

Bartow County Library System  
Library Program Policy Manual  
Approved: January 25, 2024

---

## Table of Contents

<b>Table of Contents</b> .....	<b>2</b>
<b>Introductory Policy Statement</b> .....	<b>5</b>
<b>Library Membership</b> .....	<b>6</b>
Library Cards .....	6
Residents .....	6
Non-Residents .....	6
Non-Resident Workers, Teachers, Students .....	6
Children .....	7
Institutional Cards .....	7
Temp Cards .....	7
Lost Cards .....	7
Damaged Cards .....	7
Change in Contact Information .....	7
<b>Materials and Their Circulation – Loans &amp; Renewals</b> .....	<b>9</b>
Books That Circulate .....	9
Express Books .....	9
Digital Content .....	9
Audio-Visual Items .....	9
Periodicals .....	10
Non-Circulating Items .....	10
Lending Limits On Materials .....	10
Policy Statement on Public Library Service to Schools .....	10
<b>Reserved Items (Holds)</b> .....	<b>12</b>
Lockers .....	12
<b>Overdue Fines</b> .....	<b>12</b>
Due Dates .....	12
Fine Schedule .....	12
Issuance of Notices/Bills .....	13
Collection of Fines/Fees .....	13
<b>Lost and Damaged Materials</b> .....	<b>13</b>
Schedule of Fees .....	13
Claims Returned .....	13
<b>Concerning Theft of Library Materials</b> .....	<b>13</b>
Article 2 of Chapter 5 of Title 20 Official Code of Georgia Annotated .....	13
Collection of Overdue/Stolen Materials .....	14
Lost or Stolen Card .....	14
Security System .....	14
<b>Reference</b> .....	<b>15</b>
Interlibrary Loan .....	15
Interlibrary Lending .....	15
Patron Purchase Suggestion .....	16
Genealogy .....	16
<b>Photocopiers/Printers</b> .....	<b>17</b>
<b>Fax Service</b> .....	<b>17</b>
<b>Proctor Fees Policy</b> .....	<b>17</b>
<b>Returned Checks</b> .....	<b>17</b>

<b>Open Records Fees</b> .....	<b>17</b>
<b>Library Phones</b> .....	<b>17</b>
<b>Cellphones</b> .....	<b>17</b>
<b>Consumption of Food and Beverages</b> .....	<b>18</b>
<b>Smoking and E-cigarettes</b> .....	<b>18</b>
<b>Notary Service</b> .....	<b>18</b>
<b>Unattended Children</b> .....	<b>20</b>
Infant through Age 11 .....	20
Twelve years & older .....	20
Library Closing Time .....	20
<b>Confidentiality of Library Patron Records</b> .....	<b>21</b>
<b>Volunteers</b> .....	<b>22</b>
Court Ordered Community Service .....	22
<b>Acceptable Computer Use</b> .....	<b>23</b>
<b>Computer Use Rules</b> .....	<b>24</b>
Patron Responsibilities .....	24
Internet Use.....	24
Word Processing & Office Program Use.....	25
Children’s Computer Use .....	25
Teen Computer Use.....	25
GALILEO Home Use .....	25
Wireless Access Point Policy.....	25
Computer Lab User Policy .....	26
Laptop Borrowing Policy .....	26
Acceptable Computer Use for Chromebooks and Hotspots Provided by the Emergency Connectivity Fund.....	27
Circulation Policy for Launchpads .....	28
Launchpad Borrowing Agreement .....	28
<b>Youth Services Department Use Policy</b> .....	<b>30</b>
<b>Youth Programming Policy</b> .....	<b>30</b>
Content.....	30
Infant and Toddler Programming .....	30
Storytime and School-Age Programming .....	30
Teen/Young Adult Programming.....	31
Attendance and Registration.....	31
<b>Adult Programming Policy</b> .....	<b>32</b>
Content.....	32
Attendance and Registration.....	33
<b>Outreach Services</b> .....	<b>34</b>
Library on the Go.....	34
<b>Goals</b> .....	<b>34</b>
<b>Guidelines</b> .....	<b>34</b>
<b>Meeting Rooms Policy</b> .....	<b>36</b>
Policies.....	36
Reservations and Scheduling.....	37
Regulations.....	37
Hold Harmless Agreement .....	38

Work/Study Spaces .....	38
Small Group Study Rooms .....	38
Tutor Rooms .....	38
Meeting Pods and Booths .....	39
<b>Community Bulletin Board Guidelines .....</b>	<b>40</b>
Information Kiosk .....	40
<b>Art Gallery Exhibit Policy - Cartersville Public Library.....</b>	<b>40</b>
Purpose .....	40
Display Space.....	40
Selecting Exhibits.....	40
Applying for Exhibition .....	41
Installation and Removal .....	41
Sale of Artwork.....	41
Exhibit Publicity .....	41
Art Gallery Staff Responsibilities .....	42
Policy Review.....	42
<b>RULES OF BEHAVIOR / CONDUCT .....</b>	<b>43</b>
<b>Response to Policy Violations.....</b>	<b>45</b>
Banning Process .....	45
Notification of Action .....	45
Immediate and Permanent Eviction.....	45
Appeals Process.....	45
Noncompliance with Eviction or Ban .....	46
<b>Gifts and Donations Policy .....</b>	<b>47</b>
Books and Related Materials.....	47
Furniture, Furnishings and Equipment .....	47
Art, Photographs or Collectibles.....	47
Memorials .....	47
Monetary Gifts .....	48
Services.....	48
Tax Information .....	48

## **Introductory Policy Statement**

The library program policies of the Bartow County Library System contained herein reflect the circulation policies of the SIRS1 automated system which the library employs in its daily operations. Should a question or conflict arise concerning written policy, the stated policies of the SIRS1 automated system will govern the library's overall policy.

Basic services of the Bartow County Public Library System include providing fiction and nonfiction reading and research material of educational, recreational, and cultural interest to the Bartow County community as funding permits. An audiovisual and a digital collection will also be maintained following the same guidelines. Additional library services include organizing materials for ease of access and convenient use through cataloging, classification, and shelf arrangement; lending procedures; guidance to the user in using library resources; providing information service; giving assistance to cultural, civic, and educational organizations in finding and using materials; sponsoring adult and children programs promoting reading and use of library resources; collecting special materials of interest to the community; borrowing materials on interlibrary loan; extending library services to all points of the community; providing electronic resources including public access to the Internet and reference databases; providing readers advisory services; fostering literacy within the community; and maintaining an environment permitting all members of the Bartow community to utilize library services. The variety and number of library services to meet the needs and demands of our community are contingent upon available funding.

# Library Membership

## Library Cards

Library cards issued by any of the public libraries within Bartow County will be honored by all the libraries within the county, provided that the borrower is in good standing with the issuing library.

## Residents

Bartow County Library System requires the following forms of identification as proof of residency:

- Current Georgia driver's license or Georgia state-issued identification with a photograph which shows a current address, or
- Georgia identification or other photo ID with a prior address, plus one of the following:
  - Utility bill detailing a period within the last 30 days
  - Bank statement issued within the last 30 days or personalized checks with current address
  - Current completed lease with dates, address, and name
  - Paycheck or paycheck stub issued within last 30 days with the current address
  - School schedule or transcript for the current or preceding calendar year with name, address, and date
  - Mortgage contracts, mortgage statement or payment coupon, deed, or property tax bill for current or preceding year
  - Current voter registration card

Patrons completing a library card application will also be provided the opportunity to register to vote.

The registration of one adult member of an immediate family establishes residency for the minor children living in the same household. The adult must accompany the child during registration.

Borrowing privileges for library patrons is valid for three years at all Bartow County branches. When the card expires, the patron is required to update account information. There is no charge for the initial card or for subsequent renewals of borrowing privileges.

## Non-Residents

Non-residents of the county wishing to utilize the services of the Bartow County Library System are required to pay a fee of \$35.00 each year. This fee is non-refundable and borrowing privileges are in effect for one year. A non-resident library card will be issued to a patron with a driver's license or one of two pieces of documentation as detailed above. One item must show the patron's current address. One card may be issued for the entire family.

## Non-Resident Workers, Teachers, Students

Non-residents of the county who work or go to school in Bartow County and wish to utilize the services of the Bartow County Library System may be given a free membership card for one year. Proof of employment or school enrollment is required in the form of a recent paycheck stub, letter from employer or affiliated institution with the Bartow County employer address, current work ID or student ID card.

## Children

Preschool children may be issued a limited use library card restricting checkouts to ten items. Children five to seventeen years of age will receive a Juvenile card. Young adults eighteen years of age and older will receive an adult card.

Borrowing privileges for children's cards are in effect for three years. There is no charge for the initial card, or for subsequent renewals of borrowing privileges.

Before a child can receive a library card, they must be accompanied by a guardian who can provide proof of identification and residence in Bartow County.

Adult patrons with fees beyond the \$10.00 limit will not be allowed to open new accounts for minor children.

## Institutional Cards

Institutional Cards may be issued when deemed appropriate for one year. In order to receive an institutional card, a representative of the institution must submit a letter from their agency on letterhead authorizing the person to receive the card on behalf of the institution and be designated as the contact person. The representative must then fill out an institutional card application and assume responsibility for items charged to the institutional card.

*Library on the Go institutional cards as issued by outreach staff are not financially responsible for outreach items declared lost.*

All institutional card applications will be kept on file. One card will be issued to each institution.

## Temp Cards

Temporary cards may be issued individuals who are residing, working or receiving education in Bartow County for one year or less and who cannot provide proof of permanent residency within the county. Patrons wishing to apply for a Temporary Card must present a valid ID. Temporary cards provide computer access, access to electronic resources, and use of tutor/study rooms but do not grant checkout privileges. Temporary cards will not be renewed; patrons wishing to continue to use the resources of the Bartow County Library System will be required to purchase a non-resident card or to present documentation proving residency in Bartow.

## Lost Cards

If a patron should lose a card, another card may be issued for a charge of \$3.00. It is the patron's responsibility to report lost cards; until the card is reported lost, the patron is responsible for all items charged to that card.

## Damaged Cards

A library card that has been damaged may be replaced. The damaged card must be returned to the library before a replacement will be issued. Old, worn out cards will be replaced at no charge.

## Change in Contact Information

The library must be notified as soon as possible of any change in the patron's mailing address, email address and/or phone number so the patron's account may be updated. In the event communication is returned or no longer in service, it will be noted on the patron's account. The

patron is still accountable for overdue fines, damaged or lost materials fees if they failed to receive notice of overdue fines, damaged or lost materials fees because of incorrect information.

If a patron fails to receive email notices due to data entry errors, they are not responsible for charges in that email notice.

Patrons are responsible for notifying the Library if they move out of Bartow County and want to remove their library account.



## Materials and Their Circulation – Loans & Renewals

Patrons must present a library card when checking out. Use of a photo of the card's barcode is acceptable.

The library reserves the right to refuse to check out materials on any card presented other than the patron's own card.

### Books That Circulate

Books circulate for three weeks. They may be renewed a maximum of two times if the book is not on hold for another patron.

Books may be renewed online by entering the library card number and PIN. PINs are issued in person with the presentation of the patron's library card or by phone or email when a library card number is given.

Books may also be renewed over the telephone if:

1. The patron reads the barcode number to the staff person handling the call (in order to verify the patron's identity) and,
2. The book to be renewed has not been placed on hold by another patron and has not exceeded its renewal limit.

Renewal of overdue books does not void existing fines.

### Express Books

New books of high interest as determined by the Materials Selection Committee will be designated as Express Books and will circulate for one week. An express book may be renewed a maximum of two times if a hold has not been placed on it by another patron.

#### A. Deposit Items

Study Guides (e.g., the GED Handbook) and other collection items determined by the Materials Selection Committee to warrant a deposit can be charged to a valid adult library card for a deposit of \$10.00 per book which is refundable when the item is returned in good condition. A fine of \$1.00 per day with a \$10.00 maximum will be deducted from the deposit refund if the item is returned past the due date.

### Digital Content

The library system contracts with Overdrive/Libby and Hoopla to provide digital content. The library observes the rules and regulations content provider.

Items may be checked out with a valid, unblocked library card or the Overdrive Instant Digital Card.

### Audio-Visual Items

#### 1. Movies

Movies are available to all borrowers who have a valid adult library card and who are eighteen years of age or older.

Movies may be checked out for seven days, may be reserved, and may be renewed. Movies designated as New may not be renewed and checkout is limited to 7 titles.

A single checkout is considered everything in one case. One case equals one checkout.

2. Audio Books

Audio books are available to all borrowers who have a valid adult library card, may be charged out for three weeks, are renewable and may be reserved.

3. Music CDs

Music CDs are available to all borrowers who have a valid adult library card and may be charged out for three weeks, are renewable and may be reserved.

### Periodicals

Adult, Teen and Children's magazines (with the exception of the current issue and certain select titles) are available to all borrowers who have a valid library card. Periodicals may be checked out for three weeks, renewed twice and may be reserved except for the current issue. If a patron loses or damages an issue, they will be charged for the cost of the item.

Digital magazines are available for download with a current, valid library card.

### Non-Circulating Items

The following items do not circulate:

- Georgia Room/Special Collection Books\*
- Reference Books\*
- Select Periodicals
- Microfilm and Microfiche Materials
- Newspapers

\*In special cases, non-circulating books may be charged out to a patron at the discretion of the librarian(s) for a 24-hour period.

### Lending Limits On Materials

Adult patrons may charge up to twenty-five items on their cards.

Children with Pre-K cards have a limit of ten items and may check out either books or magazines.

Children with a Juvenile status have a limit of twenty-five items.

Children with Pre-K or Juvenile status may not check out audio-visual materials.

### Policy Statement on Public Library Service to Schools

The library serves students of all ages as individuals, but it cannot meet full curriculum demands of any given course of study.

Those pursuing a particular curriculum may use available library materials, but allowing special privileges and extra demands on the collection or on the library program in order to serve in lieu

of a structured school library or to support a curriculum or specific ideology is not physically practical or financially feasible. \*

\*Adopted by State Public Library Directors by acclamation on January 25, 1985.

## **Reserved Items (Holds)**

All items with the exception of the non-circulating list on page 10.

A total of seven holds for each library card may be placed on items checked out or at another branch.

Holds may be placed in person, by telephone, or via the library's online catalog. If a patron makes a phone request, they must provide the account barcode number to the staff person taking the request. The reading of one's barcode number over the telephone is to ensure that the individual placing the reserve request is, indeed, who they claim. This practice, in turn, protects the confidentiality of the individual patron and their record of charges.

Patrons are notified by email when the item is available for them. Items will be held for five business days after the patron has been notified by the library. No exceptions. The patron has the ability to suspend a hold in advance of the availability of the hold while remaining in the holds queue at the existing place.

If the book is not retrieved by the patron or if they cannot be notified within this time frame, the hold is removed and the next patron waiting for the item will be notified or the item is shelved.

### **Lockers**

The Cartersville Public Library has an external locker system to provide 24/7 access to reserved library materials. Lockers are opened by scanning the QR code sent at the time staff load a locker. Items will be available for retrieval for three business days.

## **Overdue Fines**

### **Due Dates**

All items are past due one day after the due date. Failure to return the item by this date means the fine will be assessed from the due date up to the date returned.

The automated system prohibits users from renewing or charging out additional items if an overdue fine of at least \$10.00 has accrued.

Once fines reach \$10.00, the balance must be paid in full before re-instating the library card.

### **Fine Schedule**

Books, Periodicals, Audiobooks, Music CDs, and Movies: 15¢ a day up to a maximum of \$10.00 per item.

New Movies, Deposit books, and Interlibrary loans: \$1.00 a day up to a \$10.00 maximum.

GPLS Partner Passes: As established by GPLS policy

Tutor/Study rooms: \$5.00 after 4 hours

Pods: \$5.00 after 2 hours

### Issuance of Notices/Bills

After 7 days have passed from the date an item is due, a library generated overdue notice will be sent to the patron's email address on file.

Thirty days after the due date a bill will be sent to the patron's email address on file requesting immediate return of materials and payment of past due fines or payments of lost items. A copy of the Official Code of Georgia is included with all bills.

### Collection of Fines/Fees

The Bartow County Public Library uses a collection agency, Unique Management Services, to encourage patrons with fines and overdue items to return materials and settle the charges on their accounts. A \$10.00 collection fee is applied to each account submitted for collection. A \$5.00 processing fee is charged per item; this processing fee will be waived for items returned to the library but will incur the \$10.00 overdue fee.

## **Lost and Damaged Materials**

### Schedule of Fees

Borrowers are responsible for material and fines owed. If library material is returned from the borrower damaged, or borrower loses the item, the borrower pays the cost of damage or the cost of the item. Patron may not provide a replacement item in lieu of payment, with the exception of new movies in the original, shrink-wrapped packaging or with prior permission by a librarian. Any outstanding fines on this item, up to \$10.00, must be paid. In addition, a \$5.00 processing fee will be applied to the patron's account. The fees for damaged materials are as follows:

- Lost / Damaged Materials: Original library purchase price plus \$10 processing fee
- Lost AV Part (CD, DVD with book) from a multi-disk set or instructional manual: \$15 plus \$10 processing fee

Patrons will not be charged for damage considered within the parameters of normal wear and tear as determined by designated library staff.

Payments will not be refunded to borrower for any item lost or damaged. However, patrons may keep the item if all fines and fees are paid. The library will hold discarded damaged materials for 6 months as evidence of the damage.

### Claims Returned

Patrons who claim to have returned library materials which cannot be located in the library are limited to three items which will be marked claims returned on their record with no charges. Additional claims returned items will be charged to the patron at recorded item cost.

## **Concerning Theft of Library Materials**

### Article 2 of Chapter 5 of Title 20 Official Code of Georgia Annotated

20-5-53. Any person who borrows from any public library any book, newspaper, magazine,

manuscript, pamphlet, publication, recording, video product, microform, computer software, film, or other article or equipment necessary to its display or use belonging to or in the care of such public library under any agreement to return it and thereafter fails to return such book, magazine, newspaper, manuscript, pamphlet, publication, recording, video product, microform, computer software, film, or other article or equipment necessary to its display or use shall be given written notice, mailed to his last known address or delivered in person, to return such article or equipment within 15 days after the date of such notification. Such notice shall contain a copy of this Code section. If such person shall thereafter willfully and knowingly fail to return such article or equipment within 15 days, such person shall be guilty of a misdemeanor and upon conviction thereof, shall be punished by a fine of not more than \$500.00 or imprisonment for not more than 30 days and shall be required to return such article or equipment or provide reimbursement for the cost of item of such article or equipment.

### *Collection of Overdue/Stolen Materials*

Library staff will send out two notices to library users with overdue materials, one of which will include a copy of OCGA 20-4-53 regarding the theft of library materials. After library materials have been overdue for forty-five days, the Bartow County Library System will begin legal proceedings for collection of materials through Unique Management Services, Inc. Collections will not be pursued until an individual debt of \$25.00 in lost item charges has been accumulated. A \$10.00 collection fee is applied to each account submitted for collection. A \$5.00 processing fee is charged per item; this processing fee will be waived for items returned to the library, however, the \$10.00 maximum overdue fees will remain.

### *Lost or Stolen Card*

Patrons are responsible for notifying the Library if a card has been lost or stolen. There is a \$3.00 fee for replacing the card. Patrons are responsible for items checked out on their card if the library was not notified of a theft of card.

### *Security System*

In the event that the library security system is activated, patrons will be asked to report to the circulation desk in order for staff to determine the cause of the alarm. Library staff is required to verify the contents of backpacks, briefcases, large bags, and other applicable items of the patron activating the alarm. If library materials are found, the patron is to return them to the staff member for verification that the library material has been properly charged to the patron; if it is not, the staff member will charge it at this time.

In the event that a patron refuses to cooperate and attempts to leave the building, supervisory staff will call the police.

## Reference

### Interlibrary Loan

The Bartow County Library System adheres to the policies and regulations set forth by the Georgia On-Line Database (GOLD), the Southeastern Library Information Network, (SOLINET) and the On-Line Computer Library Center (OCLC.)

Interlibrary loan service is available to patrons with Bartow County Library System library cardholders. In order to submit a request for an item, the patron's card must be a valid, unblocked card.

If the item is available from a Georgia public library or a University System of Georgia Library (USG), there will be no fee associated with interlibrary loan service. However, if not available through the Georgia public library or USG system, the requesting patron must pay return postage and any fees charged by the lending library at the time of receipt. In the event the patron does not pick up the material, postage fees will still be charged to the patron's card. The lending library sets the due date of the material. There is a \$1.00 per day late fee of overdue ILL material. The patron has the option to specify Georgia public libraries only when requesting an item through interlibrary loan services.

Every attempt will be made to borrow material from free lenders. However, if the patron accepts responsibility for additional charges, an attempt may be made from other lenders. The patron must pay the extra fee prior to the item being ordered. In the event that the request goes unfilled, the patron will be refunded the fee.

A patron can have up to ten interlibrary loan requests in process at any given time. Renewal of ILL materials is at the discretion of the lending library. Patrons must request renewal at least three days prior to the due date. Patrons must return ILL materials intact, including any stickers, papers, or book straps attached to the item.

In the event a lending library bills the Bartow County Library for material that was lost or damaged by the patron, the patron will be charged the full amount of the bill as well as a \$5.00 processing fee.

### Interlibrary Lending

The Bartow County Library System honors ILL requests from GOLD or SOLINET; outside requests are handled on a case-by-case basis. Lending time for materials is 30 days.

The Bartow County Library System will not lend:

- Non-circulating items including special collections, genealogy and reference
- Audiovisual material
- Material that the library has owned less than one year
- Material with local circulation restrictions

The borrowing library is responsible for the safety of the item from the time the item leaves the Bartow County Library until it is returned. If damage or loss occurs, the borrowing library is responsible for the cost of items and the processing fee.

The Bartow County Library charges a \$10.00 overdue fee and a \$5.00 processing fee on all lost material, in addition to the item cost.

### *Patron Purchase Suggestion*

Patrons may request for an item to be purchased by the library system; however, a request does not guarantee purchase by the library. All purchases will adhere to the guidelines established by the Materials Selection Policy.

### *Genealogy*

Library staff will demonstrate the use of equipment and genealogical reference tools, but will not conduct research for patrons.

Phone and mail requests for genealogical information will be referred to the Bartow History Museum when the library does not have the resources. A small fee comparable to local research institutions will be charged for research conducted in response to email and phone requests from outside the library system service area.



## **Photocopiers/Printers**

Charges for computer printouts and photocopies include paper, print cartridge/toner and equipment maintenance. Fees are 15 cents per page for black and white; color printouts are 30 cents per page.

Library staff will demonstrate the proper use of library photocopiers to patrons; however, patrons are responsible for making their own copies.

## **Fax Service**

Charges for sending faxes to long distance numbers are \$1.75 for the first page and \$1.50 for each additional page. Local fax charges are \$1.50 for the first page and \$1.25 for each additional page. The library does not receive incoming faxes.

## **Proctor Fees Policy**

A nonrefundable fee of \$25.00 per hour, one hour minimum, will be paid at the time of scheduling a proctoring session. Proctoring sessions will be conducted under the supervision of authorized staff.

## **Returned Checks**

A processing fee of \$20.00 will be charged and collected for checks on which payment has been refused by the payer bank because of insufficient funds or because the patron did not have an account at that bank.

## **Open Records Fees**

Persons requesting documents through the Open Records Act will not be charged for the first fifteen minutes of supervisory time; however, any time that exceeds fifteen minutes will be charged the hourly rate of the employee assisting the requestor. The charge for photocopies is 15 cents per page. If the estimated cost is over \$25, the party will be notified within three business days, and search and retrieval may be deferred until the party confirms its willingness to pay the estimated cost. If the estimated cost is over \$500, advance payment may be required before beginning search and retrieval.

## **Library Phones**

The library phone is for business use only; patrons will not be permitted to use the library phone. Exceptions will be made only in emergencies. Library staff will, however, make calls to Bartow Transit and place calls for rides home for youth.

## **Cellphones**

Cell phones are permitted in the library. It is expected, however, that people using cell phones will be respectful of others. To provide an optimal environment for research and study, people are asked that cell phone ringers be silenced (set to vibrate) and that calls be kept very short and as quiet as possible.

Talking on cellphones is not allowed in areas of the library where it would interfere with the use and provision of library services or the conduct of library business, such as service desk areas and during

library programs.

## **Consumption of Food and Beverages**

The possession and/or consumption of snack foods and covered beverages is permitted. Food for meals is to be consumed in the café lobby area.

## **Smoking and E-cigarettes**

All library buildings and library vehicles are designated as smoke-free and tobacco-free areas. In addition, the use or inhalation of e-cigarettes or electronic cigarettes (“vaping”) is prohibited in library buildings and library vehicles. Smoking, tobacco use, and vaping are prohibited within 50 feet of any library entrance or exit, in courtyards, or seating areas on library grounds.

This policy applies to the use of any tobacco or vaping product, including smokeless tobacco, and applies to both employees and visitors of the library.

## **Notary Service**

Library Notaries witness the signing of documents or signing of sworn statements on documents.

The Library Notaries document that:

- The signer of the document appeared before the Notary;
- The Notary positively identified the signer; and
- The signer both acknowledged the signature as her or his, and that the signature was made willingly.

The Library provides Notary Service in accordance with “The Georgia Notary Handbook” published by The Georgia Superior Court Clerks' Cooperative Authority. Library Notaries may decline to provide notary service in situations that do not comply with the provisions of this Handbook.

The Library provides Notary Service on a first-come, first-served basis when Library Notaries are available.

The Library does not charge a fee for notary service.

### **What You Need to Know Before Coming to the Library for Notary Service**

The person who will sign the document to be notarized must appear personally before the Notary.

The person who will sign the document must be sure that the document is completely filled out, leaving no blanks other than where the signer will sign the document, before appearing before the Library Notary. Library Notaries may not notarize any document with blank spaces.

The person who will sign the document should bring her or his own witnesses, if the document to be notarized requires witnessing.

In performing any notarial act, the Library Notary shall confirm the identity of the document signer, oath taker, or affirmant based on personal knowledge or on satisfactory evidence.

Library Notaries are not obligated to perform a notarial act if she or he feels such act is:

- For a false transaction which the Library Notary knows or suspects is illegal, fraudulent, false, or deceptive;
- For a person who is being coerced;
- For a person whose demeanor causes compelling doubts about whether the person knows the consequences of the transaction requiring the notarial act; or

- In situations which impugn and compromise the Library Notary's impartiality

The signature of a Library Notary documenting a notarial act shall not be evidence to show that the Library Notary had knowledge of the contents of the document so signed, other than those specific contents which constitute the signature, execution, acknowledgment, oath, affirmation, affidavit, verification, or other act which the signature of the Library Notary documents, nor is a certification by the Library Notary that a document is a certified or true copy of an original document evidence to show that the Library Notary had knowledge of the contents of the document so certified.

## **Unattended Children**

The Bartow County Library System is dedicated to providing a warm, welcoming, exciting, and safe environment for people of all ages. Sharing this environment with other people requires that all abide by the Rules of Behavior/Conduct of the library system established by the Board of Trustees and posted in each library building.

The public library is not a childcare provider but a public institution where all patrons have an equal right to quality library services in a safe and relaxed environment. Children in the library always should be accompanied by a parent or assigned caregiver.

Responsibility for the safety and behavior of children in the library rests with the parent/caregiver and not with library personnel. Library staff cannot be responsible for children who are unattended or are demonstrating inappropriate behavior.

### **Infant through Age 11**

A parent/caregiver must be in the immediate vicinity of the child. The assigned caregiver must be at least 16 years old and must carry emergency contact information. An exception would be children attending a story time or other library program without a parent/caregiver in the room. However, the parent/caregiver must remain in the library building and immediately join the child at the end of the program.

If a child in this age group is found unattended, library staff will attempt to locate the parent/caregiver in the library and inform him/her of the Rules of Conduct. If the parent/caregiver is not found in the library, law enforcement personnel will be asked to pick up the child. If a child in this age group violates the Rules of Conduct, the child and parent/caregiver will be informed of the Rules of Conduct. If inappropriate behavior continues, the family may be asked to leave the library at that time.

### **Twelve years & older**

Children twelve years and older may be in the library without a parent/caregiver. A youth using inappropriate behavior will be informed of the Rules of Behavior/Conduct. If inappropriate behavior continues, the youth may be asked to leave the library.

### **Library Closing Time**

Youths of all ages should arrange for transportation before arriving at the library. The library staff will contact law enforcement personnel to pick up youths left at the library after closing. When law enforcement personnel have picked up the youth, the staff will leave a note on the door notifying the parent/caregiver that law enforcement personnel have their child.

## **Confidentiality of Library Patron Records**

In order to receive account information, a patron must present their library card, or read the library card number if calling, to verify identity.

Circulation and registration records for patrons are not public records and shall be maintained as confidential information by the Bartow County Library. No library personnel shall reveal the identity of a user or borrower to any requestor, whether verbally or through the disclosure of records containing confidential information. The only exceptions are listed below.

Georgia law, O.C.G.A §24-9-46, specifically prohibits disclosure of circulation and similar records of a library which identify the user except (i) to members of the library staff in the ordinary course of business; (ii) upon the written consent of the user or borrower of the library materials; or (iii) upon appropriate court order or subpoena.

A parent or guardian may obtain information regarding a minor's record following library personnel's verification of the stated relationship. Any library employee who is asked to reveal patron information should inform the inquirer that patron information is confidential and protected by law. The inquirers should be referred to the library director. If the inquirer presents a court order or subpoena, that document must be referred to the library director who, prior to any disclosure, will make a determination of the legal validity of the document in consultation with the library's counsel. If the inquirer presents a search warrant and shows official law enforcement credentials, the employee should allow the official(s) to proceed, but immediately contact the library director who will consult with the library's counsel.

## **Volunteers**

The Bartow County Library System welcomes volunteer workers willing to donate their time. Volunteers must be age 15 or older, unless accompanied by a guardian. The Library is not obligated to accept volunteer service and may not be prepared to accept every volunteer request to work.

Volunteers will be assigned in areas and with responsibilities as designated by the library and at the convenience of the Library's operation and schedule. Volunteers will be expected to abide by the rules, regulations, and guidelines established in the policies and procedures of the Bartow County Library, including following the staff dress code and complete the training on mandatory child abuse reporting.

Volunteers are not paid and do not receive benefits. Volunteers do not replace regular employees, their duties and responsibilities as employed by the Library. Authorized staff will assign volunteers duties.

Volunteers shall not have access to confidential patron records, circulation records, or employee files.

### **Court Ordered Community Service**

Court ordered community service workers (CSW) follow different procedures and policies than library volunteers. Community service workers are accepted only when staff are available to provide supervision. A short turnaround time-frame for completion of hours cannot be accommodated.

Persons who seek assignments in order to meet a requirement set by an outside agency for the performance of community service shall be subject to the above selection process and all other provisions of this policy.

The Bartow County Library System will only accept persons who are Bartow County residents, 18 years old or older, and mandated by a Bartow County Court to perform service for the following misdemeanors:

- Traffic violations, such as: parking tickets, driving without insurance, non-payment of traffic fines, speeding, failure to yield, etc.
- Driving under the influence of alcohol (does not include driving under the influence of illegal substances)
- Persons ages 18-21 in possession of alcohol.

The library system is under no obligation to take a Community Service Worker (CSW), even if their misdemeanor falls within the accepted categories. Failure to arrive as scheduled will result in the termination of community service to the Bartow County Library System.

CSW will follow the staff dress code and complete the training on mandatory child abuse reporting. CSW are responsible for providing and updating all paperwork.

Workers are not permitted in staff areas without a staff member.

## Acceptable Computer Use

The Bartow County Library System is committed to the mission of providing informational, educational, cultural, and recreational material to Bartow County residents. In keeping with this mission, the Library offers public electronic resources available on the Internet.

The Library has no control over the information on the Internet. Although the Internet offers access to many valuable local, national, and international sources of information, not all sources are accurate, complete, current, or appropriate for all users. The Library is not responsible for the accuracy of Internet resources and databases. The Library is not responsible for any material transmitted electronically by users of its public Internet terminals.

As an unregulated medium, it is possible to intentionally or inadvertently find material on the Internet that is deemed offensive or disturbing to some users. The library system's Internet service is equipped with filtering software designed to block access to sites that contain visual depictions and/or information which is unlawful, which may reasonably be construed as being obscene, child pornography or materials "harmful to minors" as currently defined by law, or outside the scope of the library's collection. Filtering software, however, is not 100% effective, thus users may still encounter sites they find personally offensive or be blocked from sites containing requested research information. For this reason, patrons are responsible for their own use of the Internet. Parents are strongly advised to closely supervise their children's use of the Internet. Authorized library staff may disable the filtering software, during use by an adult, to enable access for research of other lawful purposes.

The monitoring of a minor's access to the Internet is the responsibility of that person's parent or legal guardian. Several safeguards are in place to (i) prevent access by minors to inappropriate matter on the Internet; (ii) to protect the safety and security of minors when using electronic mail, chat rooms, and other forms of direct electronic communications; (iii) prevent unauthorized access, including so-called 'hacking,' and other unlawful activities by minors online; (iv) prevent the unauthorized disclosure, use, and dissemination of personal identification information regarding minors; and (v) restrict minors' access to materials that are deemed harmful to minors. Measures consist of parental permission for unsupervised access by minors, direct supervision of the minor's Internet access by the parent or guardian, and the installation of filtering software to filter inappropriate matter and materials that may be harmful to minors.

Because of the many different Internet and electronic applications available, the Library cannot provide complete technical or training support. The Library is not responsible for loss of data, damage, or liability that may occur from customer use of the Library's computers. Provision of networked information services does not constitute any endorsement of the contents of the information by the Library.

### Definitions:

- *A minor is a person under 18 years of age. O.C.G.A. §16-12-102(3)*
- *Harmful to minors is defined as per current Georgia law, O.C.G.A. §16-12-102*
- *Obscene is defined under Georgia law, O.C.G.A. §16-12-80*
- *Child pornography is defined under federal and/or state law (18 U.S.C. §2256; O.C.G.A. §16-12-100.*

# Computer Use Rules

## Patron Responsibilities

Patrons who wish to use the Internet shall agree to accept and govern themselves according to the rules and regulations set forth by the Bartow County Library System. Patrons who do not comply with or deliberately violate the Library's Internet and computer use policies forfeits computer privileges in the Bartow County Library System.

Patrons must present their own current, unrestricted Bartow County Library System library card to access computers.

The Bartow County Public Library is not responsible for anything lost due to computer problems or the end of the session.

Computers are available on a first-come, first-served basis. Computer sessions are one hour. There is no limit on the number of sessions per day as long as no one is waiting. Any patron who refuses to vacate a computer after the allotted time or who uses another patron's card to access the computers will automatically forfeit their rights.

All computers will shut down 10 minutes prior to closing time.

Computer generated print jobs are assessed 15 cents per printed page; color print jobs are 30 cents per printed page. Patrons are required to pay for all pages printed and may not bill to their library card account.

Patrons are expected to comply with all copyright and licensing agreements and computer protection laws.

The library does not allow copyrighted material to be downloaded.

## Internet Use

Persons under the age of 18 must have recorded consent, given by a parent or legal guardian in the library record, in order to have Internet privileges. Parents or legal guardians of a minor are responsible for supervising the minor's Internet activity.

Patrons must have valid library cards, in good standing, to use public computers.

Guest computer access is provided for non-cardholders for one session per day. Additional sessions may be issued if computers are available. Bartow residents without a valid library card may use a guest pass.

Users issued temp cards have regular computer privileges.

Patrons will not be permitted to access sexually explicit material while on the Internet. Patrons will be given one warning and will then forfeit their privileges if their actions warrant a second warning.

Current virus protection software is maintained on public access computers; however, this is not completely effective. The library is not responsible for the transmission of a virus from a library system computer.

Installation, downloading or modification of software is prohibited.



The staff of the Bartow County Public Library may provide basic instruction to patrons on Internet use as staffing permits. The staff will show patrons where they may locate books on how to use the Internet and refer them to scheduled computer training in the Computer Lab.

### *Word Processing & Office Program Use*

Classes on basic computer use and Microsoft Office programs will be taught at scheduled times in the Educational Technology Lab. Library staff will not provide this level of assistance on an individual patron basis.

Staff will not type patrons' work or fill out job applications.

### *Children's Computer Use*

Computers and other devices in the juvenile department are for use by children twelve years of age and under. Parents and caregivers can use an adjacent computer provided they supervise the child or children in their care.

Children under the age of twelve (12) must be supervised by a parent or a caregiver over sixteen (16) years of age when using the computers.

All patrons must present their own current, unrestricted library card to access computers. Parents and their caregivers can use their library card number, while present, to log their children into the system. Unattended children cannot use a parent's or caregiver's card number. Each child needs their own, unique library card number. Parents will need to give permission for juvenile Internet usage in the library card record in order for their children to access library computer services.

Printouts are available for a 15 cents fee per page.

Staff will only start programs and assist in technical problems related to the equipment. Children requiring assistance to operate games should be supervised and instructed by a parent or caregiver over the age of sixteen (16).

### *Teen Computer Use*

The computers in the Teen Center are for use only by teens ages thirteen to eighteen (13-18).

Patrons must present their own current, unrestricted Bartow County Library System library card to access computers. Teens cannot use their parent's or caregiver's card numbers in order to access the computer services. Parents or legal guardian will need to give their teen permission in the card record to access computer services.

Printouts are available for a fee of 15 cents per page.

### *GALILEO Home Use*

The Bartow County Library System will abide by all contractual GALILEO policies in accordance with the statewide vendor contracts. GALILEO access is available with a valid library account.

### *Wireless Access Point Policy*

The library provides Internet access points for users with electronic devices capable of receiving wireless signals. This access point will allow users to access the Internet from their devices when in range of an access point.

Library staff will provide general information on the settings necessary to access the Internet via this connection. If a user has problems accessing the Internet over this connection, staff will verify the library's connection is operating correctly, but cannot perform any troubleshooting or instruction on the user's personal device.

### **Computer Lab User Policy**

The policies for the Computer Lab will be in accordance with the Bartow County Library Computer Use Policies. All addenda to and variations from the Computer Use Policies will be clearly outlined below. Any policy not specifically indicated below, should be presumed to be covered in the Computer Use Policies.

Scheduled instructional classes will take place in the Computer Lab on different days and at different times.

A designated GLASS (Georgia Libraries for Accessible Statewide Services) computer and assistive technology is available upon request in the Computer Lab. Classes take precedence over use of GLASS equipment.

Patrons may not enter a class once it has started so as not to disturb other patrons.

### **Laptop Borrowing Policy**

#### **Responsibility for Adult Services and Youth Services Laptop Computers**

- Borrowers should not leave the laptop unattended or remove from the library.
- All files will be erased at the end of the session.
- The Library's Public Computer Use policy applies to laptop use. Users attest that they have read and will adhere to the policy.
- A basic knowledge of computers is required. Staff may provide you with only simple instructions and assistance; instructional material on some common functions is available.
- Borrowers must return the laptop and all accessories to the Reference/Service Desk after use.
- Bartow County Library is not responsible for damage to any removable drive or loss of data that may occur due to malfunctioning hardware or software.

#### **Liability and Fees**

- Laptop borrowers are responsible for:
  - Full replacement cost, plus a \$10.00 non-refundable processing fee, if the laptop, any parts, or any peripherals are lost, stolen or otherwise not returned.
  - Cost of repairs or replacement for any damage to a laptop.
- Any laptop not returned by the Library's closing time will be considered missing and the borrower will be liable for full replacement costs.
- If any technical problems are encountered, borrowers are to immediately report the problem(s) to staff at the Reference/Service Desk.
- If borrowers are late in returning laptops, their laptop privileges may be suspended.

### **ADULT SERVICES LAPTOP COMPUTERS**

#### **Limits and Availability**

- Adult Services laptop computers can only be checked out by patrons with a valid library card for the purpose of job searching including writing resumes, applying for jobs, and other related tasks.
- The laptops are for use only in the Bartow County Library and cannot be removed from the building. Laptops must be returned to the Reference Desk after use.
- Laptops will be available on a first-come, first-served basis. They cannot be reserved ahead of time.
- The checkout period for each laptop is up to four hours. If no one is waiting, time may be extended at the discretion of the reference staff.
- Laptop lending will end one hour before the Library closes. The laptop must be returned 30 minutes before closing.
- Audio or video files must be played with headphones.
- Wireless printing is available.

## **YOUTH SERVICES LAPTOP COMPUTERS**

### **Limits and Availability**

- Youth Services laptop computers are for the convenience of our patrons with children and can only be checked out by patrons with children using the Youth Services Department.
- Patrons under the age of 18 must have a valid Bartow County Library Card and the Internet Access by a Minor policy must be confirmed by library staff.
- The laptops are for use only in the Bartow County Library Youth Services Department and Tutor Rooms.
- Laptops will be available on a first-come, first-served basis. They cannot be reserved ahead of time.
- The checkout period for each laptop is one hour. If no one is waiting, time may be extended at the discretion of library staff.
- Laptop lending will end one hour before the Library closes. The laptop must be returned 30 minutes before closing.
- Audio or video files must be played with headphones.
- Wireless printing is available.

### ***Acceptable Computer Use for Chromebooks and Hotspots Provided by the Emergency Connectivity Fund***

The Bartow County Public Library System is committed to the mission of providing informational, educational, cultural, and recreational material to Bartow County residents. In keeping with this mission, the Library offers laptops and hotspots for borrowing, made possible through the Emergency Connectivity Fund.

The Library has no control over the information on the Internet. Although the Internet offers access to many valuable local, national, and international sources of information, not all sources are accurate, complete, current, or appropriate for all users. The Library is not responsible for the accuracy of Internet resources and databases.

The Library is not responsible for any material transmitted electronically by users of borrowed hotspots. As an unregulated medium, it is possible to intentionally or inadvertently find material on the Internet that is deemed offensive or disturbing to some users. **Library computers and Wi-Fi are filtered; however hotspots borrowed from the library are not.** For this reason, patrons are responsible for their own use of the Internet. Parents are strongly advised to closely supervise their children's use of the Internet. The monitoring of a minor's access to the Internet is the responsibility of that person's parent or legal guardian.

Because of the many different Internet and electronic applications available, the Library cannot provide technical or training support. The Library is not responsible for loss of data, damage, or

liability that may occur from customer use of the Library's computers.

- Patrons are allowed to use Chrome apps and extensions available in the Chrome store.
- Reconfiguring the Chromebook/Hot Spot in any other way is prohibited.
- Patrons must return the Chromebook Kit to the circulation desk where it was checked out. Patron will not return the Chromebook Kit in the book drop or to another branch.
- Chromebooks/Hot Spots are not eligible for renewals or hold requests.
- Chromebooks and Hotspots check out for fourteen (14) days. The late fee will be \$5 per day up to \$300.

### **Institute of Museum and Library Science & the Emergency Connectivity Fund Computer and Hotspot Borrowing Agreement**

Before a computer or hotspot purchased with Emergency Connectivity Funds is checked-out, the patron must sign a declaration stating that devices and services are being used by a credentialed student, school staff and/or library patron who would otherwise lack access to connected devices or broadband connections sufficient to facilitate remote learning during the pandemic.

"Patron Declaration"

*I \_\_\_\_\_ declare that I am borrowing the listed device and/or service to facilitate remote learning during the pandemic, and I am a credentialed student, school staff and/or library patron who would otherwise lack access to connected devices or broadband connections.*

### **Circulation Policy for Launchpads**

Playaway Launchpads are limited to two launchpads per adult card and check out for (14) days. Launchpads are recommended for use under adult supervision and in a temperature-controlled environment; it should not be left in vehicles. Launchpads should be returned fully charged with all parts included in the case to the information desk.

The library is not responsible for personal information left on the device.

Overdue fines are \$1.00 per day capping at the cost of the device. If a patron loses or damages components of library purchased Launchpads, they will be responsible for the full replacement cost of the device, up to \$150, plus a \$5.00 processing fee.

### **Launchpad Borrowing Agreement**

Bartow County Public Library  
Launchpad Borrowing Agreement

Title of Launchpad: \_\_\_\_\_

Item # of Launchpad: \_\_\_\_\_

I have read the Launchpad borrowing policy and agree to the terms to the Launchpad borrowing agreement. By checking out the Launchpad device, I agree to be financially responsible for the cost of any damage, loss or theft of the device.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Library Card # \_\_\_\_\_

Date \_\_\_\_\_

Kit checklist:

\_\_\_\_\_ Tablet (est. \$120-\$150)

\_\_\_\_\_ USB Cable (\$10)

\_\_\_\_\_ Library Launchpad Case (\$25)

\_\_\_\_\_ Launchpad rubber cover (\$9)

## **Youth Services Department Use Policy**

The Bartow County Public Library welcomes children. Library staff members are trained to help children with library materials and services. We want to provide a safe and appropriate environment for all library users; however, the library does not have facilities or staffing to provide childcare, as childcare is not the library's role.

Parents and caregivers are responsible for the safety and behavior of their children while in the library. Children under age twelve should be supervised by a parent, guardian, other adult or someone sixteen and older rather than library staff.

A parent or adult chaperone may not leave a child under age twelve unattended in the library. This constitutes child abandonment and the police may be called to come take charge of the children.

Any person who violates the Library Rules of Behavior/Conduct Policy will be subject to the library Response to Policy Violations procedures.

## **Youth Programming Policy**

The Bartow County Public Library System provides youth programming designed to help fulfill the informational, recreational, cultural and educational needs of youths and their families.

### **Content**

The library provides developmentally appropriate programming for all ages from infants to teenagers. These include infant, toddler and pre-school storytimes, summer reading programs, teen programming, family programs, outreach to local schools, library visits, and special events.

Staff and volunteers working with youth design, promote, execute and evaluate programs for children of all ages, based on their developmental needs and interests, and the goals of the library.

In addition, the library draws upon other community resources and partners with community agencies, groups and individuals to develop and present public programs that are central to the library's mission. Co-sponsored programs must include either participation by Library staff to plan and develop program content, provide logistical support, or include information about Library collections relevant to the program.

### **Infant and Toddler Programming**

Infant and toddler storytimes provide a place for infants and toddlers to interact with their parents and caregivers through stories, movement and music. These programs are designed to give young children a fun and dynamic introduction to books, stories and reading.

### **Storytime and School-Age Programming**

The primary objectives of storytime programming are to help the child develop a love of stories and books, to develop a desire to read, to learn to sit attentively, to encourage participation, to learn to develop independence, and to be considerate of others.

In addition, school-age programming is designed to help foster creativity, cultural enrichment and to promote books and interests of this age group.

### *Teen/Young Adult Programming*

Library programs for teens are focused on promoting teen use of the library and to foster a life-long connection to libraries. Programs focus on literature, reading, imagination, creativity, teen interests and popular culture.

### *Attendance and Registration*

Most library-sponsored programs will be free. However, a materials fee may be requested to cover the cost of materials used in the program, e.g., craft supplies. This fee should not exceed actual cost and will be stated upfront. The library may co-sponsor special workshops, lecture series, and training opportunities conducted by library approved specialists; the instructor may charge a fee to cover expenses with the library receiving 10-25% of the fee based on maintenance and staff involvement.

Some programs may require pre-registration.

The library reserves the right to cancel a program and rescheduling is at the discretion of the library.

## Adult Programming Policy

The Bartow County Library System provides a wide variety of programs that promote the enjoyment of reading and provide cultural, educational, and recreational enrichment to the community.

### Content

Programs will be planned to meet the interests and needs of community members and will represent the wide range of ideas and views contained in our materials collections. Presentation at the library of any specific idea, strategy, financial plan or investment does not constitute endorsement. Organizations or business affiliations used by the library in our promotions also do not constitute endorsement, merely acknowledgement.

The library's staff uses the following criteria in making decisions about program topics, speakers, and accompanying resources:

- Community needs and interests
- Availability of program space
- Treatment of content for intended audience
- Presentation quality
- Presenter background/qualifications in content area
- Budget
- Relevance to community interests and issues
- Historical or educational significance
- Connection to other community programs, exhibitions or events
- Relation to library collections, resources, exhibits and programs

In addition, the library draws upon other community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for library programs; performers and presenters will not be excluded from consideration because of their origin, background, or views, or because of possible controversy. Library staff who present programs do so as part of their regular jobs and are not hired as outside contractors for programming.

Library programs must be non-commercial. No solicitation for business will be permitted. The sale of products at a library program is not allowed except for the following:

1. Because the library wants to encourage reading, writing, and an appreciation for culture, writers, performers, and artists may sell their own works at the library following programs.
2. The Friends of the Library may sell items at library programs they sponsor.

The library may partner with another agency or community organization when these programs are central to the library's mission. Co-sponsored programs must include participation by library staff to plan and develop program content, provide logistical support, or include information about library collections relevant to programs.

The library welcomes expressions of opinion from customers concerning programming. If a patron questions a library program, they should first address the concern with a library staff member. Patrons who wish to continue their request for review of library programs may submit the Request for Reconsideration form. Requests for review of programs will be considered in the same manner as requests for reconsideration of library materials.



## *Attendance and Registration*

Most library sponsored programs will be free. However, a materials fee may be requested to cover the cost of materials used in the program, e.g., craft supplies. This fee should not exceed actual cost and will be stated upfront. The library may co-sponsor special workshops, lecture series, and training opportunities conducted by library approved specialists; the instructor may charge a fee to cover expenses with the library receiving 10-25% of the fee based on maintenance and staff involvement.

Some programs may require pre-registration.

Attendees are requested to silence electronic devices and refrain from accepting calls during programs.

Adult programs are intended for an adult audience and are typically restricted to adult participants.

The library reserves the right to cancel a program, and rescheduling is at the discretion of the library.

## Outreach Services

Outreach services connects members of the community who are unserved or underserved due to physical, economic, social, geographic, or other barriers to library services and resources. Outreach services reduces gaps in access, promotes equity of service provisions, and increases community connections.

### Library on the Go

#### Goals

The primary functions of the Library on the Go service are to:

- Inspire lifelong learning by providing people of all ages and abilities with access to information that meets their recreational and educational needs.
- Introduce non-users of the library to library materials, programs, resources and services.
- Conveniently provide materials in a variety of formats to people who may not be able to visit a library branch in person.
- Increase visibility of the library by generating a positive image throughout the entire community.

#### Guidelines

Stops are scheduled with a minimum duration of 30 minutes. The stop must reflect the mission of BCLS Outreach services.

- The location must be within the BCLS service boundaries.
- The stop must provide ample room to maneuver and park the vehicle on a level, solid parking area.
- The stop must provide maximum accessibility and safety for customers and library staff.

The schedule will be arranged to provide service to the largest number of people as efficiently as possible.

- Priority is given to assisted living centers and after school programs.
- Special appearances and community events may be scheduled dependent upon staff availability.
- The Library on the Go schedule will be adapted in response to usage of services, including circulation, attendance, and return rate of materials.
- All efforts will be made to adhere to the promoted schedule. However, the schedule may be adjusted at the discretion of the library director or BCLS outreach staff due to inclement weather, scheduled maintenance, mechanical failures or other needs. All efforts will be made to notify the event/location coordinator about any schedule changes or cancellations.

Library on the Go abides by the policies and patron code of conduct as the entirety of BCLS.

Library on the Go patrons may use individual account cards or checkout on the institution's card.

- Library cards can be issued to users of Library on the Go who are residents of the county or non-resident workers.

- All established policies regarding Library Membership apply except: replacement cards and non-resident cards will not be issued as Library on the Go will not be carrying cash or credit card readers.
- Institutional cards can be issued to organizations who use Library on the Go. Organizations must adhere to the established policy regarding Library Membership.
- BCLS provides library card applications for children under 18 to obtain permission from an adult family member during library card sign up at preschools and daycare centers. This will allow children to have a library account and borrow materials without their parents present.

LOTG offers patrons the ability to browse outreach items onboard, pick up requested items, and return items during their visit. Fines and fees:

- Outreach items checked out from LOTG using an institutional card or personal card will not be charged overdue fees.
- If an outreach item charged to an individual's card is not returned within 90 days from date of check out from LOTG, it will be assumed lost and the borrower will be charged the cost of the item and a 5.00 processing fee.
- If an item is checked out from the regular library collection using LOTG, the established policy regarding Overdue Fines will be followed.

LOTG will respond to patron requests at each stop and the collection on board may be adjusted to meet the needs and demands of the patrons.

A BCLS staff member will drive outreach vehicles at all times.

Volunteers are encouraged to help support LOTG and other outreach events. Volunteers can ride with library staff in an outreach vehicle or meet at a scheduled LOTG stop or other outreach event. Volunteers will be made aware of differing environments while working at an outreach event, such as limited use of bathrooms, varying patron attendance, weather, and vehicle maintenance issues.

## Meeting Rooms Policy

The goal of the Bartow County Library System is to encourage library usage by providing meeting room space for the community. Because the Library is intended for the use of all members of the public, all meetings are free and open to the public. All library programs take precedence in the scheduling of meeting rooms.

### Policies

The meeting room policy reflects Article 6 of the Library Bill of Rights, which states, "Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use." The use of meeting rooms does not imply the library's endorsement of any ideas expressed in the meeting nor of the goals, objectives, or ideals of the person or organization using library facilities.

All advertisements, announcements, press releases, flyers, etc., relating to meetings must clearly state the event is not sponsored by the Bartow County Library System. All advertising and public notices must clearly designate the organizational sponsorship. An organization or group may not use the library for its official address.

Users of a meeting room are expected to observe the rights of other library users and staff members, to use the library for its intended purposes, and to leave the meeting space in the condition it was found. Users are expected to abide by the library's Rules of Behavior/Conduct policy.

The library is not responsible for any accident, injury, loss or damage to the private property of individuals or organizations using the facility. The user/use permit holder agrees to the Hold Harmless Agreement included with the Meeting Room Application. The user/use permit holder is liable for any damage to library property that may occur during use. The user/use permit holder shall be the only person authorized to make changes in the reservation.

The Bartow County Library System provides meeting rooms for civic, cultural, educational, and public informational meetings held by community and business groups. If a question is raised about the goals or activities of any organization, group, or individual requesting use of the meeting rooms, the Library Board shall be the final authority in granting or refusing permission for the use of the rooms. All activities occurring within the meeting rooms must not be closed to any person regardless of age, gender, race, religion, national origin, disabling condition or any other legally protected category.

No member of a group utilizing library facilities will receive financial benefit from any activity held on library property. Exceptions to this guideline include fundraisers to benefit the library, sponsored by the Friends of the Bartow County Library System or other library-related groups, class fees, and the sale of books or other items by authors or artists as part of a library program.

All meetings held at the library must be free of charge. No admission, collection, or donations may be taken. Exceptions to this guideline include fees for courses of an educational or cultural nature to be pre-approved by the library.

Displays, posters, and literature associated with a meeting may not be placed anywhere within the Library except in the meeting room during the meeting. Displays, decorations, and other materials are not permitted on the walls of the meeting rooms. Library fixtures may not be removed. Exits must be clear at all times. All materials must be completely removed after use of the room; the room must be left in the same condition as found.

## Reservations and Scheduling

Reservations will not be accepted by telephone or email. The Application Form with all fees and deposits must be submitted at least two weeks in advance. Confirmation of room reservation will be issued per the method requested on the Application Form.

Maintenance and other fees for the use of meeting room facilities and equipment have been established by the Board of Trustees. Fees apply to all applicants except meetings of the agencies of local government funding the Library.

All equipment must be scheduled in advance. The Library encourages groups using the audiovisual equipment in the meeting rooms to make an appointment with a staff member for a brief overview of proper equipment use. Staff is not available to run equipment during meetings.

Hours of scheduling shall include the total time involved in the meeting, from the time the organization requires the room for setting up, to the time the room is vacated. The rooms may be scheduled before or after regular library hours by special arrangement, subject to a security fee and the approval of the Library Director. No meeting may be scheduled on a library holiday.

Scheduling is on a first-come, first-served basis. The library reserves the right to cancel a reservation if the meeting room is needed for library use. Whenever possible, a twenty-four (24) hour notice will be given. This right will not be exercised except in emergency situations.

Reservations must be made by an adult (18 years or older). A group composed of minors (under eighteen years of age) must have an adult chaperone attend the event and assume responsibility for the group's activities and for the care of property and facilities.

## Regulations

Library staff may enter and remain in a meeting room at any time during a scheduled event.

Rulings of the local county Fire Marshall as to the capacity of people in the rooms and other matters of safety shall be observed at all meetings.

The event cannot disrupt the ability of the library to conduct its business in a normal or orderly manner because of noise or other factors which will not be permitted.

No group may assign its reservation to another group.

Any group wishing to meet upon a repeating basis must submit separate Application Forms.

The library does not provide storage space for property or supplies of groups or organizations using meeting rooms.

Library staff will not take or deliver messages for meeting participants.

All participants must abide by the Library's Rules of Behavior/Conduct Policy.

Only those arrangements for staff assistance approved and paid for in advance will be available on the date of the event.

Children under the age of 12 (twelve) accompanying an adult to an event must remain with the adult at all times.

The contact person for each meeting is responsible for ensuring that each event participant is aware of and abides by these regulations.

Future use of the meeting rooms may be restricted or denied for any violation of these regulations.

The library system is not responsible for the loss or damage of any items left in the meeting rooms. The individual who checked out the room is liable for any damage to library property that may occur during room use.

The library will not provide supplies and/or equipment. Wireless access is available in all rooms.

### *Hold Harmless Agreement*

All meeting room users are required to sign the "Hold Harmless Agreement" which states:

The user/use permit holder agrees to hold harmless the Bartow County Library System Board of Trustees for any injury or damages to the person or property of any person in the use of said premises or incurred during users/use permit holder's use of said premises and to defend that users/use permit holder's expense, any legal action that may be brought against the Bartow County Library System Board, the City of Cartersville, Bartow County Government or its agents, officers, board members or employees for personal injury and/or property damage during the period of use.

### *Work/Study Spaces*

Spaces may be checked out more than once per day based on availability

Rooms may be booked online for a maximum of four hours per day.

### *Small Group Study Rooms*

Study rooms are available for free with a reservation, during regular library hours of operation.

Rooms must be checked out at the information desk, one room per adult card. The rooms are available for checkout for up to four (4) hours. The key card must be returned to the information desk when the room is no longer in use and must be vacated fifteen (15) minutes before closing. Failure to return the magnetic key card will result in a \$10.00 non-refundable fine.

Maximum room capacity is six (6) people. Study Room A may accommodate up to 10 people.

The library system is not responsible for the loss or damage of any items left in the meeting rooms. The individual who checked out the room is liable for any damage to library property that may occur during room use.

The library will not provide supplies and/or equipment except items available for checkout to library card holders. Wireless access is available in all rooms.

### *Tutor Rooms*

Tutor rooms are available for free with a reservation, during regular library hours of operation.

Rooms must be checked out at the information desk, one room per adult card. The rooms are available for checkout for up to four hours. The key card must be returned to the information desk when the room is no longer in use and must be vacated fifteen minutes before closing. Failure to return the magnetic key card will result in a \$10.00 non-refundable fine.

Maximum room capacity is two people.

### *Meeting Pods and Booths*

Meeting pods and booths are available for free to the general public with a reservation, during regular library hours of operation. Wireless access is available. Keys must be checked out at the Information Desk, one room per adult user. The rooms are available for checkout for up to four hours and must be vacated fifteen minutes before closing. The key must be returned to the Information Desk when the room is no longer in use. Keys returned after the four hours result in a \$5.00 late fee and failure to return the key will result in a \$10.00 non-refundable replacement fee.

- Maximum room capacity for booths and the office pod is one person.
- Maximum room capacity for the meeting pod is four people.

In the event of loss or damage of any items left in the rooms, the library system is not responsible. In the event of damage to library property during room use, the individual who checked out the room is liable.

## **Community Bulletin Board Guidelines**

The bulletin board and brochure stand in the community wing are available for public use; materials posted or left in other areas of the library or in the library's kiosk will be removed by library staff and thrown away.

Individuals/businesses may post one sign or one flyer advertising their services or an event; library staff reserves the right to remove additional materials left.

Advertisements must be dated; those without dates are subject to removal.

Library staff reserves the right to monitor the bulletin board and remove undated and/or out-of-date materials, excess materials, or materials whose content is inappropriate for the setting of a public library.

### **Information Kiosk**

Information kiosks or signboards are for library promotion only. Only library affiliated programs or programs of library partners will be posted to the kiosk.

The daily community room banner provides meeting room use detail.

## **Art Gallery Exhibit Policy - Cartersville Public Library**

### **Purpose**

The goals of the Art Gallery of the Cartersville Public Library are to present exhibits to stimulate the appreciation and knowledge of art; introduce and encourage local artists; and reach non-traditional library patrons.

### **Display Space**

The Art Gallery space is the hallway between the main reception area and the administrative offices of the Cartersville Public Library.

### **Selecting Exhibits**

Equal opportunity to exhibit is extended to all Georgia artists, with Bartow County artists receiving preference. Exhibits will be considered in regard to artistic expression, subject, style, medium, intended audience, community relevance, genre, and ease of installation. Exhibits will consist of original art by local artists, either individuals or groups, and exhibits in support of special library programming. A community standard may be applied due to the diverse age range served by the library.

Artists will be selected at the discretion of assigned staff with approval of the director. Artists under the age of twenty-one must have an adult or organizational sponsor for their exhibit. Selections will be made regardless of the beliefs or affiliations of those applying. The selection may be based on current programs, community events, special themes, or other considerations of the library's operation.



### *Applying for Exhibition*

Applications for the use of Art Gallery space are available at the Cartersville Public Library and the library's website. Interested artists will complete the Art Gallery Application and Agreement to Exhibit form. This signed application and a list of items to be displayed must be submitted prior to set-up of the exhibit.

Artists will submit print or digital photographs or examples of their work to the staff designee. The resulting exhibit will consist of the artist's original work and be representative of the items accepted by the Committee. If giclées or prints of the artist's work are included they should be labeled as such. Reproductions or copies of masters or of widely circulated photographs or prints are not acceptable. The staff designee and the library director reserve the right to excuse pieces from display they may deem inappropriate.

The library's need for exhibit space takes precedence over public requests to use the Gallery. The library may cancel without notice the use of the Gallery should the director or Board of Trustees determine the space is needed for library purposes.

### *Installation and Removal*

All exhibits shall be set up and removed on the assigned dates. The exhibit time shall not exceed two months. Should the artist wish to remove the artwork before the allotted time, they must make arrangements with the staff designee or library director.

The artist will coordinate with a staff designee in placing the artwork. Placement must be completed by the date assigned, and at least twenty-four hours prior to a planned opening. The actual placing and removal of the exhibit will be the responsibility of the artist. Exhibits must conform to the designated space and be securely affixed to display surfaces. Artwork must be appropriately framed with hardware for hanging. No tape, labels, tacks, or adhesives may be used on walls.

Exhibitors are responsible for providing insurance coverage of items exhibited or may exhibit at their own risk. Exhibitors shall hold harmless all employees and agents of the library, City, and County from any damage to or loss of items displayed, and from any personal injury occurring on the installation or removal of items displayed, whether or not library equipment is being used at the time. The library and staff accept no responsibility for loss or damage to exhibited items, which are placed at the owner's risk.

### *Sale of Artwork*

Prices may not be affixed to items. The artist may provide an information sheet to library staff to be distributed upon request, which can include the artist's name, contact information, descriptions of the works, and price. The library staff is not authorized to act as agents in the sale of art displayed in the Gallery. Any sales transactions must be completed away from library property. The exhibitor is responsible for payment of all applicable sales taxes. A sold item shall not be removed from the display before the exhibit's closing date unless an acceptable replacement is provided.

### *Exhibit Publicity*

Designated staff will work with the exhibitor regarding announcements, press releases, publicity, and promotions, the extent to be determined by the Committee. The library director must review all publicity before it is released.

### *Art Gallery Staff Responsibilities*

1. Publicize the availability of the Gallery space and encourage local artists to exhibit.
2. Review exhibit applications and make recommendations to the library director.
3. Schedule exhibits so the Gallery is in continual use.
4. Meet with the artist to approve details of the exhibit, including hardware to be used on walls, easels or other display stands, and proper presentation of the art (e.g., suitable mounting or framing). Oversee actual placement.
5. Obtain the artist's biographical information and a list of the work.
6. Plan and execute art openings or artist receptions for exhibits.
7. Be sure the artist has completed and signed the Application and Agreement to Exhibit form before the work is displayed.

### *Policy Review*

The Library does not advocate or endorse the viewpoints of any artist or exhibit. Concerns about any exhibit should be directed in writing to the library director.

This policy may be revised without notice by action of the Library Board of Trustees.

## **RULES OF BEHAVIOR / CONDUCT**

The Bartow County Library System strives to provide an atmosphere that is conducive to the appropriate use of library services and resources. The public is required to comply with the library system use and behavior guidelines. All users and staff have the right to a safe and comfortable environment, as well as facilities and materials which are in good condition.

**BEHAVIOR OR ACTIONS WHICH ARE CONSIDERED TO BE DISRUPTIVE OR UNSAFE ARE PROHIBITED ON LIBRARY PROPERTY. THESE MAY INCLUDE:**

- Any loud, unreasonable, repetitive or disruptive noises created by persons, cell phones, sound devices and other equipment.
- Engaging in disorderly conduct, fighting or challenging a fight, or using offensive language that is likely to provoke violence.
- Running in or around the library.
- Playing on the elevator.
- Exhibiting offensive personal hygiene, failure to wear appropriate clothing and shoes or the failure to secure clothes with buttons, zippers or other devices.
- Bringing in large bundles or personal possessions (for example: items too large to fit under a study chair);
- Misusing or abusing furniture including placing your feet or legs on furniture. Feet must be on floor at all times.
- Bringing animals or pets into the library except service dogs or animals participating in library programs.
- Following a person around the library, staring at a person, or persistently asking a person questions.
- Distributing or posting printed material/literature that have not been approved by the library system.
- Soliciting money or items or services.
- Panhandling or loitering inside the library or in parking lot or on library grounds.
- Leaving children unattended who are under the age of twelve (12) or who require supervision.
- Leaving a child or young adult (up to the age of 17) on library property after closing time.
- Misuse of public restrooms. Restrooms are for library patron use only. Changing clothes and bathing in restrooms are not permitted.
- Carrying weapons of any type, except as permitted by law.
- Entering non-public areas such as staff workrooms, break room, offices, and storage areas.
- Skateboarding, rollerblading, or bicycling in the parking lot, garden or around the perimeter of the library building at all times.
- Bicycles are to be parked in the bike racks provided.
- Certain acts involving computer fraud or abuse of library system network computers or display of obscene materials on computer equipment (covered under the Georgia Computer Services Protection Act and punishable by fine, imprisonment or both).
- Library materials must be properly checked. Certain materials, such as reference items, may not be removed from the library. Willful concealment and/or unauthorized removal of library property are violations of Georgia law. (O.C.G.A. 20-5-54)
- Intoxication and/or use of tobacco, e-cigarettes, alcohol or illegal substances. (GA Code 16-12-2, 16-11-41)

- Damage, destruction, theft or improper use of library property or facilities, including tampering with fire alarms. (O.C.G.A 20-5-52).

The library reserves the right to inspect all bags, briefcases, backpacks, containers, books and any similar items. Patrons should return to the desk if alarm sounds when exiting the library.

The library reserves the right to require anyone violating these rules of conduct to leave the library. The library may withdraw permission to re-enter library facilities for serious or repeated misconduct.

Communication of threats, physical violence or sexual misconduct (indecent exposure, unwelcome touching, or sexual harassment toward staff or patrons) will result in permanent exclusion from the library and notification of law enforcement authorities.

Engaging in any other illegal acts or conduct in violation of federal, state or local law, ordinance or regulation will result in notification of law enforcement authorities.

Any person who disregards a request by a staff member and/or security personnel to leave the building will be immediately reported to the local law enforcement agency.

## **Response to Policy Violations**

Any person not abiding by these or other rules and regulations adopted by the Library Board may be denied the privilege of access to the library or its resources, by the library director or designee. Library employees will contact law enforcement authorities if illegal activities are observed or reported or as otherwise deemed advisable. Based on the nature of the offense, warnings and other preliminary steps may be bypassed.

The library reserves the right to evict and/or ban in accordance with this policy, any person not abiding by the published Library Program Policy, including the Code of Conduct, and any other Library policy adopted and published by the library Board of Trustees from time to time.

### **Banning Process**

- One verbal warning for any minor offense.
- Second policy infraction on the same day results in removal of the patron from the library premises for the day. Parent may be contacted, if applicable.
- Third and subsequent infractions within 3 years will result in banning from the library premises for not less than seven (7) days. Library card privileges will be revoked during the period of suspension. Parents of minors will be contacted.
- Indefinite suspensions may result from recurring, frequent, or serious infractions of library policies.

### **Notification of Action**

Any patron who has been evicted and/or prohibited from returning to the library shall be provided with written notification indicating the reasons for the ban, the library policy violated, the duration of the ban and the appeals process.

An incident report is to be filed by library staff immediately to the library director, in addition to verbal notification of the action to the administrator or supervisor in charge.

### **Immediate and Permanent Eviction**

Communication of threats, physical violence or sexual misconduct (including, but not limited to, indecent exposure, unwelcome touching or sexual harassment toward staff or library patrons) and engaging in any illegal acts or conduct in violation of federal, state, or local law, ordinance or regulation will result in immediate and permanent eviction from the library and the notification of law enforcement authorities.

### **Appeals Process**

Any patron subjected to specific enforcement of this policy may file a written appeal to the Director. The Director will review any appeal made and provide a written response affirming, overturning, or modifying the enforcement action. Patrons objecting to the director's decision may make a written appeal to the Library Board within 10 days of receiving the Director's determination. The Library Board will review any appeal made to them at the next regularly scheduled Board meeting and provide a written response affirming, overturning, or modifying the enforcement action. Failure to appear at the scheduled hearing will result in the denial of the appeal.

### *Noncompliance with Eviction or Ban*

Any person who disregards a request by a staff member and/or security personnel to leave the building and/or premises for a violation of Library Policy or who enters the library or premises while banned will be considered a trespasser and will be immediately reported to local law enforcement authorities and subject to arrest and prosecution for trespassing.

## **Gifts and Donations Policy**

The Bartow County Library System welcomes gifts and donations to the library system. All donations must be made with the understanding that the donated material becomes the property of the library system and that the library has the authority to make whatever disposition of the donated property it deems advisable. The library may sell the item for value and use the proceeds for any purpose appropriate to the library's mission. All gifts and donations must be unconditional, transferring ownership and all rights of ownership to the library.

Gifts and donations must be made without reversionary clauses or restrictive covenants.

### **Books and Related Materials**

Books and other materials will be evaluated by the Collection Development Committee using the same standards that are applied to materials purchased with public funds. Materials that are placed in the collection will be added to the library that receives the donation, unless that facility already has a copy of the item. No special housing will be provided as a condition of acceptance.

Gift materials that do not meet the library's standards, those that are out of date, in poor condition, duplicates of items already owned, textbooks or those in a format unsuitable for library use, may be sold, exchanged, given to other organizations or discarded. They will not be returned to the donor.

### **Furniture, Furnishings and Equipment**

The Library Director may, in his or her discretion, accept donations of furniture and equipment to the Library System. Any items donated become the property of the Library System and may be discarded, sold or used wherever deemed most appropriate.

### **Art, Photographs or Collectibles**

Although the Library System is not an art gallery and has limited space for exhibition, it does accept some donations of works of art, photographs or collectibles. The acceptance or rejection of donations will be at the discretion of the director. Any disputes regarding acceptance may be submitted to the Bartow County Library Board of Trustees.

### **Memorials**

The Library System welcomes memorial gifts. These items can be in memory of a loved one or they can honor a special occasion, such as the birth of a child. The donor may adopt an item in the library collection; request that a specific item be purchased as a memorial or request that the System select something as an appropriate memorial. Requested materials will be evaluated by the Collection Development Committee using the same criteria for selection as other purchased materials. Memorial items will remain at the library to which they were donated.

## Monetary Gifts

The Library System welcomes monetary gifts. To enrich the Libraries' collections and avoid unnecessary duplications, the Library Director and/or Collection Development Committee will select the materials to be purchased.

All library staff is authorized to accept donations up to \$100.00. Donations in excess of \$100.00 should only be accepted by Administrative staff. All cash donations will be acknowledged by providing the donor with a receipt at the time of the donation.

## Services

Where appropriate, the Library Director is authorized to accept the donation of services to the System. These services include, but are not limited to building repair and maintenance, landscaping and lawn maintenance.

Only the Board of Trustees of the Bartow County Library System can accept donations of real estate to the System. Acceptance of property must be done in an open meeting of the Board of Trustees, at which a quorum is present, by a majority vote of the Trustees attending. The donor must transfer the property by a clear title/fee simple deed to the Bartow County Library System without any reversionary clauses or restrictive covenants. Any real estate donated to the Library System may be used in any manner deemed appropriate by the Library System and may be sold at the discretion of the Board of Trustees.

## Tax Information

The Bartow County Library System is a public agency and has been recognized as a 501(c) (3) charitable organization by the Internal Revenue Service. Donations to the Library System are tax deductible. Donations of property or services will be acknowledged by the Library System, but cannot be valued by the System. Valuation of the donated property is the responsibility of the donor. The **donor** has the responsibility for obtaining information about IRS requirements regarding claiming donations on tax returns. If the IRS requires written substantiation of the donation, it is the **donor's** responsibility to request this information from the Library System.