

Farmville Public Library

Policies and

Procedures Manual

Adopted by the Farmville Public Library Board of Trustees, October 7, 2019

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1 – GENERAL INFORMATION

1.1 Mission

The Farmville Public Library provides materials, programs, space, and services to inform, inspire, educate and entertain.

1.2 Location and Hours

The Farmville Public Library is located at 4276 West Church Street, Farmville, NC 27828. Information about the library's operating hours is available on a 24-hour basis by telephoning the library at (252) 753-3355 or on its website, www.farmvillelibrary.org.

Normal hours of operation

Sunday: Closed
Monday: 9 am – 8 pm
Tuesday: 9 am – 8 pm
Wednesday: 9 am – 8 pm
Thursday: 9 am – 8 pm
Friday: 9 am – 6 pm
Saturday: 9 am – 3 pm

1.3 Holidays

Being a department of the Town of Farmville, the Farmville Public Library follows the Town's adoption of the State of North Carolina Annual Holiday Schedule. The following are the observed holidays:

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Veterans Day
Good Friday	Thanksgiving Thursday and Friday
Memorial Day	Christmas
Independence Day	

1.4 Adverse Weather and Closing

The library may close or postpone opening when weather conditions make travel difficult and unsafe. To the extent possible, every effort will be made to maintain regular library operating hours during inclement weather. In the interest of safety, the Town Manager will make all decisions to delay or close the library and other Town of Farmville government offices related to adverse weather or other emergency conditions.

1.5 Health and Safety Closing

The library may close or postpone opening of its facility, or limit some or all of its services, in the event of a local, regional, or global pandemic or health crisis. In the interest of the health and safety of employees and citizens, the Town Manager will make all decisions to delay or close the library and other Town of Farmville government offices.

1.6 Library Parking

Farmville Public Library utilizes a public parking lot and patrons may park in available designated parking spaces. Additional parking can be found along Main Street, Wilson Street, and others.

1.7 Library Board of Trustees

The Farmville Public Library Board of Trustees was established to assist the Board of Commissioners, Town Manager, and Library Director in the development, promotion, and operation of library programs, policies and facilities. Additional information may be found in the Town of Farmville's Code of Ordinances: Title IX, Chapter 96.03 Library Board of Trustees (*see APPENDIX B*).

1.8 Friends of Farmville Public Library

The Friends of Farmville Public Library is a 501(c)3, non-profit organization dedicated to supporting the Farmville Public Library. The Friends mission is to maintain an association of persons interested in the Farmville Public Library; to focus public attention on the Library; to stimulate the use of the Library's resources and services; to receive and encourage gifts, endowments and bequests to the Library and to support and cooperate with the Library in developing library services and facilities for the community.

The Friends elect a seven-member Board to make decisions on their behalf. The Library Director and Chair of the Library Board of Trustees serve as *ex-officio* members on the Friends Board. The Friends Board is independent of the Town government and Library Board of Trustees, though they often work together to promote library services and initiatives.

Additional information may be found by visiting www.farmvillelibrary.org/friends.

2 – USING THE LIBRARY

2.1 Purpose

It is the policy of the Farmville Public Library to provide comprehensive access to library services, materials and programs in accordance with the American Library Association’s Bill of Rights (*see APPENDIX G*), which states that “a person’s right to use a library shall not be denied or abridged because of origin, age, background, or views.”

2.2 Library Cards and Accounts

A Farmville Public Library card is necessary to borrow materials from the library and to remotely access subscription-based digital content. Library cards can be issued in person at the library, online through the Library’s online public access catalog, by email, or by telephone.

There are five types of library cards and accounts: Resident, Fee Exempt Non-Resident, Fee Non-Resident, Student Access and NC Cardinal Consortium Member.

Resident Library Cards

All Pitt County residents age 5 and older are eligible for a free library card. A valid North Carolina driver’s license or North Carolina ID with correct address is required.

Fee Exempt Non-Resident Library Cards

Free library cards are also available to:

- Non-resident Farmville property owners
- Individuals who are employed with the Town of Farmville local government
- Individuals who are employed with the Pitt County government
- Teachers, staff and students of Pitt County Schools or a private school in Pitt County
- Active Farmville Public Library volunteers and partners
- Librarians employed in a library in North Carolina

Fee Non-Resident Library Cards

Persons not meeting eligibility qualifications for a free Farmville Public Library card may receive a library card by paying a nonrefundable fee of \$10.00. This fee entitles the holder to all benefits provided by the library and is valid for three years. Valid identification with current address must be presented to purchase a fee card.

Student Access Library Account

The Farmville Public Library partners with Pitt County Schools to offer every PCS teacher and student a special Farmville Public Library account, which allows students to use their student ID number instead of a traditional library card. Teachers and students may bring their student ID number to the library to check out or access materials, or library staff will look up their account number for them. For online resources that require a pin number, students can use the last 4 digits of their student ID number as their pin. Student Access files are updated periodically to ensure up-to-date records and parents can opt out at any time.

NC Cardinal Consortium Member

The Farmville Public Library is a member library of the resource sharing NC Cardinal consortium. It is the policy of the NC Cardinal consortium that all member libraries honor the library cards of all other member libraries, allowing patrons the fullest access to NC Cardinal consortium materials. Therefore, patrons of fellow NC Cardinal libraries visiting Farmville Public Library may access Library materials and resources by using their home library's card.

Because the consortium does not currently share electronic resources consortium-wide, patrons from another NC Cardinal library may obtain a Farmville Public Library card based upon the library card eligibility within this section.

Proof of Eligibility for Library Cards

All library card applications (new, renewals and lost card replacements) require valid personal identification – such as a North Carolina driver's license, North Carolina ID, documentation with correct address – is required, and proof of meeting the requirements for the type of library card requested.

Library Card Renewal

All cards are updated for information every three years. Patrons are responsible for alerting library staff to update name changes, address changes, telephone number changes, etc. as they occur; proof of address will be required to renew a card if mail to the existing address has been undeliverable. A children's card may be updated by the responsible party without the child being present.

Library Account Registration via Online and Telephone

Individuals eligible to receive a free Farmville Public Library card may register for a library account online. To register for a library account online, visit the Library's online catalog (www.farmville.nccardinal.org) and complete the form under the "Request Library Card" link at the bottom of the page. Upon completion, an email will be sent by library staff during operating hours with a library card number and four-digit PIN.

Library account registration is also available via telephone and email. Interested individuals should call the library at (252) 753-3355 or email library@farmvillenc.gov. The requesting individual must provide their full address, date of birth, phone number, and preferred method of contact.

Once a library account number and PIN are issued, patrons may begin placing holds on physical items through the online catalog, as well as accessing the library's vast selection of digital resources online. The physical library card can be picked up in person at the library or mailed to the requesting individual.

2.3 Borrowing Library Materials

Loan Periods

The following loan periods have been established to provide library patrons with an adequate amount of time to both use library materials and return them so that they are available in a reasonable amount of time for other patrons:

- Books – 3 weeks
- Books on CD – 3 weeks
- Periodicals – 3 weeks
- DVDs – 1 week
- Wireless Hotspots – 1 week

Streaming and downloadable collection loan periods vary based on individual digital platforms.

Loan Limits

A maximum of 20 items may be checked out to a card at any time. The following limits also apply:

- DVDs – limit of 3
- Wireless Hotspots – limit of 1

Non-Circulating Items

For preservation and access purposes, the following items may not be checked out:

- Reference books
- Items contained in the genealogy and local history room

Returning Items

Items may be returned by handing them to a library staff member during library hours, or placing them in the outside book drop 24 hours a day. The following items should NOT be placed in the book drop when returning:

- DVDs
- Books on CD
- Wireless Hotspots
- Fines or fees for library materials services

Patrons who return items in the outside book drop before entering the library may have to wait until the drop is emptied to checkout if they have reached the limit for certain material types.

2.4 Renewing Library Materials

Most items are automatically renewed at their due date and can be renewed one time only. The following types of items may NOT be renewed:

- Items currently on hold for another patron
- DVDs
- Wireless Hotspots

For items that need to be renewed for a longer period of time, contact the library:

- Online – with library card number and PIN
- In person
- By telephone
- By email to library@farmvillenc.gov

Requests not being made in person must include the cardholder's name, library card number and the titles they wish to renew in the message. A request is not a guarantee that an item can be renewed for a longer period of time.

2.5 Overdue Notices

The Library actively pursues overdue materials through a duly approved internal and external procedure. Once an item is overdue, the patron may not check out other materials until the matter is resolved. Patrons with overdue charges may not use the cards of family members or parties they are responsible for.

Patrons will receive a receipt at the time of checkout that indicates the due dates of items checked out. Courtesy reminders are sent via email (to patrons who supply a valid email address) three days before an item is due. Overdue notices are delivered through the mail 7 and 21 days after an item is due. Overdue notices are sent as a courtesy and failure to receive a notice will not be considered grounds for waiving a fine, as library users are responsible for keeping track of the due date of their library material. After 90 days all overdue items will be declared lost and the patron will be charged for each item.

Patrons may access their current checkout history the following ways:

- Requesting a library staff member to look up their account
- Online – with library card and PIN at <https://farmville.nccardinal.org/eg/opac/login>

2.6 Overdue Fee

Each cardholder is responsible for returning borrowed library materials by the assigned due date. While Farmville Public Library does not charge late fees/overdue fines for books, periodicals, DVDs, Blu-rays, and audiobooks returned after the due date to increase access to resources, address equity issues, and eliminate barriers to essential materials, some items do accrue fines/fees. A complete list of items that accrue fines/fees can be found in the Loan Fines and Fees schedule (*see APPENDIX A*).

2.7 Lost and Damaged Materials

Patrons who lose materials will be charged the list price of the item at the time it was purchased. When materials are damaged beyond repair, the patron will be charged the list price of the item at the time it was purchased. The Library does not accept replacement copies in lieu of paying for lost or damaged materials.

2.8 Placing Holds on Materials

Any circulating item at Farmville Public Library and other NC Cardinal member libraries may be placed on hold at the request of a patron whose account is in good standing. The patron will be

notified when the item is available for pick up. If the patron cannot be contacted within seven days, the hold will be cancelled so it can be available to other patrons.

Items may be placed on hold the following ways:

- Online – with library card and PIN at <https://farmville.nccardinal.org/eg/opac/login>
- In person at the Circulation Desk
- By telephone
- Select online services provided by the library offer the ability to place holds; the process for placing a hold varies by platform.

2.9 Interlibrary Loans

While the Farmville Public Library maintains a balanced collection to meet the needs of the community it serves, it is not possible to purchase every item that each cardholder wishes to access. As a member library of the NC Cardinal Consortium, Farmville Public Library patrons have access to more than six million items from member libraries and can view all available materials through the shared online catalog. Farmville Public Library patrons may place holds on materials from member libraries and have them shipped to the Library for pick-up at no cost.

2.10 Exam Proctoring

Authorized Library staff members will provide an exam proctoring service for patrons for a fee which has been set by the Town of Farmville and Farmville Public Library Board (*see APPENDIX A*). Patrons are responsible for acting as a liaison between the Library and the university or college, providing staff with all information and materials necessary for completion of the proctored exam, and for scheduling an appointment sufficiently in advance of the exam. Library staff reserve the right to refuse the proctoring of an exam in instances where staff have not received instruction about the exam from the teacher/professor directly.

3 – PRIVACY, CONFIDENTIALITY AND LAW ENFORCEMENT REQUESTS

3.1 Purpose

The Farmville Public Library is committed to protecting the privacy and personal information of those who use the library and its services. This policy applies to all circulation and library use records, including use of the Internet as well as any personally identifiable information. This policy reflects the values in the American Library Association's Code of Ethics (*see APPENDIX G*), which states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."

3.2 Confidential Information Retention

In keeping with the American Library Association's Policy on Confidentiality of Library Records and Policy Concerning Confidentiality of Personally Identifiable Information About Library Users, and the State of North Carolina General Statutes §125-19, Confidentiality of Library User Records (*see APPENDIX C*), Farmville Public Library staff will not respond to requests by third parties for personally identifiable information about any library user. Confidentiality extends to information sought or received, and materials consulted or borrowed, and includes database search records, reference interviews, circulation records, interlibrary loan transactions, registration records, and all other personally identifiable uses of library materials, facilities, or services.

Personally identifiable information may be released only to a law enforcement agency after presentation of an order by a court of competent jurisdiction issued in proper form (a court issued subpoena or search warrant) and/or under the provisions of applicable federal law.

3.3 Personal Information Collected for Access to Library Services

The Farmville Public Library will collect information needed for users to receive library services such as borrowing privileges, access to computers and Internet, receiving personal responses to questions, receiving library promotional materials, or being added to specific mailing lists. Information that may be collected includes username, email address, postal address, telephone number and age. Records will be retained for the shortest length of time necessary to facilitate library operations or comply with applicable law. The Library does not share this information with outside parties except for possible instances related to the lawful recovery of materials or debt.

Email reference questions submitted to the Library will be retained only for the purpose of statistics and to assist with follow up queries from clients. The questions themselves and any personal information such as names, email addresses and telephone numbers submitted with the questions are confidential and are treated as other library user information under provisions of the Confidentiality of Library Records policy above.

Online suggestions and other general email to the library which do not apply to borrowing or intellectual pursuits may be considered public records under North Carolina General Statute §132, Public Records Law.

3.4 Library Use of Email

The library requests email contact information in order to provide information about the library's services and upcoming events, as well as reminders that material placed on hold is available for pick up or is overdue. Any cardholder can decline to receive emails from the library at the time of account registration or anytime thereafter.

The library is not responsible for the privacy and security practices of non-library websites and email providers accessed from a library workstation, laptop or personal Internet-accessible device. Computer users should review each site's policies and security practices and take other reasonable precautions.

3.5 Law Enforcement Requests

Library records containing personally identifiable information are confidential and shall not be disclosed, except as required by law. The Library Director shall be responsible for handling all law enforcement or similar requests to obtain confidential information held by the library.

3.6 Website Security

For website security purposes and to ensure that this service remains available to all users, Farmville Public Library utilizes a computer system that employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. These attempts to cause damage or unauthorized access to confidential data could be subject to legal action.

3.7 Security Cameras

Farmville Public Library utilizes security cameras to improve safety for patrons and staff and to help prevent theft and vandalism. These recordings are used only by library staff and law enforcement officials investigating incidents that occur in and around the library.

4 – LIBRARY USE

4.1 Overview

The Farmville Public Library strives to provide excellence in customer service. This excellence in customer service means that skilled and knowledgeable staff members are ready to assist individuals in identifying and locating materials or using the library's services. The library's goal is to meet customer expectations for excellent library service. All comments regarding how well those expectations are being met are welcome.

4.2 Code of Conduct

Farmville Public Library strives to provide a safe and welcoming environment for all its patrons. Library users and staff have a right to an environment free from harassment, physical discomfort, and danger. The Library Board of Trustees has adopted this Code of Conduct as a part of the Library Behavior Policy. This policy is intended to provide clear and reasonable rules to guide behavior while in the library and on library premises.

To assure the successful implementation of this policy, the following behaviors are prohibited in the library and on its premises:

Minor Violations:

- Bathing, shaving or any other unintended use of the restrooms
- Bringing animals other than service animals into the library
- Consumption of food except in designated areas
- Distributing or posting printed material that has not be approved by the library
- Leaving unattended children, age 10 or under, or vulnerable adults who need supervision, not involved in a library program
- Moving tables, chairs, or other furniture
- Not wearing shoes or shirt, or wearing shirts or pants unbuttoned or unzipped
- Putting feet or legs on the furniture
- Selling or soliciting services, money, or items
- Taking library materials into the restrooms
- Unreasonable noise levels including shouting, loud talking, or uncontrolled or repeated ringing of cell phones
- Use of personal electronic equipment (cell phones, tablets, laptops, etc.) at a volume that disturbs others
- Using photographic, video, or other recording device without prior approval of the Library Director

Consequences of Minor Violations:

1. Verbal Warning
2. Leave for a Day
3. One (1) Week Suspension
4. One (1) Month Suspension

Major Violations:

- Repeated offense of minor violations
- Carrying weapons of any kind
- Engaging in disorderly conduct, fighting, or challenging to fight OR using offensive words or actions likely to provoke a fight
- Intentionally damaging or stealing any library property, or a patron or library employee's property
- Lack of personal hygiene that interferes with the use and enjoyment of the library by others or interferes with the work of the library staff
- Possessing or consuming alcohol or illegal use of drugs or being under the influence of the same
- Sexual conduct of any kind
- Using obscene language or actions
- Violations of the Library's Internet Policy
- Any illegal acts or conduct in violation of Federal, State or local laws, ordinances or regulations

Consequences of Major Violations:

1. Leave for a Day
2. One (1) Week Suspension
3. One (1) Month Suspension
4. Six (6) Month Suspension

Following a six (6) month suspension, a written request for reinstatement must be submitted to the Library Director.

Criminal offenses will be prosecuted under the law. The offender will be suspended for a minimum of six (6) months up to permanently, depending on the severity of the offense.

4.3 Enforcement

The Library Board of Trustees and the Town of Farmville authorizes library staff to suspend library privileges for those who fail to comply with the Library Code of Conduct.

Anyone unwilling to abide by the Library Code of Conduct is subject to the enforcement of the consequences outlined in this policy which may include temporary or permanent suspension of future library privileges and the use of its facility. During a library suspension period, all library privileges are revoked, and the offenders is not allowed on the library premises.

For suspensions greater that one (1) week, the offender will be notified by mail of their violation and the length of suspension as well as the date of their return.

Anyone whose privileges have been suspended for one (1) month or longer may request in writing to have the decision reviewed by the Library Director. Further appeals may be taken, upon prior written request, to the Library Board of Trustees.

4.4 Unattended Children

Children of all ages are welcomed and encouraged to use the library's materials, programs and services. However, the library is an open, public building, and the well-being of children left alone is a serious concern. The library does not accept responsibility for the supervision of unattended children. Parents and other caregivers are responsible for their children's behavior and safety at all times in the library.

The Library Board of Trustees has established the following guidelines to help ensure that children are safe and cared for while in the library:

- Children ten (10) years of age and younger must be attended in the library by a responsible caregiver aged thirteen (13) or older when not in attendance at a library program.
- Staff members have the discretion to require that a parent or caregiver accompany a child at all times, regardless of their age.
- A staff member who discovers an unattended child aged ten (10) or younger will attempt to contact the parent or guardian of the child. For the child's protection, if a parent or guardian cannot be reached promptly, the library staff will notify the Farmville Police Department.
- When the library closes, staff will attempt to contact the parent or guardian of any unattended child. If a parent or guardian cannot be located or contacted within fifteen (15) minutes, the Farmville Police Department will be notified.

4.5 Unattended Vulnerable Adults

A vulnerable adult is an individual over the age of 18 who is mentally or physically challenged to a degree that significantly impairs the individual's ability to provide adequately for his/her own care or manage his/her own behavior without assistance.

Vulnerable adults who are unable or unwilling to care for themselves must be attended to and have adequate supervision at all times. A parent/guardian or caregiver 18 years of age or older must be responsible for monitoring activities and managing the behavior of vulnerable adults during their library visits. The Library does not assume responsibility for vulnerable adults while they are in the building or on Library property.

Vulnerable adults who can understand and follow Farmville Public Library's Code of Conduct Policy (*see section 4.2 of this Policy*), and can provide for their own needs, are welcome to remain in the library unattended. All library customers are expected to follow the rules of conduct outlined in Farmville Public Library's Code of Conduct Policy. Vulnerable adults left unattended should have contact information for a parent/guardian or caregiver in case of emergency and can contact them as needed. It is not the Library's responsibility to retain this information.

Library staff are responsible for assisting all Library customers and cannot adequately monitor unattended vulnerable adults. Library staff will attempt to contact a parent/guardian or caregiver when a vulnerable adult's health or safety is in doubt, if their behavior disturbs other library customers, if their actions violate any of Farmville Public Library's Code of Conduct Policy or the parent/guardian or caregiver is not present at the time of the Library's closing. Library staff are not responsible for preventing vulnerable adults from leaving Library grounds or monitoring or managing their behavior. If a vulnerable adult is left without a ride after closing, staff will contact the appropriate authorities to ensure the safety of the adult.

4.6 Cell Phones

The use of cell phones in the library tends to be disruptive. Anyone carrying a cell phone is encouraged to set it to vibrate when in the building, to answer calls in a quiet voice and to keep calls within the library very brief. When receiving a call one should move to either a more public area, or outside of the library building.

4.7 Food and Drink

To maintain the aesthetic quality of the library, eating is allowed only in the following areas and anyone making use of these areas for eating is required to clean the area promptly after eating:

- The meeting rooms (excluding the local history and genealogy room) when used for library events or as rental space.
- Areas utilized for library programs during library programs or as part of a rental arrangement.

Eating is prohibited in all other areas of the library.

Covered drinks such as water or coffee are allowed anywhere in the building, excluding the local history and genealogy room. However, care should be taken not to place drinks near keyboards or in other locations where spills are likely to occur and library property, such as books, can be damaged.

5 – INTERNET USE

5.1 Overview

The Town of Farmville and Library Board of Trustees has adopted the following Internet Use Policy to provide access to global sources of information and ideas that may not otherwise be available to library patrons. All Internet resources accessible through the Library are provided equally to all users, with the understanding that it is the individual's responsibility to demonstrate judgment, respect for others, and appropriate conduct while using Farmville Public Library resources and facilities.

In accordance with current state and federal laws, the Library uses a filter that blocks access to some Internet sites. The filter may be disabled by a library staff member, as necessary, for bona fide research or other lawful purpose by patrons who are 18 or older. Federal law prohibits disabling the filter for patrons who are 17 or younger, even if the minor shares a computer with an adult.

Internet users should be aware that filtering software has inherent limitations that prohibit the total and complete blocking of sites that may contain objectionable materials. In addition, the Internet is constantly changing; not all sources provide current, accurate, unbiased, or complete information, and some material may be offensive, disturbing, and/or illegal. The Farmville Public Library has no control over the information accessed through the Internet and cannot be held responsible for its content. By accessing the library computer network by any means, library patrons agree to the terms of this policy. This policy applies to devices owned by library patrons as well as library-owned devices. The Library assumes no responsibility for damage to or loss of data on patron's equipment or storage devices or for the disclosure of personal, private, or otherwise sensitive information through the use of public computers.

5.2 Internet Use Agreement

Anyone making use of the library's internet access is expected to use the internet in a responsible and courteous manner, consistent with the purposes for which it is provided and to follow all rules, regulations and procedures established for its use.

Anyone who accesses the library's network must:

- Recognize that public workstations and laptops must be used in a manner that respects the rights of others and therefore should refrain from activity that prevents others from using the internet at the library.
- Not use the internet for any illegal activity or purpose.
- Not violate copyright or any other law.
- Not damage or alter the setup or configuration of the equipment or software used to access the internet at the library.
- Refrain from the deliberate or reckless propagation of computer worms, malware or viruses.

- Refrain from the transmission of threatening, harassing, violent, obscene or abusive language or images using the internet, applications or email.

In addition to these specific rules, general guidelines for the use of all public workstations and laptops (see Section 5.4) govern the use of the internet in the library.

5.3 Accessing a Public Workstation

The library offers public computer stations for patrons of all ages. To access a library computer workstation:

- Farmville Public Library card holders may use their library card number located on the back of their library card, as well as their PIN.
- Farmville Public Library patrons who have forgotten to bring their library card or who have forgotten their library card number may have a staff member look up their number for them if they present their photo ID.
- Library visitors may obtain a guest pass at the Circulation / Reference Desk after presenting library staff with a form of identification.
- Youth patrons utilizing their Student Access account may use their Pitt County Schools student ID number. Library staff will look up this number if needed.
- Patrons of a fellow NC Cardinal library may use their home library's card number or request a guest pass.

A guest pass is offered to individuals who are not able to access a library computer through a Farmville Public Library, Student Access or NC Cardinal account. A valid form of identification is required to obtain a guest pass to ensure the individual is not eligible for a Farmville Public Library card and to ensure no library account currently exists.

Accessing a library computer with another individual's credentials is not permitted and may result in a suspension of computer privileges.

5.4 Guidelines for Use of Public Access Workstations and Mobile Devices

The library provides public workstations that can be used for internet access or other software applications on a first-come, first-served basis. These rules govern the use of these shared resources:

- Patrons are required to read and accept the Library's terms of use, which are displayed while logging onto a public computer terminal.
- Users may not alter or attempt to alter the setup or configuration of library computers (including software and peripherals).
- Users must supply their own electronic storage devices and assume the risks inherent in saving from a publicly-shared resource/workstation.

Public workstations are available without charge but there is a cost associated with printing as determined in the Loan, Fines and Fees Schedule (*see APPENDIX A*).

The workstations in the youth areas are reserved for exclusive use by children.

The library is not responsible for any damage done to library users' disks, data, hardware or software by any virus, malware or other harmful code that may have been contacted on or through library equipment.

Misuse of public workstations, software or the internet will result in the suspension of the privilege to use them.

5.5 Wireless Network Access

The Town of Farmville and Farmville Public Library Board have adopted the following Wireless Policy to provide Wi-Fi (high-speed wireless Internet access) to the public at no charge to the individual.

Library patrons are cautioned that the Library is a public area that must be shared by library users of all ages, backgrounds, and sensibilities. Individuals are asked to consider this and to respect others when accessing information and images.

As with most public wireless “hot spots,” this connection is not secure. Any information being sent or received could potentially be intercepted. Cautious and informed wireless users should not transmit their credit card information, passwords, or any other sensitive personal information while using any wireless “hot spot.” All wireless access users should have up-to-date virus protection installed. The Library assumes no responsibility for the safety of equipment or for laptop configurations, security, or data files resulting from connection to the library’s wireless network.

The following are the rules governing use:

- Patrons may bring their own wireless-enabled laptops, notebooks, tablets or other mobile devices to the Library and have free, instant access to the World Wide Web.
- Patrons using wireless access must act in accordance with the Farmville Public Library’s Internet Use policies.
- Patrons are not allowed to use FTP (file transfer protocol), file sharing, or outgoing SMTP (simple mail transfer protocol) on the wireless network.

5.6 Staff Assistance with the Internet and Technology

As the information and education center for Farmville and beyond, the library enthusiastically accepts its role as a technology learning center. Thus, Library staff will assist patrons with the use of the Internet and technology, including suggestions for effective search strategies. Library staff will also provide general assistance with personal electronic devices, particularly those that are used to access library-supplied digital content.

5.7 Wireless Hotspot Use

The Farmville Public Library lends wireless hotspots to patrons through its Community Wireless Hotspot Lending Program. The following guidelines for borrowing and use have been adopted by the Farmville Public Library Board of Trustees:

- Borrowers must be 18 years old or older. A Farmville Public Library card in good standing (or its allowable substitute) and with up-to-date and accurate account

information must be presented at the time of checkout. NC Cardinal cardholders from outside Farmville Public Library may not borrow a hotspot.

- Patrons that have had their accounts experience a history of delinquency may not check out a wireless hotspot device.
- Borrowers must read, understand, and sign this agreement in the presence of library staff. The agreement will be retained by the library in accordance with the Personal Information Collected for Access to Library Services policy.
- A wireless hotspot device may be borrowed for one week with no renewals.
- Patrons may only have one wireless hotspot device checked out on their account at a time.
- A wireless hotspot device may be reserved ahead of time or may be checked out without reservation depending on availability.
- A wireless hotspot device must be returned to a library staff member and NOT in the book drop.
- The device must be handled with care. The wireless hotspot device should be kept in a temperature-controlled environment and should not be left in unattended vehicles.
- The settings may not be altered.
- Use only the power charger provided for charging the wireless hotspot device. Other chargers may damage the device.

Patrons returning a hotspot device late, placing it in the book drop, or losing the device and any of its peripherals are subject to associated fines and fees, which may be viewed in the Library's Loan, Fines and Fees Schedule (*see APPENDIX A*).

Patrons will be required to accept and sign the Community Wireless Hotspot Device Lending Agreement (*see APPENDIX D*) before check out.

5.8 Enforcement

Violation of the policies and regulations that govern the use of the library's internet resources may result in suspension or loss of the privilege to use library resources. Illegal activity involving the library's internet resources will also be subject to prosecution by the appropriate authorities.

The library assumes no responsibility for any damages, direct or indirect, arising from its connections to the internet. The library makes no guarantee, either express or implied, with respect to the quality or content of the information available on the internet. Since not all the information available via the internet is accurate, current or complete, users are encouraged to evaluate the validity of information accessed via the internet.

The library reserves the right to ask users to discontinue the display of information and images that cause a disruption or discomfort to others using the library.

Users are cautioned that, because security in an electronic environment such as the internet cannot be guaranteed, all transactions, files and communication are vulnerable to unauthorized access and use and, therefore, should be considered public.

6 - MATERIALS SELECTION AND COLLECTION DEVELOPMENT

6.1 Statement of Purpose

The Farmville Public Library supports, strengthens, and enriches the residents and communities in which it serves by acquiring, organizing, and distributing a select collection of print and non-print materials to meet their informational, professional, educational, recreational, and cultural needs. The Farmville Public Library Board of Trustees has adopted the following Collection Development Policy to guide library staff and to inform the public about the principles upon which the library's collections are developed, offered, and maintained.

6.2 Intellectual Freedom Statement

Patrons of the Farmville Public Library represent a wide variety of cultural, educational, ethnic, religious, political, and financial backgrounds. The Library is committed to providing access to materials and information sources that reflect and respond to the nature and diverse interests of the population it services. The Library's role is to make ideas and information accessible to everyone. It does not endorse every idea or information resource by including them in the collection or by providing access to them electronically. However, the Library does support each person's right to access them.

The Farmville Public Library affirms its commitment to making available the widest possible diversity of views and modes of expression, including those that may be thought unusual, unorthodox, or unpopular. The Library recognizes that many materials are controversial and that any given item may offend some. Only individuals can determine what is most appropriate for their needs and can define what material or information is consistent with their personal or family values. Individuals can apply those values to the use of library materials only for themselves. Only parents and legal guardians may restrict their own children's access to library materials, resources, and services.

The Farmville Public Library does not create labels for materials except for those that indicate where or how an item is to be shelved, nor does it rate materials. Labels and ratings on an item that is received from a publisher or producer, however, are considered an integral part of the item and are not removed or altered.

The Farmville Public Library endorses the principles documented in the American Library Association's Library Bill of Rights, Freedom to Read Statement, Freedom to View Statement, and all other documents adopted by the American Library Association's Office for Intellectual Freedom (*see APPENDIX G*).

6.3 Selection Criteria

The Farmville Public Library acquires materials of lasting and current interest to satisfy the demands of its diverse community. Materials considered for inclusion to the collection are evaluated based on their merit as a whole, not on excerpts. The general criteria by which most materials are considered include: recency, accuracy, authority, depth of coverage, cost, format, popular demand, historical value, availability, quality, durability, and special features. These

selection criteria will be applied equally to all materials, regardless of format, whether they are purchased by or given as fits to the library. The library reserves the right to place materials that do not meet the selection criteria in its book sale or donate them to another library or institution.

6.4 Selection Process

The Collection Development Policy, as approved by the Library Board of Trustees, will be administered by the Library Director. The Children's Librarian, under the supervision of the Library Director, is responsible for the selection of material for children and young adults. The community's involvement in the selection process is encouraged via questionnaires or surveys, making reserve requests, and providing purchase suggestions to library staff. Final decisions on patron suggestions will be governed by this Collection Development Policy in making additions to or deleting items from the collection.

Tools used in the selection process include professional journals, trade journals, subject bibliographies, online resources, publishers' promotional materials, and reviews from reputable sources.

6.5 Maintenance of Collection

The Library's collection of resources, regardless of format, is continually and systematically reviewed, evaluated, and weeded to keep it responsive to patron's needs, to make room for new materials, and to keep it viable. Under the direction of the Library Director, delegated staff may be responsible for determining which resources should be weeded, repaired, updated or replaced. The collection review process includes the following factors:

- Ability to satisfy the needs and interests of the community.
- Obsolescence of information.
- Number of copies in the collection.
- Number of circulations, requests and reserves over a set period of time.
- Adequacy of other resources in the subject area to meet patron's needs.
- In-print status.
- Ease of replacement by purchasing another copy or a similar resource.
- Availability of the resource or information outside the Library at another institution.

6.6 Gifts

The Farmville Public Library graciously accepts gifts of library materials and other forms of donations. All donations to the library, a department of local government, are tax deductible under section 170(c)(1) of the Internal Revenue Code. The Library will provide the donor with a letter of acknowledgment, upon request, to serve as a tax receipt. The Library does not place a value on donated materials. Miscellaneous items, such as art work, furniture, or photographs, are accepted at the discretion of the Library Director. Once accepted, the donated materials will be evaluated according to the Library's selection criteria. If donated items are not added to the Library's collection, the Library reserves the right to either sell them at library book sales or to otherwise dispose of them by sending them to another institution or for recycling. Exceptions to this gift policy may be approved by the Library Director.

6.7 Honoraria and Memorials

Books or other library materials may be donated in honor or in memory of a friend or family member and are marked with a special bookplate. A thank you card will be sent to the donor, and, when appropriate, a notification card will be sent to the individual or family for whom the material was donated. Donations in the form of honoraria and memorials follow the same collection development maintenance as all purchased or donated library materials.

6.8 Reconsideration of Library Materials

Should a patron be concerned about a particular resource in the collection, they should complete a Material Reconsideration Form (*see APPENDIX E*). This form may be obtained at the Circulation Desk and must be completed in its entirety. All such forms should be given to a staff member, who will then give it to the Library Director. Upon receipt, the Material Reconsideration Form will be reviewed by the Library Director and designated library staff in conjunction with the selection criteria, its place in the collection, and the reasons for its inclusion. A written response from the Library Director will be sent within three weeks. If the patron is still unsatisfied with the decision regarding the material, he/she may arrange a meeting with the Library Director to discuss the matter. This meeting must take place within two weeks of receiving the written response from the Library Director. Should the community member be unsatisfied at this stage, they will then be encouraged to attend the next regularly scheduled Library Board of Trustees meeting. The Board, upon hearing the complaint, may wish to appoint a special committee to review or recommend a policy concerning the item in question. In either case, a letter will be sent to the patron informing him/her of the Board's decision. A copy of this letter will be forwarded to the Town Manager. If the community member seeks further consideration, final authority rests with the Town Board of Commissioners.

7 – PUBLIC MEETING ROOMS

7.1 Statement of Purpose

Farmville Public Library supports, strengthens, and enriches the residents and communities in which it serves by offering a safe and welcoming space to meet, socialize and learn. The Library serves a diverse community, and it is committed to providing use of its meeting spaces to reflect and respond to the diverse population and interests it serves.

The Library's meeting rooms are primarily used to support programs, activities, meetings and study offered by or related to the Library and the Town of Farmville local government. Reservations are made on a first come, first served basis. However, groups qualifying for meeting and study room space are listed below in order of priority:

- Farmville Public Library and its affiliates
- Town of Farmville Government and its departments
- Pitt County Government and its departments
- Community organizations and the general public

The Library and Town reserve the right, under extraordinary circumstances, to pre-empt or cancel reservations, meetings, or events. If this happens, as much notice as possible will be given and assistance will be provided to identify another meeting site. The Library maintains a list of Town and community meeting venues in Farmville and its associated contact information, which it will provide to patrons upon request.

7.2 Reservations

- Reservations for the auditorium and conference room can be made by telephone, email or in person.
- Reservations for study rooms can be made using the Library's online reservation portal, telephone, email, or in person.
- Organizations and individuals may have up to three (3) reservations at a time.
- Reservations are allowed up to 90 days in advance.
- All fees must be paid within one (1) business day of the reservation request, if applicable.
- Special requests may be made in advance and may require additional fees.
- Questions regarding denial of use or assessment of fees shall be addressed by the Library Director in consultation with the Town Manager.

7.3 User Types

The following list of organizations, businesses and individuals that may reserve the Library's meeting and study rooms aligns with Town of Farmville policy for all of its rental spaces and serves as a guide to determine associated fees:

Library and Town Use / Library and Town Sponsored Use

Events, meetings or activities conducted or sponsored by Farmville Public Library, the Town of Farmville as a whole, or by one of its departments, including but not limited to Commissioners' meetings, advisory board meetings, employee training sessions, employee events, and programs and classes.

Community Service Use

Donated activity or program that is performed by an individual or a group for the benefit of the community and not for personal or professional gain or recognition. Examples include but are not limited to blood drives, job fairs, nutrition programs, community book clubs, meal events for the elderly or needy, health screenings, literacy programs, youth mentoring programs, life skill development programs, and curriculum classes.

Private, Resident

Private events for which no admission is charged. Applicant must live within Town limits. Organizations may not use the address of a member who is a Town resident. A driver license will be required as verification of residence.

Private, Non-resident

Private events for which no admission is charged. Applicant does not live within the Town limits.

Business, Resident

Profit-oriented group. Business is located within Town limits.

Business, Non-resident

Profit-oriented group. Business is located outside Town limits.

The individual or organization hosting the event must complete the reservation request and application if applicable, and his/her address is used to determine the appropriate fee. Age restrictions may apply to specific rooms as detailed in section 7.6 of this Policy.

The Library and/or Town may participate in co-operative or joint programs with other agencies, organizations, institutions, or individuals as part of its own efforts to facilitate information access in the community or to provide a valuable service to the community as a whole or to a targeted segment of the community. Sponsorship is at the discretion of the Library and/or Town. These sponsored programs may include, but are not limited to speeches, community forums, discussion groups, demonstrations, displays, media presentations, health and mental health programs, or educational and scholarship programs. Sponsored events must be open to the general public, free of charge, observe all facility use policies, and have written approval as a sponsored event prior to being scheduled.

7.4 Fee Schedule

The following fee schedule corresponds to the user types in section 7.3 of this Policy:

Facility	Library/Town or Library/Town Sponsored Use	Community Service Use	Private or Business Use Resident	Private or Business Use Non-Resident	Kitchenette	Damage Deposit Fee
David Belk Cannon Auditorium	No Charge	No Charge	\$200 per 4-hour period	\$300 per 4-hour period	\$30	\$100
Monk Family Conference Room	No Charge	No Charge	\$50 per 2-hour period	\$75 per 2-hour period		\$50
Study Rooms	No Charge	No Charge	No Charge	No Charge		

7.5 Guidelines

The following are general meeting room guidelines:

- Use of a room shall not interrupt the use of the library by others, and the library’s Code of Conduct policy (section 4.2) still applies while using the room.
- Patrons are responsible for the condition of the room they are using. The rooms should be kept clean during use and should be put back into original condition when finished.
 - David Belk Cannon Auditorium should have no more than 2 round tables and 20 chairs left out after an event. A \$5 fee per table will be deducted from the room deposit fee if three or more tables remain out after the event.
- No items may be stored for any user/group within the facility.
- All supplies and equipment used in an event must be removed from the facility at the completion of each reservation period.
- No alcoholic beverages will be served without special permission from the Farmville Board of Commissioners.
- The Library shall have the right to control and operate the public portions of its facilities, the heating and air conditioning and common use areas, in a manner deemed most appropriate for the Library.
- Library equipment shall not be removed from the facility.
- The lessee shall not assign or sublease the space covered by the “Meeting Room Use Agreement”.
- No person shall be allowed to have firearms, knives, explosives, or any other weapons in the facility or on the premises at any time.

7.6 Meeting Rooms

David Belk Cannon Auditorium

Individuals and organizations may reserve the David Belk Cannon Auditorium (Room 118) in four-hour increments for a fee outlined in section 7.4 of this Policy. The maximum occupancy is

100 individuals. Due to the ability to close off the auditorium from the rest of the library, this space can be utilized after the library's normal operating hours.

Reservations: Reservations can be made by telephone, email, or in person at the library for a fee. The reservation will not be confirmed until the use fee and refundable damage deposit fee are submitted. These fees must be paid within one (1) business day of the reservation request for the request to be confirmed. Users are encouraged to make a reservation request at least a month in advance to better ensure the auditorium is available at the requested day and time. The requesting individual/responsible party must be at least 18 years old. Events in this space requires an adult chaperone ratio of two (2) adult per ten (10) minor children.

Availability: This space may be utilized during and after the Library's normal operating hours. Users may reserve this space Monday - Sunday between 9:00 am to 10:00 pm.

Size and capacity: 1,821 square foot room accommodates 100 people (100 chairs and 10 tables).

Equipment: 100 chairs, 10 round tables, pull-down projector screen, projector, and podium available. Kitchenette available for an extra fee.

Use of Kitchenette: Renters of the David Belk Cannon Auditorium may utilize the Library's kitchenette for a fee outlined in section 7.4 of this Policy. Individuals must make their own catering arrangements and arrange for cleaning of the kitchen after use. The kitchenette is not equipped for large-scale food preparation or catering. Cleaning supplies and trash bags are the responsibility of the renter.

After Hours Use: Due to the ability to close off the auditorium from the rest of the library, this space can be utilized after the library's normal operating hours. The individual/responsible party who made the reservation will be given one (1) key card to access the entrance associated with the auditorium. It is the responsibility of the individual/responsible party to ensure all doors are locked after the event has ended. The key card will be de-activated shortly after the event's scheduled ending. The library requests that key cards be returned to a library staff member by the next business day. Key cards may also be left in the exterior book drop immediately following the event.

Checking In: Individuals who have reserved the auditorium should check in at the service desk. Once alerted, a staff member and the requesting individual will review the auditorium's use policy, and assistance with equipment will be provided if previously arranged. Individuals who have reserved the auditorium after hours will be provided with a key card to access the entrance associated with the auditorium the day of the event.

Checking Out: Individuals are asked to alert staff once the auditorium has been vacated so its doors can be locked and room secured. If utilized after the library's normal operating hours, the requesting individual must ensure that the room is left as it was found and that all doors are locked. The key card will be de-activated shortly after the

event's scheduled ending. The library requests that the key card be delivered to a library staff member by the next business day. Key cards may be left in the exterior book drop.

Refundable Damage Deposit Fee: Lessees eligible to receive some or all their refundable damage deposit fee will be issued a check within fifteen (15) business days after the event has taken place.

Monk Family Conference Room

Individuals and organizations may reserve the Monk Family Conference Room (Room 209) in two-hour increments for a fee outlined in section 7.4 of this Policy. The maximum occupancy is 10 individuals.

Reservations: Reservations can be made by telephone, email, or in person at the library for a fee. The reservation will not be confirmed until the use fee and refundable damage deposit fee are submitted. These fees must be paid within one (1) business day of the reservation request for the request to be confirmed. Users are encouraged to make a reservation request several days in advance to better ensure the conference room is available at the requested day and time. The requesting individual/responsible party must be at least 18 years old and must attend the event.

Availability: This space may be utilized during the Library's normal operating hours:

- Monday - Thursday between 9:00 am and 8:00 pm
- Friday between 9:00 am and 6:00 pm
- Saturday between 9:00 am and 3:00 pm

Size and capacity: 323 square foot room accommodates 10 people (10 chairs and 1 table).

Equipment: 10 chairs, 1 rectangular table, and television screen for presentations.

Checking In: Individuals who have reserved the conference room should check in at the 2nd floor service desk. Once alerted, a staff member will unlock the conference room door, will review its use policy with the individual, and assistance with equipment will be provided if previously arranged.

Checking Out: Individuals are asked to alert staff once the conference room has been vacated so its door can be locked and room secured. The requesting individual must ensure that the room is left as it was found.

Refundable Damage Deposit Fee: Lessees eligible to receive some or all their refundable damage deposit fee will be issued a check within fifteen (15) business days after the event has taken place.

Emily Monk Davidson Local History and Genealogy Center

The Emily Monk Davidson Local History and Genealogy Center (Room 208) is a repository of historical materials for public consumption that can be utilized by patrons anytime during the

Library's operating hours. While the Library may hold or co-sponsor a public program that is historical in nature in the Center, it is not available to be reserved.

Study Rooms

A total of three (3) study rooms are available for individual or small group study, discussions, tutoring sessions and other similar activities. One (1) room (Room 106) is located on the first floor, and two (2) rooms (Rooms 202 and 203) are located on the second floor. These rooms are available without charge daily on a first come, first served basis. The maximum occupancy for a study room is 5 individuals.

Reservations: Reservations can be made using the Library's online reservation portal, phone, email, or in person at the library. The requesting individual/responsible party must be at least 13 years old.

Availability: This space may be utilized during the Library's normal operating hours:

- Monday - Thursday between 9:00 am and 8:00 pm
- Friday between 9:00 am and 6:00 pm
- Saturday between 9:00 am and 3:00 pm

Size and capacity: Study rooms are between 100 and 140 square feet, and each room can accommodate 5 people.

Equipment: Study rooms contain 5 chairs and 1 table. A television screen for presentations is available in two of the study rooms.

Checking In: Individuals who have reserved a study room should check in at the service desk which corresponds to the floor their requested study room resides. Once alerted, a staff member will unlock the study room door.

Checking Out: Individuals are asked to alert staff once the study room has been vacated so its door can be locked and room secured. The requesting individual must ensure that the room is left as it was found.

7.7 Conditions of Use

- **Room Capacity.** Users shall observe posted room capacities.
- **Non-Discrimination.** The Library is a place for everyone. Users of the library and its rental spaces must understand that any discrimination, including but not limited to an individual's age, sex, race, color, religion, national origin, physical or mental disabilities, affectional preference, or marital status will not be tolerated and may prevent future use of the Library and its rental spaces.
- **Activities for Profit.** Advance ticket sales or admission charges to private events are permitted, however you cannot charge admission at the door. The exchange of goods or services in the library is generally prohibited, though exceptions may be made by the Library Director or designee.

- **Signs and Advertising.** Posters or other signs advertising events in the library and its rental spaces must be approved by the Library Director or designee before they are displayed. Users may bring an easel, or use a Library-owned easel, to display an event's poster the day of the event. Signage is not permitted on the library's meeting room windows, tables, walls, ceilings, or equipment.
- **Safety.** Users must take all necessary precautions to ensure the safety and well-being of all activity participants.
- **Indemnity.** The user agrees to indemnify and hold harmless the Library, Town and its officers, agents and employees from all loss, liability, claims or expense (including reasonable attorneys' fees) arising from bodily injury, including death or property damage to any person or persons caused in whole or in part by the negligence or willful misconduct of the user except to the extent same are caused by the negligence or misconduct of the Town.
- **Liability.** As a condition of using the library's equipment or facility, users shall hold the Library and Town harmless from any claim or liability arising out of any activity or conduct of the group or individual while using the facility in question.
- **Compliance.** Users are responsible for compliance with all ordinances, codes, policies, and laws related to the proposed use of the Library, as well as Town buildings, grounds, or parks, and must obtain all necessary permits for the proposed event.
- **Reservation of Rights.** The Library reserves the right to prohibit use of facilities, for just cause, including, but not limited to, improper use or prior misuse of facilities, failure to abide by the provisions of this policy, disruption of library business, and failure to compensate the library for use and/or damages to a facility.
- **Waiver of Terms.** The Library Director reserves the right to waive or vary any provision in this policy when doing so would more effectively serve the public's interest, except when prohibited by law.
- **Disclaimer.** In making library facilities available for use under this policy, neither Farmville Public Library nor the Town of Farmville assumes obligation or responsibility for the activities of the individuals or groups nor makes any direct or indirect endorsement of the activity.

7.8 User Responsibilities

- Users must set up the tables, chairs and equipment, and are asked to return the room to the condition in which it was found. Failure to do so may prevent future rental privileges. Only tables and chairs assigned to each meeting room are available for use by the reserving group or individual.
- Users needing assistance with operating a room's equipment are asked to request assistance in advance of taking occupancy. Staff is not available to operate meeting room equipment or teach users without prior arrangements made at the time of reservation.
- Any damage incurred during a user's event is the responsibility of the user and their group. This includes any and all damages to the facilities, equipment or property, including the costs of all labor, materials, and supplies to repair or replace the damage. The user's damage deposit fee will be used to repair or replace damage incurred. Repair

or replacement of damage that exceeds the damage deposit fee total will be supplied by the user.

7.9 Audiovisual Equipment

Audiovisual equipment and technical support are available by library staff as long as sufficient notice is given and that the equipment is not needed for a Library, Town of Farmville, or Pitt County program or event. Groups may use their own equipment provided the library network and/or audiovisual systems are not compromised or unduly burdened. Any library equipment used must be left in the same condition in which it was found. Damage or loss of any library equipment or property will result in a financial liability to the individual and/or group reserving the room.

7.10 Meeting Room Refund Policy

Unless the cancellation of a meeting room reservation can be directly tied to an act of nature, public health concerns, or Library or Town use of the room, a refund will not be given unless made two (2) weeks before the scheduled reservation date. Canceling a reservation can be made by calling the library at (252) 753-3355. If eligible, a refund will be issued within fifteen (15) business days of the cancellation date.

7.11 Refundable Damage Deposit Fee

A refundable damage deposit fee is required to reserve the David Belk Cannon Auditorium and the Monk Family Conference Room. Any damage incurred during a user's event is the responsibility of the user and their group. This includes any and all damage to the facilities, equipment or property, including the costs of all labor, materials, and supplies to repair or replace the damage. The user's damage deposit fee will be used to repair or replace the damage incurred. Repair or replacement of damage that exceeds the damage deposit fee total will be supplied by the user.

Users eligible to receive some or all their refundable damage deposit fee will be issued a check within fifteen (15) business days after the event has taken place.

7.12 Denial of Meeting and Study Room Privileges

No group will be permitted use of a meeting room if that use is in violation of the Library's Code of Conduct policy (section 4.2), such as exhibiting excessive noise, or presenting a safety hazard or a significant security risk. The Library Director may also deny the use of meeting rooms to groups that violate meeting room policies.

8 – 3D Printer

8.1 Purpose

The purpose of the 3D printer is to offer the community access to new and emerging technologies. Farmville Public Library's 3D printer is made available to the public to foster creativity and advance lifelong learning. 3D printers make three-dimensional objects in plastic or other polymers using digital designs uploaded from computer files. This policy establishes how the public may utilize the Library's 3D printer.

8.2 General Use

All other Library policies apply when using the Library's 3D printer or printing services, including policies addressing user behavior, acceptable use, copyright, intellectual freedom, and user privacy.

8.3 Terms of Use

- Users must have a Farmville Public Library card in good standing or a library card from an NC-Cardinal library in good standing.
- Users may only submit one (1) print request at a (Note: one request may include multiple files for a multipart item. Each file can only be made in a single color and material.)
- Users may submit no more than two print requests (2) per month.
- Only designated Library staff may print items.
- The Library does not guarantee complete customer privacy during the 3D printing process as printing may be done in a public space.
- User will be charged a administrative fee of \$5.00 plus the cost of the materials used in creating a print. User will be notified of the cost of a print before it is undertaken.
- Users will not be charged for a failed print run.
- Charges must be paid at the time of pick up. The Library only accepts cash and check payments.
- User will not be charged for the material cost of a failed print. If a model is found to be printing improperly within the first 15 minutes, Library staff will attempt to print the model a second time. After the second failed attempt, the print request will be cancelled and the user requesting the print will be notified and charged only the administrative fee (\$5.00).
- The Library is not responsible for failed models. Printing designs are not guaranteed to come out as intended and can be affected by a number of variables, such as size, complexity, and overhanging areas.
- The Library does not refund printing fees for completed items which do not come out as intended due to options selected by the user requesting the 3D print, including but not limited to scale, design, quality, required support material, etc.

- Users have two weeks from notification to pick up their print job. Items not picked up within two weeks become the property of the Library, and the cost will be charged as a fee to your Library account.
- Use of the 3D printer is not necessarily on a first-come, first-served basis. Size of the file, timing of printing, and availability of materials and library staff may affect scheduling. The Library reserves the right to organize the print queue for overall efficient output.

8.4 Procedure

- Create a design file
 - Create or find a STL (stereo lithography) 3D design file and submit it to the library on a USB device or other approved method.
 - The Library will not be responsible for the creation of 3D files but may recommend freely available file sources upon request.
 - User is responsible for the object design. Library staff will not modify the designs submitted for printing.
 - If a submitted file fails to slice, or has significant errors in slicing, printing cannot proceed, and the user will be notified.
- Complete a 3D Printing Request Form
- Participate in a meeting with Library staff to review the design submitted for printing.
- Allow up to two (2) weeks for your item to be printed.

8.5 Restrictions

The Library's 3D printer may be used only for safe and lawful purposes. Users will not be permitted to use the Library's 3D printer to create material that is:

- Prohibited by local, state, or federal law
- In violation of the Library's code of conduct
- Unsafe, harmful, dangerous, poses an immediate threat to the wellbeing of others, or is inappropriate for the Library environment
- A weapon, look-alike weapon, or part of a weapon
- For commercial use
- In violation of another's intellectual property rights
- A reproduction of material or use a design that is subject to copyright, patent, or trademark protection.

The user represents and warrants to FPL that the designs submitted are original to the user, in the public domain, or that the user has other legal right to use the design. The user shall be responsible for and shall hold FPL harmless for any claims or damages arising from or relating to the user's violation of this representation and warranty.

The Library reserves the right to refuse any 3D print request.

The Library cannot guarantee model quality or stability, nor confidentiality of submitted designs. 3D printed items are provided to users "as is" and without warranty of any kind. Users are responsible for removing rafts and supports.

The Library is not responsible for any object created with the 3D printer, including any harm or injury incurred as a result of any usage of the 3D printer or the object printed.

9 – POSTING PUBLIC NOTICES

8.1 Purpose

Serving as a community information center, the Farmville Public Library welcomes flyers, pamphlets and public notices to be displayed for public view.

The Library Board of Trustees has determined that certain information and public notices may be posted in the library, subject to the provisions of this policy. The purpose of this policy is to establish guidelines by which such information and notices will be posted and to ensure that the guidelines are applied consistently and in the best interests of library users.

8.2 Bulletin Board and Literature Distribution

The Farmville Public Library provides a community events bulletin board literature distribution area to provide information about upcoming events. Farmville and Pitt County-based organizations engaged in educational, cultural, intellectual or charitable activities may post flyers and other announcements of public events, seminars or courses in Farmville and the surrounding community. Library staff will routinely review the community events bulletin board to ensure compliance with these guidelines.

Items posted on the community events bulletin board do not imply endorsement by the library for any organization, cause or activity.

The library does not assume responsibility for the preservation, protection or possible damage or theft of any item displayed on or near community bulletin boards. Flyers promoting events that have passed will be discarded by library staff in order to make room for flyers promoting future events.

8.3 Signs and Posters Inside and Outside of the Library

Signs or posters may not be posted on or around the exterior of the library building or inside the library building except on the community events bulletin board and in accordance with this policy.

The Library Director may make an exception to this posting policy if the sign or poster is related to an event or service sponsored or co-sponsored by the library, a Town government event, or otherwise contributing to the library's mission.

8.4 Enforcement

The provisions of this posting policy will be construed and enforced by the Library Director at their sole discretion.

10 – LIBRARY PROGRAMS

9.1 Purpose

The Farmville Public Library sponsors a wide variety of public programs and partners with other organizations to develop co-sponsored public programs to fulfill its mission and promote the enjoyment of reading, greater cultural understanding, lifelong learning and civic engagement. The library's investment in public programs recognizes that people learn in many different ways and that diverse programming enables the library to reach new audiences.

9.2 Program Planning

Library-initiated public programs are planned in accordance with the American Library Association's Library Bill of Rights (*see APPENDIX G*) and, as such, topics, speakers and resource materials are not excluded from library programs because of potential controversy. The library strives to present programs that represent a variety of opinions and viewpoints.

Programs represent the wide range of ideas and views contained in the library's collection, respond to a topical issue or popular trend and are planned to meet the expressed and anticipated needs of the community. Opinions expressed during programs at the Farmville Public Library do not necessarily reflect the views of the library, its staff, trustees or supporters.

The library staff uses the following criteria when planning programs:

- Relevance to community needs and interests.
- Presentation quality.
- Treatment of content for intended audience.
- Presenter background, reputation and qualifications in the content area.
- Budget.
- Availability of program space.
- Connection to other community programs, exhibitions or events.
- Relation to library collections, resources, other library-sponsored programs, and exhibits.

Professional performers and presenters that reflect specialized or unique expertise may be hired for library programs. Presenters or performers will not be excluded from consideration because of their origin, backgrounds, views or because of potential controversy.

The sale of products at library programs is not allowed except for the following:

- Writers, performers and artists may sell their own work at library programs.
- Third-party vendors invited by the library to sell the work of the writer, performer or artist that is the subject of that particular library program.
- The Friends of the Library may sell items at library programs they sponsor.

9.3 Community Participation

The library welcomes opinions and suggestions from the community concerning programming. Anyone with a question about a library program may address the concern with a library staff member or the Library Director.

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

9.4 Program Availability

Generally, library programs are offered free of charge and are open to all, unless a specific age group is indicated by the nature of the program. The library occasionally offers some ticketed and fee events to generate income on behalf of the library. A materials fee may be requested to cover the cost of materials used in a program but this fee generally will not exceed actual cost.

In the event that a program attracts more audience members than the library can safely accommodate, the library will limit admission to a number that meets fire and building code safety standards.

9.5 Book Group Support

As book discussion is core to the mission of the library, a value-added service is offered to book groups that make a request to hold their discussions at the library. Book groups may utilize library space at no cost.

The library understands that some book groups may not be open to the public, but library staff will share information with the community if groups are looking to expand its membership.

9.6 Patron Conduct

The Library reserves the right to deny attendance to anyone becoming disruptive to audience members or the program facilitator, and to anyone in violation of the Library's Code of Conduct policies. Adult supervision is required at all programs involving children unless otherwise stated by the program facilitator.

9.7 Use of Images and Video

Program participants should expect that photographs/video will be taken at events and used on the Library's social internet sites and/or website. Participants may take the initiative to request in writing that their image not be used by the library.

9.8 Program Cancellation

The library reserves the right to cancel a program and reschedule (or not) at its discretion.

11 – SOCIAL NETWORKING POLICY

10.1 Statement of Purpose

The Farmville Public Library, in an effort to engage and be more accessible to the community and its patrons, participates in social media to increase promotion of the Library’s services and resources. In doing so, it recognizes that its employees and patrons may also be active participants in both personal and professional capacities. The Farmville Public Library has outlined some key standards to consider when participating in social media networking websites.

Social Media Technology is defined as any website or application which allows users to share information, and may include, but is not limited to, blogging, instant messaging, social networking sites, and wikis. Many social networking sites allow users of those sites to become a “friend”, “fan” or otherwise associate their own “profiles” or virtual presences with the Library’s profile on these sites.

As with more traditional resources, the Farmville Public Library does not act in place of or in the absence of a parent and is not responsible for enforcing any restrictions which a parent or guardian may place on a minor’s use of social networking resources.

Users may disengage themselves at any time from the Library’s social networking websites by following established procedures of the site owner.

Users should be aware that third party websites have their own privacy policies and should proceed accordingly.

10.2 Rules Governing Use

Comments, posts, and messages are welcome on Farmville Public Library’s social networking sites. While the Library recognizes and respects differences in opinion, all such interactions will be monitored and reviewed for relevancy and content. All postings which contain any of the following will be removed and the user barred from posting any subsequent messages to Farmville Public Library social networking sites:

- Obscene, threatening or racist content.
- Personal attacks, insults, or threatening language.
- Potentially libelous statements.
- Plagiarized or copy-written material.
- Private or personal information published without consent.
- Comments unrelated to the content of the forum.
- Hyperlinks to material that is not directly related to the discussion.
- Commercial promotions or spam.
- Advertising of products, resources, organizations, businesses or anything the Library deems outside of its mission and purpose.
- Organized political or religious activity.
- Photos or other images that fall in any of the above categories.

The Farmville Public Library reserves the right to edit or modify any postings or comments for space or content, while retaining the intent of the original post. The Library shall also be granted the right to reproduce user comments, posts, and messages in other public venues for publicity purposes.

The Farmville Public Library assumes no liability regarding any event or interaction that takes place by any participant in any Library sponsored social networking service and does not endorse or review content outside the pages created by Library staff.

Participation in the Library's social networking services implies agreement with all Library policies and the terms of service of each individual third-party service. If a user does not agree to these terms, they are not to use the services provided.

The role and utility of social networking sites will be evaluated periodically by Library staff and may be terminated at any time without notice to subscribers.

12 – VOLUNTEER POLICY

11.1 Purpose

The Farmville Public Library seeks volunteers to assist library staff with a variety of tasks and projects.

Volunteers are defined as persons who perform duties or tasks for the Library without expectation of wages or benefits. The Library does not provide workman's compensation, medical coverage, or liability insurance for volunteers.

11.2 Overview

Volunteers must be at least 14 years old; volunteers under 18 years of age must have written permission from a parent or guardian to volunteer at the Library.

Volunteers must be able to follow verbal and written instructions; must have the skills commensurate with the assigned job duties; must be willing to abide by Library work rules and policies; and must be willing to perform all work as assigned by their supervisor.

Volunteers will not replace paid staff and will provide special, unusual, or supplemental services, and may be recruited for a specific job rather than on a general basis.

Volunteers are recognized by the public as representatives of the Library and shall be guided by the same work and behavior codes as employees.

The Library Director shall oversee the Volunteer Program and will assign library staff members to supervise volunteers based on their volunteer activities. Each volunteer will be trained by their supervisor in the tasks that will be asked of them and will be available if questions arise.

11.3 Application Process

Those interested in volunteering must complete and submit a volunteer application (*see APPENDIX F*). Once the application has been reviewed by the Library Director and their references are contacted and are in good order, an interview will be conducted.

The Library does not discriminate against a qualified potential volunteer on the basis of race, color, national origin or ethnicity, gender, sexual orientation, age, political affiliation, religion, or disability.

The Library reserves the right to deny a volunteer position to anyone it feels is unsuitable for any reason; turning in a completed application does not guarantee a volunteer position. Volunteers will not be accepted if there is no suitable job match when skills, interests, and schedules are considered. In that case, the application will be kept on file for one year and the applicant contacted if an appropriate job becomes available.

13 – CHILDREN’S POLICY

12.1 Purpose

The Farmville Public Library views offering library service to all children as a priority and strives to instill a life-long appreciation of literacy, reading, learning and education. The Library has created this overview of policy related to children and children’s services from the information found within this Manual so parents, guardians and children can access pertinent policy in one single location.

12.2 Overview

Children in the Farmville Public Library Policy and Procedures Manual refers to all individuals 17 years of age and younger.

12.3 Children’s Library Cards and Accounts

A Farmville Public Library card is necessary to borrow materials from the library and to remotely access subscription-based digital content.

A Resident Library Card can be obtained by all Pitt County residents age 5 and older. A parent or guardian with a valid North Carolina driver’s license or North Carolina ID with correct address is required to obtain a library account for their child. Library cards can be obtained in person at the library.

A Student Access Library Account also give children the opportunity to utilize library materials and resources. This special, temporary account, through a partnership between the Farmville Public Library and Pitt County Schools, allows every PCS student to use their student ID number instead of a traditional library card. Students may bring their student ID number to the library to check out or access materials, or library staff will look up their account number for them. For online resources that require a pin number, students can use the last 4 digits of their student ID number as their pin. Student Access files are updated periodically to ensure up-to-date records and parents can opt out at any time.

All *NC Cardinal Consortium Member* card holders, including children, may also utilize Farmville Public Library resources and materials. It is the policy of the NC Cardinal consortium that all member libraries honor the library cards of all other member libraries, allowing patrons the fullest access to NC Cardinal consortium materials. Therefore, patrons of fellow NC Cardinal libraries visiting Farmville Public Library may access Library materials and resources by using their home library’s card. However, because the consortium does not currently share electronic resources consortium-wide, patrons from another NC Cardinal library may obtain a Farmville Public Library card based upon the library card eligibility as outlined in section 2.2 of this policy manual.

12.4 Children’s Access to Materials and Resources

Physical Materials

Children may check out any and all physical library materials including books, books on cd, magazines and newspapers, though children may not check out DVDs and wireless hotspots.

Electronic Materials

Children may access or download any electronic resource made available through the Library using their Farmville Public Library account, such as eBooks, downloadable audiobooks and databases.

Public Computers and Wi-Fi

The Farmville Public Library provides access to global sources of information and ideas that may not otherwise be available to library patrons. All Internet resources accessible through the Library are provided equally to all users, with the understanding that it is the individual's responsibility to demonstrate judgment, respect for others, and appropriate conduct while using Library resources and facilities.

In accordance with current state and federal laws, the Library uses a filter that blocks access to some Internet sites. The filter may be disabled by a library staff member, as necessary, for bona fide research or other lawful purpose by patrons who are 18 or older. However, federal law prohibits disabling the filter for patrons who are 17 or younger, even if the minor shares a computer with an adult.

The library provides public workstations that can be used for internet access or other software applications on a first-come, first-served basis. The workstations in the youth areas are reserved for exclusive use by children. These rules govern the use of these shared resources:

- Patrons are required to read and accept the Library's terms of use, which are displayed while logging onto a public computer terminal.
- Users may not alter or attempt to alter the setup or configuration of library computers (including software and peripherals).
- Users must supply their own electronic storage devices and assume the risks inherent in saving from a publicly-shared resource/workstation.

Public workstations are available without charge but there is a cost associated with printing as determined in the Loan, Fines and Fees Schedule (*see APPENDIX A*).

Wireless Hotspot Use

The Farmville Public Library lends wireless hotspots to patrons 18 years old or older. Internet content filtering is not provided through the wireless hotspot device, making parents/ guardians responsible for monitoring what their children access via the device.

12.5 Unattended Children

Children of all ages are welcomed and encouraged to use the library's materials, programs and services. However, the library is an open, public building, and the well-being of children left alone is a serious concern. The library does not accept responsibility for the supervision of unattended children. Parents and other caregivers are responsible for their children's behavior and safety at all times in the library.

The Library Board of Trustees has established the following guidelines to help ensure that children are safe and cared for while in the library:

- Children ten (10) years of age and younger must be attended in the library by a responsible caregiver age thirteen (13) or older.
- Staff members have the discretion to require that a parent or caregiver accompany a child at all times, regardless of their age.
- A staff member who discovers an unattended child aged ten (10) or younger will attempt to contact the parent or guardian of the child. For the child's protection, if a parent or guardian cannot be reached promptly, the library staff will notify the Farmville Police Department.

When the library closes, staff will attempt to contact the parent or guardian of any unattended child. If a parent or guardian cannot be located or contacted within fifteen (15) minutes, the Farmville Police Department will be notified.

12.5 Materials Selection and Collection Development

The Farmville Public Library supports, strengthens, and enriches the residents and communities in which it serves by acquiring, organizing, and distributing a select collection of print and non-print materials to meet their informational, professional, educational, recreational, and cultural needs. The Farmville Public Library Board of Trustees has adopted the following Collection Development Policy to guide library staff and to inform the public about the principles upon which the library's collections are developed, offered, and maintained.

Referring to the Library's Intellectual Freedom Statement within this policy manual (section 6.6.2), patrons of the Farmville Public Library represent a wide variety of cultural, educational, ethnic, religious, political, and financial backgrounds. The Library is committed to providing access to materials and information sources that reflect and respond to the nature and diverse interests of the population it services. The Library's role is to make ideas and information accessible to everyone. It does not endorse every idea or information resource by including them in the collection or by providing access to them electronically. However, the Library does support each person's right to access them.

The Farmville Public Library affirms its commitment to making available the widest possible diversity of views and modes of expression, including those that may be thought unusual, unorthodox, or unpopular. The Library recognizes that many materials are controversial and that any given item may offend some. Only individuals can determine what is most appropriate for their needs and can define what material or information is consistent with their personal or family values. Individuals can apply those values to the use of library materials only for themselves. Only parents and legal guardians may restrict their own children's access to library materials, resources, and services.

12.7 Use of Images and Video from Library Programs

Programming for children is central to library service. The Farmville Public Library sponsors a wide variety of public programs and partners with other organizations to develop co-sponsored public programs to fulfill its mission and promote the enjoyment of reading, greater cultural understanding, lifelong learning and civic engagement. Program participants should expect that

photographs/video will be taken at events and used on the Library's social internet sites and/or website. Participants may take the initiative to request in writing that their image not be used by the library.

APPENDIX A
FARMVILLE PUBLIC LIBRARY
 Loan, Fines and Fees Schedule

MATERIAL	LOAN PERIOD	FINE	MAX FINE
Print Books:	21 Days		
Books on CD:	21 Days		
Periodicals:	21 Days		
DVDs:	7 Days		
Community Wireless Hotspots:	7 Days	\$2/Day	\$25/Item
eBooks:	7-21 Days		
eAudiobooks:	7-21 Days		

Wireless Hotspots:

- Overdue fine is \$2 per day, up to a maximum fine of \$25
- Returning a wireless hotspot device in a book drop will result in a \$5 charge
- Replacement fee for a damaged or lost wireless hotspot device is \$70
- Replacement fee for a damaged or lost power cord and charger is \$10
- Replacement fee for a damaged or lost container is \$5
- Replacement fee for a damaged or lost Sim card is \$70
- Total replacement cost for the wireless hotspot device and all peripherals is \$155

Other Miscellaneous Charges:

- Lost item: Cost of item acquisition
- Replacement library card: \$1
- Photocopies: .25 per page for black and white prints and .50 per page for color prints
- Computer printing: .25 per black and white page and .50 per color page
- Microfilm printing: .25 per printed black and white page
- Laminating: \$1 per running foot
- Exam proctoring: \$5 per exam

Meeting Room Use Fee Schedule:

Facility	Library/Town or Library/Town Sponsored Use	Community Service Use	Private or Business Use Resident	Private or Business Use Non-Resident	Kitchenette	Damage Deposit Fee
David Belk Cannon Auditorium	No Charge	No Charge	\$200 per 4-hour period	\$300 per 4-hour period	\$30	\$100
Monk Family Conference Room	No Charge	No Charge	\$50 per 2-hour period	\$75 per 2-hour period		\$50
Study Rooms	No Charge	No Charge	No Charge	No Charge		

APPENDIX B



Town of Farmville Code of Ordinances TITLE IX, CHAPTER 96

RECREATION AND LEISURE

96.03 LIBRARY BOARD OF TRUSTEES

(A) General. There shall be a Library Board of Trustees to assist the Board of Commissioners, Town Manager, and Library Director in the development, promotion, and operation of library programs, policies and facilities. The Library Board of Trustees shall consist of seven members of which no more than 2 shall reside outside the corporate limits. Members appointed from outside the corporate limits shall be residents within the Farmville area school district or shall have such special skills so as to uniquely qualify him/her for duty on the Library Board.

(Amended March 5, 1991)

(B) Appointment, Term, Removal. Each member shall be appointed in accordance with the procedures set forth in Section 11.02(B) of this code of ordinances. The members shall be appointed for staggered three year terms. Each member shall hold office until his/her successor has been appointed and qualified. Any vacancy in the membership shall be filled for the unexpired term. Vacancies for the unexpired terms shall be promptly filled. The Board of Commissioners may remove any trustee for incapacity, unfitness, misconduct, or neglect of duty. A trustee shall forfeit membership on the Board of Trustees if he/she is absent without excuse for more than three consecutive meetings or more than half of the board's meetings in any twelve month period. The Town Board of Commissioners may remove any Trustee for incapacity, unfitness, misconduct or neglect of duty. Trustees shall serve without compensation, except for reimbursement for official travel expenses to library conferences and workshops.

(C) Powers and Duties of Trustees

(1) The Library Board of Trustees shall have the following powers and duties:

- (a) To formulate and adopt programs, policies, and regulations for the operation of the library. Such programs, policies, and regulations are subject to Town Board review;
- (b) To make recommendations to the Board of Commissioners concerning the care of the buildings and grounds of the library system;
- (c) To approve all matters involving major improvements or alterations to the library buildings, furnishings, and grounds;
- (d) To assist the Town Manager in the selection of a library director when a vacancy occurs. The Library Board may provide this assistance by participating in the screening

of applicants and recommending to the town manager two or more fully qualified candidates for the position;

- (e) To establish with the library director, a schedule of fines and charges for late return, of, failure to return, damage to, or loss of library materials, and to take other measures to protect and regulate the use of such materials.
- (f) To participate with the library director in preparing the annual budget of the library;
- (g) To make recommendations concerning the extension of the privileges and use of the library system to nonresidents of the county or city establishing or supporting the system;
- (h) To develop and carry out special fund-raising efforts to support improvements or alterations to the library buildings or grounds;
- (i) To recommend the creation of special funds for acceptance of gifts, grants, and bequests offered to the library and as well to recommend disbursements from these funds, once created, in accordance with the terms of the gifts, grants, or bequests; (Amended 12/5/00)
- (j) To keep abreast of contemporary standards and methods of delivering service and to be aware of library-related legislation and to attend conferences and workshops for these purposes;
- (k) To submit periodically to the Board of Commissioners a report of the needs and programs of the library;
- (l) To generally advise the Board of Commissioners, town manager, and library director concerning the operations of the library and to perform any other reasonable duties requested by the Board of Commissioners; and
- (m) To act as liaison between the library director and the Board of Commissioners.

The Library Board of Trustees shall have the following additional powers:

- To adopt such rules and procedures for its own operation as may be necessary and which conforms with this ordinance and state law.
- To create such committees as may be necessary to carry out the responsibilities of the Board.

(D) Quorums for Trustee Meetings

A quorum for conducting official business of the Board of Trustees shall be a majority of the membership for that Board.

APPENDIX C

Confidentiality of Library Records

North Carolina General Statutes

Article 3.

Library Records.

§ 125-18. Definitions.

As used in this Article, unless the context requires otherwise:

- (1) "Library" means a library established by the State; a county, city, township, village, school district, or other local unit of government or authority or combination of local units of governments and authorities; community college or university; or any private library open to the public.
- (2) "Library record" means a document, record, or other method of storing information retained by a library that identifies a person as having requested or obtained specific information or materials from a library. "Library record" does not include nonidentifying material that may be retained for the purpose of studying or evaluating the circulation of library materials in general. (1985, c. 486, s. 2.)

§ 125-19. Confidentiality of library user records.

(a) Disclosure. - A library shall not disclose any library record that identifies a person as having requested or obtained specific materials, information, or services, or as otherwise having used the library, except as provided for in subsection (b).

(b) Exceptions. - Library records may be disclosed in the following instances:

- (1) When necessary for the reasonable operation of the library;
- (2) Upon written consent of the user; or
- (3) Pursuant to subpoena, court order, or where otherwise required by law.
(1985, c. 486, s. 2.)

APPENDIX D

FARMVILLE PUBLIC LIBRARY

Community Wireless Hotspot Device Lending Program Requirements and Agreement

Guidelines for Borrowing and Use

- Borrowers must be 18 years old or older. A Farmville Public Library card in good standing (or its allowable substitute) and with current account information must be presented at the time of checkout. NC Cardinal cardholders from outside Farmville Public Library may not borrow a hotspot.
- Patrons that have had their accounts experience a history of delinquency may not check out a wireless hotspot device.
- Borrowers must read, understand, and sign this agreement in the presence of library staff. The agreement will be kept on file at the library.
- A wireless hotspot device may be borrowed for one week with no renewals.
- Patrons may only have one wireless hotspot device checked out on their account at a time.
- A wireless hotspot device may be reserved ahead of time or may be checked out without reservation depending on availability.
- A wireless hotspot device must be returned to a library staff member and not the book drop.
- NOTE TO PARENTS/ GUARDIANS: Internet content filtering is not provided through the wireless hotspot device. Parents/ Guardians are responsible for monitoring what their children access via the device.

Fines and Liability

Borrowers are responsible for the care of the device from the time it is checked out on their account to the point of check in, and should refrain from lending it to others. Borrowing a wireless hotspot device may accrue fines related to losing the device or its peripherals, as well as overdue fines. Please refer to the library's Loan, Fines and Fees Schedule (*see APPENDIX A of Farmville Public Library Policies and Procedures Manual*) for current fines and fees.

Borrowers also understand that the device will be turned off remotely the day after it is due.

Proper Care and Use

- Handle with care. The wireless hotspot device should be kept in a temperature-controlled environment; please do not leave it in your car.
- The settings may not be altered. Refer to information on the back of the wireless hotspot device or the Quick Start guide.
- Use only the power charger provided for charging the wireless hotspot device. Other chargers may damage the device.

T-Mobile Acceptable Use Policy

Wireless hotspot device borrows must abide by the Library's device carrier, T-Mobile:

- 3.5. The Services are made available provided that you also comply with the following Conditions, which are a fundamental part of this Agreement between You and Us:
- 3.5.1. The Services are not used for anything unlawful, immoral or improper;
- 3.5.2. The Services are not used to make offensive or nuisance communications in whatever form, or to make or receive reverse charge calls;
- 3.5.3. The Services are only used with Equipment approved for use with the Network and all relevant laws and rules are followed;
- 3.5.4. The Services are not used to send, receive, upload, download or otherwise facilitate any material which is offensive, indecent, defamatory, of a menacing nature, a nuisance, a breach of privacy, an infringement of copyright or any other intellectual property right or otherwise unlawful;
- 3.5.5. The Services are not used to access or use Content in a way that infringes the rights of others;
- 3.5.6. The Services are not used otherwise than in accordance with Our and any other networks' policies for acceptable use, and (if appropriate) any relevant internet standards;
- 3.5.7. All reasonable instructions we give you are followed;
- 3.5.8. You comply with any fair use policy applicable to your use of the Services and if you are in breach of that policy you comply with any reasonable instructions that we issue to you to enable you to remedy that breach and to continue to use the Services;
- 3.5.9. You must not operate, whether directly or through a third party, any device to route or re-route voice, data or other Services on, from or to the Network, including but not limited to:
 - A GSM Gateway, commonly known as a 'SIM box';
- 3.5.10. You must not sell or attempt to sell or otherwise provide commercial services using our Network to any third party without our express prior written consent;
- 3.5.11. You, or anyone who uses your SIM Card, must not damage the Network or put the Network at risk, or abuse or threaten our staff;
- 3.5.12. Any information you give to us, on which we may rely in making decisions concerning the provision of Services under this Agreement, must be true at the time You give it;
- 3.5.13. You must not access any Age Restricted Services unless you are older than the required age. If you are allowed to access Age Restricted Services, You must not show or send content from the Age Restricted Services to anyone younger than the specified age. If you let anyone under the specified age use your Equipment, you must deactivate access to the Age Restricted Services.
- 3.6. Any failure to comply with any of the points in point 3.5 will entitle us to suspend or disconnect the SIM Card from the Network.

Community Wireless Hotspot Device Lending Agreement

I agree to abide by Farmville Public Library's lending guidelines as stated above, to pay overdue fines or charges as described above, and to pay full repair and/or replacement costs should the wireless hotspot device or any peripherals be stolen, lost, not returned, or damaged.

Patron's printed name: _____ Date: _____

Patron's signature: _____

Library card number: _____

Telephone number: _____

For Staff Use at Checkout

At checkout

Hotspot number: _____

Checkout date: _____

Staff signature: _____

For Staff Use at Check-in

Upon return

Were all parts returned in a satisfactory condition?

- Device: Yes No
- Charging cable (2 pieces): Yes No
- Sim card: Yes No
- Container: Yes No
- Did the patron report any problems?: Yes No

Staff signature: _____ Date: _____

NOTES:

APPENDIX E

FARMVILLE PUBLIC LIBRARY

Meeting Room Reservation Form and Agreement

Intended use of this reservation form and agreement is for the David Belk Cannon Auditorium and the Monk Family Conference Room.

Patron's printed name: _____ Date: _____

Telephone: _____ Email: _____

Mailing Address: _____

Room requested: _____ Anticipated attendance: _____

Date(s) and time(s) requested: _____

User Type (as specified in Section 7.3): _____

Fee total: (All fees must be paid within one (1) business day of this request): _____

Facility	Library/Town or Library/Town Sponsored Use	Community Service Use	Private or Business Use Resident	Private or Business Use Non-Resident	Kitchenette	Damage Deposit Fee
David Belk Cannon Auditorium	No Charge	No Charge	\$200 per 4-hour period	\$300 per 4-hour period	\$30	\$100
Monk Family Conference Room	No Charge	No Charge	\$50 per 2-hour period	\$75 per 2-hour period		\$50

Do you have any Library equipment needs or tutorials on its use? _____

If so, what equipment? _____

I have read, understood, and agree to abide by the Town of Farmville's library meeting room use policy (Chapter 7 of Farmville Public Library's Policies and Procedures).

Patron's signature: _____

For Staff Use at Time of Reservation Request

Date requested is available?: Yes No

Total of fees collected (if applicable): _____ Date collected: _____

Staff signature: _____ Director signature: _____

For Use at Reservation Check-in

Has the patron reviewed the Meeting Room Use Policy?: Yes No

Has the patron been given a tutorial on their requested equipment? Yes No N/A

Has the patron been given a key card (after-hours, auditorium use only): Yes No N/A

Patron's signature: _____ Date: _____

Staff signature: _____ Date: _____

NOTES: _____

APPENDIX F
FARMVILLE PUBLIC LIBRARY
Material Reconsideration Form

Author: _____

Title: _____

Book Periodical Other _____

Publisher: _____

Date of Publication: _____

To aid the library in reaching a decision, please answer the following questions. If additional space is needed, please use the back of this form or supply attachments.

1. Please state the reason for your request. (Please be specific – cite pages).

2. What do you feel might be the impact of accessing and using this material?

3. For what age group would you recommend this material?

4. What are the positive points of this material?

5. Have you read/viewed/listened to this work in its entirety? If no, what sections did you read/view/listen to?

6. Are you aware of any reviews of this item by literary critics? If yes, where?

7. What do you believe is the theme (for fiction) or the purpose (for nonfiction) of this material?

8. What action would you like the library to take regarding this material?

- Restrict its use to certain age groups
- Withdraw it from circulation
- Have it re-evaluated by the Library Director
- Other

9. In its place, what work would you recommend that would convey as valuable a picture and perspective of the subject?

10. Have you read the Farmville Public Library's Materials Selection and Collection Development Policy? Yes No

Requested by: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Email: _____

Do you represent: Yourself Organization (name) _____

Patron's Signature: _____ Date: _____

Received by Staff Member: _____ Date: _____

Received by Library Director: _____ Date: _____

APPENDIX G
FARMVILLE PUBLIC LIBRARY
Volunteer Application

▪ **PERSONAL INFORMATION**

Name: _____

Address: _____ City: _____ State: _____ Zip Code: _____

Telephone: _____ Email: _____

Applicants must be at least 14 years of age to volunteer. Applicants under 18 years of age must have a parent/ guardian complete the consent section on the reverse side of this application.

Are you over 18 years old? Yes No

In case of emergency, notify _____

Telephone: _____ Relationship: _____

▪ **OCCUPATION AND/OR EDUCATION**

Circle highest grade completed: 6 7 8 9 10 11 12 College (years or degrees completed)

Current Employer and Position: _____

Are you a student? Yes No If yes, what school do you attend? _____

▪ **VOLUNTEER INTERESTS**

Why do you want to volunteer?

When do you wish to volunteer?

DAY	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
TIME						

Please check the volunteer tasks that interest you?

Circulation Assistant Periodical Assistant Technology Assistant

Adult Literacy Materials Processing Children's Library Assistant

After-School Homework Helper

▪ **REFERENCE INFORMATION**

Please provide two references (teacher, supervisor, etc.) from individuals not related to you:

Name: _____ Telephone: _____

Relationship: _____ Email: _____

Name: _____ Telephone: _____

Relationship: _____ Email: _____

Have you ever been convicted of a criminal offense other than a traffic offense? Yes No

If yes, please explain.

I authorize Farmville Public Library to make inquiries as to my experience and character, and to certify that all statements made on this application are true. I understand that the Farmville Public Library will not be held responsible for any injuries that I may incur as a result of my volunteer services at the Library.

Your signature indicates that you understand that there is no compensation for volunteer services at the Farmville Public Library.

Signature _____ Date _____

▪ **PARENT/GUARDIAN CONSENT (for volunteers under 18 years of age)**

I give permission for the above applicant to volunteer at the Farmville Public Library for a maximum of _____ hours per week. I may be contacted at _____.

Signature of Parent/Guardian _____ Date _____

FARMVILLE PUBLIC LIBRARY STAFF USE ONLY

Interview Date: _____ Interviewed by: _____

References Checked? Yes No Recommend for Volunteering? Yes No

Requested Start Date: _____

Additional Comments:

APPENDIX H

3D Printing Request

Contact Information

Name _____ Library Card # _____

Email _____ Phone # _____

Project Information

Brief Description of Object _____

Desired Material (circle one) ABS PLA

Color (see materialist for available colors: _____)

File Name _____

I certify that the STL modeling file I am presenting to the Farmville Public Library for printing on their 3D printer was obtained legally and it's not propriety material. I agree to hold the Farmville Public Library harmless for the quality and integrity of the object produced from the file I have provided.

Signature

Date

Material cost of object: _____

+ \$5.00 administrative fee

Total Estimated Cost: _____

Staff Initial: _____

Patron Initial: _____

Staff Use (please Initial):

Date order received _____

Date print file review _____

Date order completed _____

Date patron notified _____

This service is made possible by funding from the federal Institute of Museum and Library Services (IMLS) under the provisions of the Library Services and Technology Act (LSTA) as administered by the State Library of North Carolina, a division of the N.C. Department of Natural and Cultural Resources (IMLS grant number LS-00-18-0034-18).

APPENDIX I

American Library Association Statements

The Farmville Public Library's policies are based, in part, on statements of principle as expressed in a number of policies adopted by the American Library Association, the oldest, largest and most prominent professional library association in the world. These policies are included as reference and provide context for the Library's policies.

American Library Association 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.

1. 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.
2. 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.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. 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 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

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

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

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

American Library Association Freedom to View Statement

The FREEDOM TO VIEW, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore, these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed by the ALA Council January 10, 1990

American Library Association Statement on Labeling and Rating Systems

An Interpretation of the LIBRARY BILL OF RIGHTS

Libraries do not advocate the ideas found in their collections or in resources accessible through the library. The presence of books and other resources in a library does not indicate endorsement of their contents by the library. Likewise, providing access to digital information does not

indicate endorsement or approval of that information by the library. Labeling and rating systems present distinct challenges to these intellectual freedom principles.

Many organizations use or devise rating systems as a means of advising either their members or the general public regarding the organization's opinions of the contents and suitability or appropriate age for use of certain books, films, recordings, websites, games, or other materials. The adoption, enforcement, or endorsement of any of these rating systems by a library violates the American Library Association's Library Bill of Rights and may be unconstitutional. If enforcement of labeling or rating systems is mandated by law, the library should seek legal advice regarding the law's applicability to library operations.

Viewpoint-neutral directional labels are a convenience designed to save time. These are different in intent from attempts to prejudice or discourage users or restrict their access to resources. Labeling as an attempt to prejudice attitudes is a censor's tool. The American Library Association opposes labeling as a means of predisposing people's attitudes toward library resources.

Prejudicial labels are designed to restrict access, based on a value judgment that the content, language, or themes of the resource, or the background or views of the creator(s) of the resource, render it inappropriate or offensive for all or certain groups of users. The prejudicial label is used to warn, discourage, or prohibit users or certain groups of users from accessing the resource. Such labels sometimes are used to place materials in restricted locations where access depends on staff intervention.

Viewpoint-neutral directional aids facilitate access by making it easier for users to locate resources. Users may choose to consult or ignore the directional aids at their own discretion.

Directional aids can have the effect of prejudicial labels when their implementation becomes proscriptive rather than descriptive. When directional aids are used to forbid access or to suggest moral or doctrinal endorsement, the effect is the same as prejudicial labeling.

Libraries sometimes acquire resources that include ratings as part of their packaging. Librarians should not endorse the inclusion of such rating systems; however, removing or destroying the ratings—if placed there by, or with permission of, the copyright holder—could constitute expurgation (see "Expurgation of Library Materials: An Interpretation of the Library Bill of Rights"). In addition, the inclusion of ratings on bibliographic records in library catalogs is a violation of the Library Bill of Rights.

Prejudicial labeling and ratings presuppose the existence of individuals or groups with wisdom to determine by authority what is appropriate or inappropriate for others. They presuppose that individuals must be directed in making up their minds about the ideas they examine. The fact that libraries do not advocate or use proscriptive labels and rating systems does not preclude them from answering questions about them. The American Library Association affirms the rights of individuals to form their own opinions about resources they choose to read or view.

Adopted July 13, 1951, by the ALA Council; amended June 25, 1971; July 1, 1981; June 26, 1990; January 19, 2005; July 15, 2009; July 1, 2014.

American Library Association Code of Ethics

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- i. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- ii. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- iii. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- iv. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- v. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- vi. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- vii. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- viii. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.