FARMVILLE PUBLIC LIBRARY

INFORMATION SERVICES POLICIES

Adopted on May 9, 2014
Amended by the Library Board of Trustees on August 21, 2017

Table of Contents

I. Reference Services Policy

    A. Reference Service Defined

The Town of Farmville and Farmville Public Library Board has adopted the following Reference Services Policy to reinforce their belief that good reference service involves identifying a person's information need and proceeding to fulfill it accurately, efficiently and pleasantly, using the resources available in the library and NC Cardinal consortium, and including referral to resources in other libraries or agencies, if necessary. It also includes providing instruction in library use.

    B. Reference Service Goals

The Farmville Public Library is committed to providing excellent reference service to all patrons, regardless of age, race, sex, sexual orientation, disability, social or economic status. Therefore, the primary goals of the Library's reference service will be:

- To assist patrons in the use of reference resources, library materials and in the development of research strategies
- To provide current, accurate information in a timely manner
- To provide readers advisory service
- To inform patrons of the availability of materials available through the NC Cardinal consortium, as well as through purchase suggestions
- To treat all reference questions with impartiality and confidentiality
- To keep the community well informed about the reference services and resources available from the Library

1. Reference services will be provided at all times that the Library is open.
2. The reference/service desk will be staffed by trained staff in order to provide quality service.
3. The Farmville Public Library regards every reference question as valid. All questions will be given equal consideration, and each will be answered as accurately and completely as possible within a reasonable time limit.
4. Every effort will be made to complete each reference transaction successfully. Patrons with questions too specific for the library's collection and informational resources may be referred to another library or informed of the possibility of acquiring materials through the NC Cardinal consortium to assist with their inquiry.

    C. Reference Service Standards

Answering reference questions will have a higher priority than other staff assignments, especially during times these staff members are assigned to the public service areas.

1. Service to the public takes precedence over other duties and service to the patron present takes precedence over telephone inquiries.
2. All information requests are to be handled. If information is available, it is provided to patrons without making a judgment on its moral or aesthetic worth unless the nature of the request is criminal or invasive of another individual's privacy.
3. The needs of every library patron will always be taken seriously and treated with respect and confidentiality.
4. Information staff will rely upon information obtained from reputable sources in order to give the most accurate and authoritative answers to questions. Reference staff will always cite the source of the answer.
5. Neither the patron's nor the Reference staff member's personal opinions or beliefs should influence the quality of service provided.
6. Staff shall not offer their personal opinions on social issues, politics, religion, etc., to patrons.
7. Telephone reference service should be used for providing short, factual information.

D. Reference Service Priorities

1. The following services, listed in order of priority, will be provided to patrons:

    i. Direct, personal service to library users who come to the Library; patrons are served on a first-come, first-served basis
    ii. Telephone inquiries
    iii. Library orientation and bibliographic instruction
    iv. Email and mail reference

2. Simultaneous requests will be managed at the discretion of library staff with regard to urgency, complexity and availability of staff resources.
3. If the librarian cannot answer a request immediately, he or she will obtain contact information from the patron and see that the patron receives a response within 24 hours.
4. For those people seeking recommendations for books or other library materials to suit their particular tastes or interests, staff suggests a selection of specific titles as time allows. In addition to relying on their professional knowledge and experience, Reference staff consult print, on-line, and other sources.
5. Library staff cannot provide legal, medical, financial, business, tax, appraisal advice or language translations.
6. Library staff will provide assistance with minor formatting issues with computer documents when asked by patrons. However, library staff cannot create new computer documents and may be limited in helping with comprehensive document reformatting. Library staff also cannot provide typing services to patrons.
7. Library staff will provide assistance with logging into computers and Internet browsing, but they cannot complete online forms for patrons. Library staff will not,

under any circumstances, log into patrons' secure account information, including but not limited to email, bank, or distance learning accounts.

II. Internet Use Policy

A. Introduction

The Town of Farmville and Farmville Public Library Board 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.

B. Rules Governing Use
1. To use one of the library's Internet-accessible computers, a patron must hold a current and valid library card with no fines or overdue materials. Sharing cards is not permitted. Patrons may use the Internet after reading and agreeing to the Internet Policy at self-serve computers.

   Library patrons are responsible for bringing their library card with them in order to obtain certain library services. In accordance with the Library's Circulation Policy, a patron who has forgotten to bring their library card may use the Internet for a fee set by the Library Board if they present their photo ID.

2. Internet users must abide by the following age requirements:
   - While using the Internet, a patron who is 12 years old or younger must have a parent, legal guardian, or caregiver 18 years or older, who has read and agreed to the Internet Use Policy with him/her.
   - Patrons who are 13 years old or older may use the Internet after reading and agreeing to the policy at a workstation.
3. Patrons shall not access material that is obscene, child pornography, or harmful to minors.
4. Patrons, especially minors, should use caution in their use of electronic mail and other forms of direct, electronic communications, as these forms of communication can expose users to dangerous situations.
5. Patrons, especially minors, should never disclose personal information, such as name, school, address, telephone number, credit card number, or social security number to strangers on the Internet.
6. Patrons are limited to two hours of computer time per day on the library's computers; time may be extended if usage permits. Staff can only allow additional time extensions to patrons who provide a legitimate educational or informational reason to continue usage.
7. A maximum of two persons may sit or work together at one computer with staff approval. Both patrons must have current and valid library cards.
8. The Internet computer equipment and software must be used as installed. Downloading is allowed only when saving to a storage device.
9. Network bandwidth is a limited resource and must be shared among all library network users. Patron owned devices which are determined to be using excessive bandwidth will be denied access to library networks. The Library may set limits, for example, on use of large files of still or moving images or sound, or on downloading files in any medium. Access to peer-to-peer (P2P) file sharing software such as LimeWire is not allowed. The Library reserves the right to block or filter access to websites or services whose content is primarily for entertainment purposes and which have been determined to be a drain on the library's network.
10. The use of a device that causes disruptive noise is prohibited. Activities such as talking on cell phones, playing music, use of Internet telephone technology, and playing games disturb others and are prohibited unless confined to a library study room.
11. Due to the public nature of the Library's computers and associated privacy and security issues, the Library does not recommend that patrons conduct commercial transactions on public Internet computers.
12. Patrons will pay .25 cents per page for black and white printing and .50 cents per page for color. Patrons are responsible for payment for all material they print.
13. Adult and Young Adult visitors who are not eligible to receive a free library card may receive a guest computer pass by showing appropriate identification. Child visitors are also eligible for a guest computer pass as long as their parent/ legal guardian is with them.

14. Patrons are responsible for damage resulting from misuse. Patrons should immediately notify staff of any problems with equipment and should not attempt to reboot any computer or correct any malfunction themselves.
15. Library staff will assist patrons with searches and use of equipment as their workload permits.
16. Misuse includes, but is not limited to:
    - Using the computer for illegal activities
    - Using patron-owned devices, accessing websites or downloading peer-to-peer file sharing software that use excessive bandwidth
    - Hacking into the Library computer system or any other computer system
    - Damaging or attempting to damage computer equipment or software
    - Interfering with the integrity or security of systems operations
    - Gaining unauthorized access to another person's files
    - Sending harassing messages to other computer users
    - Altering or attempting to alter the Library's computer settings
    - Violating copyright laws and software licensing agreements
    - Transmission, reception, or display of child pornography, trade secret information or copyrighted materials
    - Uploading a worm, virus, or other harmful programming
    - Impersonating another patron by access code, password, or signature
17. Because they are using public computers in a public setting, patrons agree that they are aware that their computer usage may be monitored at any time by any means necessary.
18. Materials obtained or copied from the Internet may be subject to copyright laws. United States Copyright Law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of "fair use." Responsibility for all consequences of copyright infringement lies with the user. The Farmville Public Library disclaims any liability or responsibility resulting from such use.

III. Computer Lab Policy

A. Introduction

The Town of Farmville and Farmville Public Library Board has adopted the following policy to maximize computer availability, and to ensure fair accessibility for all computers located in the Adult computer lab, Young Adult Department, and Children's Department.

B. Rules Governing Use
1. Patrons should respect other users in the computer lab and nearby computer workstations; work quietly and keep noise and conversation to a minimum. Disruptive behavior and offensive or abusive language will not be tolerated.
2. Computers are available on a "first come, first serve" basis.

3. To access a computer or to reserve a computer, patrons must have either a valid library card, a guest computer pass for those who qualify, or be able to show a picture ID and pay a fee set by the Town of Farmville and Farmville Public Library Board to have their card number looked up.
4. Patrons may not use a library card other than their own.
5. Patrons with fines or fees on their card may not use a computer.
6. A maximum of two patrons may use each computer with special permission from library staff.
7. Patrons must be 13 years of age to use a computer alone. Patrons under 13 years of age must have a parent or guardian sitting beside them while they are using a computer.
8. No food is allowed at the computer terminals. Drinks are allowed if they have a secure top to prevent spills.
9. Library patrons are not allowed to access peer-to-peer (P2P) file sharing software such as LimeWire on Library computers. Use of this software slows down the Internet for other users.
10. Computer use is limited to 2 hours per day for each patron. Time may be extended depending on computer availability and to those patrons who provide a legitimate educational or informational reason to continue usage.
11. The Library adheres to federal law by filtering all Internet content. Patrons over 18 may request to have the filter disabled, though approval is at the discretion of library staff. Patrons under 18, even with a parent or guardian present, may not have sites unfiltered.
12. Patrons are responsible for all printouts. Black and white prints are .25 cents per page and color prints are .50 cents per page.
13. If a user violates the Library's Internet Use Policy, the Library reserves the right to cancel and/or suspend computer lab use and possibly all library privileges by that user. Parents/ guardians of minors may be notified. Length of suspension is left to the discretion of the Library Director.
14. Please report damaged equipment or equipment failure to library staff.
15. All computers will shut down automatically ten minutes before closing. PLEASE PLAN ACCORDINGLY.

IV. Wireless Policy

A. Introduction

The Town of Farmville and Farmville Public Library Board has 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.

B. Rules Governing Use
1. 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. Wireless access is available during hours the library is open.
2. Patrons using wireless access must act in accordance with the Farmville Public Library's Internet Use Policy.
3. Patrons are not allowed to use FTP (file transfer protocol), file sharing, or outgoing SMTP (simple mail transfer protocol) on the wireless network.
4. Library staff cannot troubleshoot problems related to wireless devices or assist in making changes to network settings and/or hardware configuration of devices. Patrons who experience these difficulties should refer to their owner's manual or other support services offered by the device manufacturer.

V. Exam Proctoring Policy

Authorized Library staff members will provide an exam proctoring service for patrons for a fee of $5.00, which has been set by the Town of Farmville and Farmville Public Library Board. 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.