

**POWHATAN COUNTY PUBLIC LIBRARY
PUBLIC SERVICES POLICY**



Adopted July 8, 2015, with general updates June 14, 2023 and as as noted.

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USING THE LIBRARY

Patron Behavior

The Powhatan County Public Library (PCPL) supports the right of all citizens to use the library in an atmosphere that is safe and conducive to the successful completion of library business. PCPL's policies provide guidance regarding safe, appropriate and considerate use of the Library. With guidance from these policies and in order to protect all library patrons' rights of access to library facilities, to ensure the safety of users and staff, and to protect library resources and facilities from damage, the following library access and patron behavior expectations apply to all library users:

- Shoes and shirts are required to be worn at all times.
- Clothing worn should be appropriate for public places.
- Only service animals or animals associated with library programming are permitted in the library.
- The Library is not responsible for unattended children; children under fourteen years of age must be accompanied at all times by their parent(s) or an adult responsible for them. If any minor child is present at closing time in the Library without transportation, staff shall notify the police, using the Powhatan County Sheriff's non-emergency number at (804) 598-5656. Two Library staff members must remain with the children until the Sheriff's staff arrives.
- Library staff will not provide transportation to library patrons.
- Courteous behavior towards other library patrons and staff members is expected.
- To assure the safety and privacy of library users, library staff will not page, locate, identify or in any way report on persons present in the library to any third party.
- The children's area of the Library is designed for children, their families and their caregivers. Use of this area by adults who are not parents, teachers, guardians or caregivers may be restricted to ensure that children and their families have access to the resources provided for them.

Unacceptable behavior in the library:

- Sleeping
- Smoking, vaping, or the use of e-cigarettes or other tobacco products in the building or near entryways or exits
- Eating smelly or messy foods and drinking from containers without lids
- Making noise or talking at a level that disturbs others
- Running, noisy play, or fighting
- Harassment of other library patrons or library staff members
- Verbal or physical abuse of library patrons or library staff members
- Improper use, destruction or theft of property
- Intoxication resulting from the use of alcohol or drugs
- Use of restrooms for bathing
- Soliciting, peddling, campaigning or petitioning in the Library or in and around Library entryways or exits
- Exhibiting strongly offensive body odor
- Any behavior that disregards library policies generally

Patrons who exhibit any of the above unacceptable behaviors will be directed to cease and desist; if the behavior continues, the patron will be asked to leave the library property. Any person failing to follow the direction of staff will be banned from the premises and possibly face legal prosecution. Patrons engaging in criminal activity as defined Virginia Statutes are reported immediately to law enforcement authorities. *Amended September 12, 2018; revised January 11, 2022*

Confidentiality of Patron Information

PCPL maintains the confidentiality of patron registration and borrowing records and of all other information relating to an individual's use of library resources and services, including records of all transactions with the library and services provided.

The Code of Virginia § 2.2-3705.7 provides exemptions to certain records from public information access including:

3. Information contained in library records that can be used to identify (i) both (a) any library patron who has borrowed or accessed material or resources from a library and (b) the material or resources such patron borrowed or accessed or (ii) any library patron under 18 years of age. For the purposes of clause (ii), access shall not be denied to the parent, including a noncustodial parent, or guardian of such library patron.

A patron's own account information, however, will be available to that patron.

Library records include patron registration data, circulation records, overdue and reserve records, records of participation in library sponsored programs, record of library visits, and/or any data that contain information linking the patron to specific materials or services used. The Library will not maintain a record of transactions once that record is not needed for administrative or patron use.

In compliance with Virginia Code 2.2-3703.1, no information will be released to any person, agency, or organization, except in response to a valid court order or subpoena, properly presented to the Library Director.

Nothing in this policy shall prevent authorized library personnel from using library records in the administration of their regular duties. *Amended June 14, 2023*

Complaint Process

Policy

PCPL is responsive to patrons who have a complaint by making every effort to address complaints or criticism in a fair and timely manner.

Procedure

Patron complaints may be made in person, by email, or by telephone. Complaints are handled according to their complexity. Every effort will be made to quickly resolve the complaint during the patron's first encounter with staff. However, while some issues may be resolved by any staff member the patron approaches, more complex complaints will be directed to the most senior staff member present or to the Director. Should the complaint require the attention of a staff person not immediately available, the staff member present will record the nature of the complaint, date and time, and the patron's contact information. The patron should be advised that they will be contacted as soon as is possible.

A quick resolution to a complaint may not be possible, and in this case the patron should be informed that the issue will be researched and the outcome will be reported to them. In some instances, the problem and its solution may be outside of the Library's authority to act. In such cases, the complaint will be channeled to the appropriate person or department on behalf of the patron.

A Suggestion Box is kept at the service desk to address patrons' requests and questions. *Amended May 11, 2022*

For complaints regarding collections, please see the section “COLLECTIONS - REQUESTS FOR RECONSIDERATION OF MATERIALS PROCEDURE.”

Library Card Registration

Checkout of library materials and/or online services requires an up-to-date, valid PCPL library card. Individuals meeting the requirements listed are eligible to register for a free card. Replacement of a lost library card is subject to a small fee. Cards must be renewed annually to ensure that patron information is up to date.

For one-time computer use staff may issue a temporary pass. This visitor pass is only valid for use of our public computers and only for the day issued.

Residents, property owners, students, and persons employed in Powhatan County are eligible for a PCPL card. Residents of Chesterfield County, Amelia County, Cartersville, Goochland County, Cumberland County, and Moseley are also eligible. Adult library card applicants must present a picture identification card with a current address or a picture identification card with another form of identification showing the current address, such as utility bills or other official USPS mail. For example:

One of the following showing the current address:

- Driver’s License
- State ID card with Photo
- Passport

OR

One of the following plus a lease, bill, insurance document, or delivered mail showing the current address:

- Driver’s License, State ID, or Passport with old address
- Work ID Badge

Juvenile card applicants (from 5 years to under 18 years) must register with a parent or legal guardian present. The parent or legal guardian must agree to be responsible for use of the library card, payment of fines and lost/damaged materials charges. The parent or legal guardian must also show the required identification, and must have a library card of their own that is not in “barred” or “blocked” status. Forms may be completed at home or online but must still satisfy all of these requirements.

By registering for a library card, applicants are agreeing to abide by all library policies, to be responsible for library materials borrowed, to pay any charges they incur for damages or loss of the materials they borrow, to inform the library of address and contact information changes, and to notify the library promptly should their card be lost or stolen. The library is not responsible for screening materials used or borrowed by juveniles.

The replacement fee for lost cards is \$1.00. Damaged cards are replaced without charge when the damaged card is presented. Stolen cards are replaced without charge. Proper identification must be presented before a replacement card can be issued. *Amended September 14, 2022*

Borrowing from the Library

PCPL limits both the length of time items can be borrowed and the number of materials a patron can have out at any given time so that as many people as possible have an opportunity to use library materials. Reference materials do not circulate.

A maximum of 50 physical items, which can include no more than 10 DVDs, 10 Audiobooks, and 1 hot spot, may be checked out to a borrower at any given time. The length of the borrowing period varies

according to the type of item checked out and is subject to change. Currently, items check out for two weeks with the exception of hot spots and kits, which check out for four weeks. Items eligible for renewal may be renewed up to three times if another person has not placed a reserve on the item. Items may be renewed by phone, in person, or online through the patron's account.

Patrons can choose to have a record of the items they have checked out retained in their account history. As with all library information, this list is confidential and will not be shared with anyone else, unless the library is required to do so by law. Children under 18 may have their card history by their parent or legal guardian.

Electronic items (e-books, e-audiobooks, etc.) are loaned through an app that can be downloaded from the library's website. These items can also be renewed and placed on hold through the app. The lending period varies according to the item itself, and when the item is due it automatically checks in. As with physical library items, the borrower must have a library card to use the electronic collection. Electronic items are limited to no more than 12 items checked out and 10 holds placed at any time per each individual borrower.

Inter-Library Loan items procured from outside PCPL through the ILL system will be loaned for the period of time designated by the lending library. Loan extensions are at the discretion of the lending library; PCPL cannot set or change Inter-Library Loan borrowing periods or extensions. *Amended September 14, 2022 and June 14, 2023*

Fines and Collections

When patrons keep materials past the due date for items checked out to them, a daily fine is charged. If materials are not returned by the last day of a seven-day grace period, a fine of \$0.05 a day per item accrues from the original due day. Items returned within the grace period are not fined. Overdue item fines are capped at \$5.00 per cardholder.

PCPL will attempt to notify the patron regarding an overdue item no less than three times. Once an item has been overdue for 60 days, the patron is automatically charged the cost of the item and is barred from checking out any further materials or using online materials or computers until the account is settled. If the total amount owed is \$25.00 or more, the overdue record is forwarded to a debt collection service, and a \$10.00 service charge is added to the patron account.

Borrowers will be charged for lost or damaged materials. "Damaged materials" can mean loss or damage to an item's packaging, to the item itself, or to any part of an item with multiple parts. The cost charged to the borrower is based on what the Library paid for the item. The collection service charge must still be paid if it has been charged to the patron account. *Amended September 14, 2022*

Copying, Printing and Faxing

Photocopiers, a fax machine and printer/scanners are available for use in the library. Fax service is available up to 15 minutes before closing. When needed, patrons may request assistance at the Circulation Desk. Fees are charged for these services, are set by the Library Board and are subject to change. *Amended 9/12/2018, 5/10/2023*

Library Computers

PCPL provides access to computer workstations and the Internet. In order to provide fair and equitable access to computer-based resources, public use of computer equipment is governed by computer and Internet policies.

- Computers are available for public use on a first-come, first-served basis to PCPL patrons with valid library cards. A temporary computer pass is available to those individuals who are visiting the County temporarily and are not library patrons.
- Patrons may not use the Library's computers or network for any illegal activity. Any unlawful activity will be reported to the proper authorities and will result in loss of access to these resources. Examples include violation of the Copyright Law Title 17, United States Code (unauthorized copying of computer software), harassment of individuals, and activities that violate privacy of others.
- Adapting, rewiring, or otherwise modifying the Library's equipment, software or network is not allowed.
- Hardware and software other than that provided by the Library may not be attached to or used with Library computers. USB storage devices are permitted to be used with the designated public-use computers only.
- Powhatan County is not responsible for any impact to personal equipment, documents, etc. resulting from use of our equipment or Internet.
- Library staff can provide limited assistance to patrons using computers and the Internet. Any patron needs beyond basic assistance and guidance are more appropriately addressed by professionally provided computer education programs.
- Use of the computer may be limited when there are other patrons waiting; the Library will enforce time limits when necessary. Patrons who are taking tests or exams will be given extended time to complete those tests unless the library is closing.
- Reservations for a computer cannot be made in advance.
- The library reserves the right to terminate a computer session should computer use result in disruption of library service.
- Patrons cannot use sounds or visuals that disrupt other library patrons.
- Computers will automatically shut down fifteen minutes prior to the Library closing. Users will be prompted to save their work prior to the shutdown. Patrons must send materials to be printed to the printer before their session ends.

Powhatan County Public Library Acceptable Internet Use Policy

Internet Philosophy

The Internet, as an information source, enables the Library to provide information beyond the confines of its own collection. Internet access offers a wealth of material that is personally, professionally, and culturally enriching to individuals of all ages, but also to material that may be offensive, disturbing, and/or illegal. In compliance with the Children's Internet Protection Act (CIPA), PCPL provides Internet workstations equipped with filtering/blocking technology. Filtering/blocking technology despite our best effort may not completely block all websites that may be offensive, controversial or illegal. The Library offers access to the Internet because it is a vital resource but users must be responsible for their own use of the Internet.

PCPL disclaims any responsibility as to the Internet's quality, informational accuracy, authoritativeness, timeliness, legality, or usefulness for a particular purpose. The Library also assumes no responsibility for any damages, direct or indirect, arising from use of its connection to the Internet or other electronic resources.

Responsibilities of Internet Users

Lawful use of the Internet is the individual's responsibility. Any illegal activity (per the Code of Virginia, Section 42.1-36.1) involving the Internet and/or library computers shall result in suspension or loss of library privileges. Use of PCPL's Internet constitutes an agreement to abide by all policies included in this policy. When a parent or legal guardian signs an application for a library card for their child, they have agreed to take responsibility for the Library resources that their child uses, including use of the Internet in the Library.

The following uses of the Internet are unacceptable:

- Sending or displaying obscene or disruptive messages, files, or images
- Using obscene language
- Changing or adding files to the computer or network
- Violating copyright laws or software license restrictions
- Using another person's library card
- Using the computer for hacking (breaking into or out of any system), spreading viruses and/or any other practice that interferes with the use of the Internet
- Harassing, insulting, or attacking others
- Damaging library computers and other equipment
- Using computer equipment and communications services for sending, receiving, viewing, or downloading illegal material via the Internet

Staff Assistance

The PCPL staff can only offer basic guidance and assistance with any Internet-based resources, unless assistance is related to databases or sites operated by the Library.

Amended 5/10/2023

Meeting and Conference Rooms

PCPL welcomes educational, civic, cultural, and government groups with active local chapters, as well as individuals with Powhatan residency, to use library meeting rooms when these rooms are not in use by the Library.

The Library has a small conference room, a larger meeting room, and two study rooms. The meeting rooms are equally available to all residents in the community regardless of their beliefs and affiliations. Permitting a person or group (the “registrant”) to meet at the Library does not in any way constitute an endorsement of the registrant or any of the registrant’s activities or programs. When using these rooms, attendees must continue to abide by the Library’s policies, including the Patron Behavior Policy. Other requirements for registrants using library meeting spaces are as follows.

Meeting Room Registration

1. Reservations are made on a first come, first served basis.
2. Reservations are conditional. The Library reserves the right to change or cancel any meeting reservation if changing circumstances require this. Room assignments may also be changed based on the size of the group.
3. Any organization, group, individual, or enterprise requesting to use the meeting rooms must complete the Registration Form for Meeting Room Use. By completing this form, the registrant is agreeing to abide by, and to ensure that all meeting attendees also abide by, all Library policies and procedures.
4. The registrant that signs the registration form must be present for their group’s entire meeting reservation period.
5. Reservations may not be made more than 6 months in advance. The Library and Powhatan County (County) departments are exempt from this requirement.
6. Reservations are limited to three hours or less by default. Registrants may request a longer reservation. The Library Director will determine if this longer reservation can be allowed, based on meeting room schedules and other demands.
7. No registrant group or individual can have more than three pending meetings scheduled per ninety-day period. However, when one meeting is completed, another may be scheduled so long as the total number of scheduled meetings remains three meetings or less. The Library and County departments are exempt from this requirement.
8. The small conference room is available during library open hours only. Meetings must end no less than 15 minutes before closing time.
9. The large meeting room is available before, during and after library open hours by arrangement with the Library.
10. On days that the Library is closed due to weather or other unforeseen circumstances, meeting room reservations will be cancelled and the registrants will be notified as soon as possible.
11. Individuals may request use of the meeting rooms on a walk-in basis when no group has reserved the space, at the discretion of the Library staff.

Meeting Room Use

Users of the meeting rooms must abide by all local, state and federal laws, ordinances and regulations, including occupancy limits (100 standing or 50 seated for the large meeting room, 19 seated for small conference room). The Library's policies, including Patron Behavior Policy and Unattended Child Policy, also apply to all persons using any library space, including meeting rooms and study rooms. Meeting room users must also agree to the following conditions.

For all meetings:

1. All publicity must list the name of the organization sponsoring the meeting. The Library may not be named as sponsor of any event without written permission.
2. Neither the name nor address of the Library may be used as the official address or regular meeting location of any organization.
3. If an event is canceled, the registrant will notify the Library as soon as possible so the room can be made available to other users.
4. The Library is not responsible for loss of items left unattended, and does not provide storage for property belonging to any registrant.
5. The registrant is responsible for arranging meeting room furniture to accommodate attendees, and furnishings should be returned to their pre-meeting arrangement after the meeting.
6. Meeting-related, freestanding signs, posters, displays, or decorations can be used in the reserved meeting room, so long as they do no damage and are confined to the reserved room. Tape, staples, thumb tacks or other means of attachment may not be used. Markers may be used only on white board surfaces if present. Registrants that wish to add any display or decoration should consult with Library staff, who will determine whether such displays meet these requirements.
7. Light refreshments may be served in meeting rooms. "Light refreshments" are foods that do not require preparation on site, do not require a heat source, do not have a strong aroma, do not require condiments and could not be considered a meal. Library staff should be consulted in advance if the registrant has questions regarding what "light refreshments" are allowed.
8. The registrant group or individual is responsible for cleanup and proper disposal of all trash after their meeting.
9. Any spills, damage or problems noted prior to the meeting or occurring during the meeting should be promptly reported to library staff. Any damage requiring replacement, professional cleaning or repair of Library equipment, furniture, or facilities that occurs due the registrant's use will be billed to that registrant. This does not include easily remedied problems such as spills that can be completely cleaned or normal wear on frequently used furnishings.
10. Activity and noise levels in the meeting rooms must not disrupt or disturb regular Library activities.
11. Smoking, the burning of candles or incense, or having any open flame is forbidden in the meeting rooms or any other part of the library.
12. Use of alcoholic beverages, tobacco products, and/or controlled substances is prohibited on Library grounds, including in meeting rooms.

Meetings held by registrants exempt from the reservation fee (such as non-profit group meetings) must follow the guidance for “all meetings” as well as the following:

1. All programs/meetings must be open to the public.
2. Registrants will not charge admission, registration or other fees for attendance, or take donations during programs/meetings held at the Library. The Library, County and other government agencies are exempt from this requirement.
3. No sales of goods and services or solicitations are allowed on Library premises, including meeting spaces. The Library, County and other government agencies are exempt from this requirement.

Meetings held by registrants that are NOT exempt from the reservation fee (such as business meetings) must follow the guidance for “all meetings” as well as the following:

1. For each session, the registrant will pay \$50.00 (two day discounted total fee is \$75, three day discounted total fee is \$100). The Library Director will be the final arbiter as to which groups are considered for-profit, non-profit or otherwise exempt.
2. For-profit groups that have paid for their room reservation, as well as the Library, County, other government agencies, may charge attendees registration or other attendance fees.
3. No sales of goods and services or solicitations are allowed on Library premises, including meeting spaces. The Library, County and other government agencies are exempt from this requirement.

Library Equipment

PCPL has audio-visual equipment that may be reserved for use in the library meeting rooms during approved meetings. As with meeting rooms, meeting-related equipment is available on a first come, first served basis. This equipment is only available for use in the Library.

Reservations for the use of audio-visual equipment should be made when reserving the meeting room to guarantee equipment is available. When use of any equipment is included in a meeting room reservation request, the reservation should include time to set up and become familiar with the requested equipment prior to the start of their meeting.

Staff are available to set up, provide initial guidance for use, and troubleshoot the equipment. Written guides for use are kept with the equipment to further assist users. Staff are not available to assist in equipment use throughout the meeting. Library equipment users should have sufficient general knowledge to be able to use the equipment after an initial orientation from staff.

The registrant is responsible for the proper use of library equipment. The equipment should not be moved or modified once set up by staff. The registrant must be present with the equipment for the duration of the reservation, and must inform staff promptly when the meeting ends so that the equipment can be secured. The individual reserving the equipment will be charged replacement or repair fees when improper care and use of this equipment results in loss or damage beyond normal wear.

Study Rooms

The Library offers study rooms appropriate for 1 to 3 persons at no charge. These rooms cannot be reserved. Library programs and functions take precedence over public use of these spaces. When not allocated for library program use, rooms are available to members of the community on a first-come, first served basis. *Amended November 9, 2022*

Filming or Photography in the Library

General Policy Statement

PCPL has a policy to provide library services to the citizens and patrons of Powhatan County and surrounding counties. We recognize that with growing available technology, the use of video, photography and audio recording devices has also grown. PCPL therefore allows this use, but only to the extent that it does not disrupt patron library use, interfere with library staff providing services to patrons, and is consistent with the library's mission.

As a limited public forum, PCPL retains the right to restrict or refuse any type of recording (video, photography) that is taken without the staff or patrons' permission. The Library abides by the following American Library Association statement:

The right to privacy – the right to read, consider and develop ideas and beliefs free from observation or unwanted surveillance by the government or others – is the bedrock foundation for intellectual freedom. It is essential to the exercise of free speech, free thought and free association (<https://www.ala.org/advocacy/privacy>).

The Library reserves the right to prohibit any filming or photography for any reason, including, but not limited to:

- It creates a disruption to the workings of the library,
- It causes damages or alteration to library property,
- It includes unacceptable use of Powhatan County Public Library name, logo or image,
- It compromises the privacy of staff members and/or patrons, or
- It creates any safety hazard (such as blocked aisles, walkways, stairwells, doors or exits).

If these conditions are met, PCPL's permission is not required for taking photographs and/or videos in public areas of the library building so long as these recordings are for personal, noncommercial use and no tripods, lights or other specialty equipment is utilized. However, we enforce the following additional restrictions:

- No filming, photography or other recordings are allowed in "staff use only" areas or in private areas (ex. restrooms, rooms reserved for nursing, child care areas).
- If a person or agency requires the use of tripods, lights and/or other specialized equipment to make a recording for any reason, a request must be submitted to the library director no less than 14 days prior to day of use for approval.
- Persons taking photographs and videos, whether approved by the director or allowed by our policy, cannot harass, intimidate or threaten a patron or staff member either during the filming or photography activity or by whatever product results.

Exterior Photography and Videos

Taking photographs and videos outside of the library building and/or library grounds does not require PCPL's approval. However, this activity cannot impede or create a hardship to patrons using the library. This includes but not limited to, blocking or greatly limiting parking, blocking or not allowing patrons the use of designated handicapped accommodations (ex. ramps, designated parking places, etc.), or blocking egress in any way. Use of any public grounds may require the approval of Powhatan County.

Commercial and Non-Commercial Photos and Video

The library may permit use of its facilities for commercial and non-commercial photographs or videos if the project is in accordance with the rest of this policy. It is at the discretion of the director to charge a fee to offset costs that the library may incur to provide access to the building and facilities. Permission must be obtained no less than 14 days prior to the date of the event. The director has the right to obtain a script or other written materials to review prior to approving any request. If the director anticipates that the request may disrupt the daily operation of the library or use by library patrons, arrangements will be made to use the library outside of normal operating hours. Approval is at the discretion of the director and is based on facility and staffing availability.

Photography and Video of Library Resources

The library permits the taking of photographs and videos of its publicly available collections. Patrons are however solely responsible for obtaining consent or other permission when photographing or videoing materials that are copyrighted.

PCPL Use of Photography, Videos and Recordings

The library may take photos, videos and audio recordings at the library and during library events to use in its publicity materials and on its website and social media sites to promote events both past, present and upcoming. The library reserves the right to document its services and the use of the library building and ground. These photographs, videos and audio recordings may be copied, displayed, televised and published (including on any library web site or social media). Any individual that does not wish the library to use a photograph or video of them or their child should inform a library staff member prior to or while such photographs or videos are being taken. PCPL uses a visual surveillance system solely for security uses, and these recordings are exempt from this policy.

Liability

Anyone involved with taking photographs or videos is solely liable for any injuries to other patrons or property that result from those activities. They also have sole responsibility for obtaining all necessary releases and permissions required by law from persons who can be identified in any photography or video or for copyrighted materials. The library takes no responsibility for obtaining these releases or permissions.

Additional Guidelines

No construction or alteration of the buildings or grounds is permitted at any time.

All areas involved in the filming/photographing must be returned to their normal conditions, including but not limited to replacement of furniture, signage or other materials in their original location in the library. Any modification such as these listed must have prior approval.

Applicants are required to not make any connections to the electrical system other than plugging into standard outlets. Covers from electrical panels also are not to be removed. *Amended June 8, 2022*

LIBRARY SERVICES

Information/Reference

Providing information is a key role of the public library; information/reference service is part of PCPL's commitment to serving the needs of the community.

The Library offers information/reference service to all persons, regardless of age, race, religion, color, sex, national origin, disability, social or economic status of the patron. This service is available during all hours the library is open and is provided in response to all forms of inquiry including, but not limited to, telephone, walk-in, electronic mail and mail.

Staff assists patrons with retrieval of information from all available sources, i.e. library catalog, reference materials, electronic databases, and internet sources.

Parents/Caregivers are responsible for deciding what library resources are appropriate for their own children or children they bring to the library. A child's use of library materials and resources, including the Internet, is the responsibility of the adult who brought the child to the facility.

Test Proctoring

Proctoring is provided as a service for PCPL patrons so long as the proctored exam session meets guidelines established by the PCPL. PCPL cannot guarantee that the student will be under continuous supervision during the testing period. The PCPL proctor is limited to handing the exam to the student, timing the exam, and logging the student into an online exam using the institution-supplied login credentials. The proctor will collect the exam from the test-taker at the appointed time. PCPL staff may return the exam via US mail with student or institution-provided stamped, addressed envelope; via fax; or email.

PCPL staff cannot proctor online exams that require the installation of special software or the modification of existing computer settings on Library computers. Students may opt to use their personal laptop, using PCPL-provided Wi-Fi. For online exams, students may use public computers for up to 3 hours to complete the exam.

The student is responsible for verifying with their institution that PCPL's proctoring policy is acceptable.

The student must provide their educational institution's proctoring requirements to the PCPL proctor prior to scheduling a test. The student is also responsible for arranging for the exam to be delivered to the PCPL proctor and to confirm receipt.

PCPL Proctoring Checklist for Students:

- Review PCPL proctoring service guidelines (above)
- Verify proctoring requirements with educational institution
- Provide educational institution's proctoring requirements to PCPL proctor prior to scheduling
- Confirm receipt of exam by proctor prior to appointment
- Have a current PCPL card in good standing
- Bring a photo ID

Amended 12/13/2017; 5/10/2023

Exhibits and Displays

PCPL offers the public opportunities to use designated spaces for displays when these spaces are available. Individuals, groups and organizations, regardless of their beliefs or affiliations, may use this service without charge. For-profit businesses may not use exhibit space for exhibits or displays intended to generate business profit.

Every group or individual that wishes to use display space must submit the Display Application and Liability Release form, which will hold harmless the Library Trustees, employees, and County, if loss or damage occurs while their materials are on display at the Library in advance. Submitted applications for display are approved by the Library Director. Applicants may be asked to bring representative samples of the work to be exhibited for review. If the director asks for assistance during the approval process, or an applicant is denied and wants a review, then the Library Board of Trustees will accept or reject the proposed exhibits or displays. All decisions are final.

Exhibits and displays should be suitable for viewing by all ages. If any of the works in the exhibit are not suitable for viewing by all ages, the exhibitor will be asked to remove the piece(s) in question within one business day. If the exhibitor cannot remove the piece(s), then the Library will remove the artwork in question.

Display areas can be used for a maximum of 30 days. They are not available for use on a regular, continuous basis, e.g., the first two weeks of every month. Access to space is available only during the hours that the Library is open to the public. If the exhibitor needs to cancel a confirmed exhibit date they should notify the Library as soon as possible, so that other applicants may use the released space. If scheduled display space is empty for 48 hours, without other notice, the reservation is considered canceled, and the space will be open to other requestors or a PCPL display. The Library reserves the right to limit or cancel an exhibit at any time.

Any damage to Library property resulting from an exhibit or display is the responsibility of the exhibitor. Neither the County nor the Library assumes responsibility for lost, stolen or damaged exhibits or displays.

Publicity accompanying a display or exhibit must identify the responsible individual, group or organization and provide a point of contact. Exhibits and displays must not identify either the County or the Library as a sponsor. Use of exhibit or display space at the Library does not in any way constitute an endorsement by the County or the Library of the exhibitor, the exhibit, or the exhibitor's policies or beliefs. For displays using original work, creators may display biographical information and their names and addresses, so that patrons may contact them directly. Unless works on display are part of a Library-sponsored program that allows it, prices may not be displayed. If exhibited works are sold, the library encourages a 10% tax deductible donation of the purchase price be made to the Friends of the Library.

Exhibits and displays must be installed and removed by the exhibitor. Installation may take place no sooner than the first day of the reserved time period and the exhibit must be removed by the close of business on the last day of that time period.

Display space and exhibit cases must be left clean, neat, and in the same condition as when made available for use.

Amended 5/10/2023

Programs

The Powhatan County Public Library provides educational and recreational programs designed to meet the needs and interests of all patrons. Literacy, STEAM and STEM are particularly emphasized in programming. Community partners are engaged when possible.

Tour and Group Library Visits

Library tours may be scheduled for Powhatan County residents, organizations, and schools. Programs or activities as part of the tour must be arranged in advance and are subject to staff availability and other concurrent Library activities. Groups of children must have adult supervision while they are in the Library. Tours and group visits are scheduled at least two weeks in advance, and may be cancelled or rescheduled if unexpected events require it.

Outreach

The Library conducts outreach visits to schools, daycare facilities, preschools, public events and community group meetings to promote literacy in general and to promote awareness of the Library's resources. Outreach must be scheduled in advance and appointments are subject to change due to unexpected issues and staff availability. Outreach visits will only be conducted at the Library, a school facility, or in a public space or building. *Added 5/10/2023*

Volunteering

PCPL offers opportunities to volunteer for the Library to adults and youth. Volunteers are a vital community connection and contribute much to the Library. Volunteering at PCPL is considering a program and has its own policies and procedures. Potential volunteers must submit an application and indemnity waiver. They will then be contacted by staff for orientation and to determine their volunteer tasks and scheduling. Tasks will vary and are assigned based on the volunteer's abilities and interests. The Friends of Powhatan Library and the Teen Advisory Board are volunteer groups also open to patrons interested in volunteering. The Friends have their own application and requirements apart from the Library's general volunteer policy. The Teen Advisory Board (TAB) is open to any teen interested in participating; interested teens may join by attending the TAB meeting. *Added 5/10/2023*

COLLECTIONS

Materials

The mission of PCPL includes providing and maintaining a well-rounded, balanced, and representative collection of materials selected to meet the cultural, informational, and recreational needs of the citizens of Powhatan County. Library materials are catalogued and shelved following common public library guidelines, and are not marked or identified to show approval or disapproval of the contents. The Powhatan County Library Board defends the patron's freedom to read, listen and view materials of their choosing, and rejects limiting that freedom through censorship. The criteria and process the Library uses to select collection materials is described in detail in the Collection Policy.

Genealogy and Local History

The local history and genealogy collection contains historical and genealogical information with primary emphasis on Powhatan County and its related geographic areas. Included in the collection are books, cemetery and census records, telephone directories, high school yearbooks, military and family history records. In addition to these subject specific resources, the library offers general how-to manuals, and other basic resources on beginning genealogical research. The Library offers digital to supplement the print collection.

Materials Availability

Patrons may request that items currently checked out be held for them when the item is checked in. When PCPL does not own materials of interest to patrons, patrons can request that the Library purchase or Interlibrary Loan (ILL) the item.

Interlibrary Loan (ILL)

PCPL may fill materials requests through Interlibrary Loan, borrowing the item from another library to then lend to the requesting patron. These items do not become a part of the Library's collection. The conditions of the loan, such as the length of time the item can be checked out, are set by the library that owns it, not by PCPL. Any charges due to loss, damage or late returns are determined by the owning library and will be charged to the patron by PCPL. A maximum of five Interlibrary Loan requests can be made by one individual at a time.

Copyright Requirements

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. Patrons are responsible for lawful use of library materials.
Amended March 8, 2023

“Requests for Reconsideration of Materials” Procedure

PCPL's staff applies selection criteria described in the Collection Development Plan and makes an effort to provide materials that reflect the diversity of viewpoints within the community. The library does have a responsibility to its patrons to investigate concerns about its selections and will reconsider an item when requested to do so. A formal procedure is used for such reviews.

When a library patron questions the suitability or classification of a particular item in the collection, the patron is asked if they would like to submit a Request for Reconsideration. Upon receipt of a fully

completed Request for Reconsideration form, staff will log the form and deliver it to the Library Director who will review the material using PCPL's Collection Development Plan and these evaluation factors:

- a. Selection criteria met by this material
- b. Reviews from journals
- c. Awards received, if any
- d. Frequency of patron use
- e. Presence in other libraries in the region

The Library Director will notify the PCPL Board of Trustees of the Request for Reconsideration. Staff with relevant collection and/or program responsibilities (for instance, the Librarian and/or the Youth Services Librarian) will be included in the review process.

The Director will inform the patron of the results of the review and PCPL's decision regarding the reviewed material. The patron may choose to meet with the Director to discuss the decision. The patron may then choose to appeal the decision to the PCPL Board of Trustees. Appeals will be heard as part of the agenda at a regularly scheduled Board of Trustees meeting. *Amended May 11, 2022*

Acquisitions

Policy

The Powhatan County Public Library Collection Development Plan (Plan) provides direction to Library staff concerning selection of materials – the work of creating and maintaining the material holdings that comprise the Library's collection. It is a dynamic and responsive guide to our collection building principles intended to adapt with changing needs and interests of our community.

The Plan will:

- Focus on collection needs identified in the PCPL Strategic Plan
- Provide a balanced approach to collection management
- Set standards for the selection and weeding of the collection

Powhatan County Public Library (PCPL) Collection Development Plan

1. Selection Principles

The PCPL collection will include core resources, such as classic literature, as well as items that inform or entertain in a broad and balanced range of subjects. The library provides pamphlets, periodicals, e-materials and audio-visual materials in addition to print book resources.

PCPL is responsive to community needs and interests. All staff members and the general public may recommend materials for consideration (See Materials Request Form). Purchases based on these requests will be made subject to the availability of the suggested material, budget constraints, and how well that material meets our selections criteria. Textbooks or other books needed for courses of study are not purchased unless they are also of wide appeal and are useful to our wider community.

2. Selection Criteria

Following PCPL collection principles and common best practices for building a public library collection, PCPL uses these criteria to consider materials for collecting:

- Currency: Is the material the most recent information on a topic, or a subject of current, popular interest?
- Authority: Is the material produced by an accredited person or agency?
- Longevity: Does the material have enduring relevance for more than a few patrons?
- Need: Does the material add to the depth and range of the collection, adding to diverse views represented?
- Fit: Is there a need in this community that the material is responsive to?

Additionally, PCPL does NOT select materials that meet the definition of “obscene” as defined in the Code of Virginia, Article 5 Chapter 18.2. PCPL endeavors to choose materials for every demographic in the community. In order to provide material for as many viewpoints as possible, PCPL may select materials that appeal to some readers but do not appeal to others. It will be up to the individual reader to choose materials from the collection that suit their particular needs. Selection of materials for the collection is not restricted by the possibility that children or adolescents may obtain materials their parents consider inappropriate. The ultimate responsibility for selection, as for all library activities, rests with the Library Director.

3. General Procedures

Selection of materials may be initiated by a report showing a collection need, a request for the material, or observation of a new material that is anticipated to be requested by the community. Materials are evaluated for purchase using common library research resources such as those approved by the Library of Virginia and the American Library Association. This includes reviews in journals such as Library Journal School Library Journal, local periodicals reviews, awards and honors lists, and popular book rankings.

The Library Director and delegated staff choose materials for purchase. Purchases are made through contracted suppliers and consortia contracts. Consortia agreements that include shared collections will include PCPL chosen materials as well as materials chosen by other consortia member libraries.

Upon receipt of ordered materials, library staff catalogs and processes them before they are released for check-out.

4. Gifts

All gift materials are subject to the library’s selection process before they are included in the collection. Guidelines for determining which gifts are acceptable are outlined above in the Plan. Gift materials suitable for inclusion in the library are received by the library, checked against the holdings, and forwarded to the Library Director, who makes the final decision on inclusion in the collection. Gifted materials that are not added to the collection are donated to the PCPL Friends of the Library.

Cataloguing and Processing

Policy

PCPL organizes the materials in library collections to provide an easy and efficient way of finding these materials for our patrons and staff. The Library’s catalog of holdings is maintained in an automated database available both in libraries and on the Internet. With a few exceptions, all materials are in the catalog regardless of format. Cataloged materials include books, DVD’s, audio and electronic books.

Items are cataloged using the Dewey Decimal System and according to generally accepted, worldwide standards.

Materials are purchased without accompanying cataloging and physical processing of materials is generally done in-house.

Procedure

1. Cataloging

Library staff will use the data from previously added matching materials (Copy Cataloging) in the TLC Cataloging module and when that is not available, catalog and classify the title in-house (Original Cataloging). Tools used for cataloging include:

- AACR2
- World Cat
- LS2
- LC Subject Headings
- Dewey Decimal Classification
- Library of Congress Authority File
- MARC Coding

Gift items received for cataloging and processing are cataloged in the TLC Cataloging module.

2. Corrections/Repairs

Items needing corrections are checked out to repairs, and/or given to cataloging staff. Repairs are made if possible after which the material is checked back in and returned to circulation.

3. Transfers

Staff sends items that are to be transferred from one classification to another to cataloging staff. Staff checks the item out to repairs before sending it to cataloging. Staff may consult with the Director regarding reclassifying materials.

4. Discards

Items to be discarded are sent to cataloging to be removed from the system. Items may be discarded for poor condition or when they are determined to no longer in line with the selection criteria. The discards are donated to the Friends of the Library.

Weeding

Policy

The weeding of materials from PCPL's collection is as important as the selecting of materials and is a regular, continuing process. Weeding, like selecting, requires careful judgment.

Weeding of an individual title is not done in isolation. A number of factors figure in the decision: the relation of the material to other materials on that subject which the library already owns; the availability of funds to purchase more satisfactory titles; the availability of the same title or a more satisfactory title; consideration of the importance the library wants to place on building historical collections; and the

usefulness of the title in serving the needs of the community and in fulfilling the role of the library in the community.

Continuous review of outdated and worn-out materials maintains the quality of the collection. Weeding provides an opportunity to make the collection more usable and attractive by removing materials which are outdated or are duplicated; and materials which are worn, soiled, or mutilated. Weeding also helps increase circulation by providing easier and more accurate access to the collection; much needed shelf space is provided by an on-going weeding process. It is also a time to evaluate the collection and make note of any gaps.

Procedure

Weeding is to be done under the direction of the Library Director. Materials will be examined before deleting the item record from the database and discarding the item. Discarded items may be donated to and sold by the Friends of the Library or offered at no cost to libraries outside PCPL.

Great care should be taken to maintain any historical or special collections. This includes materials on or about Virginia, or by Virginia authors, especially those involving the service area of PCPL. These areas should be weeded with particular care, if at all.

Weeding is based on these criteria:

- Content: Items with outdated, obsolete or inaccurate information
- Condition: Items that are worn out, soiled or mutilated
- Use patterns: Items that are unused duplicate copies, which are no longer on standard lists or that are of an ephemeral nature
- Format: Items in a particular type of collection no longer being added to, maintained or used by patrons

These criteria are used to determine items not to be discarded:

- Research value: Do not discard any item with research potential even if it meets other guidelines
- Out-of-Print: Do not discard if there is even the slightest possibility that the item may be of use
- Local: Retain regardless of condition, date or lack of use
- Balance: Retain if the item is the only one available to balance materials in a subject area regardless of date, condition or use

Amended May 11, 2022