPYRIGHT LAW

It is the intent of the library to comply with Title 17 of the United States Code, titled "Copyrights," and any other federal legislation related to the duplication, retention and use of copyrighted materials. A notice of copyright will be prominently placed on the library's photocopiers. Library staff will refuse to duplicate any materials if doing so would violate copyright. Library patrons copying any materials on library machines are solely and fully responsible for using the materials in compliance with relevant copyright law.

Audio/visual materials borrowed by patrons are for personal and home use only. Library staff will follow copyright law in selecting and using materials for public performance. Original or copyright free art will be used to produce library publicity items or for creating displays and decorations.

MEETING ROOMS POLICY

PURPOSE

The Pike County Public Library's (PCPL) meeting rooms are primarily available for the PCPL's own programs or those library programs co-sponsored with other groups. The following policies do not apply to Library events or Library-sponsored events or programs.

When a meeting room is not in use by the Library, the meeting rooms are available on a first come, first served basis to groups and organizations specified in this document. These uses are scheduled by a completed application, accompanied with payment covering the fees when applicable.

There will be no commercial use of either meeting room; however, a for-profit organization may have a program if it offers to the public timely information presented by knowledgeable or skilled professionals, but no fees can be charged or solicitations made by the for-profit organization holding the program during a non-library-sponsored program. Non-profit groups or organizations may charge for material fees, with permission from the Executive Director of the library.

The Pike County Public Library provides meeting rooms as a public service. Use of either meeting room does not imply endorsement by the PCPL of the policies or purpose of any group.

DEFINITIONS

Library-sponsored program is defined as a program library staff works with an outside person or organization to create that occurs one time or on a recurring basis. The presenter or performer will adhere to the arrangement agreed upon between the library and the presenter. Examples include but are not limited to author readings, story time programs, and educational presentations.

Non-library-sponsored program is defined as a program or event that is not associated with the PCPL. The use of the meeting room is subject to approval from the Executive Director of the library and availability of the room. The program facilitator must adhere to all library policies.

APPLICATION AND INSURANCE

The Pike County Public Library has first priority in the use of a meeting room. All other use of a meeting room will be on a first come, first-served basis. A signed Meeting Room Request Form must be completed and submitted to the library no later than 14 days in advance of the meeting. The application (available online at www.pcpl.org) must be signed by an authorized representative of the group who shall attend the meeting and be responsible for the conduct of meeting attendees and for any damages.

Reservations can be made up to 6 months in advance from the date of the application.

Special arrangements can be made for groups to use the library's meeting rooms during hours that the library is closed with 14 days prior notice, based on the availability of the meeting room and staff, at the sole discretion of the Executive Director of the library.

Regular use of either meeting room may be granted at the discretion of the Library. However, to promote accessibility of the public meeting rooms for library events as well as to a wide variety of community groups, the library may limit reservations for any and/or all groups and/or individuals.

Each application will be reviewed and the contact person will receive confirmation. The meeting room will not be considered scheduled until confirmation is sent.

The following statement applies to the larger Meeting Room only, located on the lower level of the building. Both non-profit and for-profit organizations must furnish adequate insurance for bodily injury and property damage. An insurance certificate must indicate that the Pike County Public Library is an additional insured on the policy and must include a hold harmless agreement. The certificate of insurance should display limits of at least \$1,000,000 each occurrence, \$2,000,000 aggregate, and list Pike County Public Library, its board members, employees, and volunteers as additional insureds.

Any exceptions must be cleared with the Library Board of

Directors. **FEES**

Effective January 1, 2016, non-profit groups and individuals will be charged \$20.00/hour for use of the Community Room.

For-Profit groups will be charged \$50.00/hour for the use of either meeting room during business hours. After business hours, for-profit groups will be charged \$75.00/hour and must be preapproved by the Executive Director of the library.

Payment of any fees must accompany the signed Meeting Room Request Form. The fee will be returned if permission to use the room is not granted.

GUIDELINES

The following statements apply to all groups and organizations using the library's meeting room spaces:

- The applicant and/or group leaders must be familiar with the provisions of this meeting room policy and with emergency procedures.
- The meeting room seats up to 75 people. Chairs and tables are available for groups to set up for their needs. Kitchen facilities with a sink, refrigerator, microwave and coffee maker are available, but no supplies, food or beverages are included.
- A large screen television, DVD/Blu-ray player, laptop projector, projection screen and white board are available in the larger meeting room. Equipment should only be operated by those who are familiar with how to use it properly.
- It is the responsibility of the applicant and/or the group to provide any necessary equipment if it is not available in the meeting rooms.
 - The individual or group sponsoring the meeting is responsible for the condition of the meeting room, kitchenette and restrooms and is responsible for any damage to the meeting room, kitchenette and restrooms or equipment, furniture, walls, doors or floor covering incurred during the program. The meeting room, kitchen area and restrooms must be left in the same condition in which they were found; preparation and cleanup of

the room is the responsibility of the organization or group. The library reserves the right to charge an extra fee if facilities must be cleaned. No custodial service is available. A broom and dustpan along with disinfectant wipes and restroom paper supplies are in the kitchenette.

- All equipment belonging to the group must be removed immediately at the conclusion of the program or event. No storage of the organization's items or equipment is available before or after the meeting, except at the discretion of the Executive Director
- The PCPL assumes no liability or responsibility for any accident or loss of personal property that might occur as a result of the use of a meeting room.
- The removal of library property including furniture, equipment, and items affixed to the walls from the library is prohibited.
- Smoking, use of controlled substances and gambling are prohibited.
- Alcoholic beverages are prohibited except for library sponsored functions with approval of the Board of Directors.
- Lighted candles or flames are prohibited.
- Nothing may be attached to the walls, ceiling, floor, furniture, or doors.
- The PCPL reserves the right to cancel at any time any meeting or program if necessary. Any fees that have been paid to the library for the use of the room will be refunded, but the library will not be held responsible for any costs incurred as a result of such cancellation. The organization's contact person will be notified by the library 48 hours in advance, if possible. It is the responsibility of the organization to notify attendees of the cancellation.
- In the event that the library closes due to an emergency or inclement weather, use of the meeting room(s) is automatically cancelled and any fees will be reimbursed.
- If an organization cancels its event or meeting, the library must be notified 48 hours in advance in order to receive reimbursement of any fees.
- Meetings must comply with any Federal, State, or local law
 - Failure to comply with this policy may result in denial of future use of the library meeting rooms, financial liability for damages, and/or removal from the meeting room.
- Library meeting rooms may not be used for any of the following:
 - For purely social functions, unless library sponsored
 - For fundraising, unless library sponsored
 - For a commercial purpose.

STUDY ROOM POLICY

The small meeting rooms provides conference, meeting or studying space for up to 8 people. Priority for use of the room is given to the following in this order:

1. Library department meetings
2. Proctored exams
3. Government agencies
4. Non-profit organizations (civic, educational or cultural)
5. Professional or business organizations
6. Individual or small group use for the purpose of studying or discussion
7. Other uses may be determined by the PCPL Board of Directors.

The Library Board has approved the following guidelines for the use of the small meeting room:

1. Library use of the room will take priority
2. The room will be available only during regular business hours
3. The room can be booked for a maximum of three hours. Consideration of extra time may be given in special circumstances (proctored exams, etc.)
4. No admission fees can be charged by groups or individuals using the room
5. The room may not be used by groups or individuals to sell items, or for solicitation of orders for goods or services
6. Reservations will be held for 15 minutes. After that, the room may be available for others.
7. Groups or individuals are responsible for leaving the room as they found it. Those using the room are liable for any damage to the room or its furnishings.
8. No food or drink is allowed in the room. Smoking is prohibited.
9. In order to maximize the availability of the room, it may not be used for a group's regularly scheduled weekly meetings.

EXAM PROCTORING POLICY

The proctoring of tests and exams is a service offered by the Pike County Public Library. The library will offer proctoring services based on the availability of personnel, facilities and technology to do so.

Guidelines

- * All test taking requirements and instructions must be received from the issuing educational institution before any tests are taken. The student is responsible for having the examination and instructions sent to the library and to make sure that it arrived prior to the exam. **The student/ the school is responsible with providing a self-addressed/ stamped envelope if the test needs to be mailed back.** * Students must present photo identification to the proctor at test time and come prepared with the necessary supplies to take the exam.
- * Arrangements to take the exam must be made at least 48 hours prior with library staff. Tests must be taken between 10 AM and 3 PM.
- * Students have the option to use one of the library's computers or bring their own device.
- * A private room will be offered based on availability.
- * The library cannot provide proctoring if someone is required to be with the student during the entire exam. We will not monitor a student continuously during an exam, but may check on the student periodically.
- * Library staff will not sign a proctoring verification that attests to more than the staff has been able to do.
- * The library does not allow the installation of any special software that may be needed to complete the examination on a library computer. It is the student's responsibility to ensure that the library's computing resources are adequate for their test taking requirements.

Proctoring Fees:

Suggested of donation \$5.00

(Adopted 6/19)