

# **FRIENDSHIP FREE LIBRARY**

## **POLICY MANUAL**

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# Rules Governing the Use of the Library

The rules governing the use of the library are set out here to ensure that all people who use and work at the Friendship Free Library can do so in a comfortable and safe environment. The Friendship Free Library and the library director reserve the right to determine what it considers to be disruptive or inappropriate behavior by the patrons in the library. In order to ensure that every patron has the opportunity to enjoy the benefits of the library, patrons visiting or using the library's facilities or services must comply with the Friendship Free Library Policy, **Patron Behavior Policy**, while on the library's premises. The Friendship Free Library is to be used for library purposes only. Any behavior that interferes with such use or that is not consistent with such use is not permitted. Any person not abiding by these rules and regulations of the library may be required to leave the library building and grounds and may forfeit their library privileges. Library employees may contact the Friendship Police, if necessary, to ensure the safety of library patrons and staff. A patron whose privileges have been denied may have the decision reviewed by the Board of Trustees. The review process shall be as follows: the Board of Trustees will meet to discuss the individuals involved at either the next board meeting or may convene in a special session to discuss the incident(s). During such a meeting, the Board of Trustees will decide whether or not to take action. A decision will then be relayed to the patron(s) within the next two business days.

The process for patron banning is as follows: if it is determined by the Board of Trustees that the patron(s) meets the requirement of a ban (see Patron Behavior Policy), the patron will be on a one month ban from the library and its premises. If any further action is needed, the ban will be extended to six months. If any further action is needed, the patron will be permanently

banned from the Friendship Free Library and it's premises and there will be no further appeals process. The patron will also have their card removed from the Friendship Free Library database and their card, if received at the Friendship Free Library, will be terminated. In the STLS system, the card will be flagged and a note will be put into the account notifying all other libraries in the STLS system the reason why this patron was flagged and removed.

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# Patron Behavior Policy

- Patrons cannot be under the influence of alcohol or recreational or illegal drugs in the library building or on library grounds.
- No leaving young children unattended.
- No interfering with library staff's performance of their duties, including but not limited to: going behind the desk, touching the computer or other staff only items, etc.
- No weapons of any kind are permitted in the library.
- No blocking entrances, exits or library aisles so that access to library materials and services is prevented.
- No interfering with the lift or instruments that assist the lift such as keys or the removal of keys.
- No entering employee workspaces or office areas without authorization.
- Permission must be obtained from the staff before going downstairs for any purpose. This includes use of the restroom.
- No physical abuse or assault, including hitting, kicking, fighting or challenging others to fight.
- No vocal abuse or assault is allowed anywhere on the premises. Neither is any sort of threat or harassment.
- No bullying of any kind.
- No running/jogging, no jumping, no cartwheels and no somersaults.
- No annoying other patrons by talking, gesturing, touching, taking their belongings or otherwise interfering with their ability to read, study, contemplate, or otherwise use the library.
- No shopping bags in the library. All shopping bags must be left in the area at the top of the stairs before entering the library, and the library is not responsible for any damage to or the theft of these items.

- No eating or drinking in the library.
- Patrons will leave the library in the same condition as they found it. Pick up after yourself.
- No displaying print or non-print materials of an offensive nature to others.
- All print materials will be approved by the library director for display. If materials have been rejected but later found to have been displayed in the library anyway, through unapproved bookmarks in shelved books, or placement of items at the front desk, etc, the materials will be removed and the patron will be asked to stop.
- No singing, no yelling, no talking loud, no using inappropriate language or playing audio equipment so that others can hear it or behaving in a manner that can reasonably be expected to disturb others.
- No lying on the floor or sleeping.
- No presenting offensive and/or pervasive odors which are disturbing to others.
- No smoking or using tobacco or tobacco products including vapes and other similar devices in the library building or on the library grounds. Tobacco products should not be visible in the library or on the library grounds.
- No pets or animals other than service animals are allowed in the library.
- No entering the building without shirt and shoes.
- No using rollerblades, roller-skates, skateboards or other sports equipment in the library building or on library grounds.
- No entering the library with bicycles, shopping carts, or other bulky items excluding items necessary to assist individuals with disabilities.
- No entering the library if you have an infectious or highly contagious disease.

- No entering the library if you have an infestation of parasitic insects at home or on your person (lice, fleas, bed bugs, etc.). If you do enter the library and it is suspected or confirmed that you have an infestation of parasitic insects you will be asked to leave the library and you will not be able to return to the library until there is verification from either the Allegany County Health Department or an exterminator that you no longer have an infestation of parasitic insects at your home or on your person. If you let other library patrons use items you have checked out from the library while you have the infestation of parasitic insects, those patrons will also be asked to leave the library and they cannot return until they have verification from either the Allegany County Health Department or an exterminator that they no longer have an infestation of parasitic insects at their home or on their person. If the library incurs a charge by an exterminator because of an infestation of parasitic insect that you introduced into the library, you will be asked to reimburse the library for charges it incurred to eradicate the infestation of parasitic insects.
- No moving library furniture or unplugging library equipment. If a plug is needed please ask at the front desk for an available outlet.
- If you damage or stain any of the furniture in the library, you will be charged a fee to have said furniture cleaned, repaired or replaced.

**The following behavior is not allowed and will result in criminal charges.**

- Engaging in any illegal activity while in the library building or on the library grounds.
- Loud, abusive, aggressive, threatening, violent or obscene language and/or behavior (Disorderly Conduct- NYS Penal Law Section 240.20).

- Destroying or damaging library books, library materials, furniture or other property (Criminal Mischief- NYS Penal Law Section 145.00).
- Using or distributing drugs (Criminal Possession of a Controlled Substance- NYS Penal Law Section 220.03 & 220.06).
- Theft of library materials (Petit Larceny- NYS Penal Law Section 155.25).
- Tampering with, altering, editing or damaging computer hardware and/or software (Computer Tampering- NYS Penal Law Section 156.20).

# Unattended Child and Child Safety Policy

The Friendship Free Library is dedicated to providing a welcoming, safe environment to patrons of all ages; and wholeheartedly encourages children to use its facilities and services. However, the Friendship Free Library is a public building open to all members of the public and therefore the library cannot be considered a safe place for unattended children. Parents, guardians, or caregivers are solely responsible for the supervision, welfare, and behavior of children in the library.

The purpose of this policy is to inform parents, guardians, and caregivers that the library cannot ensure their children's safety if left unattended and to provide guidelines in the event a child is left unattended in the library.

- Library staff will not assume responsibility for the safety and well-being of any child.
- Young children should always be accompanied by a parent, guardian, or assigned caregiver who is in the immediate vicinity and within line of sight of the child. We define "young child" as school age. Children ages 13 and above may visit the library on their own to choose materials for check out.
- Children may use the library on their own in accordance with the Patron Behavior Policy, in order to select materials, complete school assignments or attend a library program.
- Library facilities are not designed or licensed to provide basic childcare needs or emergency care. The library is not a free daycare center.
- Library staff may not drive children to any location, even at the request of the parent, guardian, or caregiver.



- Library staff is not responsible for the safety and well-being of children left at the library at closing time.
- Parents should be aware that children who violate the rules of the library may be asked to leave the premises whether they are accompanied by a parent, guardian, or assigned caregiver or not.

Any child left unaccompanied for an extended period of time may be approached for information concerning his/her parent, guardian, or assigned caregiver's availability and informed of the library's policy. If the situation continues, the appropriate law enforcement agency will be notified. If a child is left unattended at the time of closing, and all attempts to reach the parent, guardian, or assigned caregiver have failed, the appropriate law enforcement agency will be called.

**THIS POLICY WILL BE ENFORCED AT THE DISCRETION OF THE LIBRARY DIRECTOR ON BEHALF OF THE LIBRARY BOARD OF TRUSTEES.**

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# Public Computer Use Policy

The library provides Public Access Computers for patrons. The library provides free wireless access for use with your own devices. Use of the library's wireless network requires that you agree to our usage policy.

Access to the library's computer equipment and the Internet is a privilege, not a right. Failure to comply with library policies and procedures may result in forfeiture of the use of library equipment, Internet access or general library privileges.

Acceptable use of the Friendship Free Library's electronic resources, whether networked or wireless, includes, but is not limited to, the following:

- You must have a current library card.
- If you have outstanding materials or fines you cannot use the computers.
- Users shall not change any settings or backgrounds.
- Users shall not use the library's electronic resources for illegal or criminal use.
- Users shall not harass, libel, slander or maliciously offend others.
- Users must respect the legal protection provided by copyright and license to programs and data.
- Users shall be responsible for any damage they cause to library equipment.
- Users shall not develop or use programs that infiltrate, damage or alter the software components of a local or remote computer or computing system.
- Users cannot install software on any library computer.

- Any attempt to circumvent security or computer management software will result in loss of computer privileges.
- Users shall not intentionally seek information on or use computer accounts, access codes, data, files, or network identification numbers assigned to others.
- Use of computers in the library to view, display or disseminate pornography or materials that are obscene or harmful to minors is prohibited, and it will immediately result in loss of your computer privileges.
- We reserve the right to limit the number of people at each computer station.
- Users must respect the privacy of others.
- To maintain an area computer users are comfortable working in, all patrons are required to behave in a manner that preserves the relative security and privacy of all. While waiting for a computer to become available patrons should wait outside the computer area. Loitering in the area of the computers is not respectful of the privacy of others and patrons will be asked to remove themselves from the area. Remain an appropriate distance behind computer users, respect the one person per computer rule, and do not observe other's work.
- Public Access Computers maintained by the library are configured to remove all locally-saved user information at the end of each session.
- The library cannot guarantee the privacy or security of information transmitted via library computers. We urge all Internet users to be very cautious in using library computers to transmit important personal information such as social security numbers, credit card numbers, bank account numbers, etc. The library assumes no responsibility for any financial or other losses which may result from the use of library computers.

- Most legitimate sites have written policies regarding privacy and use of submitted information. It is your responsibility to read and understand these policies.
- Children may use the computers in the adult section at the discretion of the library staff.
- All computers are available on a first-come, first-served basis.
- To ensure that everyone has equitable access to library computers, the library uses a sign-up system to facilitate management of library computers.
- Computer use is limited to a maximum of two 30 minute sessions per day. More time can be added at the discretion of the library staff.
- The library is not responsible for damage to personal property or loss of personal data from use of library equipment or software.
- Printing is available to patrons using computers in the library. Patrons must pay for every printed page they send to the printer (even if it is a mistake/accident) including each side of a double-sided document. This would also include any printing done on paper supplied by the patron.
- The cost of printing is 20¢ per page and 40¢ per side if printing double sided.
- While library staff will assist in accessing software provided for public use, we cannot provide in-depth personal instruction in the use of the Internet or personal devices.
- Library staff will not assist patrons with the set-up of their personal e-mail accounts, social media accounts, tax preparation, or other similar accounts or requests. Library staff may assist with minor and brief questions regarding usage of public use computers at their discretion and knowledge.

- Library staff will not assist patrons to claim or redeem discounts, coupons, or free merchandise they may be entitled to. It is the patron's responsibility to know and understand how to do same.
- Downloading files from the internet is **not** permitted.

# Internet Safety and Minors at the Library

Parents, guardians, and assigned caregivers are responsible for their children at all times while visiting the library. This includes responsibility for minor children's use of the Internet. To provide for the safety of our minor patrons the Friendship Free Library uses filtering to block websites that promote the following:

- Computer hacking
- Phishing (defined as a scam by which an e-mail user is duped into revealing personal or confidential information which the scammer can use illicitly)
- Fraud
- Tasteless and offensive materials considered inappropriate for public viewing
- Terrorism
- Spam
- Adult content and pornography
- Spyware

Computer filters cannot guarantee that all potentially objectionable material is removed or that all websites are safe. Friendship Free Library cannot guarantee that a user (minor or adult) will not get to an offensive site or will not be inadvertently exposed to one as all computers are placed in a public area. The Friendship Free Library is also not responsible for any intentional or unintentional exposure to objectionable materials and does not act as loco parentis for minors activities online while at the library. Additionally, parents, guardians, and caregivers are responsible for monitoring, supervising and deciding which Internet sites are appropriate for minors in their custody.

Parents, guardians and caregivers are responsible for all direct electronic communication (e-mail, social media, video conference calls, chat rooms or direct message service) in which minors in their custody participate.

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# Parental Consent and Children's Internet Usage

The Friendship Free Library is not responsible for monitoring or placing restrictions on a child's internet access. It is the parent's or guardian's and only the parent's or guardian's responsibility to place restrictions on a child's access to the internet and other library materials. Therefore, parents are wishing to control the material to which their children are exposed are expected to provide supervision of their children.

Parents or guardians of children under the age of thirteen (13) must be present when their children are using the internet on library computers.



# Electronic Device Policy

The Friendship Free Library is pleased to offer electronic devices to patrons, such as iPads, Kindles, etc. Patrons will be able to access the library wireless network with library electronic devices, their own personal laptop or electronic device. All library wireless users must agree to abide by the library Electronic Device Use Agreement, Computer Guidelines and Internet Safety and Minors at the Library.

- Library electronics are for use within the library building only. They are not to be taken outside the building. If they are removed, they will be considered stolen and the police will be notified.
- An eligible patron may use only one electronic device at a time.
- They are available on a first come, first served basis. They may not be reserved in advance.
- If a patron is not using the electronic device in an appropriate way, they will be asked to surrender the device to the library staff and may lose this privilege.
- Patrons may not alter, delete, copy, tamper with any software loaded on the electronic devices or otherwise change its existing configuration. Patrons may not install software on the devices.
- The library is not responsible for damage to an external device (i.e. a flash drive or other external device) or for the loss of data that may occur while the laptop is in use.
- Patrons that owe more than \$20.00 in library fees will be denied checkout of an electronic device.
- Audio and video files must be played with headphones only and must be at a volume that does not disturb other patrons.

- Under no circumstances should a borrower leave an electronic device whether it's a personal or library device unattended. The library will not be responsible for any stolen electronic devices even when it is used within the library.
- If an electronic device is lost and/or damaged the patron who damaged said device will be responsible for the cost of repair or cost of replacement of said damaged device. If the patron is a minor, the parents or guardian will be held responsible.

# Wireless Access Policy

Patrons using wireless access provided by the Friendship Free Library are subject to Friendship Free Library Public Computer Use Policy and the Rules Governing the Use of the Library.

- The password for internet access is at the front desk and on the front door for after hours use.
- The library's wireless network is open and non-secure.
- The Friendship Free Library is not responsible for any damage to personal equipment, software or data that may occur as a result of using the library's wireless network. It is highly recommended that you use anti-virus and firewall software and updated patches when accessing any wireless network.
- Response speed, bandwidth, the ability to connect to the wireless Internet network, and continuity of connection are not guaranteed. Wireless users may experience loss of signal from time to time and the library cannot take responsibility for loss of data. Frequent backup of important files is recommended.
- You must have your own wireless device with Wi-Fi capability. Patrons may not connect their own equipment to the library's computer network or to library computers by means of a wire or cable.
- You are responsible for knowing how to configure your own equipment and how to access wireless networks through your device's operating system. Library staff cannot configure, diagnose or modify a library patron's equipment. Staff cannot provide technical support of any kind including but not limited to: touching personal

equipment, assistance with passwords, setting up personal accounts, etc,

- The library cannot guarantee the security of equipment owned by library patrons and is not responsible for the theft or damage of personal laptop computers and other devices. **NEVER LEAVE YOUR EQUIPMENT UNATTENDED.**
- Patrons may connect their wireless devices to any available electrical power outlet, provided the cords do not create a hazard. Patrons may not unplug library equipment, move furniture, or block exits and aisles.
- Headphones must be used in the library when using devices with sound; headphones are not provided by the library.

The Friendship Free Library reserves the right to prohibit anyone from accessing the wireless network if that person is violating any of the policies or guidelines of the Friendship Free Library.

# Printing, Copying, and Faxing Cost Policy

Patrons will be charged for **ALL** items printed, copied, or faxed, which includes items that a patron accidentally prints or copies. Patrons who bring in their own paper will still be charged for printing/copying. Printing of non-standard materials will be allowed only at the discretion and knowledge of staff including ledger size, legal size, envelopes, card stock, transparencies, etc.

- Adult, Young Adult and Juvenile patrons will be charged 20¢ per single page and 40¢ per side when prints or copies are double sided.
- Friendship Central School students who are printing or making copies relative to school work will have no charge for the first five (5) pages, and a 10¢ charge for all additional single pages and 10¢ per side when prints or copies are double sided.
- If you provide your own paper, you will still be charged 20¢ per single page and 40¢ per side for double sided prints or copies.
- Faxes are \$1 per page and include a free cover sheet from the Friendship Free Library. We encourage use of cover sheets to ensure the document is sent in its entirety. The Friendship Free Library is not liable for any missing information or incomplete faxes.
- If you accidentally print or copy pages you do not want, you will still be charged 20¢ per single page and 40¢ per side when prints or copies are double sided.
- If you do not want to accidentally print extra pages, please ask for assistance from the library staff.
- If you do not want to accidentally copy extra pages, or have pages facing the wrong direction, please ask for assistance from the library staff.

- The library staff reserves the right to ask patrons what they are printing off the computer and copying at any time. Library staff will ensure when possible privacy in regards to printing or copying needs. Use of public use copier may result in exposure of private or sensitive information. The Friendship Free Library is not responsible for accidental exposure of sensitive materials.
- If materials are left behind, the front desk will hold them for a set of time. Contact with the patron will be attempted: for instance a phone call if possible. If identification of ownership cannot be ascertained, nonreplicable documents will be held in a “Lost and Found” folder in the office. For prints or copies of a normal, not sensitive manner, documents will be held for 4 weeks and then shredded.

# Collection Development

## Selection of Materials

- Materials selected for the collection are intended to offer a wide range of subjects, a choice of formats and treatments, and a varying level of complexity so that most individual library needs can be met and service given to individuals of all ages. Selection of materials for adult, young adult and juvenile materials is done from published reviews, annual lists of recommended titles, subject bibliographies, customer requests, publishers' catalogs and the considered judgment of the staff.
- In selecting materials, the contribution they make to the education of the reader, their aesthetic or inspirational value, potential demand, usability, price and needs of the community are considered. Many works important in our culture contain isolated elements to which some individuals may object. Our selection is guided by the value or impact of the entire work transcending the specific words, phrases, or incidents of which it is made.
- Selection decisions are not influenced by the possibility that material may be accessible to use by children. The responsibility for the reading, listening and viewing of library materials by children rests with their parents, legal guardians or caregivers. Selection of any material for the library's collection does not constitute an endorsement of its contents.
- All materials will be kept on open shelves except items that are in poor physical condition, are extremely rare or expensive, are subject to mutilation or are duplicates.

## **Maintaining the Collections**

- Selection is only one aspect of collection development. Rigorous attention must be given to assessing the need for adding, replacing, repairing and discarding materials in every collection. Library staff are expected to use good judgment to remove from the collection whatever no longer serves a need, damaged and out-of-date items, materials for which there has been no use in a given period of time, and those lost by users. Replacement or substitution of these materials reintroduces the selection process.

## **Gifts, Memorials and Money Donations**

- The Friendship Free Library is appreciative of materials offered as gifts and memorials, but it reserves the right to evaluate, keep, transfer to another library, sell or discard these materials. Materials that are duplicates of what is in the library's collection or that are not in keeping with the foregoing statements in selection of materials, may be refused, discarded, or sold. The library cannot appraise gifts for their value for tax purposes or other purposes. In the case of a money donation for a gift or memorial, the library staff will assist the donor in selecting material suitable as a gift and a memorial by use of a donation form. All gifted or memorial books will be kept on the shelves for a minimum period of ten (10) years. After ten (10) years all gifted and memorial books may be discarded at the discretion of the director.



The Friendship Free Library feels strongly that intellectual freedom, the freedom to view, the freedom to read and reach decisions independent of coercion or censorship of any kind is extremely important and the basic privilege of all the library's patrons. Censorship or parochial thinking is not appropriate to an institution dedicated to preserving free expression of ideas and the search for the truth.

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# Book Check Out Policy

- Patrons can only use their own personal cards (not cards that belong to their children, spouse, sibling or friend) to check out books unless specified beforehand by the owner of the card to staff. A note will be placed in their account specifying who may have access for check out.
- The number of books that **adult patrons** may check-out is unlimited.
- The number of books that **juvenile patrons** may check-out is five (5).
- No more than two (2) new books may be checked-out by **juvenile patrons**.
- The loan period for all books checked-out of the library is two (2) weeks.
- If you cannot return the book within the two (2) week period, you can have the same renewed for another two (2) week loan period if the item is not needed elsewhere and is not “New”. The item(s) may be renewed in person, by email, or by phone.
- If there are pieces that go with a book when checked-out from the library, make sure all pieces are returned with the book when same is returned to the library. The item(s) will not be checked into the system until all pieces are received by staff and the patron may accrue fees if the item is late or considered lost due to the span of time missing.
- All books checked-out from the library should be returned in the same condition they were in when they left the library.
- If a book is returned damaged and cannot be repaired, the patron will be responsible for replacement of that book. The patron can either purchase a replacement book themselves, or pay the library the replacement cost directly.

- If you have fines that are \$20.00 or higher, you will not be permitted to check-out books from the library.

# DVD Check Out Policy

- Patrons can only use their cards (not cards that belong to their children, spouse, sibling or friend) to check out DVD's. Patrons may leave a note in their account specifying who may also use the card.
- The number of New Release DVD's that **adult patrons** may check-out is one (1).
- The total number of DVD's that **adult patrons** may check-out is five (5).
- The number of New Release DVD's that **juvenile patrons** may check-out is one (1).
- The total number of DVD's that **juvenile patrons** may check-out is two (2).
- The loan period for all DVD's checked-out of the library is one (1) week.
- If you cannot return the DVD within the one (1) week period, you can have same renewed for another one (1) week loan period if the item is not needed by another patron and is not "New".
- If there is more than one (1) DVD in a case when checked-out from the library, make sure all DVD's are in the case when same is returned to the library. If any pieces are missing, the item will not be scanned in. This may result in lost fees and checkouts will not allowed until the bill is paid.
- All DVD's checked-out from the library should be returned in the same condition they were in when they left the library.
- If a DVD is returned damaged, the patron will be responsible for replacement of that DVD. The patron can either purchase a replacement DVD themselves, or pay the library the replacement cost directly.

- If you have fines that are \$20.00 or higher, you will not be permitted to check-out DVD's from the library.

# Meeting Room/Auditorium/Music Room Policy

- The downstairs rooms are available to individuals, community-oriented groups, non-profit groups, for-profit groups, who engage in educational, cultural, intellectual, recreational or charitable activities on a first come, first serve basis.
- All groups must have adult supervision at all times. Children must be attended at all times.
- For-profit groups and individuals who wish to use the meeting room to educate the public will not be exempted from the not-for-profit requirement.
- Groups may book the meeting rooms up to six months in advance. The library requests that groups ask for permission to use the space(s) at least one (1) week in advance to ensure that the space will be free. Library-sponsored activities take priority in the use of the room and the library reserves the right to reschedule or cancel meetings.
- Maximum permitted occupancy will not be exceeded. The Meeting Room can legally hold no more than 25 persons. The Auditorium can legally hold no more than 51 persons. The Music Room can legally hold no more than 15 persons.
- Groups booking rooms will need to assume responsibility for setting up chairs, tables and equipment and for returning things to their appropriate place. Groups meeting on a regular basis with special permission to store materials at the library must pick up and store their materials in their designated area so that other groups may use the space. The library will not be responsible for materials/items left out.
- Light refreshments may be served with the permission of the Director. The group is responsible for clean-up and removal of all their trash

- and debris from the building. Groups may be charged a cleaning fee or be unable to use the rooms again if the rooms are not left clean.
- Groups holding meetings assume responsibility for any damage to the room or its contents. The library assumes no responsibility for loss, damage, or liability that may arise through use of the facility.
  - Community rooms, kitchenette area and restrooms are to be left in an orderly manner. Groups may be charged a cleaning fee or be unable to use the rooms again if the community rooms are not left clean.
  - The meeting room may be used during library hours until 15 minutes before closing time. Access to the building before the library is open may be permitted with permission from the Director. Groups wishing to stay beyond closing time must receive permission from the Director.
  - Meetings that in anyway interfere with the operation of the library or which threaten the safety of library staff or patrons or property will not be permitted. Meetings may not violate the “Rules Governing the Use of the Library.” Violation of these regulations may result in denial of permission to use library facilities in the future.
  - Groups are responsible for event or program advertising and publicity. The group or organization using the library meeting room/auditorium/music room may not imply that the event or program is sponsored, co-sponsored, hosted or endorsed by the library in any advertising or publicity.
  - The Friendship Free Library does not advocate or endorse the viewpoints of meeting room users nor take responsibility for information disseminated at any meetings or programs held at the library.
  - No smoking is allowed anywhere in the building nor within 100 feet of doors or entrances according to NY State law. See “Rules Governing the Use of the Library” policy for more information.

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# Food and Drink Policy

The Friendship Free Library strives to create a welcoming, clean and comfortable environment for all to enjoy. Consistent with that goal, food and drink are not allowed in the library, unless permission is granted by the Director.

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# Confidentiality of Library Records

Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state, including but not limited to records related to circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audiovisual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute. Homeland Security supersedes the right of privacy in matters of safety and security.

New York State, CPLR Rule 4509, as amended in 1988.

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# Posting on Public Bulletin Board

- Items for posting may promote non-profit civic, cultural, educational, recreational and charitable organizations and events. Items for posting may not be for personal or commercial advertisements.
- Items for posting must be approved by the Director.
- Items may be posted for three (3) months or as long as valid depending on available space. Library personnel will remove and discard outdated materials. Items may be repositioned and older materials removed as space is needed for new items. Library personnel cannot return posters or flyers that have been displayed.
- Posting or distribution of materials by the library does not indicate endorsement of issues, events, or services promoted by those materials.
- Library sponsored activities may be posted in other locations.

# Literature Distribution

- Distribution of literature and materials by the library does not indicate endorsement of issues, events, or services promoted by those materials.
- Literature for distribution must be approved by the Library Director. Library personnel will place items in an area designated for free literature distribution.
- Items left without permission will be removed and discarded.
- The library cannot accept display racks that accompany materials.
- Literature may be distributed for as long as valid or as space limitations occur. If space becomes limited preference will be given to events of a timely nature. The library cannot return any undistributed materials.
- The Library Director has the right to refuse the distribution of literature or materials.
- A group or individual wishing to conduct a survey or petition in the library must first receive permission from the library Director. Surveys and petitions will be initialed and dated by authorizing library personnel.
- Questions may not violate any of the Rules Governing the Use of the Library.
- Surveys and petitions must clearly state the name, contact address or telephone number of the group or individual collecting the data.
- Surveys and petitions may be placed for a maximum of thirty days. Extensions may be granted at the discretion of the Library Director.
- Surveys and petitions must be picked up from the library within five days after last day of data collection.

- Agreement by the library to allow a survey or a petition does not constitute an endorsement of its content.

Approved 3/21/17; Reviewed 8/16/22

# Used Book Donation

The Friendship Free Library accepts used books if they can be added to the collection or they can be sold at the used book sale. This decision is the director's decision.

Items we cannot accept include, but are not limited to:

- Books that are old, musty, dirty, moldy or smelly or that have yellow, brittle, torn, scribbled, or missing pages
- Textbooks
- Non-fiction books older than 10 years unless historically relevant and at the director's discretion.
- Encyclopedias
- Incomplete sets
- Magazines that are old, dirty or incomplete
- Newspapers that are old, dirty or incomplete unless historically relevant and at the director's discretion.
- Reader's Digest Condensed Books

To donate used items, please bring them to the front desk for inspection. You may request a receipt for tax purposes.

Approved 3/21/17; Reviewed 8/16/22

# PATRON COMPLAINTS

The following are the appropriate steps to be followed when any patron has a complaint, whether or not it is justifiable. Under no circumstances is personal information of staff or the Board of Trustees to be disseminated.

- Talk to the library staff, preferably the director, if available.
- If not resolved, talk to a member of the board.
- Appear at a board meeting.
- The board, in conjunction with the director, will make the final decision.

Approved 3/21/17; Reviewed 8/16/22

# LIFT POLICY

- The lift is restricted to patrons who are disabled, senior citizens or other persons at the staff's discretion.
- Tampering with the lift or any of its components including but not limited to keys, doors, lights, operating machinery is prohibited. Failure to comply will result in library privileges being reviewed and/or revoked.

Approved 3/21/17; Reviewed 8/16/22



# **POLICIES ON POLICIES**

- All policies are subject to review and change.
- Policies shall be reviewed annually.
- New policies will be added as needed.
- Policies shall be voted on by the Board of Trustees. A simple majority of the members present shall carry the vote.

Approved 3/21/17; Reviewed 8/16/22

# PLACING A HOLD ON ITEMS FROM OTHER LIBRARIES

- Patrons can only use their cards (not cards that belong to their children, spouse, sibling or friend) to place holds. Patrons may add persons to their account to pick up holds or check out items in the form of a note put into their account by staff. Such examples would be: child, spouse, etc.
- It is at the discretion of the library staff to place a hold on items for Patrons under the age of ~~16~~ 13.
- Holds may be placed from any member libraries of the Southern Tier Library System (STLS) unless prevented by the owning library. If an item is unable to be placed on hold, a similar item will be looked for and substituted if possible. The Friendship Free Library abides by the wishes of the owning libraries in such matters.

# NEW CARD POLICY

- You must be a resident of Friendship.
- [You must have proof of residency or a valid driver's license, or photo ID
- You must fill out a library card application.
- Children under the age of 18 must have a parent signature on their library card application.
- You must provide your full name, address, telephone number, and date of birth.
- There is no charge for your first card. If you lose your card and need replacement/replacements there will be a \$1.00 charge.

Approved 3/21/17; Reviewed 8/16/22

# Staff Policies

Staff are to follow all the aforementioned policies. If policies are not followed, the director will have a meeting explaining the policy which was not followed. If staff continue to disregard policies, the matter will be brought up to the Board of Directors and they will have a meeting to discuss any actions needed.

We at the Friendship Free Library stand by the decisions made by staff.

Staff shall notify the director of any disruptive behavior in an incident form.

Staff shall immediately notify the director of any accidents on the premises and will fill out an accident report.

Staff shall immediately notify the director of any threatening, violent, or abusive behavior and fill out an incident report.

Approved 8/16/22

**ALL OF THE POLICIES NOTED HEREIN WILL BE ENFORCED BY THE LIBRARY  
BOARD OF TRUSTEES AND/OR THE LIBRARY DIRECTOR.**

Approved 3/21/17; Reviewed 8/16/22