

Pamunkey Regional Library

LIBRARY POLICIES

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| March 2023 | |

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**PAMUNKEY REGIONAL LIBRARY POLICIES
INTRODUCTION**

The Library Policies are based on the ideas, principles and values expressed in the documents listed below.

Pamunkey Regional Library Regional Contract
By-laws of the Pamunkey Regional Library Board of Trustees
Pamunkey Regional Library Plan – 2016-2020
Library Bill of Rights and Freedom to Read Statement
Libraries – An American Value

I. Confidentiality of Library Circulation Records

The Virginia Freedom of Information Act in the Code of Virginia § 2.2-3705. reads: “Exclusions to application of chapter. A. The following records are excluded from the provisions of this chapter but may be disclosed by the custodian in his discretion, except where such disclosure is prohibited by law: 10. Library records that can be used to identify both (i) any library patron who has borrowed material from a library and (ii) the material such patron borrowed.”

POLICY STATEMENT

The Pamunkey Regional Library will preserve library user confidentiality to the fullest extent allowed by law.

REGULATIONS

1. Library personnel shall not reveal any personal data on library users or allow access to such records or files without the approval of the Director.
2. Any request and any form of judicial process which seeks to gain access to library circulation records or library user files must be referred immediately to the Library Director.
3. Upon request, parents or legal guardians may have access to the records of their children under the age of 18.

I. Confidentiality of Library Circulation Records
PROCEDURES

1. Library staff is allowed to relate information about library users and their use of the library from library circulation files or records only to the library user or to the parents or legal guardians of the library user who is under the age of 18.
2. Staff may release this information **ONLY** in person with proper verification of identification of the requester provided.
3. Any request for such information from a person who is not the user or parent/guardian **MUST** be reported immediately to the Director or a Supervising Librarian. The requester must be referred to the Library Director.
4. Staff circulation records are confidential as are any other library user circulation records.

II. Customer Service and Safety

POLICY STATEMENT

The Pamunkey Regional Library strives to make each visit to the library pleasant, safe, and successful.

REGULATIONS

1. At least two library staff members will be present at all times the library is open for business or when assisting the public.
2. Library personnel will respond to behavior or actions inconsistent with the orderly conduct of Library operations on the part of library users.
3. Library personnel may intervene with the behavior of library users to prevent injury or property damage.
4. The Library assumes no responsibility for children, or others who cannot be responsible for themselves, who are left unattended on library premises.

II. Customer Service and Safety

PROCEDURES

Customer Service

1. Library Staff will strive for consistency of high quality library service for library users by doing the following:
 - Acknowledge all library users
 - f* Greeting when they arrive
 - f* Inquiring if they found all they needed before they depart
 - Walk around the library
 - f* Offer to help all those who are there
 - f* Know who is in the library
 - Go the extra mile
 - f* If you don't know the answer, find someone who does!
 - f* Refer all inquiries which you can not answer/satisfy
 - Courteous manner to all
 - f* Treat others as you would like to be treated
 - Take/Assist patrons where they need to go
 - f* Help the patron at the computers
 - f* Help find things on the shelves by going there with the patron
 - Phone Etiquette
 - f* Identify yourself and the library when answering the phone
 - f* Practice good phone etiquette throughout the conversation
2. Library staff will respond to behavior or actions inconsistent with the orderly conduct of Library operations on the part of library users, with warnings or other actions as stated in the procedures for Revocation or Denial of Library Services Policy.

Safety

1. Library personnel may intervene with the behavior of library users to prevent injury or property damage.
2. If a library user has an accident or is injured on library premises:
 - a. Staff may offer assistance and/or call 911. If the injured person is a child or other person who is not responsible for themselves, staff will inform the parent/guardian accompanying that person about the accident or injury.
 - b. Before the patron leaves the premises, complete the Pamunkey Regional Library Injury/Incident Report.
 - c. Have any and or all witnesses and injured persons complete and sign the Pamunkey Regional Library Injury/Incident Report.
3. Fax the report to the Administrative Office – 804-365-6389 – IMMEDIATELY.

4. When staff has completed the Injury/Incident Report the staff must:
 - a. Inform the Branch Manager and Supervising Librarian of the incident
 - b. Record full details, the date and the full name of the staff member reporting and the branch where the incident occurred in the “notes” field of the library user record in Workflows
 - c. File a copy of the Injury/Incident Report in the Staff Notebook at the branch.

5. When children, or others who cannot be responsible for themselves, are left unattended at the library:
 - a. Thirty minutes before closing staff will determine if children or others who cannot be responsible for themselves are in the library and if they are expecting to be met by their parents/guardians before closing
 - b. If they are still unattended in the library fifteen minutes before closing, staff will call the parent/guardian to tell them the library is closing and determine when they will arrive.
 - c. At closing time, if no one can be reached, staff will call local law enforcement non-emergency number, tell them about the person, and follow their instructions.
 - d. At least *two* Library staff members will stay with the person until law enforcement personnel arrives.
 - e. If the parent/guardian or caregiver arrives before law enforcement personnel, staff must inform the parent/guardian that law enforcement was called and ask them to wait for law-enforcement personnel.
 - f. Staff must verify the person picking up the child or other person is the parent/guardian.
 - g. When staff has waited after hours with library patrons, the staff must:
 1. Inform the Branch Manager and Supervising Librarian of the incident.
 2. Record full details including name address and phone numbers of people involved, the date and the full name of the staff member reporting and the branch where the incident occurred in the “notes” field of the library user record in Workflows.
 3. Record full details including name address and phone numbers of people involved, the date and the full name of the staff member reporting in the Staff Notebook at the branch.

| | | | |
|--|--|-------------------------|-----|
| I understand that I must select a Panel Physician, if needed, from the list that has been given to me. If I decline to select a Panel Physician from the list approved by Pamunkey Regional Library, I understand that I may have to pay for any medical treatment or doctor's bills. I also understand that I may be denied Worker's Compensation for any absence based on a disability that is not certified by a Panel Physician. | | | |
| I WILL WILL NOT go to a physician at this time. | | | |
| Employee Signature: | | Date (mm/dd/yy): | / / |

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|--|
| Pamunkey Regional Library Injury/Incident Report, Part 2 TO BE COMPLETED BY SUPERVISOR! SEND TO LIBRARY ADMINISTRATION WITHIN 48 HOURS OF THE INCIDENT! VML Pamunkey Regional Library Administrative Office: Member # 569 Phone: 804-365-6211 Fax: 804-365-6389 |
|--|

The purpose of this Corrective Action Report is not to affix blame for the incident but to facilitate the identification and remediation of the hazards that contributed to the incident and to help prevent reoccurrences.

| | |
|-------------------------------|-----|
| Injured Person's Name: | |
| Date of Incident: | / / |

COMPLETE DESCRIPTION OF INCIDENT

Attach any supporting information such as procedure followed, pictures, signed witness statements, reports, Sheriff's vehicle reports.

WHERE did the incident occur? (be specific)

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WHAT happened ? Give details, identify device, tool, machine, or equipment involved. Identify time of day and weather conditions if applicable. Include different witness accounts, if applicable.

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WHAT factors may have led to the incident?

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ACTION PLAN / CORRECTIVE ACTION: What was, or is, being done to prevent reoccurrence and when will it be completed? Contact Library Administration for assistance, if needed.

Friends of the Library

POLICY STATEMENT

The Library encourages and supports Friends of the Library organizations to meet or achieve its Mission Statement, Service Roles, Goals and Objectives.

REGULATIONS

1. The Library will assist Friends groups by:
 - Assigning a staff or board liaison who will meet regularly with each Friends group.
 - Informing the Friends of library plans, policies and issues.
2. Friends of the Library groups are expected to:
 - Plan their activities with the coordination of their staff and board liaisons.
 - Operate in accordance with library policies

III. Friends of the Library

PROCEDURES

Friends are organized with one or more of the following objectives:

- To increase community awareness and use of the Library.
- To work for library legislation or appropriations.
- To encourage gifts, endowments and memorials for the Library.
- To provide direct financial assistance.
- To raise money and campaign for a new building, renovation or expansion.
- To sponsor programs designed to add to the cultural life of the community.
- To volunteer in the library on specific projects designated by the Library.

The roles of trustees, librarians and Friends are related but distinct. Trustees represent governance of the Library. The Library Director and staff represent administration and management of the Library. Friends of the Library represent community participation and assistance to the Library.

The Library will assist Friends groups by:

- Assigning a staff and board liaison who will meet regularly with each Friends group.
- Providing appropriate staff support to Friends' projects to the extent of available time and funds.
- Informing the Friends of library plans, policies and issues.

Staff of the Pamunkey Regional Library may:

- Accept money for Friends of the Library annual membership dues
- Sell hard goods for the Friends. (Copies, calendars, book sales, tote bags, etc.)
- Promote and publicize all Friends of the Library fundraising events
- Give information to patrons about raffle sales
- Provide space in the building for the Friends to conduct their raffle/ticket sales

Staff of the Pamunkey Regional Library will not:

- Sell raffle tickets
- Sell tickets to programs or events

Nothing will be sold in the Pamunkey Regional Library that does not directly benefit the Library or the Friends of the Library.

Friends of the Library groups are expected to:

- Adopt bylaws, including a clear statement of role.
- Keep informed of library plans and policies
- Plan their activities with the coordination of their staff and board liaisons.
- Conduct their fiscal affairs through a non-profit, non-stock or 501C [3] tax-exempt corporation.
- Operate in accordance with library policies
- Inform the Library of Friends' plans, activities and issues.

IV. Gifts

POLICY STATEMENT

The Library accepts gifts that help meet or achieve its Mission Statement, Service Roles, Goals and Objectives.

REGULATIONS

1. The library will not accept on deposit, or for inclusion in the collection, materials which are not outright gifts.
2. Gifts may be accepted on the condition that the Library Director or designee has the authority to make whatever disposition he or she deems advisable.

IV. Gifts PROCEDURES

Donations are accepted by the Branch Manager or staff member.
Donation form is completed at that Branch Library with the assistance of the donor.
Depending on the type of donation, staff will do the following:

For Undesignated Monetary Donations

The receiving staff member will do the following:

1. Make two copies of the form.
2. Send original form with money to the Administrative Assistant.
3. Give the Branch Manager a copy.
4. Send a copy of the form to the branch's Supervising Librarian.

Administrative Assistant will do the following:

1. Inform the Director.
2. Deposit money.
3. Send thank you letter.
4. File donation form with the letter.

Supervising Librarian will:

1. Contact Branch staff about their ideas for use of the money.

For Monetary Donations Designated for Library Materials

The receiving staff member will do the following:

1. Make three copies of the form.
2. Send original form with money to the Administrative Assistant.
3. Give the Branch Manager a copy.
4. Send a copy of the form to the selector (See selector list at your branch).
5. Send a copy to Technical Services.

Administrative Assistant will do the following:

1. Deposit money.
2. Send thank you letter.
3. File donation form with the letter.

The selecting librarian will:

1. Select the material to be ordered.
2. Send a copy of the donation form to Technical Services to go with the order
3. Place a note on the B&T cart that the material is a gift.
4. Assign the material to the branch that donor designates.

Technical Services will do the following:

1. Order the material.
2. Put a hold on that book for the appropriate Branch Manager.
3. Make the memorial/honor plate for the book.
4. Send material to the branch along with a copy of the donation form as a reminder of the gift.

Branch Manager will:

1. Contact the donor.

For Monetary Donations designated for branch use or existing programs or services:

The receiving staff member will do the following:

1. Make two copies of the form.
2. Send original form with money to the Administrative Assistant.
3. Give the Branch Manager a copy.
4. Send one copy to the Branch's Supervising Librarian.

Administrative Assistant will do the following:

1. Inform the Library Director.
2. Deposit money.
3. Send thank you letter.
4. File donation form with the letter.

Supervising Librarian will:

1. Contact branch staff about their ideas for the use of the donation.
2. Inform Supervising Librarian in charge of the designated area (for example, reference or adult program) donation.
- 3.

For Donations of Goods and Services

The receiving staff member will do the following:

1. Make two copies of the form.
2. Send original form to the Administrative Assistant.
3. Give the Branch Manager a copy.
4. Send a copy of the form to the branch's Supervising Librarian.

Administrative Assistant will do the following:

1. Send thank you letter.
2. File donation form with the letter.

V. Library Buildings

POLICY STATEMENT

The purpose of library buildings is to help the Library deliver a wide range of services for the community to achieve its Mission Statement, Service Roles, Goals and Objectives. The Library works with government agencies to provide library buildings. All library buildings are smoke and vape-free.

- 1 The Library may recommend library sites and buildings to the appropriate governments.
- 2 The Library will assist the governments by preparing library building programs based on community needs and recognized public library building standards.
- 3 No goods or services will be sold, nor will there be solicitations, on the premises of the library whether inside the building or on the grounds, except by the library, the counties, or other government agencies.
- 4 Use of Library meeting rooms, display, and exhibit spaces is granted to those who agree, in writing, to abide by the rules.
- 5 Library equipment and furniture may not be borrowed for use outside the library. Library personnel must supervise the operation of library equipment in the library.
- 6 Staff is authorized to use library equipment for library related purposes.

REGULATIONS

A) Meeting Rooms

The Pamunkey Regional Library meeting rooms will be available on equal terms to all in the community regardless of their beliefs and affiliations. Registrants must agree, in writing, to follow all rules and regulations established by the Library Board for the use of the rooms. Rooms are available on a first come/first serve basis to:

- Governmental agencies
- Educational and school groups
- Non-profit organizations
- Community and civic/service groups
- Political gatherings with the purpose of holding a public candidate forum; and political parties recognized by the State (but not candidate fundraisers)
- Churches and other religious groups
- Study and tutor groups
- Businesses for education/training purposes only

Meeting rooms may not be used for the following:

- Social gatherings, including but not limited to birthday parties, wedding/baby showers, family reunions
- Events whose sole purpose is fund raising, unless it benefits the library
- Commercial purposes where buying, selling, and marketing takes place
- Any event where an admission is charged

Meeting Room Use Regulations:

1. Registrants using the Library meeting rooms must have a valid Pamunkey Regional Library card in good standing. Use of the room will be assigned on a first-come-first-served-basis.
2. Meeting rooms are only available during the library's standard days and hours of operation. Meetings must conclude and the meeting room returned to its original state 15 minutes before closing time.
3. Registrations may be made up to 3 months in advance and must be made in writing on the Registration Form for Meeting Room Use.
4. Programs and activities sponsored by the Library take precedence in scheduling.
5. The registrant representing the group must arrange in advance with a designated staff person for instruction in use of equipment.
6. Registrants must be in attendance at the meetings for which they have reserved the room.
7. The meeting rooms may not be reserved in advance for the use of an individual person.
8. The Library and its Friends Groups, county, and other government agencies are not subject to these rules and regulations.
9. Users of the meeting room must abide by all local, state and federal laws, ordinances and regulations, including occupancy limits.
10. In the case of unforeseen circumstances such as weather or facility issues, the meeting room may be unavailable or the library may be closed. Staff will attempt to contact registrants; however, it is the responsibility of registrants to confirm that the library is open and the facility is available.
11. The Library Director may determine that security services are required during a proposed use of the meeting room. If so determined: the registrant agrees to pay for any security services associated with use of Library facilities deemed necessary by the Director. The Library will contract for security services. The Library will bill the registrant for the security services. The registrant must pay the Library in full. In addition, if it is determined that security is necessary; the registrant will provide a certificate of comprehensive general liability insurance, including contractual liability insurance, in the amount of \$1,000,000 with the Pamunkey Regional Library and Pamunkey Regional Library Board of Trustees named as additional insureds. Both the payment and the certificate must be delivered to the Library Director no later than two weeks prior to the proposed use. In the event those requirements are not met, the use of the room shall be deemed cancelled.
- 12. Any violation of these rules and regulations may result in an order to vacate the premises immediately and/or suspension of the privilege of using the meeting room.**
- 13. Any departure from these rules must be approved by the branch manager and director on an individual basis, and reported to the library board.**

**Pamunkey Regional Library
Registration form for Meeting Room Use**

Valid Pamunkey Library Card Presented. Staff initials _____

Branch Library: _____ Date: _____

Name of Registrant: _____

Address: _____

Phone Number: _____

Name of Organization: _____

Address of Organization: _____

Date & Hours of meeting: _____

Purpose & brief outline of meeting: _____

Name & phone number of Presenters: _____

I have read the Pamunkey Regional Library Meeting Room Rules and Regulations and I agree to abide by those rules and regulations and to be responsible for damages to the Library equipment, furniture, and/or facilities during my scheduled use of the room. **If it is determined that security services and insurance certificates are required during the use of Library facilities, I agree to pay for the security and provide the insurance certificates as specified in the Rules and Regulations.**

Signed: _____

Received & scheduled by Library staff member: _____ Date: _____

Security/insurance requirement reviewed by: _____ Date: _____

Staff Signature: _____ Date: _____

Meeting Room Rules:

- a. All programs/meetings must be open to the public.
- b. No administration fee will be charged or donation taken at the programs/meetings. Registration by participants may not be required for attendance at programs.
- c. No goods or services will be sold, nor there solicitations, on the premises of the Library.
- d. 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.
- e. The fact that a group is permitted to meet at the Library does not in any way constitute an endorsement of the group or its programs.
- f. Neither the name nor address of a Library may be used as the official address or headquarters of any organization.
- g. Light refreshments may be served. Alcoholic beverages, open flames such as sternos or candles, and the use of tobacco products and e-cigarettes are prohibited.
- h. Meetings must conclude and the meeting room returned to its original state 15 minutes before closing time.
- i. The registrant is responsible for:
 - **clean up and removal of all trash after the meeting.**
 - **setting up furniture to suit their needs and must return furniture to the position it was in prior to the meeting.**
 - **damages to Library equipment, furniture, or facilities during the meeting and will pay for any damages.**
- j. If an event is canceled, the registrant will notify the Library as soon as possible so the room may be rescheduled for another use.
- k. The Library is not responsible for loss of items left on the premises.
- l. Activity and noise levels in the Library during meetings must not disrupt or disturb regular Library activities.

I have read and agree to abide by these meeting room regulations.

_____ (signed)

Display and Distribution of Free Materials

1. The Library will attempt to disseminate current information of popular interest, not readily available in other forms, through the display of unsolicited, free brochures, notices of meetings and cultural activities. Top priority will be given to materials and information generated by Goochland, Hanover, King and Queen, and King William County government agencies and civil, educational, and cultural ephemera, such as tax forms and adult education calendars. Other materials will be displayed on first-come, first-displayed basis as space permits.
2. The Library will collect, catalog, and provide materials on a wide range of subjects, as provided in our policy on acquisition of materials, but will not serve as a distribution point for organizations wishing to disseminate free copies of political, moral, religious, or commercial pamphlets, tracts, or newsletters.
3. Revenue producing announcements, pamphlets, or flyers will be posted and/or distributed only when the revenue will benefit a non-profit community organization and will be used for those lawful, charitable, community, or educational purposes for which the organization is specifically chartered or organized.
4. No materials may be distributed in the library system without permission of the Library Director or Branch Manager. Materials will be discarded as soon as they are outdated. In the case of undated materials, they will be discarded at the Branch Manager's discretion.
5. The display of an item does not constitute an endorsement by the Library.

APPLICATION AND REGULATIONS FOR EXHIBITS FORM

The Pamunkey Regional Library is pleased to provide display space for exhibits.

Exhibitors agree to the following rules and regulations:

1. The exhibitor must sign two copies of this form. (One copy for the exhibitor, one for the Library)
2. Exhibits are placed and removed by the exhibitor on the days agreed upon during regular library hours.
3. No works may be added to or removed from the exhibit during the show.
4. Mounting of the show will be at the direction of the Branch Manager.
5. While Library policy does not permit the posting of prices, exhibitors may post their names and telephone numbers.
6. The Library assumes no responsibility for lost, stolen or damaged items. The undersigned agrees to hold the Pamunkey Regional Library Board and the County Board of Supervisors harmless from any claims for loss or damage to exhibits.
7. The Branch Manager of each facility must approve all items for the exhibit.

The Library reserves the right to eliminate work whose subject matter and/or rendering is deemed inappropriate for the Library audience. The Library also reserves the right to cancel a show if too few works are brought in, or to eliminate works if the exhibitor has brought in too many.

BRANCH: _____ DATE: _____

EXHIBITOR'S NAME: _____

EXHIBITOR'S ADDRESS: _____

EXHIBITOR'S TELEPHONE: _____

LOCATION OF THE EXHIBIT WITHIN THE LIBRARY: _____

_____ Date exhibit is to be placed _____ Date exhibit is to be removed _____

I agree to comply with the rules and regulations outlined above.

Exhibitor's Signature: _____ Branch Manager: _____

VI. Reference Services

POLICY STATEMENT

The Library serves as a reference and information resource by providing reference collections and the services of reference librarians.

REGULATIONS

1. Items designated as 'Reference' do not circulate, either branch to branch or branch to patron.
2. Information is provided for patrons to make their own evaluations and interpretations. Library staff cannot interpret or evaluate answers to medical or legal questions, provide advice in the areas of law, medicine, taxation, copyrights, patents or recommend consumer products.
3. All reference transactions fall under the Library's 'Confidentiality of Library Circulation Records' policy.

VII. Reference Services

PROCEDURES

Non-Circulating Reference materials

1. For access to non-circulating reference material available at another branch, patron should be given the option of

- going to another branch to copy material,
- going to another branch to pickup copies of the material,
- receive copies of the material in delivery at the branch of their choice
- receive copies of the material via fax at the branch of their choice or their home/school or workplace.

2. Assessing copy fees:

If the copy leaves with the patron, the patron is charged the going rate for copies/faxing.

If the copy is received and used in the library only, there is no fee. The copy can then be retained or discarded by the receiving branch.

Reference Questions

1. Conduct a Reference Interview when answering a reference question.
2. If you have not received Reference Interview training, refer the patron to a staff member who has.
3. When responding to reference questions, ALWAYS cite the source, e.g., World Almanac 2004, p. 452 or www.specificwebsite.org
 - a. If you cannot answer the question, refer the question to the other staff members on duty at your branch.
4. If you can still not answer the question, refer the question to a Reference Librarian.
 - a. Complete the Reference Question Referral Form
 - b. Follow the Reference Question Referral Form Guidelines to complete the referral
5. The Reference Question Referral form (or its facsimile) is to be kept in a confidential site and shredded after the transaction is completed.
6. Staff members are to 'roll over' the pending reference questions when the shift changes. Each branch can determine the easiest and most efficient way to accomplish this (a Pending Reference Question notebook for staff or posting the pending items on a staff bulletin board).

MODEL REFERENCE BEHAVIORS

| | |
|---|--|
| STAGE 1 <i>Setting the tone</i> | APPROACHABILITY Smiles Makes eye contact Gives friendly verbal greeting Is at same level as patron |
| | COMFORT Maintains eye contact Makes attentive comments ("I see," "Uh-huh") Gives patron full attention |
| | INTEREST Maintains eye contact Makes attentive comments ("I see," "Uh-huh") Gives patron full attention |
| | LISTENING Does not interrupt patron Paraphrases or repeats to demonstrate understanding Asks clarifying questions if not sure of patron's question |
| STAGE 2 <i>Getting the facts</i> | INQUIRING Asks open questions to probe Verifies specific question by paraphrasing and then using a closed question |
| STAGE 3 <i>Giving the information</i> | SEARCHING Searches in more than one source if necessary Offers referral if answer not found Keeps patron informed of progress of search |
| | INFORMING Speaks clearly and distinctly Cites the source Checks with patron to be sure answer is understood |
| STAGE 4 <i>Following up</i> | FOLLOW-UP Asks "Does this completely answer your question?" or other appropriate follow-up Question |

Adapted from: Columbus Metropolitan Library. 1990. *STYLE* training program.

Reference Question Referral Forms

Please follow these guidelines when using these forms.

- ¾ Conduct a Reference Interview when completing this form.
- ¾ If you have not received *How May I Help You* training, refer the patron to a staff member who has.
- ¾ Provide a response in each of the spaces on the form.
- ¾ An incomplete form may have to be returned to the Sending Branch for more information before the patron's question can be answered.
- ¾ Fax the form to a Reference Librarian who is on duty at the time of the request. A phone call to the Reference Librarian to alert them before the fax is sent is appreciated.
- ¾ If no Reference Librarian is on duty at the time of the request, fax the form to the branch where reference service will be available next.
- ¾ You may call a Reference Librarian on the telephone if you prefer, or email a question if the question is not time-sensitive. The Reference Librarian may be able to assist you immediately or, if more research time is required, may request that you complete and send a Reference Question Referral form.

Reference Question Referral

(Form must be completed by library staff – Use back of this page if necessary – Please remember to fax back of page if used)

| | |
|---|---|
| Date: | Patron Name/Telephone #: |
| Sending Branch: | Patron email Address: <small>(Only necessary if the patron would like to receive a response by email.)</small> |
| Staff Member: | Patron Card #: |
| Grade/Age Level of the person who will be using this information: Elem. Middle H.S. College Adult | When information is needed? Today 1-3 days 4-7 days 1 wk. 2 wks. <i>Other – please specify:</i> _____ |
| In what format/s? ●Books ●Magazine Articles ●Videos ●Talking Books ●Information from Internet ●Internet Website Addresses | Amount patron will pay for copies -- we will not exceed this amount without contacting the patron: \$1 \$3 \$5 Other \$____ |

Describe the information the patron needs. Please be specific. Indicate what the patron already knows about this topic. It is far better to give us too much information than not enough. List terms or phrases associated with the topic, if known. *If the patron heard, saw or read about this subject on the radio, television or in a newspaper or magazine, please give the name of the program, newspaper or magazine. Include the date, if known.*

List sources patron and staff have already consulted.

- ¾ PamCat search terms used:

- ¾ Books and magazine citation information:

- ¾ Electronic databases and search terms used: (example: InfoTrac OneFile – “juvenile boot camps”, “shock incarceration”)

- ¾ Website addresses & search terms used:

How much information is needed?

- Brief fact ●Copy of a specific document ●Enough for 2-5 pg. paper ●Enough for 6-10 pg. paper
- Other – please specify _____

VII. Registration for Library Cards

POLICY STATEMENT

Registration for a library card is necessary in order to borrow materials and use designated services of the Pamunkey Regional Library. Generally, residents within the area served by the Pamunkey Regional Library and others who are in library systems that provide reciprocal privileges are eligible for library cards. Library cards are not required for entry into library branches.

REGULATIONS

1. Residents, persons who own property, persons who attend an educational institution and persons who are employed within Goochland, Hanover and King William Counties are eligible to register for a library card.
2. Other Virginians may be eligible for a free card by presenting a public library card from their place of residence.
3. Others may register for a library card upon payment of an annual fee established by the Pamunkey Regional Library. Eligible persons 65 years of age or older are exempt from paying the annual fee.
4. A parent's or guardian's written permission is required for children under the age of 18 to register for a library card unless they are an emancipated minor.
5. The Board of Trustees may determine that, for any jurisdiction that departs the Pamunkey Regional Library system, the residents of that jurisdiction, regardless of their eligibility for a library card as set forth above, may be ineligible for a library card for a period of time. Any such action will be communicated to the residents of that jurisdiction through postings at all library branches, and through other measures the Board of Trustees deems appropriate.

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IX. Internet Safety Policy
Pamunkey Regional Library
Policy Statement
Introduction

It is the policy of Pamunkey Regional Library to: (a) prevent user access over its computer network to, or transmission of, inappropriate material via Internet, electronic mail, or other forms of direct electronic communications; (b) prevent unauthorized access and other unlawful online activity; (c) prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors; and (d) comply with the Children's Internet Protection Act [Pub. L. No. 106-554 and 47 USC 254(h)].

Definitions

Key terms are as defined in the Children's Internet Protection Act.*

Access to Inappropriate Material

To the extent practical, technology protection measures (or "Internet filters") shall be used to block or filter Internet, or other forms of electronic communications, access to inappropriate information.

Specifically, as required by the Children's Internet Protection Act, blocking shall be applied to visual depictions of material deemed obscene or child pornography, or to any material deemed harmful to minors.

Subject to staff supervision, technology protection measures may be disabled for adults or, in the case of minors, minimized only for bona fide research or other lawful purposes.

Inappropriate Network Usage

To the extent practical, steps shall be taken to promote the safety and security of users of the Pamunkey Regional Library online computer network when using electronic mail, chat rooms, instant messaging, and other forms of direct electronic communications.

Specifically, as required by the Children's Internet Protection Act, prevention of inappropriate network usage includes: (a) unauthorized access, including so-called 'hacking,' and other unlawful activities; and (b) unauthorized disclosure, use, and dissemination of personal identification information regarding minors.

Education, Supervision and Monitoring

It shall be the responsibility of all members of the Pamunkey Regional Library staff to educate, supervise and monitor appropriate usage of the online computer network and access to the Internet in accordance with this policy, the Children 's Internet Protection Act, the Neighborhood Children's Internet Protection Act, and the Protecting Children in the 21st Century Act.

Procedures for the disabling or otherwise modifying any technology protection measures shall be the responsibility of Library Director or designated representatives.

Adoption

This Internet Safety Policy was adopted by the Board of Trustees of the Pamunkey Regional Library at a public meeting, following normal public notice, on September 22, 2021.

* CIPA definitions of terms:

MINOR The term "minor" means any individual who has not attained the age of 17 years.

TECHNOLOGY PROTECTION MEASURE. The term " technology protection measure" means a specific technology that blocks or filters Internet access to visual depictions that are:

1. **OBSCENE**, as that term is defined in section 1460 of title 18, United States Code;
2. **CHILD PORNOGRAPHY**, as that term is defined in section 2256 of title 18, United States Code; or
3. Harmful to minors.

HARMFUL TO MINORS. The term "harmful to minors" means any picture, image, graphic image file, or other visual depiction that:

1. Taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion;
2. Depicts, describes, or represents, in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals; and
3. Taken as a whole, lacks serious literary, artistic, political, or scientific value as to minors.

SEXUAL ACT; SEXUAL CONTACT. The terms " sexual act" and " sexual contact" have the meanings given such terms in section 2246 of title 18, United States Code.

REGULATIONS

1. Computer hardware and software are to be used for Library related activities for which they are assigned. Library computer resources are not to be used for commercial purposes. Use of the Library's computer facilities and information resources must be done in a responsible and appropriate manner, respecting all contractual and license agreements and the rights of other computer users.
2. The Library cannot control and is not responsible for the accuracy or content of information available over the Internet. All Internet users must agree in writing to abide by the Pamunkey Regional Library Policy for Responsible Use of Computers and Electronic Information Resources and the Guidelines for Computer Use.
3. Computer users are bound by local, state, and federal laws relating to copyrights, security, obscenity, pornography, and other statutes regarding electronic media. Unauthorized reproduction of copyrighted material is against the law. Violations of the law will be reported to appropriate law enforcement authorities.
4. The Library reserves the right to limit, restrict or extend computer privileges and access to its information resources. Misuse or unauthorized use of Library computer facilities and information resources by patrons will result in revocation of library privileges. Misuse or unauthorized use of Library computer facilities and information resources by employees will result in disciplinary action.
5. The Library provides authorized employees access to shared systems, such as OCLC and the Internet, which require passwords and/or user identification. Employees who use library computer resources or facilities have the following responsibilities:
 - To protect the confidentiality of passwords and user identification on all accounts for which there are passwords or user identification.
 - To maintain the integrity of the contents of any computer files, documents, databases, and software programs, etc. that are in your possession by virtue of your employment at the Library and that are created as a condition of your work.
 - To report unauthorized use, or misuse, of Library computer resources or facilities to their supervisor.
6. *The Library uses Children's Internet Protection Act (CIPA) required Internet filters to prevent juveniles access to materials harmful to juveniles.* The Library provides authorized employees passwords and the authority to disable Children's Internet Protection Act (CIPA) required Internet filters to allow unrestricted Internet access to adults (age 18 and over) for lawful purposes..

IX. Responsible Use of Computers and Electronic Information Resources

PROCEDURES

Staff Instructions for Computer Use

1. For nonresidents, a one time use of computers requires no library card or user registration. Any nonresident with valid identification may use a computer for up to 30 minutes, **one time only**, after they read and agree to follow *PRL Guidelines for Computer Use*.
2. For regular computer use, ask the patron for their PRL card and look up the record to make sure the card is valid. If the person does not have their card with them, look up their record to get their library card id # and to make sure the card is valid. A valid library card is one that is not blocked nor has the privilege for that particular activity been suspended or revoked.
3. If the patron's card is blocked, **library computer use is denied** until/unless the patron takes steps to have the block removed, as in pays fines, etc.
4. If the patron's computer use privileges are suspended, the patron may **not** use the computers.
5. If the person does not have a PRL card, you must register them before issuing a computer pass.

Please refer to the procedures in **VIII. Registration for Library Cards** and register the person.

6. Staff must complete the computer use pass with date and end of session time, then checkout pass to the patron, and hand them the pass, explaining that the pass needs to be placed on the computer. It is also possible to walk with the patron to the computer.
7. Staff will assist patrons only in the use of the library's home page and selected websites.
8. Staff may initiate and/or accept requests from patrons for adding locations to the library selected sites.
9. If a patron has a complaint about a library-selected site, they may complete a *Request for Reconsideration of Materials* form.

Procedures for non-compliance

1. Staff must report any observance of non-compliance with the *PRL Internet Safety Policy* or the *Guidelines for Computer Use* to whoever is in charge of the branch at the time of the occurrence.
2. Staff member in charge approaches the patron to verify the occurrence of misuse and if the misuse is verified, informs the patron that they have violated PRL's *policy* and/or *Guidelines* and their computer time is over for the day.
3. Staff member in charge removes the computer use pass from the computer and records (using Workflows) the offense in the Notes line of the patron's record.
4. If misuse occurs more than twice, the patron's computer use privileges are suspended. [See Section X, #5.]

Computer Labs Use, Rules, and Regulations

Educational, civic, cultural, government groups and individuals may request to use the Library's computer labs if they agree, in writing, to follow all rules and regulations established by the Library Board for the use of the lab.

The computer labs will be available on equal terms to all in the community.

1. Anyone who wishes to schedule a class/workshop/program in the computer labs must complete a reservation request. Priority is given the needs/requirements of the Pamunkey Regional Library.
2. Reservation requests may **not** be made more than one month in advance. The Library, counties, towns or other government/interagency council members are **exempt** from this rule.
3. Requests to use the computer labs may be done in person, by fax or email; however, a signed original of the request reservation form must be on file **at least two weeks** prior to the scheduled event.
4. A copy of the rules and regulations for the computer labs will be given to all who request to reserve the computer lab.
5. The computer labs may be reserved ONLY during the branch open hours. All sessions must end at least **fifteen minutes** prior to the branch's regularly scheduled closing time. Special arrangements for using the lab are made **only** upon the written approval of the library director.
6. If the branch housing the computer lab is closed because of weather or other unforeseen circumstances, the reservation request for using the computer lab is **canceled**. The registrant will be notified as quickly as possible and every attempt will be made to re-schedule the event.
7. Individuals may use the computer labs in accordance with computer and Internet use policies when it is not reserved for group use.
8. The sponsoring agency or organization agrees to observe the following regulations:
 - a. Registration form, listing all participants, is required for any class/workshop/program using the computer lab. It is the responsibility of the sponsoring agency to compile this list and to provide a copy of the list to the branch at least **one week** prior to the request date.

X. PAMUNKEY REGIONAL LIBRARY SOCIAL MEDIA POLICY

Purpose

The Pamunkey Regional Library use of social media tools supports the library's mission by:

- Expanding and developing relationships with customers and non-library users.
- Promoting and delivering appropriate programs, services and resources.
- Promoting and delivering teaching moments on relevant topics such as Internet safety or information literacy skills.
- Collecting input and feedback about ways to improve and/or add services desired or expected from our customers.
- Eliminating geographical barriers to interacting with people of similar interests.
- Encouraging innovation and collaborative learning.
- Providing collaborative knowledge management opportunities.

Social media tools are about conversation, establishing and maintaining personal connections, collaborating on knowledge creation and sharing, and finding friends with shared interests. These services provide a variety of ways for users and staff to interact including email, chat, wikis, messaging, blogging, as well as video and file sharing.

Policy

The Library supports the use of social media tools to engage citizens in meaningful conversation and to promote and deliver programs, services and resources to citizens. The Library also supports the use of these tools to improve internal operations and communication, and to encourage innovation and collaborative learning among staff.

The policy is aligned with the social media policy of Hanover County and County policy regarding the personal use of County computers and communication systems.

Acceptable Use for Library Department use of Social media tools

- All content (regardless of format) and customization will be in compliance with the Library's Guidelines for Computer Use.
- All content (regardless of format) will be directly related to the Library's mission, values and strategic plan.
- Any employee who personally engages in social media and who has clearly identified him/herself as a PRL staff member at any time needs to adhere to the "three Rs of social media engagement:" 1) Be clear about who you are **representing**, 2) Take **responsibility** for ensuring that any references to Pamunkey Regional Library or any of the counties in our service area are factually correct and accurate and do not breach confidentiality requirements, and 3) Show **respect** for your employer and for the individuals and communities with which you interact. As in real-life situations where you are identified as a PRL staff member, you are clearly representing the organization and as such are expected to conduct yourself in an ethical and respectful manner. Note that this DOES NOT apply to employees' personal use of social media platforms where the employee does not identify him/herself as a PRL staff member.
- All content (regardless of format) and customization will be in compliance with the Library's policies and procedures, including but not limited to Library and Personnel Policies (available on the intranet)
- All content (regardless of format) must respect copyright and fair use laws.

March 2009

- All content (regardless of format) will be professional and reflect well on the Library and our service area.
- Library staff members and library-sponsored groups (e.g. Friends groups) will exercise discretion when creating, adding and customizing content, accepting “friends,” communicating with citizens, and moderating comments.
- Comments will be reviewed and approved by the profile administrator prior to being posted.
- Profile administrator will review “friends” profiles on a periodic basis.
- Any profile with questionable content (inappropriate photos or copyright violations etc.) will not be approved as a “friend.”

In addition to the above guidelines, if the Library chooses to create library-sponsored teen group profiles, the library will only approve "friends" who are:

- a) A teen
- b) A young adult author
- c) A local band
- d) Another library, museum, community group, or cultural organization
 - Refuse random people over 18 (aside from the above categories) from being a “friend” unless they have a good reason for being our “friend”, for example they moderate an online book discussion group for teens.

Designated Library staff or the profile administrator may post without approval as long as the topic is within their scope of authority and area of expertise and they adhere to the Library’s Social Media Policy and rules of conduct as stated in the Acceptable Use Guidelines above. In addition, designated staff and the profile administrator need to be aware of social media strategic outcomes as stated in the *Quantifying the Social Web* report (Appendix B). Staff may respond to positive, negative or neutral posts to enhance community knowledge of services.

Comments

Unless specified otherwise, comments are open to all and will be moderated. Commentary, opinion and reactions to posts are welcome. Comments must be relevant to the post. Spam, flaming, personal attacks and off-topic comments are not permitted. The Library reserves the right to not publish any comment.

Questionable Content

Questionable content or content that does not meet the stated content guidelines will be examined by the Reference & Training Dept. for further action and removal. This content includes political activities, harassing or offensive language or images, endorsements of any product, service or private organization, and commercial and fund-raising activities, except those sponsored or sanctioned by the Pamunkey Regional Library.

Disclaimer

The Pamunkey Regional Library does not in any way endorse the advertisements on library or related library group’s social media profiles or content (as in selected YouTube videos). The library will also not tolerate inappropriate, indecent or condescending comments and images, nor do we accept content that discriminates or ridicules based on race, color, religion, sex, sexual orientation, national origin, age, handicapping condition, marital status, or political affiliation. The Library reserves the right to select, modify and delete any contributor or friend.

Procedure

All Library staff will use the following procedures when proposing a social media project:

March 2009

1. Consult with the Reference & Training Dept. and the Supervising Librarians to determine feasibility and technical requirements. The goal is to make certain that the technology is a good fit for the project.
2. Discuss this social media policy with your branch or department team to ensure a common understanding of the Library's expectations of use for social media tools.
3. Review and complete the Social Media project proposal form and submit to your Manager and Supervising Librarian.
4. After approval from your Manager and Supervising Librarian, forward the project proposal to the Reference & Training Dept.
5. Refer any unanswered questions to your Manager, Supervising Librarian, and/or the Reference & Training Dept.
6. Once your project is approved by all parties:
 - a. FOR INTERNAL PROJECTS (staff only sites, intranet, etc.):
 - i. Implement the project as outlined in the proposal.
 - ii. Forward the URL to the Reference & Training Dept. for linking from the Library's intranet site.
 - iii. Evaluate project using anecdotal data (comments) and usage statistics provided by platform (Facebook, YouTube Insight, etc.).
 - b. EXTERNAL PROJECTS (for public communications outside the Library or with government/non-profit entities):
 - i. The Reference & Training Dept. will forward the project proposal to the Supervising Librarians and Library Director.
 - ii. If the project is approved, the Reference & Training Dept. will follow the procedures to be determined by Administration.
 - iii. Implement the project as outlined in the proposal.
 - iv. Link the URL from the Library's public web site as appropriate.
 - v. Evaluate project using anecdotal data (comments) and usage statistics provided by platform (Facebook, YouTube Insight, etc.).

Terminology

“Friends” – A friend in “real world” context is usually defined as a person that you know well and regard with affection and trust. In an OSN, a “friend” is a way that participants create a personal network of profiles in the virtual space of that specific online social media site such as MySpace, Friendster or Facebook.

Profile Administrator – One or more library staff responsible for overseeing a specific library profile in an online social media site such as MySpace, Friendster or Facebook.

Questionable Content – Content in any format including but not limited to text, images, video, audio or music files that is inappropriate or that violates copyright laws.

“Fans”- A fan is a Facebook user who supports a brand, organization, artist, etc... by becoming a fan of the public Facebook page of one of the same. The fan receives updates from the public Facebook page in their newsfeed.

Approved June 2012

XI. Revocation or Denial of Library Services

POLICY STATEMENT

The use of the Pamunkey Regional Library and its services may be revoked or denied for cause.

REGULATIONS

1. The Library Director or designee has the authority and responsibility to revoke or deny library use for cause in accordance with the criteria set out below, and as deemed necessary by the Director to avoid disruption of Library operations.
2. Such cause may include:
 - a. continued or repeated failure to return materials or to pay fines,
 - b. behavior or actions inconsistent with the orderly conduct of Library operations, including destruction of library property and disturbance of others.

XI. Revocation or Denial of Library Services

PROCEDURES

1. Library staff must always inform the library user when an “Alert” appears on their record. Staff may print out the information from Workflows, and give it to the user.
2. Circulation privileges will be automatically **BLOCKED** by Workflows when the library user has more than five overdue books or more than \$10.00 in bills.
3. Library staff may suspend a library user for infractions of the *PRL Guidelines for Computer Use* after warning the user.
4. Library staff must respond to behavior or actions inconsistent with the orderly conduct of Library operations on the part of library users as follows:
 - a. Staff will give the library user a verbal warning.
 1. If the person to whom the warning is given is a child or other person who is not responsible for themselves, staff will inform the parent/guardian accompanying that person about the warning.
 - b. If the behavior does not change or end, staff will give a second verbal warning and tell the library user their library privileges may be suspended.
 1. If the person to whom the warning is given is a child or other person who is not responsible for themselves, staff will inform the parent/guardian accompanying that person about the second warning.
 - c. If the behavior continues, after two warnings, staff will suspend the library user’s privileges related to the offense.
 1. If the person to whom the warning is given is a child or other person who is not responsible for themselves, staff will inform the parent/guardian accompanying that person about the suspension of privileges.
 2. If the person to whom the warning is given is a child or other person who is not responsible for themselves, and the person is unaccompanied, staff will contact the parent/guardian about the suspension of privileges.
 - d. Staff may tell the library user to leave the library premises.
 - e. If patron becomes belligerent or threatening, or refuses to leave library premises when told to do so, staff will call 911.
 5. When staff has suspended any library privilege, **STAFF MUST**:
 - a. Record suspension in the Notes field of the patron’s library card in the following manner: **SUSPENSION**: particular privilege, Staff Member (put your actual name), Branch code (A,T,G,H, K,M,N,R,U,W) and date. For example: **SUSPENSION**: computer privileges, Patty Franz, K, 7/15/05
 - b. Inform the Branch Manager and Supervising Librarian of the incident

6. Patron may appeal this decision by requesting **in writing and signed no sooner than 14 days** after the suspension. The patron's letter requesting reinstatement should be kept on file at the branch. The manager and SL may confer on reinstating the privilege. The patron will be notified by the Branch Manager if reinstatement has occurred or if the patron needs to reapply in writing after a specific time period.

7. When staff has reinstated any library privilege, **STAFF MUST:**

a. Record reinstatement in the Notes field of the patron's library card by first hitting the 'Insert' key and placing the new Note in front of the Suspension note. It should read as follows: REINSTATEMENT: particular privilege, Staff Member (put your actual name), Branch code (A,T,G,H, K,M,N,R,U,W) and date. For example: REINSTATEMENT: ILL privilege, Sue Brown, M, 1/03/06

b. Do not erase or type over 'Suspension' note!

8. Library users may be **BARRED** from use of any services of the library, including access to the library premises, only at the specific direction of the Library Director or their designee. Library users will be informed by written letter from the Director if they are barred from the Library, with an opportunity for the library user to respond.

XII. Volunteers

POLICY STATEMENT

The Library encourages the assistance of volunteers to meet or achieve its Mission Statement, Service Roles, Goals and Objectives.

REGULATIONS

Volunteers are to supplement, extend, and enhance the services and activities of the library, not replace, the work of staff.

1. The Library will consider any individual for participation in the volunteer program.
2. The Library will provide volunteers with a specific job assignment, schedule, training, orientation, and recognition.
3. Volunteers must agree to follow all Library policies and procedures, particularly those relating to confidentiality of library records.

XII. Volunteers

PROCEDURES

STAFF GUIDELINES FOR VOLUNTEERS

Volunteer "Hiring" process

- Library creates volunteer position

- Volunteer completes application

- Staff interviews Volunteer applicant using the volunteer job description and position description

When the volunteer is hired:

- The Volunteer's supervisor will

 - Create a file for the volunteer which will contain: the application

 - the completed "New Volunteer Day One

 - Checklist" a signed copy of the "Policy on

 - Volunteers" form the Volunteer time log

 - Send a copy of the file to the Library Office

 - Complete the "Volunteer departure form" when the volunteer leaves

When a volunteer starts work at the Library he or she will:

- Read and sign the copy of the "Policy on Volunteers" form

- Complete the "New Volunteer Day One Checklist"

- Receive a copy of the "Policy on Volunteers" form

- Receive instruction on completing his or her job

- Receive invitations to and recognition at the Full Staff Meeting






**Long Range Plan FY2016 – FY2020
Adopted June 24, 2015
by the Board of Trustees**

The Pamunkey Regional Library’s long range plan outlines the library’s mission, goals and objectives for fiscal years 2016 through 2020. The plan was developed through customer surveys and significant analysis of customer usage patterns. Numerous meetings were held with stakeholder groups.

More than 2,200 customers responded to the library’s survey. Library staff put considerable effort into gathering usage information from virtually every resource and service that the library provides. This data was used to create a performance dashboard that provides management the ability to measure progress, which allows the collection and analysis of data on an ongoing basis. Several dozen library staff members and the library board considered these findings and developed the draft plan.

Using this information, library planners created a brand promise—a simple statement of what the library hopes to deliver to customers. The brand promise is “Inspiring Destinations, Compelling Experiences.” To fulfill the brand promise for our customers, the library will customize our service offerings to best focus on the needs of each local community.

THREE COMPELLING EXPERIENCES

| | | |
|--|---|--|
|    | | |
| <p>Community Hub</p> | <p>One Stop</p> | <p>Work + Play</p> |
| <p>Branches: Rockville, Hanover, Montpelier, King & Queen</p> | <p>Branches: Ashland, Atlee, Mechanicsville</p> | <p>Branches: Goochland, Upper King William, West Point</p> |
| <p>These libraries feature popular collections and resources to help customers stay connected with their community and beyond.</p> | <p>These libraries provide a wide range of services, activities, and collections. Family entertainment and resources for work, study, and exploration are readily available</p> | <p>These libraries are designed for productive work and engaging play.</p> |
| <p>TEN INSPIRING DESTINATIONS</p> | | |

Serving Goochland, Hanover, King and Queen, and King William Counties

The concepts of the draft plan were shared and discussed with the library board and staff at full staff day in October 2014, as well as at library board meetings, branch staff meetings, and Friends group meetings. The Board of Supervisors in each of the participating localities also heard presentations about the library's long range plan.

The library remains committed to people, resources, and learning. All activities are based on the following core values:

- Pursuing excellence in customer service and continual improvement of library services, staff, resources, and facilities
- Providing, supporting and advocating free access to information
- Promoting the freedom to read, nurturing youth to become readers, and providing resources for people to become life-long learners
- Respecting library patrons, volunteers, and personnel
- Working together as a team with enthusiasm and optimism to reach the library's goals
- Working in an atmosphere of trust and cooperation
- Serving as responsible stewards of library resources

The goals outlined in this plan are practical and achievable. Some of the major goals we expect to achieve during the next five years are:

- Strengthen the relationship between customers, the community, and the library.
- Emphasize utilization by the Family Relationship cluster to develop new library users.
- Expand destination usage to deepen and strengthen customer relationships.

The library board will publish an "Annual Progress Report and Work Plan" in conjunction with the board's budget process.

The library board of trustees and library staff, especially the Supervising Librarians, Branch Managers, and Reference Librarians, contributed significantly to this planning process.

Please direct questions and comments about this plan to Tom Shepley, Library Director, Pamunkey Regional Library, P. O. Box 119, Hanover, VA 23069, or any Library Trustee at the same address.

Pamunkey Regional Library Board of Trustees, FY2015:

Joseph O'Connor, Chairman - Hanover County
Tom Wulf, Vice-Chairman – Hanover County
Eileen Ford, Secretary – Goochland County
Shirley Foutz – Goochland County
Gwynn Litchfield – King and Queen County

Brenda Meadows – Hanover County
Audrey Mitchell – King William County
Lisa Newman – Hanover County
Rebecca Townsend – King William County
James Taylor – King and Queen County

Pamunkey Regional Library
PEOPLE*RESOURCES*LEARNING

Mission Statement

The Pamunkey Regional Library enhances the quality of life in our communities by providing free access to information, promoting reading enjoyment, nurturing lifelong learning and providing places for people to interact.

The library provides the following services:

- GENERAL INFORMATION to help meet the need for information and answers to questions on a broad array of topics related to economic development, recreation, work, school, and personal life.
- Materials about CURRENT TOPICS AND TITLES to help fulfill community residents' appetites for information about popular culture and social trends and their desire for satisfying recreational experiences.
- LIFELONG LEARNING services to help address the desire for self-directed personal growth and development opportunities.
- A COMMONS environment to help address the need of people to interact with others in the community and to participate in public discourse about community issues

Library Goals and Objectives

Library Goals:

These six goals were developed in previous plans and remain valid.

The Pamunkey Regional Library will:

- Encourage all to use its services by providing access to high quality facilities, materials, programs and assistance.
- Accommodate a wide variety of community interaction – informal discussions, recreation and relaxation, programs - by providing safe, attractive meeting places that are convenient and accessible.
- Respond to the recreational reading and informational needs of its community by providing a diverse and up to date collection and a broad array of programs.
- Cultivate and nurture a love of reading.
- Educate the public about the library so they are informed as to the events, activities, programs and resources available to them.
- Provide its services free to all people in the community, no matter what their age, situation or condition.

These five goals are new and reflect the library’s developing strategy to serve customers.

The Pamunkey Regional Library will

- Strengthen the relationship between customers, the community, and the library.
- Emphasize utilization by the Family Relationship cluster to develop new library users.
- Encourage digital usage by increasing the items available and promoting their utilization.
- Encourage the use of technology to increase efficiency in library service.
- Expand destination usage to deepen and strengthen customer relationships.

Library Objectives:

Develop five additional regular messages utilizing the library’s dashboard and messaging system to promote library services (FY2016)

Develop plan to update library facilities (FY2016)

Implement regular review and update of library policies (FY2016)

Implement online library card registration system (FY2016)

Review and update library staffing plan, hours of work, position descriptions, responsibilities, and evaluations (FY2016-17)

Investigate credit card acceptance options/online payment systems (FY2016-17)

Improve library fleet fuel economy by 20% (FY2017)

Move customers in the occasional cluster into active clusters

Customize programs and services based upon the branch groupings of Community Hub, One Stop, and Work + Play (FY2016-20)

Move customers in the occasional cluster into active clusters (FY2016-20)

Increase customer use of Family Relationship services as measured by the library dashboard. (FY2016-20)

Manage the library’s print and digital collection to increase collection velocity (FY2016-20)

Advance library capital improvement projects (FY2016-20)

Grow the library’s digital collection (FY2016-20)

Increase customer use of Family Relationship services as measured by the library dashboard

Open library branches a minimum of 42 hours per week (FY2016-20)

Design and build a functional environment for users of mobile technology (FY2016-20)

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. 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.

Adopted June 18, 1948.
Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996,
by the ALA Council.

The Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970

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consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, July 12, 2000, June 30, 2004, by the ALA Council and the AAP Freedom to Read Committee.

A Joint Statement by:

American Library Association
Association of American Publishers

Subsequently endorsed by:

American Booksellers Foundation for Free Expression
The Association of American University Presses, Inc.
The Children's Book Council
Freedom to Read Foundation
National Association of College Stores
National Coalition Against Censorship
National Council of Teachers of English
The Thomas Jefferson Center for the Protection of Free Expression

Libraries: An American Value

Libraries in America are cornerstones of the communities they serve. Free access to the books, ideas, resources, and information in America's libraries is imperative for education, employment, enjoyment, and self-government.

Libraries are a legacy to each generation, offering the heritage of the past and the promise of the future. To ensure that libraries flourish and have the freedom to promote and protect the public good in the 21st century, we believe certain principles must be guaranteed.

To that end, we affirm this contract with the people we serve:

- We defend the constitutional rights of all individuals, including children and teenagers, to use the library's resources and services;
- We value our nation's diversity and strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve;
- We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the library and its resources and services;
- We connect people and ideas by helping each person select from and effectively use the library's resources;
- We protect each individual's privacy and confidentiality in the use of library resources and services;
- We protect the rights of individuals to express their opinions about library resources and services;
- We celebrate and preserve our democratic society by making available the widest possible range of viewpoints, opinions and ideas, so that all individuals have the opportunity to become lifelong learners - informed, literate, educated, and culturally enriched.

Change is constant, but these principles transcend change and endure in a dynamic technological, social, and political environment.

By embracing these principles, libraries in the United States can contribute to a future that values and protects freedom of speech in a world that celebrates both our similarities and our differences, respects individuals and their beliefs, and holds all persons truly equal and free.

**Adopted by the
Council of the American Library Association
February 3, 1999**

March 2009

Proctoring Services Offered by Pamunkey Regional Library

Pamunkey Regional Library's Reference Librarians and Branch Managers provide exam proctoring to our patrons. Please contact your local branch to find out if proctoring services are available, or contact any of the librarians listed below.

1. Our proctoring is free of charge but students are responsible for any postage, copying, or faxing costs that might be incurred. Students should determine before taking their exam what the postage will be. Photocopying and computer printouts cost \$0.15 a page. Faxing costs vary by length and fax number; please contact the branches for rates.

2. Proctoring will take place only during regular library hours when the librarians and managers are scheduled to work with the public. The proctors' availability is limited and subject to change. Appointments are required.

3. Proctors will be working with the public while the student is taking their exam. Because of this, the proctor will be unable to stay with the student at all times.

4. Proctors may not be able to accommodate exams that require longer than three consecutive hours.

5. Exams will be mailed out with the branch's daily outgoing USPS mail unless other arrangements are made by the student with the USPS or other courier services.

6. Students have the option of having a copy made of their completed exam. Once the original exam is received by the school, the copy will be shredded by the proctor.

7. At this time, we offer to email, fax, or mail exams. We cannot accommodate exams that require scanning.

8. Your school or program may also have requirements regarding who is eligible to proctor. Please contact them to determine what those requirements are.

Reference Librarians offer proctoring at the branches listed below.

Ashland Library
201 S. Railroad Ave.
804-798-4072

Atlee Library
9161 Atlee Road
804-559-0654

Mechanicsville Library
7461 Sherwood Crossing Place
804-746-9615

Reference Librarians: Carolyn Garner, Alyce Hackney, and Jessica Schelleng
E-mail: ask@pamunkeylibrary.org