REED MEMORIAL LIBRARY

Public Policy Manual

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Administrative Policies

Hours of Operation

Reed Memorial Library is open to the public during the hours listed below. Exceptions may be made in emergencies and inclement weather. In such cases, the Reed Memorial Library Director or delegate may make this decision.

Monday – Thursday from 9:00 am to 9:00 pm
Friday from 9:00 am to 6:00 pm
Saturday from 9:00 am to 5:00 pm
Sunday from 1:00 pm to 5:00 pm

Holidays and Closings

Reed Memorial Library is closed on the following holidays:

New Year's Day
Easter Sunday
Independence Day (July 4)
Thanksgiving Day
Christmas Day
Martin Luther King Day
Memorial Day
Labor Day
Christmas Eve
New Year's Eve

In addition, the Reed Memorial Library may close for Staff Development Days as scheduled annually.

Closing Policy

To assist patrons at closing, staff will make every effort to alert patrons in timely intervals prior to closing. All patrons being assisted at public service desks at the time of closing will be served.

Public Address System

To ensure that disruptive noise and arbitrary use of the public address system are avoided, this policy regulates acceptable use.

The public address system in the Reed Memorial Library is used **only** for Library opening and closing announcements or for emergency instructions.

There will be absolutely **no** paging of customers, announcement of programs, or other incidental uses of this system.

Guidelines: Use of the PA system for **emergencies** includes:

- Weather emergencies
- A building evacuation

- A medical or building emergency to clear the way for emergency personnel such as paramedics or firefighters
- Missing children based on the circumstances of each event

Display and Distribution of Non-Library Materials

The purpose of Reed Memorial Library's outdoor electronic sign is to inform the public about Library events and services. Only events that are Library sponsored or where the Library is a partner will be displayed.

To provide the public with access to information that may not be available in the Library's collection, the Reed Memorial Library will provide a designated space for the display and/or passive distribution of free-non-Library materials.

Community organizations such as non-profits, cultural and educational institutions, businesses or government agencies may display or distribute posters, flyers, brochures or newspapers that are informational in nature.

Organizations with materials to display should present them to Library staff for approval. Factors such as size, quantity, timeliness of the materials and space availability are considered. Priority may be given to materials from the Library and its supporting organizations and to events and organizations that are of local interest. The Library makes no attempt to solicit materials for the display area or to balance the collection. Display or distribution of materials does not imply endorsement by the Library.

Materials that are exclusively commercial, materials that advocate illegal activity, and materials from individuals are not permitted.

Reed Memorial Library disposes of surplus, and/or outdated materials or materials that do not comply with this policy. The Library assumes no responsibility for the preservation or protection of materials posted or distributed.

Materials which meet these criteria for display but which are determined to be unsuitable for minors by the Reed Memorial Library Director or a majority of the Library Board will be made available elsewhere in the Library and a notice posted to that effect.

Concerns or complaints about this policy, its implementation or materials displayed should be directed to the Reed Memorial Library Director.

Political Activity and Display of Campaign Literature

Reed Memorial Library is a place where citizens can learn about various viewpoints and decide for themselves on issues of the day. The Library is a resource for the entire community that seeks to make information available on a wide variety of issues. The Library works to maintain a professional reputation as a nonpartisan, nonsectarian, non-biased place for the sharing and exchange of ideas. To avoid the appearance of an endorsement by the Library of any candidate for office or issue appearing on the ballot, the following policy has been adopted by the Board of Trustees:

Because of space limitations, the Library will not display literature of individual candidates for office, but will allow display of literature about ballot issues on a space available basis. All materials displayed must be from registered political action committees. The Library also will allow display of published materials that provide an overview of all sides in an upcoming election, such as the Voters Guide from the League of Women Voters. A space will be designated for these materials separate from the public bulletin board.

Display of the material does not constitute an endorsement by the Library board or staff and the Library makes no claim as to the accuracy of the material. This disclaimer will be posted in the display area.

The Library will not be responsible for acquiring materials, replacing them, or seeing that all issues are represented.

If space is a problem, local (within Portage County) issues will take priority.

Materials will be displayed for thirty days before an election day. The Library will discard the materials after Election Day.

No signage may be posted outdoors on the Library building, grounds, or property prior to election days. On election days, campaign signage may be placed in designated areas for the Library polling site.

Petitions

It is the policy of the Reed Memorial Library Board of Trustees that an individual or groups of individuals requesting signatures on petitions will be permitted on the sidewalks or other outdoor public areas around the Library so long as the activity does not interfere with patrons accessing the Library entrances or Library services. Petitioners are not permitted to block patron access to the Library or to harass patrons in an effort to obtain signatures. Petitioners are not allowed to gather signatures inside the Library.

Meeting Rooms

The meeting rooms at Reed Memorial Library are primarily for Library activities. Priority is given to events sponsored by the Library. This policy is for use of the Library meeting rooms by outside groups and does not apply to groups whose events are sponsored by the Library.

The Library does not discriminate in making its premises available for use. Use of the Library meeting rooms in no way constitutes endorsement by the Library staff or Board of Trustees of the viewpoints presented or of the policies or beliefs of those using the meeting rooms.

Eligibility
Non-profit groups may use the meeting rooms.
Businesses and commercial groups may use the meeting rooms but not as a place of business. Acceptable uses are for sales meetings, conferences and training sessions. The rooms may not be used for the sale or promotion of business products or services.
Rooms may not be used for social events such as birthday or graduation parties.

Availability
Rooms are available during library open hours when not needed for library programs. Meeting room speakers and participants will not be admitted before the library opens, and must leave before the library closes.

Reservations
Groups should submit a reservation request online at least three (3) days in advance of the event.
A group may use the meeting rooms a maximum of twelve (12) timers per year.
Reservations will be accepted up to three (3) months in advance. Exceptions will be made for groups meeting monthly or at the discretion of the Public Services Supervisor or the Library Director.
Groups who cancel should provide at least 48 hours' notice. Groups who do not provide notice and do not use their reservation three (3) times in a rolling 12-month period will have their meeting room privileges revoked for six (6) months.

Room Set Up and Changes
Single rooms will be arranged in a predetermined set up. Groups are responsible for arranging the chairs, tables and other equipment to meet their own needs. Following use, groups must return the room to its original state. Diagrams are posted in the rooms.

There is no charge for the use of a meeting room. Donations are accepted and welcome.

Publicity
All publicity about the meeting or event must clearly state that the Library is merely the site of the meeting or event and not its sponsor. The name, address or telephone number of the Library may not be used as the contact address for an organization. The Library assumes no responsibility for publicizing the events of groups using the rooms.

Other rules

- Groups using the rooms may not charge admission or require donations.
- Meetings and programs that might disturb regular Library operations are not permitted.
- A Library sponsored program may "bump" the community from use of the room. This would only be done after an attempt was made to offer an alternate location or date.
- No storage is available for groups using the meeting rooms. This includes leaving items overnight for consecutive meeting days.
- Decorating is not permitted. Only removable, paint-friendly items may be attached to the walls. (i.e. Post-It poster sheets)
- The Library's parking spaces are available to anyone and may not be reserved exclusively for meeting attendees.
- Food and beverages are permitted but cooking facilities are not available. Open flames and candles are not permitted.
- Alcohol and smoking are not permitted on Library property.
- Youth groups must have at least one adult advisor present. Requests will only be accepted from an adult who will assume full responsibility.

- Animals are not permitted except those trained to aid persons with special needs or for Library sponsored programs.
- Gambling, bingo, casinos or wagering of any kind is prohibited.
- The Library may deny reservations to groups who do not abide by the rules.
- The Board of Trustees and the Library staff do not assume any liability for groups or individuals attending any meeting or program in the Library.
- Additional rules may be added for special circumstances or safety.
- While using the meeting rooms, attendees agree to abide by and assume for themselves and the organization, responsibility for the preservation of order in the meeting rooms and the liability for any injury to persons, and damages to, or loss of library property that may result from the room's use.
- Meeting rooms may not be used for any illegal activity or activity that is prohibited by any Library policy.
- The number of meeting attendees cannot exceed the maximum occupancy for the room.

Study Room Use

Rooms are available on a first come first served basis. The Library reserves the right to reserve a room for Library proctored exams.

Users must check in at the Reference Desk to use a study room.

A maximum of two people may occupy the room.

Rooms have a one-hour time limit. Patrons may stay beyond one hour as long as other rooms are available. When necessary, patrons will be given a 15-minute notice to vacate the room.

The Library is not responsible for valuables left in a room.

"Occupied" pass must be displayed in the window for use of the study room to be valid and returned to the Reference Desk when patrons are finished with the room.

Programs and Events

The Reed Memorial Library is committed to programming and events that foster learning through reliable information, valuable community services, and quality entertainment. The Library provides programming for adults and children of all ages.

In developing and delivering programming or events, Library staff utilizes professional expertise, collections, equipment, and facilities. The following criteria are used in making decisions about program topics, speakers, and special event resources:

- Community needs and interests
- Cultural, informational, or educational significance
- Relation to the local community's resources, programs, exhibits and events
- Presentation quality and attendance potential
- Presenter background/qualifications in content area
- Budget, cost of program, staff time and availability

- Value to the community at large
- Availability of appropriate space required for program, in-house or off-site

The Library's philosophy of open access to information and ideas extends to Library programming. Library hosting of a program does not necessarily constitute an endorsement of the content of the program or the views expressed by participants.

Photography and Video

The public areas in Reed Memorial Library's facility are part of the public environment. Patrons and staff accept they could be photographed or videotaped by anyone when using Reed Memorial Library's public areas. Reed Memorial Library frequently engages in photographing and recording programs and events for its own publicity and promotional purposes. Reed Memorial Library staff and/or security may terminate any photography and video recording upon a request from a patron or staff.

News photographers and reporters are welcome in the Reed Memorial Library. News media may request additional library information and/or access by contacting the Library's Director. Valid press credentials may be requested by Library staff as needed.

Library buildings may not be used in creative or commercial activities by non-library staff without expressed, written permission from the Reed Memorial Library's Director.

Animals in the Library

The Reed Memorial Library recognizes that some patrons with disabilities may have service animals, which are trained to perform specific tasks to assist or accommodate a person with a physical, sensory, or mental disability. Title III of the Americans with Disabilities Act (ADA), 'public accommodations,' including public libraries, requires the library to allow service animals into areas of the library where members of the public are permitted. The Library acknowledges the legal rights under federal and state law regarding use of service animals. The Library also considers the safety and health of all its patrons, the public and Library staff to be a priority.

A service animal is defined as any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of a person with a disability. As of 2011, animals other than dogs, except for trained miniature horses subject to certain limitations, do not qualify as service animals according to federal law. Dogs that are used purely for emotional support are not considered service animals in terms of public accommodations.

No pets or animals, other than service animals, are allowed in Reed Memorial Library with the exception of animals that are included in a program or event sponsored by the Library or Library staff. Owners of pets will be asked to remove them from the building.

Library staff have the right to ask the animal's handler (1) if the animal is a pet and (2) what task has the animal been trained to perform. However, the handler is not required to produce documentation about the service animal or to prove a disability. Service animals are not required to be licensed or certified, or be identified by a special harness or collar. Service animals must be on a leash or harness at all times, unless the use of a leash or harness interferes with the animal's effective performance of its task. If the animal cannot be leashed or harnessed, it must be under the handler's control via voice, signals or other effective means at all times.

The Library may ask that a service animal vacate the premises if the animal is not under the direct control of its handler or if the animal is not housebroken. In addition, Library staff may ask a service animal to be removed from the building if its behavior is a direct threat to the health or safety of others. In these cases, Library staff should give the option to obtain library services without the animal on the premises. Fear, allergies, or annoyance on the part of other patrons or employees are not considered valid reasons for denying access to people with service animals.

Donations of Materials and Equipment

Reed Memorial Library may accept donations of materials or equipment. As many items may not be appropriate for inclusion in the Library's collection because of age, condition, or duplication, Library staff will determine the acceptability of any donations for the Reed Memorial Library. The Library reserves the right to refuse any donations.

When donations are accepted, the Library does not assess the value of donations or gifts. Upon request, a receipt verifying the number of items donated will be provided.

See also Reed Memorial Library's *Collection Development Policy* for additional information.

Donations of Monies or Funds

Monetary gifts may be donated to the Reed Memorial Library, Reed Memorial Library Foundation, or the Friends of Reed Memorial Library.

Money donated to the Library will be deposited in the General Fund. Items purchased with donated funds become the property of Reed Memorial Library and may be disposed of accordingly. Donations will be acknowledged by letter, to donor and honoree, and book plates added to each item.

Gifts

A memorial gift is a meaningful and lasting way to celebrate friends and family. Your gift is the perfect way to remember the achievements, anniversaries, or life of a loved one. Gifts make it possible for the Reed Memorial Library to enhance its collection and continue to serve as a vital resource to the community.

Monetary donations will be used to purchase adult, teen, or children's materials in the subject area of your interest or help support a larger library project. The Library will do its best to honor donor's specific title or subject area requests. Items purchased become the property of Reed Memorial Library. A bookplate will be added to each new item, and a note acknowledging the gift will be sent to the donor.

Donations of new hardbound and paperback books will also be accepted in honor of a family member or friend provided the book meets the requirements of the Library's Collection Development Policy. A bookplate will be added to the item, and it will be put into general circulation. A note acknowledging the gift will be sent to the donor.

The Library reserves the right to pull a memorial book for the following reasons:

1. The memorial book needs to be replaced or repaired because of heavy patron usage.
2. The memorial book needs to be retired because it has not been circulating.
3. The memorial book is outdated.

Memorials

If you have a loved one who has impacted the Reed Memorial Library, a memorial or tribute is a meaningful way to honor them while supporting the Library's mission. The memorial or tribute will extend the legacy of your loved one. The Library's Digital Memorial site is a unique way for you to share photos, special memories, and stories of their contribution to the Library with other patrons and the community. The Library's Digital Memorial site honors former Library Staff, Library Trustees, major donors, members of the Friends of Reed Memorial Library, members of the Reed Memorial Library Foundation, and patrons who have made a significant impact on the Library and its service to the public. Please fill out the Digital Memorial Request for Consideration form for review by the Library Director and Board of Trustees to have your loved one included. Digital memories may be accessed through the Library's online catalog or by visiting the Interactive Memorial Kiosk on the lower level of the Library.

Disposal of Materials and Equipment

The Reed Memorial Library, which is governed by The Ohio Revised Code, allows for the disposal of library property under ORC 3375.40(H). The Library wishes to use every discretion in disposing of surplus property and has adopted the following methods and procedures for its disposal.

- Surplus, obsolete or otherwise no longer needed property or equipment not needed for Library purposes, valued by the Board of Trustees to be less than $1,000.00, may be sold via private sale, without advertisement in the same manner as described in ORC 721.15(A).
- Donate the surplus, obsolete or otherwise no longer needed property or equipment to any political subdivision or 501(c)3 organizations within Ohio.
- Conduct a public auction for the surplus, obsolete or no longer needed property or equipment by the following means:
    - Select an appraiser or auctioneer to prepare a written inventory of the property.
    - Negotiate the terms of the auction with the auctioneer, which would included but not be limited to: method of payment, size of lots, transfer of receipts, etc.
    - Publish a notice in the newspaper of general circulation at least 14 days before the auction.
    - Appoint an administrator to monitor the auction and settle the accounts.
- Conduct a public auction for the surplus, obsolete or no longer needed property or equipment by use of an internet auction site in the same manner as described in ORC 721.15(D).

- Accept sealed proposals for the purchase of the surplus, obsolete or otherwise no longer needed property by the following means:
    - Publish a notice in the newspaper of general circulation announcing the acceptance of sealed proposals. Staff is not precluded from submitting proposals.
    - Open the sealed proposals, and notify the appropriate highest bidder.
    - Arrange for the transfer and settle the account.
- Dispose of surplus, obsolete or otherwise no longer needed property or equipment through contractors who specialize in removing and disposing of such property in the same manner as described in ORC 721.15(C).

Disposal of property by any of the above means requires that the item(s) have appropriate documentation of the donation or sale that is forwarded to the Accounting Office and that the item(s) be removed from inventory.

Volunteers

The Reed Memorial Library recognizes the need for volunteers so that it can offer the best possible service. Volunteers do not replace paid staff but rather enhance and assist paid library staff in meeting the demands for quality service. Nothing in this policy shall be deemed to create a contract of employment between the volunteer and the Library. Nor shall the volunteer be deemed to be a contractor or vendor of services. The volunteer shall not be entitled to compensation or reimbursement for any services that the volunteer provides to the Library.

General Provisions

- A volunteer is any individual who assists with work done at the Library without wages, benefits, or the expectation of monetary compensation of any kind. A volunteer under the age of 18 must have an authorization form signed by a parent or legal guardian.
- The Library does not provide any medical, health, or workers' compensation benefits for any volunteer. Volunteers are not eligible to receive workers' compensation benefits for ay injuries sustained while functioning as a volunteer.
- All potential volunteers need to complete a volunteer application. Certain volunteer duties, such as working with children, may require that a background check be completed. If there are no suitable volunteer opportunities, application forms will be kept on file for a period of six months. A volunteer applicant will be called if an opportunity is identified which matches his/her interests or qualifications. The Library cannot guarantee a position for each potential volunteer.
- Selection is based on qualifications, the needs of the Library at any given time, and the volunteer's ability to commit to a consistent schedule of hours. The Library does not offer court-ordered community service hours to volunteers.
- All volunteers are required to keep an accurate record of the hours they work.
- Volunteers are required to wear a volunteer name badge while on duty. This allows identification by Library staff and patrons.

- A volunteer is responsible for following the Library's Policy on Confidentiality of Library Records. Failure to maintain confidentiality may result in immediate termination of the volunteer.
- Volunteers are expected to meet the same standards of professionalism required of paid Library staff. Volunteers who fail to meet the requirements of the Library or violate Library policies and procedures may be subject to termination of their volunteer status.

Support Organizations

The Reed Memorial Library recognizes the value provided by volunteer groups such as the Friends of the Library and/or a Library Foundation in support of the Library's mission. Such groups work separately from Library Trustees and Staff, only undertaking projects with the full knowledge and approval of the Library Director and/or the Board of Trustees.

Special Services

Voter Registration

Citizens may register to vote at Reed Memorial Library. New and/or updated registrations may be completed at any time and will be forwarded to the Portage County Board of Elections. Requests for assistance filling out forms will be honored at the Public Services Desk. Registrants must check with the Election Board to confirm their eligibility to vote.

Golden Buckeye Registration

Patrons may register for Golden Buckeye cards at the Reed Memorial Library. Staff members will verify eligibility and fax completed applications to the State of Ohio for processing. Registrants will keep the application form after the fax transmission is complete.

Tax Forms

Reed Memorial Library serves as a distribution point for federal, state and local tax forms. Paper copies of high demand tax forms are provided while supplies last. Additional tax forms may be available and printed on demand (printing costs may apply).

Teacher Collections

Area teachers/educators who have a Teacher Card may request a collection of materials on a particular topic or subject area. The teacher borrowing the materials agrees to the terms and conditions specified in the Teacher Card Policy.

Homebound Deliveries

Homebound delivery is a program designed to assist patrons who are unable to utilize the Library safely due to illness or physical limitation. This includes individuals who reside in their own homes, an assisted living facility, or nursing home. In an effort to provide specialized services to this population, the Library will customize selections based on the patron's individual interests. Library materials may be delivered to patron's homes by Library staff or via the United States Postal Service.

Library staff also serves senior living facilities by providing Library materials to activity coordinators or library programs (book discussions, etc.) as time allows.

To ensure the safety of our staff, pets should be contained away from the delivery area, either behind a closed door or in a cage. When this is not possible, the pick-up or delivery may be delayed or alternate arrangements made (including delivery via USPS).

To be eligible for Homebound Delivery, patrons must reside in the Reed Memorial Library service area and meet one of the following criteria:

- Be unable to safely come to the Library due to illness or physical disability (please note: a doctor's certification may be required). Deliveries may include materials for the minor children of homebound patrons.
- Live in a nursing/rehabilitation facility or an assisted living facility.
- Be a full-time caretaker of a person who is unable to utilize the Library safely due to age, illness, or physical limitation.

Deliveries are made only within Reed Memorial Library's service area boundaries. Loan periods may be extended depending on delivery schedule needs. Homebound patrons must have a Library card in good standing. Patrons who owe more than $10.00 in fines and/or lost/damaged item fees are ineligible until they are below the fee threshold

Exhibits and Display Cases

Reed Memorial Library has two (2) display cases and exhibit spaces which may be booked by individuals or groups to exhibit collections or informational displays of general interest to the public. Displays espousing a particular political or religious viewpoint, for fund-raising purposes, or to promote a business are not permitted. All displays must be approved by the Director. The Library reserves the right to refuse or cancel any display that violates Library policy.

The display cases and exhibits are booked for a calendar month, although longer periods can be arranged. Displays of less than a month are not encouraged. Displays must be put in by the 5th of the booked month or the Library will reassign the case to another display. If the display cannot be put in by the 5th of the booked month, please notify the Library.

The Library is not responsible for lost or damaged items.

Art Acquisition

Reed Memorial Library strives to bring materials and services to meet the community's educational, recreational and informational needs. Art acquisitions must fit into the mission and provide an aesthetic experience.

Artworks must be consistent with the aesthetics of the library, complementing its interior and/or exterior design. Potential gifts/donations will be judged for quality, importance, timelessness, and appropriateness in size, color and content. The Library reserves the right to refuse gifts/donations of art.

Items cannot be too time-consuming or expensive to care for by the custodial staff. The Library does not guarantee that accepted items will be displayed or stay on display indefinitely. The Library will not accept artwork that is so valuable it requires additional security or insurance.

All accepted works must be outright permanent gifts to the Reed Memorial Library. The Library reserves the right to sell or otherwise dispose of its art and if appropriate, to periodically change artworks on display.

Guidelines:

- All works of art will be reviewed by the Building and Grounds Committee and the Library Director for consideration. Their recommendation will be forwarded to the Library Board of Trustees for final acceptance or denial.
- The Library will provide a letter to the donor acknowledging and describing the gift, but will not appraise or assign a value.
- The donor will agree to the above conditions as stated in the Policy.

Mobile Maker Space

Mobile Maker Space Use Policies

The mobile maker space at Reed Memorial Library is a way for community members to connect, discover, and create. The Library strives to provide enriching opportunities for people to learn new skills and collaborate. The mobile maker space will provide access to a variety of tools and equipment that allow patrons to make, explore, and tinker.

- Use of the mobile maker space requires a valid Reed Memorial Library card and a Use Agreement and Release of Liability form on file. Library staff reserves the right to end a patron's mobile maker space session or Use Agreement at any time.
- Library cardholders twelve (12) and older may use the Mobile Maker Space equipment. Cardholders eleven (11) and under must be accompanied by a responsible adult. Cardholders ages twelve to seventeen (12-17) must have parental permission form submitted and on file. Minors must also have a Use Agreement and Release of Liability form on completed and on file.
- Users must either attend an introductory class on proper use of maker space equipment or set their first reserved hour aside to work with a staff member to learn the same.
- All projects and production materials are subject to the approval of Library staff prior to equipment use.
- Mobile maker space equipment may require advanced scheduling with Library staff.
- Users agree to take precautions to avoid causing unnecessary mess or damage when using mobile maker space equipment.
- Users are responsible for ensuring that stations are cleaned and all items, including tools and accessories, are returned to their original locations when finished. The User agrees to inform a Library staff member in the event they are unable to return a work surface, tool or equipment to its original state.
- The User (or, if a minor, their parent or guardian) is responsible for any Reed Memorial Library charges or fees for all loss or damage to Library property or clean-up expense. Reed Memorial Library is not responsible for any damage to, or loss or theft of, the User's property.
- All mobile maker space equipment should be used in a manner consistent with the proper use of each device. Equipment should not be mishandled or used in a way that can cause damage. Staff have the right to end the use of equipment if deemed necessary.
- Reed Memorial Library supplies 3D printer filament, wood, and acrylic for a fee to users. Other consumable materials may be available for purchase. Fees for consumable materials are charged to cover the Library's costs.
- Anything created in the mobile maker space must comply with Reed Memorial Library's policies (available upon request) and all applicable federal, state, or local legal requirements. Reed Memorial Library reserves the right to refuse or halt any projects that are not compliant with Reed Memorial Library's policy or applicable federal, state, or local legal requirements.

- Users agree not to use the mobile maker space to send, receive or create materials or data that are illegal, offensive, abusive, indecent, obscene, threatening, or in breach of human or civil rights, copyright, confidence, privacy, or any other legal rights. Users agree not to use the mobile maker space to fabricate or alter weapons of any kind.
- Users should report any accident, incident or unsafe behavior by anyone to a staff member.
- Reed Memorial Library shall accept no liability whatsoever if a project is destroyed, does not fabricate correctly, or does not work.
- The User agrees Reed Memorial Library is not responsible for any manufacturing defects or the quality or workmanship of any of the tools, materials, or equipment supplied by Reed Memorial Library, or for the quality or condition of a User's project.
- The User shall indemnify Reed Memorial Library against any third party claims or legal proceedings that are brought against Reed Memorial Library that arise from the User's use of the mobile maker space.
- Use of the mobile maker space by any individual constitutes acceptance of this policy and the mobile maker space Use Agreement and Release of Liability, regardless of whether she or he has signed the mobile maker space Use Agreement and Release of Liability.
- Parents or guardians of minors are solely responsible for the supervision of the minor's use of the mobile maker space. A minor's use of the mobile maker space constitutes acceptance of the mobile maker space Use Agreement and Release of Liability by the minor's parents or guardian.
- Reed Memorial Library reserves the right to refuse access to mobile maker space equipment to any persons who are in violation of the Library's code of conduct (available upon request).

3D Printer and Laser Engraver Policies

The Library's 3D printer and laser engraver are available to the public for educational purposes to make two- and three-dimensional objects in plastic, wood and acrylic using a design that is uploaded from a digital computer file. No policy can foresee every instance in which the 3D printer and/or laser engraver may be put to use, and the Library reserves the right to amend these policies at any time, or in order to respond to a specific situation. Generally, though the following guidelines shall be followed:

- The Library's 3D printer and laser engraver may be used for purposes that are lawful and/or safe. Patrons will not be permitted to use the Library's 3D printer and/or laser engraver to create material that is:
    - Prohibited by local, state, or federal laws.
    - Unsafe, harmful, dangerous or poses an immediate threat to the well-being of the User, or others, including, but not limited to manufacturing of weapons, or any dangerous instrument or object, including any and all deadly weapons and weapons of mass destruction. This policy also prohibits the copying or manufacturing of all forms of bladed and piercing instruments, including but not limited to pocket knives, fixed blades, darts, daggers, and throwing stars.

This policy also prohibits the copying or manufacturing of any look alike weapons, parts or pieces of lookalike weapons, or dangerous instruments.
    - Obscene or otherwise inappropriate for a Library environment.
    - In violation of another's intellectual property rights. For example, the printer will not be used to reproduce material that is subject to copyright, patent or trademark protection, or which the manufacturer's labels prohibit copying.
- In addition to the above, the Library reserves the right to refuse any 3D print or laser engraved request, if in the opinion of the Library staff the request is unreasonably large or if the request will inconvenience other patrons or Library staff by making the 3D printer inaccessible for an unreasonable period of time.
- Supervision of the use of the 3D printer and/or laser engraver by Library staff does not constitute knowledge, or acknowledgement, of any unapparent final use of the 3D or laser engraved product, or misuse thereof, and the Library specifically disclaims any knowledge thereof.

Paper and Fabric Craft Cart Policies

The Library's paper and fabric craft cart is available to the public for the creation of paper crafts such as cards, vinyl decals, sewing projects, embroidery projects, podcasts, and silk screening. The library will provide vinyl sheets and thread for a nominal fee to cover the Library's costs to purchase these materials. No policy can foresee every instance in which the cricut paper and vinyl cutter, sewing machine, embroidery machine, podcast microphone, silk screening kit, and other equipment may be put to use, and the Library reserves the right to amend these policies at any time, or in order to respond to a specific situation. Generally, though the following guidelines shall be followed:

- The Library's paper and fabric craft equipment and equipment for podcast production and silk screening may be used for purposes that are lawful and/or safe. Patrons will not be permitted to use the Library's equipment to create material that is:
    - Prohibited by local, state, or federal laws.
    - Unsafe, harmful, dangerous or poses an immediate threat to the well-being of the User, or others.
    - Obscene or otherwise inappropriate for a Library environment.
    - In violation of another's intellectual property rights. For example, equipment will not be used to reproduce material that is subject to copyright, patent or trademark protection, or which the manufacturer's labels prohibit copying.
    - Production or creation of any material of a political nature.
- In addition to the above, the Library reserves the right to refuse any request, if in the opinion of the Library staff the request is unreasonably large or if the request will inconvenience other patrons or Library staff by making the equipment inaccessible for an unreasonable period of time.
- Supervision of the use of the equipment by Library staff does not constitute knowledge, or acknowledgement, of any unapparent final use of the equipment's product, or misuse thereof, and the Library specifically disclaims any knowledge thereof.

Requests and Limits of Maker Space Equipment Use

- Equipment can be reserved in person at the Youth Services or Adult Services desks or over the phone by calling (330) 296-2827 ext. 300 (Youth Services) or 200 (Adult Services). The Library reserves the right to deny reservations to those who do not follow the policies and rules of use for Library equipment.
- Some equipment may be brought to and used in the Computer Lab on the second floor or in a reserved meeting room. Staff will not be present during your entire session but will check in on your session periodically to ensure equipment is working properly and there are no questions or concerns about its use.
- Users can make a reservation for equipment up to one week in advance.
- Users may reserve equipment for a maximum of eight (8) hours per week.
- There is no fee to use the equipment; however, there may be a small fee for use of Library provided materials such as filament, wood, acrylic, vinyl and thread. Fees for consumables are charged to cover the Library's costs.
- Users may bring their own materials and consumables to use with Library equipment. Check with staff before using your own materials to ensure it is compatible with the Library's equipment. All personal materials and consumables must be taken home at the end of your session; no personal items may be stored in the mobile carts or anywhere else inside the Library.

Circulation, Library Cards & Patron Records

Circulation Policy

Confidentiality of Patron Records

Reed Memorial Library respects the confidential nature of library patron records. Specifically, the confidentiality of patron records is covered by Ohio Revised Code 149.432. Library records or patron information will only be released under these circumstances:

- Parents, guardians and custodians have access to their minor children's records.
- In accordance with subpoena, search warrant or other court order; or to a law enforcement officer who is investigating a matter involving public safety in exigent circumstances.
- With consent of the individual who is the subject of the record or information.
- For library administrative purposes.

Library Cards

Eligibility

Reed Memorial Library cards are available to anyone who lives, works, or goes to school in Ohio.

Each new registration is checked in the Portage Library Consortium database. Patrons may have only one regular library card in the Consortium. Qualifying patrons may also receive a teacher card or a 3 for Me card.

Identification

A person must present photo identification such as a valid Ohio driver's license, passport or employee ID (with full name). If the address is not current on the identification, a utility bill or other recent documents received in the mail must be presented.

The following must be completed on the application to receive a library card:

- Full name
- Current Ohio address
- Current phone number or message phone number
- Signature

Without these required items, the card will not be issued.

Persons without a permanent address must provide proof of the temporary address, assuring the library that the patron can receive mail. The address can be a P.O. Box on a temporary basis. A temporary card will be issued for 90 days and checkouts will be limited to 3 items checked out at one time until a permanent address is provided. Only one temporary card will be issued per family.

Patrons are strongly encouraged to provide an email address for notification purposes.

A four-digit number must be used as a PIN for remote access to the library catalog and subscription services.

Special Card Classifications

Minors

For persons up to age 17 (under age 18) the juvenile library card application must be signed by an accompanying parent or adult taking responsibility for the library account.

The adult's signature, name, phone number and address are required on the registration form. A juvenile card will be automatically changed to an adult card after the individual turns 18.

Parents or adults taking responsibility for a juvenile card may request that the library restrict the card's access to the Adult DVD collection.

Fine-Free Patrons *See also: FINES AND FEES (p.23)*

- **ADA** (Americans with Disabilities Act) and **Senior Citizens**
  - Patrons with disabilities are given the "ADA" classification
  - Adults aged 60 and over are given a "Senior" classification.
- **Teacher**
  - Teacher cards are issued by all three Portage County libraries. Teachers may have only one teacher card in the county. All teachers issued a teacher card at Reed Memorial Library must sign a Teacher Loan Card Agreement.
  - Teacher cards are available to certified teachers of any accredited educational facility and homeschool teachers. Teachers may request subject-specific bundles by completing a "Teacher Request" form. A teacher must have a regular library card in good standing in order to check items out using a teacher card.
- **Institution/School Cards**

  Cards will be issued to an institution/school within the library's service area if they meet these definitions:
  - An institution may be defined as a business, company, government agency or other corporate body.
  - A school is defined as an accredited educational facility, such as a certified pre-school, elementary school, junior high/middle school or high school.

  An institution/school registration form must be completed by an authorized agent of the institution/school and signed by the director/principal of the institution/school. Also, a letter typed on company letterhead and signed by the director/principal of the institution/school must be presented to the library at the time of registration indicating that the institution/school will be responsible for all materials checked out on the card and all fines and fees. A list of all eligible users must be given to the library before the library card is issued. Eligible users must show identification when checking out.

  The institution library card will be kept on file at the library where the registration was taken and may only be used at the issuing library.

- **Outreach Patrons**
  A delivery service is available for patrons who are physically unable to come to the library. The Outreach Service provides home delivery of library materials and bulk drops at nursing homes, senior housing and nutrition sites. To qualify, the patron must reside within the Reed Memorial Library service area.

  The Outreach patron card can either be an individual card or an institution card. Most materials are checked out for six weeks. **New DVDs** will circulate for 2 weeks and all other **New materials** will circulate for 4 weeks.
- **Staff**
  Employees must obtain a personal library card to borrow materials. Employees are not subject to late fees but will be charged for lost or damaged materials. All materials borrowed must be checked out of the library. Employees are not exempt from collections.
- **3 for Me Cards**
  Children under the age of 18 without an accompanying adult may request a 3 for Me library card. These cards have the following specific conditions applied:
    - Only be used to borrow books, magazines, audiobooks, and New 14 books, plus all digital materials
    - Only borrow three physical materials at a time
    - Loan period of 42 days (6 weeks), nonrenewable
    - Account expires every 12 months
    - Account can be billed for lost or damaged items
    - Caregiver may choose to opt their child out

  Children may have both a standard juvenile library card and a 3 For Me card.
- **eCard**
  eCards may be distributed to students, classrooms, and other individuals for access to the Library's digital resources such as ebooks, streaming services, and Library databases only. Physical materials may not be checked out with this card type. eCards will be valid for one year from the issue date.

Updating Library Cards
Patron card privileges expire every three years and are renewable. Patron accounts remain in the system up to seven years from the last time used. Patrons must give current contact information in order to renew their privileges. Current address must be within the state of Ohio.

Patrons are encouraged to contact the library with changes of information as they occur.

Lost/Damaged Library Cards
Patrons will receive their first replacement card free upon request. This includes patrons who report their library card as lost. Patrons will pay a fee of one dollar ($1.00) for future replacement cards. Patrons must present identification or be able to verify all information on the patron record in order to receive a replacement card.

Normal wear and tear on a library card that renders it unusable will be replaced without charge to the patron.

A patron is responsible for all material checked out on their card until it is reported lost.

Lending Policies

Regular Loans

Materials may be checked out to a patron with a valid library card issued by any Portage County library and in good standing. Materials may not be checked out to a patron with a blocked status until the reason for the block has been rectified or the patron is on a Payment Plan.

Patrons are strongly encouraged to present their card for each transaction. However, if the patron does not have the card, they must show a photo I.D. An exception can be made for children if they can provide birth date, address and phone number.

A patron may give consent for other persons to use their account. The other name(s) must be listed on the account and those given consent must present their I.D. If the person given consent is a minor with no I.D., they must state the account holder's personal information in order to use the account.

Most items circulate for fourteen days. Lucky Day and new DVDs circulate for seven days. Sometimes loan periods will vary for items from other libraries and patrons need to abide by the loan periods set by the owning library. Holiday and other scheduled closed days are excluded from the date due and fines due calculations.

Restrictions

Some items may not be checked out. Examples are: local history and reference collections. Some media from the other libraries in the Consortium may be age-restricted. Patrons may have up to seventy-five (75) items checked out. Institutions may have up to two hundred (200) items checked out on the institution card. Patrons are limited to check out five NEW Reed Memorial Library DVDs and five Lucky Day items on their account at one time. In certain instances, a patron may be limited to how many items can be checked out on a particular subject.

Teacher Loans

The loan period for teacher loans is 6 weeks with no renewals. Teacher loans are available for most items.

Teacher loans are not for items for personal use. For more detailed information, consult the library's Teacher Loan Card Agreement, which must be signed before a Teacher Loan card is issued.

Institution/School Cards
Institution/school cards are eligible for extended loan periods of six (6) weeks without renewals. Materials for personal use are not to be checked out on institution/school cards.

Vacation Loans
If a patron will be out of the area for an extended period of time, a vacation loan is permitted for up to five non-new items. An item may be checked out for up to six weeks at the patron's request. Items with holds are not eligible for extended loan periods. Vacation loan items cannot be renewed.

Renewals
Items may be renewed in person, over the phone or online. Most items can be renewed five (5) times. The renewal period is the same as the original loan period and will be calculated from the date of the renewal (not the due date). Items renewed after the due date are subject to late fees.

The following items have different renewal rules:

- Board Games can be renewed one time
- Lucky Day materials and items with holds are not eligible for renewals

Automatic Renewals
Reed Memorial Library offers patrons the service of automatic renewals. On the due date the service will automatically renew all eligible materials. The same circumstances as listed above will stop an item from automatically renewing. Items will automatically renew up to five (5) times. Patrons who receive email and text alerts are notified if their material renewed successfully. Teacher cards are not eligible for automatic renewal.

Holds
Patrons must have an active library card to place holds and no more than twenty-five (25) holds on their card at one time.

In most cases holds are filled in the chronological order in which they are placed. However, copies owned by a branch should first fill requests with that branch as a pickup location, regardless of the date that the request was placed.

Each of the Portage County libraries restricts holds on certain categories of materials. Restrictions vary with each library.

As holds become available patrons are notified that they have seven (7) days to pick up their regular materials. Notification is done via email, telephone call, or text message.

SearchOhio and OhioLINK

Portage County District Library, Kent Free Library and Reed Memorial Library form the Portage Library Consortium. The Portage Library Consortium is a member of the SearchOhio Consortium which also includes access to OhioLINK. Patrons can request titles from other libraries which are unavailable in the Portage Library Consortium.

The service is available to any Portage Library Consortium card in good standing. The typical loan period is three weeks for print, music CDs, and audiobooks and one week for DVDs. Loan periods may vary and are determined by the owning library. Renewals are available if approved by the owning library and must be done by library staff. Late fees are fifty cents ($.50) per day, per item for all patrons.
SearchOhio and OhioLINK hold items that are not picked up within ten (10) days of arriving for pick up will be returned to the owning library.

Special Items and Collections

Lucky Day

To help keep a supply of high-demand titles available for patrons, Reed Memorial Library offers the Lucky Day collection. This collection has the following special borrowing rules:

- Lucky Day books and DVDs have a seven (7) day loan period and cannot be renewed
- Fines for late returns will accrue at the rate of $0.10 per day, per item
- Lucky Day copies cannot be placed on hold and cannot be held for pickup
- Patrons may check out a maximum of five (5) Lucky Day items at a time

Mobile Hotspots

A Mobile Hotspot is a device that will keep your Wi-Fi-enabled devices connected to the internet in any area covered by the mobile network provider.

- Mobile Hotspots may only be checked out by an adult on an adult library card
- Mobile Hotspots may not be checked out on Teacher or Institution cards
- An adult must sign a User Agreement in order to check out a Mobile Hotspot
- Only on Mobile Hotspot may be checked out at a time
- Mobile Hotspots are checked out for two (2) weeks and cannot be renewed
- Reed Memorial Library Mobile Hotspots must be returned to Reed Memorial Library
- Devices not returned by close of business on the due date will be turned off and fines will begin accruing
- Overdue fines for mobile hotspots are $1.00 per day, per item after the due date
- Mobile Hotspots that are not returned will be deactivated and unusable
- Mobile Hotspots do not filter content. Parents/Guardians are responsible for monitoring children's online activity
- Mobile Hotspots will not allow texting or international use
- If the Mobile Hotspot device or related equipment is lost, stolen, or damaged while in a patron's care, the patron's account will be charged.

Roku Devices

A Roku is a device that plugs directly into the HDMI port of your app enabled Smart TV. Each device is preloaded with access to a single streaming service. Some streaming services are unavailable outside of Ravenna.

- Roku devices may only be checked out by Reed Memorial Library cardholders
- Roku devices may only be checked out by an adult on an adult library card
- Roku devices may not be checked out on Teacher or Institution cards
- Only one Roku device may be checked out at a time
- Roku devices are checked out for two (2) weeks and cannot be renewed
- Roku devices may be placed on hold
- Reed Memorial Library Roku devices must be picked up and returned to Reed Memorial Library; devices will not be sent to Kent or PCDL branches
- Devices should be returned to the Public Service desk and should not be placed in the book drop
- Devices not returned by close of business on the due date will be turned off and fines will begin accruing
- Overdue fines for Roku devices are $1.00 per day, per item after the due date
- Roku devices that are not returned will be deactivated and unusable
- Roku devices do not filter content. Parents/guardians are responsible for monitoring children's TV viewing activity
- If the Roku device or related equipment is lost, stolen, or broken while in a patron's care, the patron's account will be charged for its replacement plus any associated fines or fees

<u>Board Games</u>

- Patrons may check out a maximum of five (5) board games at a time
- Board games have a two (2) week loan period
- Board games circulate to most patron profiles except Teacher, institution, and 3 for Me cards
- Patrons must pick up and return board games to Reed Memorial Library
- Board games are to be returned at the Public Services desk and not in the book drop
- Fines for late returns will accrue at a rate of $0.50 per day, per item
- Damage to a board game will result in the patron's account being charged $5.00
- If a board game is lost or stolen while in a patron's care, the patron's account will be charged for its replacement

<u>Video Games</u>

- Patrons may check out a maximum of two (2) video games at a time
- Video games may be checked out for two (2) weeks
- Video games circulate to most patron profiles except Teacher, Institution, and 3 for Me cards
- Fines for late returns will accrue at a rate of $0.10 per day, per item
- If a video game is lost, stolen, or damaged while in a patron's care, the patron's account will be charged for its replacement.

<u>Curated Bags and Boxes</u>

Reed Memorial Library may occasionally circulate bags or boxes containing books, puppets, and other items and activities for educational purposes such as Field Bags, Bookworm Boxes, and others.

- Bags and Boxes may be checked out for two (2) weeks and cannot be renewed
- Bags and Boxes circulate to most patron profiles except Teacher, Institution, and 3 for Me cards
- Only one Bag or Box may be checked out at a time
- Items must be picked up and returned to Reed Memorial Library
- Items must be returned to the Public Services desk and not placed in the book drop
- Items may not be placed on hold
- Fines for late returns will accrue at a rate of $1.00 per day, per bag or box
- If a bag or box is lost, stolen, or damaged while in a patron's care, the patron's account will be charged for its replacement

Thinker Toy Kits

Thinker Toy Kits are collections of technology-based learning toys ready to be enjoyed at home.

- Kits may only be checked out by an adult on an adult library card
- Only one kit may be checked out at a time
- Adults must sign a user agreement to check out a thinker toy kit
- Kits may be checked out for two (2) weeks and may not be renewed
- Kits may be placed on hold
- Kits must be picked up and returned to Reed Memorial Library
- Kits should be returned to the Public Services desk and not be placed in the drop box
- Overdue fines will accrue at a rate of $1.00 per day, per item
- If a kit is lost, stolen, or damaged while in a patron's care, the patron's account will be charged for its replacement

Equipment

Equipment such as traffic cone kits and exercise equipment are available for checkout at the library.

- Equipment may be checked out for two (2) weeks
- Equipment may not be renewed
- Equipment may be placed on hold
- Circulation is limited to adult cardholders and a signed user agreement is required for check out
- Equipment circulates to most patron profiles except Teacher, Institution, and 3 for Me cards
- Patrons must pick up and return equipment to Reed Memorial Library
- Equipment should be returned to the Public Services desk and should not be placed in the book drop
- Fines will accrue at $1.00 per day, per item
- If an item is lost, damaged, or stolen while in a patron's care, the patron's account will be charged for its replacement

Passes

Reed Memorial Library collaborates with local institutions to provide opportunities for lifelong learning and recreation. As such, Reed Memorial Library cardholders may use their library card to access admittance to local museums and attractions at no cost. Reed Memorial Library will obtain passes annually for admission to a variety of local museums and attractions based on the library's available budget, the popularity of the pass program, availability of passes from local institutions, and continued patron demand. Whenever possible, the pass will be good for two (2) adults and a minimum of two (2) children. Patrons should read museum pass details carefully. The number of people receiving free entry varies by institution as do other entry details. Patrons are encouraged to review the institution's website or call the institution before visiting for current information about hours of operation, parking, etc. There are a limited number of passes available.

- Passes are available to borrow by adults with a current Reed Memorial Library card in good standing. Library cards from other libraries in the Portage Library Consortium are not accepted
- Patrons may borrow one pass at a time
- The loan period is three (3) days and there are no renewals
- Due to the anticipated demand for passes, patrons are encouraged to return passes early
- Patrons may place a hold for a museum pass using the library's catalog. The library cannot guarantee a pass will be available on a particular day and reservations for a specific date are not available
- Pick up and return passes to the Public Services desk during regular library hours; passes cannot be returned in the book drop
- An overdue fine of $5.00 per day will apply to passes not returned by the due date
- When a pass is three (3) days overdue, the library will block the patron's account and charge the account the replacement cost of the pass
- If a pass is lost, stolen, or damaged, the patron will be responsible for all applicable replacement costs, up to $250, plus any associated fines or fees

Laptop Computers

Reed Memorial Library has Internet accessible portable laptop computers for use by patrons.

Eligible Borrowers

- Laptops are available to adult RML patrons who have a regular library card
- Adult visitors without a valid RML card are not eligible to borrow laptops
- Non-regular library cards such as eCards are not eligible to borrow laptops
- Youth patrons (17 and younger) are not eligible to borrow laptops
- Adult patrons who owe $10.00 or more in fees are not eligible to borrow laptops until their library account is again in good standing
- Borrowers must have a completed Laptop Agreement Form on file

Fees and Liability

- The individual borrowing the laptop will assume all responsibility for the device until it is safely returned to the Library
- Patrons are responsible for all costs associated with damage, loss, or theft of the laptop

Additional Guidelines

- Patrons may not attach any other hardware to the device, install their own software, or change system settings
- Reed Memorial Library is not responsible for damage to personal storage devices or for the loss of any data during the loan period

Troubleshooting

If you experience problems with the laptop hardware or applications, please bring the device to the reference desk for assistance.

Conditions and Terms for Use of Laptop Devices

Patrons must use Reed Memorial Library laptop devices in accordance with the terms and conditions of the *Internet Use Policy.*

Fines and Fees

Most patrons are charged per-day fines on Portage Library Consortium materials.

Fines are ten (10) cents per day on most materials belonging to Reed Memorial Library. Fines are added to the patron account when the item is returned or renewed. The maximum overdue fine for Reed Memorial Library items is $5.00 per item or the price of the item, whichever is less, as long as the item is returned in good condition and ready to circulate. Fines vary for the other Portage Library Consortium libraries.

Fines and fees for Portage Library Consortium items can be collected at Reed Memorial Library. Per agreement, fine money and replacement fees are kept at the library where the fines are collected.

Patrons with Fine Free status are responsible for SearchOhio and OhioLINK overdue fines, with the exception of Outreach patrons. However, all patrons are responsible for charges on lost and/or damaged materials. Abuse of the fine free privilege could result in the loss of this status.

<u>Damaged Material</u>

If an item is returned and not in condition to circulate, the patron will be charged based on the price in the item record, which usually is the retail price. Minor damage will be noted on items so that future patrons are not held accountable. If a part is missing the patron will be notified and charged if not returned.

If the item belongs to Kent Free or Portage County District Library, the damage will be noted when returning to the owning library and the owning library will choose whether to charge and/or contact the patron.

Misplaced Material

If a patron claims an item is lost, the record will be updated and the patron will be charged for the item. The charge for the item is based on the price in the item record, which usually is the retail price. The library does not accept a replacement copy in lieu of payment.

If a patron pays for an item and later finds it, the patron may present a Reed Memorial Library payment receipt to receive a refund if the item is returned in condition to circulate within thirty (30) days. Proof of payment online will be accepted in lieu of a receipt given by Reed Memorial Library staff.

The replacement cost of items borrowed through SearchOhio or OhioLink is $25.00.

Claims Returned

Patrons who claim they have returned an item or claim they never checked out an item can have a Claims Returned record created in the system. Staff will do a thorough library search before creating a Claims Returned record. Multiple instances of Claims Returned should be referred to the Public Services Supervisor.

Overdue Items

Notifications

A courtesy notice will be sent via mail or email when an item is two (2) weeks overdue. Fine-paying patrons are responsible for late fees on overdue materials whether or not they received the printed or emailed notice.

When material is four (4) weeks overdue, a bill for the cost of replacement is issued. Checkout privileges are then blocked. If an item has been billed, and it is then returned, overdue fines are assessed corresponding to the number of days overdue up to $5.00.

Long Overdue Items

If checked out or billed items remain on a patron record seven (7) years past the due date, the item will be removed from the system. The charge remains on the patron record and the card remains blocked. If the patron was a juvenile (age 12 and under) at the time of the original checkouts, after seven (7) years the block may be removed at the discretion of the Public Services Supervisor.

Payment Plan

A one-time Payment Plan may be signed at Reed Memorial Library for fines totaling $25.00 or more. This agreement must be approved by the Public Services Supervisor. To be eligible, a significant amount of the fines must be on materials owned by Reed Memorial Library. While on this plan, the patron must pay at least 10% of fines due before each checkout with a limit of 5 items checked out at one time.

This agreement becomes void and the patron may not check out again until the amount due is $10.00 or less if:

- The patron continues to return items late on a regular basis (resulting in new fines).
- If a period of 3 months goes by and no payment is made.

Temporary Modifications

During extenuating circumstances, the Director may temporarily modify this policy to best meet patron needs and staff safety.

Patron Credit Card Use

As a member of the Portage Library Consortium, Reed Memorial Library offers Library patrons the convenience of paying fines and fees online via the cardholder's record. The Library also allows credit card payments through its self-checkout terminals. For privacy and security, online and in-person transactions are the responsibility of the patron. Library staff are not to handle, copy, swipe, or in any way store or view a patron's credit card or credit card information.

Records Commission

Public Records Request, Retention and Disposition

It is the policy of Reed Memorial Library to adhere to Ohio's Public Records Act. Reed Memorial Library will prepare for prompt inspection of its public records in response to requests. Upon request, Reed Memorial Library will provide copies of public records within a reasonable time period. It is also the policy of Reed Memorial Library to establish procedures and schedules for the review and disposal of public records.

Regulations – Public Records

Section 1 – In accordance with the Ohio revised Code and applicable judicial decision, records are defined as any item that "(i) contains information stored on a fixed medium (such as paper, electronic – including but not limited to email – and other formats); (ii) is created or received by, or sent under the jurisdiction of a public office and (iii) documents the organization, functions, policies, decisions, procedures, operations or other activities of the office."
Section 2 – Public records are open to the public unless they are specifically exempt from disclosure under Ohio Revised Code Section 149.432 covering Library patron records; under Ohio Revised Codes Section 149.433 covering security and infrastructure records, or other records explicitly exempt in Ohio Revised Code 149.43.
Section 3 – A records commission will administer proper retention and disposition of public records pursuant to Ohio Revised Code Sections 121.22 and 149.411.
Section 4 – The Fiscal Officer shall serve as the Custodian of the Library's public records. It is the duty of the Custodian to record and respond to each request for public records in a timely fashion.

Procedures – Record Requests

Section 1 – An individual making a public record request is under no obligation to put the request in writing and does not have to provide their identity or the intended use of the requested public record.
Section 2 – No specific language is required to make a request. However, the requester must identify the records requested with sufficient clarity to allow the Library to identify, retrieve, and review the records.
Section 3 – If it is not clear what records are being sought, the Library may request clarification. Library staff should assist the requester in revising the request by informing the requester of the manner in which the Library keeps its records. A Public Records Request Form will be provided which may be used to facilitate the process.

Record Availability

Section 1 – As required by Ohio law public records will be organized and maintained so that they are readily available for inspection and copying.
Section 2 – Public records responsive to a request will be promptly prepared and made available for inspection to any person at reasonable times during regular business hours. Copies of public records will be made available within a reasonable period of time. "Prompt"

and “reasonable” take into account the volume of records requested: the proximity of the location where the records are stored: the necessity for any legal review of the records requested and the effort required to redact confidential information.
Section 3 – If a request is deemed significantly beyond “routine,” such as seeking a voluminous number of copies, requiring extensive research, or requiring redaction of confidential information, a good faith effort will be made to provide the requester with the following:

- An estimated number of business days it will take to satisfy the request.
- An estimated cost if copies are requested.
- Any items within the request that may be exempt from disclosure.

Denials/Redactions

Section 1 – Any denial of a public record request will include an explanation.
Section 2 – If portions of the requested record are public and portions are exempt, the exempt portions will be redacted and the rest released. When portions of the requested public record are redacted, each redaction will be made plainly visible.

Email

Section 1 – Records in private email accounts used to conduct public business are subject to disclosure and all employees or representatives of the Library are instructed to retain emails that relate to public business.

Costs for Public Records

Section 1 – Copies of requested public records will be made available at cost.
Section 2 – Payment for copied records is due upon delivery.
Section 3 – When public records are mailed, the requester will be charged the actual cost of postage and mailing supplies.
Section 4 – The Library may choose to defer action to prepare copies of documents for record requests if the requester has repeatedly failed to collect copies created as a result of prior public requests or to pay for those requested copies.

Library Records Commission

Section 1 – Reed Memorial Library will create and maintain a records commission composed of the members and the Fiscal Officer of the Board of Trustees per Ohio Revised Code 149.411.
Section 2 – The Records Commission will meet at least once every twelve (12) months.
Section 3 – The functions of the Records Commission are to review applications for one-time disposal of obsolete records, and schedules of records retention and disposal submitted by any employee of the Library.
Section 4 – The Records Commission will ensure record retention schedules are updated regularly and are made readily available to the public.

Records Disposal Procedures

Reed Memorial Library will follow the disposal procedures per ORC 149.381.

Section 1 – No record may be disposed of when subject to or likely to be subject to current or pending litigation, claim or proceeding.

Section 2 - When the Reed Memorial Library records commission has approved an application for on-time disposal of obsolete records or any schedule of records retention and disposition, the records commission shall send that application or schedule to the Ohio history connection for its review. The Ohio history connection shall review the application or schedule within a period of not more than sixty days after its receipt of it. During the sixty-day review period, the Ohio history connection may select for its custody from the application for one-time disposal of obsolete records any records it considers to be of continuing historical value, and shall denote upon any schedule of records retention and disposition the records for which the Ohio history connection will require a certificate of records disposal prior to their disposal.

Upon completion of its review, the Ohio history connection shall forward the application for one-time disposal of obsolete records or the schedule of records retention and disposition to the auditor of state for the auditor of state's approval or disapproval. The auditor of state shall approve or disapprove the application or schedule within a period of not more than sixty days after receipt of it.

Before public records are to be disposed of pursuant to an approved schedule of records retention and disposition, the records commission shall inform the Ohio history connection of the disposal through the submission of a certificate of records disposal for only the records required by the schedule to be disposed of, and shall give the Ohio history connection the opportunity for a period of fifteen business days to select for its custody those public records, from the certificate submitted, that it considers to be of continuing historical value.

The Ohio history connection may not review or select for its custody any of the following:

(1) Records the release of which is prohibited by section 149.432 of the Revised Code.
(2) Records containing personally identifiable information concerning any pupil attending a public school other than directory information, as defined in section 3319.321 of the Revised Code, without the written consent of the parent, guardian, or custodian of each such pupil who is less than eighteen years of age, or without the written consent of each pupil who is eighteen years of age or older.
(3) Records the release of which would, according to the "Family Educational Rights and Privacy Act of 1974," 88 Stat. 571, 20 U.S.C. 1232g, disqualify a school or other educational institution from receiving federal funds.

Amended by 131st General Assembly File No. TBD, HB 141, §1, eff. 9/29/2015.
Added by 129th General Assembly File No. 28, HB 153, §101.01, eff. 9/29/2011.

Patron Behavior, Safety & Security

Library Patron Behavior

Mutual respect makes it possible for everyone to enjoy library materials and services.

Reed Memorial Library has a guiding principle for how to act in the library: each patron should be respectful of one another and library staff and behave in a manner that does not disrupt or interfere with the rights of others.

The Board of Trustees has the responsibility to set policies for behavior in the public library. The goals of the policy are:

- **Protect the rights of individuals to sue the library property, materials and services:**
- **Protect the rights of staff and volunteers to perform work without interference:**
- **Preserve library materials and the library facility;**
- **Ensure the safety of all library patrons, volunteers and staff members.**

The rules will be enforced uniformly and fairly. These rules are posed in the Library:

1. Any behavior which is disruptive or disrespectful of others is not allowed. Some examples of inappropriate behavior are:
    - Abusive or vulgar language.
    - Physical, sexual or verbal harassment or intimidation of others. This includes such behavior using the Library's computers.
    - Loud talking.
    - Fighting.
    - Using any personal listening equipment at a level that can be heard by others.
    - Singing along with the above players.
    - Preventing staff from performing their jobs.
    - Damaging library materials, equipment, the property or the facility.
    - Behavior which jeopardizes safety.
    - Skateboarding, rollerblading or blocking pedestrian paths with bicycles or people.
    - Conversations in the quiet reading room (magazine room).
    - Over-expressive personal affection: kissing, hugging, sitting on laps, etc.
    - Using articles for the purpose of obscuring one's face or identity. Exceptions include facemasks worn as protection from germs and/or disease.
2. Sleeping is not permitted in the Library or on the property.
3. Polite, brief and quiet cell phone conversations are allowed.
4. Seating is limited to the number of persons for which the furniture was designed.
5. Selling products or services or soliciting donations is not permitted in the Library, except as part of a Library-sponsored program.
6. Animals, except those used to aid the disabled, are not permitted unless they are part of a Library-sponsored program.
7. Taking photographs and/or recording videos of Library staff or patrons without their permission is not permitted.
8. Use of tobacco, alcohol and/or unauthorized drugs in any form anywhere on library property (inside or outside) is not allowed. (Ohio Revised Code)

9. Firearms or look-alikes of any kind are not permitted inside the Library building, either concealed or in plain view, unless the owner of the firearm is a law enforcement officer. (Ohio Revised Code)
10. Library attire will be appropriate for a public building, including shoes and shirts.
11. The Library reserves the right to limit the number of individuals who may gather together and impede access to any part of the facility.
12. The Library allows covered beverages in the building.
13. The Library reserves the right to inspect all bags, purses, briefcases, packs, listening equipment and overcoats for library materials. Video surveillance and theft alarms are in place.

Consequences:

The rules are enforced by Library staff, security and police officers. The persons in charge are trained and good-natured and will tolerate a wide range of behaviors. But if a person ignores the Library's rules on good behavior, action will be taken. First, the person will be warned. If the person ignores the warning, the person will be asked to leave the library. Repeat offenders may be banned for a week, a month or longer. Serious offenses will result in immediate banning and policy action if necessary. Trespass charges may be filed in egregious circumstances.

Persons who want to discuss these rules may appeal to the Library Director. If dissatisfied, the appeal may be sent to the Board of Trustees.

Unattended, Lost or Missing Children

To provide a library environment that allows all patrons to use Library materials and services in a safe, relaxed manner, the Reed Memorial Library Board of Trustees has adopted a policy statement concerning unattended or disruptive children.

Children are always welcome and encouraged to visit Reed Memorial Library. However, the Library is an open, public building and the well-being and safety of children is a serious concern. The responsibility for the safety and behavior of children in the Library rests solely with the parent or a responsible adult regardless of whether they are at the library and NOT with library staff. Library employees are NEVER responsible for the supervision of children in the Library.

If a child is not able to leave the Library without an adult, he/she should not be in the Library without an adult. Children who are able to follow library rules and behave independently are welcome to enjoy the Library on their own.

- No children under the age of nine (9) may be left unattended in any part of the Library. Unattended is defined as any child not under the direct supervision of the parent or a

responsible adult, any child who is in the Library for prolonged periods of time on a repetitive daily or weekly basis, and/or any child who is not picked up by closing time and appears to need staff help.

- All children should have the name and telephone number of a parent or responsible adult who can assist them in an emergency. This information may be requested by a library staff member for safety and security reasons. If a child refuses to provide or provides deliberately false information to library staff upon request of a parent or responsible adult's name and contact, the child's library privileges will be revoked for a period of at least thirty (30) days during which they are not welcome on library premises including the building and grounds.
- The Library reserves the right to determine when a child must be accompanied by a parent or responsible adult. Restrictions may be implemented for safety or security reasons as determined by library staff and/or administration. A child's readiness to be in the Library unattended may be reevaluated annually.
- All visitors including children are expected to follow the Library's Patron Behavior Policy.
- Parents and/or legal guardians are always responsible for the actions of their children on library property.

Library staff members are not available to deliver messages to children (or other patrons) in the Library, except in emergency situations, or to check and report on their whereabouts or behavior to parents or legal guardians who call. Staff members are not permitted to remain after hours with an unattended child or to leave Library premises with an unattended child at any time.

Public Safety Departments such as the Ravenna Police Department may be called to assume responsibility for an unattended child after the Library has closed or to assume responsibility for a disruptive child whose parent or responsible adult cannot be reached.

Concealed Weapons

Since the Ohio General Assembly has enacted legislation that includes an exemption for public libraries as a permissible location for concealed firearms, the Board of Trustees of Reed Memorial Library does not permit firearms, either concealed or in plain view, on its property or in its buildings, unless the owner of the firearm is a law enforcement officer. The Library will post the necessary notification of its status as exempt from Ohio's Concealed Carry Legislation, as required by the Ohio Revised Code.

Use of the Internet and Other Computer Resources

Access to Internet Resources

1. Through sponsorship of the Ohio Public Library Information Network (OPLIN) Reed Memorial Library provides access to the Internet. The Library seeks to allow as many customers as possible an opportunity to access the Internet through its Internet resources and to ensure that every customer's experience is a positive one. Because of high demand for Internet access the Library asks customers to abide by certain Guidelines.
2. The Internet is a global electronic network with no governmental control of its users or its content. Information accessed through the Internet may be controversial in nature. The Library is not responsible for computer problems, network outages, and other access problems that may occur on the Internet or World Wide Web.
3. The Library "Patron Code of Conduct" applies to use of all computer workstations in the Library. Customers whose behavior or action at an Internet workstation constitutes a nuisance to others may be asked to terminate their Internet session or leave the Library in accordance with the actions set forth in the Patron Code of Conduct.
4. Internet workstations are available on a first-come, first-served basis. The use of the Children's Room computers is limited to children 12 years of age or under and adults accompanying a child. It is necessary to sign in to use an Internet station. Signing in acknowledges the customer's intent to abide by usage rules (see Conditions and Terms of Use) set by the Library. The Library does not accept advanced registrations for a specific time for the Internet stations. A 60-minute time limit is enforced if other customers are waiting. Customers are expected to comply if asked to end their Internet session when the 60-minute time limit is over. The Library also reserves the right to limit the amount of time any individual may spend on the Internet in any given week.
5. Anyone can sign up to use the Internet. A Reed Memorial Library borrower's card is not required to access the Internet from the Library's workstations. An adult must accompany children under the age of 10. Only one person at a time should be at a computer other than those adults accompanying children under ten (10) years old.
6. Printing from the Internet stations is available for 10 cents per page for black and white copies and 25 cents per page for color copies. Payment will be collected at the Coin Machines next to the printers/copiers. Printing is also available wirelessly.
7. Microsoft Word is installed on all Library computers for patron use.
8. Downloading or saving data to the hard drives of Library computers is permitted; all downloaded data will be deleted once the internet session is ended and the computer is reset for the next customer. Customers may download information to portable USB devices or to a personal Email account. The Library assumes no responsibility for damage to customer storage devices or non-Library computers that may result from downloading files from the Internet.
9. Customers may not use their personal software on the Library's workstations or network. Other than personal storage (portable USB devices) and headphones, customers may not use their own equipment on the Library's workstations. Customers may use their

own headphones or a set provided by the Library. Please keep the headphone volume low to avoid disturbing other Library users.
10. Some workstations in the Library are configured only for access to the Library's on-line catalog. These are clearly marked.
11. Tampering with or destruction of Library computers is prohibited. Any alteration of existing hardware or software configurations or malicious damage to Library equipment or software can result in loss of privileges and/or expulsion from the Library (see Conditions and Terms of Use, No. 1)
12. Internet use is subject to all applicable laws. Illegal use of Library Internet stations may subject the user to criminal prosecution by local, state or federal authorities (see Conditions and Terms of Use, No. 1)
13. Reed Memorial Library and its staff are not liable for any damage to personal equipment or files resulting from the use of Library workstations. If problems are encountered during an Internet session, a Library staff member should be notified immediately. Customers should not attempt to correct any equipment problem or turn off equipment.
14. No personal equipment may be connected to the Library's wired network. Wifi is available for use with personal computers and equipment.

Conditions and Terms of Use

1. Library Internet workstations may be used for educational, informational, and recreational purposes only. They may not be used for illegal, unauthorized, or unethical purposes, which include but are not limited to the items that follow:
    a. Libeling or slandering others.
    b. Destruction of, or damage to equipment, software, or data belonging to Reed Memorial Library.
    c. Harassment of others.
    d. Disruption or unauthorized monitoring of electronic communications.
    e. Violation of computer system security.
    f. Unauthorized use, including hacking of computer accounts, access codes, or network identification codes.
    g. Unauthorized disclosure, use, and dissemination of personal information regarding minors.
    h. Violation of software licensing agreements.
    i. Violation of another user's privacy.
    j. Violation of copyright laws.
    k. Sending, receiving, or displaying text or graphics which may reasonably be considered obscene under Section 2907.07, or harmful to juveniles under Section 2901.31 of the Ohio Revised Code.
2. Customers committing any of the above, or other unacceptable actions, will lose Internet privileges at Reed Memorial Library and may lose Library privileges. Actions such as those listed above may also be subject to criminal prosecution.

About Internet Filtering

1. Current federal law (Consolidated Appropriations Act of 2001 which incorporated the Children's Internet Protection Act (PL 106-554) and Neighborhood Children's Internet Protection Act previously introduced in 1999), mandates that schools and libraries

receiving Universal Services Discounts (E-rate) or funds under other federal programs such as Library Services and Technology Act (LSTA) must have in place a policy on Internet Safety. This policy must provide that all computers with Internet access will function with filtering technology to prevent both adults and minors from accessing sites containing obscene material (per 18 USC 1460) or child pornography (per 18 USC 2256). This policy also must consider the safety and security of minors when using email, chat rooms, and instant messaging services, with "hacking," and with unauthorized disclosure, use, and dissemination of personal identification information regarding minors. There is much controversy surrounding the use of software filters. Opponents claim that blocking Internet content infringes on a user's First Amendment right to unfettered access to information. Those who favor the use of filters in a school or library setting defend their view by citing the implied responsibilities of schools and libraries to serve "in loco parentis." Whatever your stance, the law requires filtering Internet content in public libraries receiving certain federal funding.

2. The Library uses a service provided by Cisco Umbrella to filter content on its public access Internet workstations. Featuring a master database of over 6 million categorized websites (covering 1.1 billion Web pages), Websense automatically updates its database of sites daily to ensure the database is as current as possible. As no filtering software is perfect, occasionally sites that should be on the prohibited list are not filtered and legitimate sites are filtered. In such cases, please alert a librarian and the site address will be sent to Cisco Umbrella for evaluation.
3. The Library filters the following categories of websites:
    - Pornography / Nudism
    - Illegal or questionable sites
    - Violence
    - Racism / Hate Speech
    - Weapons
    - Bandwidth Intensive sites (P2P file sharing, Internet radio and TV, etc.)
    - Sites that pose network security risks (hacking, proxy avoidance, URL translation, spyware, keylogging, etc.)
    - Streaming media, although bandwidth intensive IS PERMITTED unless the downloaded material fits within the categories listed here, in which case it will be blocked
4. Viewing prohibited material on the Internet on a Library public access computer is considered disruptive behavior in the "Patron Code of Conduct." Customers viewing prohibited material on the Internet, whether it was filtered or not, will be asked to end their session or to leave the Library.
5. Library personnel may disable filters for adult users engaged in "bona fide research or other lawful purposes."
6. All Internet user's privacy is to be respected. Reed Memorial Library does not do monitoring and tracking of Internet sites visited by Library customers. All users are asked to respect the privacy of others and not attempt to censor or comment upon what others are viewing.

Wireless Internet Access

1. During its normal business hours, the Library offers wireless Internet access through its IEEE 802.11ac (Wi-Fi) network. Customers can bring their wireless-enabled laptops or

other wireless devices into the Library to connect to the Internet through one of several wireless access points or "hot spots" located throughout the Library.
2. A simple registration prior to first use is required. During the registration you must enter an email address and password. Subsequent logins will require you to enter your password on a simple login screen.
3. Wireless users agree to abide by "Reed Memorial Library's Policies Regarding Internet Use."
4. Although the latest technologies are in place, Wi-Fi is inherently less secure than a wired network. Customers use the wireless Internet connection at their own risk. The Library urges customers to employ up-to-date virus software, personal firewalls, and similar measures to protect their information while using a wireless connection.
5. The Library cannot be held liable for any loss of information, theft or damage that may result either directly or indirectly, to any personal equipment or data, or for any damage or injury that arises from use of the Library's wireless Internet access network.
6. Printing is available on the Wi-Fi network. If you need to print, please download the and follow the instructions available.
7. The Library cannot guarantee that a customer's computer or wireless device will work with the Library's wireless network. The Library is not responsible for configuring your computer to use the wireless network. Limited technical assistance may be available at certain times. Customers are responsible for knowing how to configure their own equipment.
8. The wireless network is filtered in the same manner as the Library wired network.

Social Media

Definitions:

1. "Library" shall mean the Reed Memorial Library.
2. "Post" means any text, image, video, download, audio, and hyperlinks to other websites (or media which is downloaded, referenced, inserted, or) placed upon any Library social media channel.
3. "Social media channel" shall include any online forum/site, web application or account created and/or maintained by the Library or its agents, which permits users to communicate with other users through posts, including without limitation, Facebook, Instagram, blogs, chat rooms, Roll20, YouTube, Pinterest, and LinkedIn.

Purpose and Scope
Reed Memorial Library uses social media to promote the Library and maintain communication with its users. Mutual respect makes it possible for everyone to enjoy social media.

Target Audiences
Reed Memorial Library's target audience includes Library cardholders and residents of Ravenna City and Township, as well as those surrounding communities. Our broader audience can include anyone following and interacting with the Library on its social media channels.

Disclaimer
The Library is not responsible or liable for the content of posts by third parties on any Library sponsored social media channel, and posts do not reflect the opinions or positions of Reed

Memorial Library, its employees, or its Board of Trustees. The Library, its employees, agents and officials assume no responsibility for any damages, direct or indirect, arising from participation in Library-sponsored social media. Violations of this policy by employees may result in discipline, up to and including termination of employment.

Privacy & Confidentiality
By posting on the Library's social media channels, you give the Library permission to use your name, profile picture, and the content of any post you make without compensation to you or liability on the part of the Library. By posting any comments or other content on Reed Memorial Library's social media channels, you give the Library permission to reproduce, distribute, publish, display, edit, modify, delete and otherwise use your submissions for any Library-related purpose in any form on any media without obligation of payments or notification to you.

You should have no expectation of privacy when posting on Library sponsored social media channels, and by utilizing these social media sites, you consent to the Library's right to access, monitor and read any posts on the sites. The Library's social media channels may be considered public records to third-party requestors unless certain exemptions apply.

Acceptable Behavior
Reed Memorial Library has a guiding principle for behavior inside the Library and this principle also applies to our virtual spaces. Patrons should be respectful of one another and Library staff and behave in a manner that does not disrupt or interfere with the operation of the Library or the rights of others.

Content and comments on the Library's social media channels containing any of the following forms of content and posts shall not be allowed:

1. Speech, content, or dialog which is disruptive or disrespectful of others
2. Obscenity or pornography
3. Content that promotes, fosters, or perpetuates discrimination and/or harassment on the basis of race, creed, color, age, gender, marital status, religion, national origin, physical or mental disability, sexual orientation, ancestry or any other protected category
4. Slanderous, libelous, threatening or defamatory statements
5. Copyrighted or trademarked material
6. Spam
7. Content unrelated to Library business, programs, events, resources and materials
8. Advertising and selling merchandise and services
9. Soliciting donations and political campaigning
10. Content that, as set forth in Ohio Revised Code Section 9.03:
    a. Promotes alcoholic beverages, cigarettes or other tobacco products, or any illegal product, service, or activity
    b. Supports or opposes any labor organization or any action by, on behalf of, or against any labor organization
    c. Supports or opposes the nomination or election of a candidate for public office, the investigation, prosecution, or recall of a public official, or the passage of a levy or bond issue

Consequences to Unacceptable Content
The Library Director may alter and/or remove objectionable content that contains any of the criteria above as well as content violating the policy of the social media site or a federal, state, or local law. The Library Director reserves the right to deny access to Library social media channels to any member of the public who posts unsuitable content.

Content that the Library Director deems unsuitable because it is not topically related to the particular subject being commented on, or is deemed prohibited based on the criteria defined above, shall be retained pursuant to the records retention schedule along with a description of the reason(s) the specific content was deleted.

Patron Recourse Procedure
Users may report violations of the Library's social media policies to the Library by contacting the administrators of RMLs social media channels via email: publicrelations@reedlibrary.org.

Staff Responsibilities & Copyright & Fair Use
Only those employees responsible for the Library's social media channels should be actively participating on those sites during work hours. Employees who contribute to the Library's social media channels should present content in a professional manner and check facts, cite sources, avoid copyright infringement, and check grammar and spelling before posting, and acknowledge and correct errors.

Employees should not discuss confidential, work-related matters through social media. Content that is posted on Library-sponsored social media channels is subject to the Freedom of Information Act and records retention requirements.

Library staff is responsible for complying with all applicable federal, state, and local laws, regulations, and policies. This includes adherence to established laws and policies regarding copyright, fair use, records retention, Freedom of Information Act (FOIA), First Amendment, Health Insurance Portability and Accountability Act (HIPAA), privacy laws and information security policies established by Reed Memorial Library.

Library Staff Personal Social Media Policies
(this portion used with permission from the Ohio Library Council)
The Library recognizes the value of the exchange of ideas and information through social media available to its employees. At the same time, however, using social media can cause problems for employees, the Library, and its patrons. Therefore, the Library expects its employees to use social media in a manner that is consistent with this policy.

For purposes of this policy, "social media" includes all means of communicating or posting information, such as words, pictures, videos or other content, on the Internet. Such technology includes but is not limited to Facebook, Twitter, YouTube, MySpace, LinkedIn, Google+, blogs, message boards, wikis, podcasts, product review sites, online forums, gaming sites, or any other site where information can be uploaded or posted. It also includes comments or posts on another person's social networking site.

While every individual has a right to speak out on issues facing our community, state, and nation, employees must take great care to make it clear that their personal opinions are their

own and do not represent the official policy position of the Library. It is important for employees to remember that their personal communications, even those done outside of work, may reflect negatively on the Library, especially if they are commenting on Library business.

Therefore, the following guidelines apply to personal use of social media by employees of the Library:

1. All Library employees must actively protect all confidential information of the Library. As used in the Policy, Confidential Information of the Library means security numbers, personal health information protected by HIPPA, Library patron information, and similar types of information.
2. In accordance with Ohio Revised Code §149.432, employees are prohibited from sharing on social media: (1) any information that the Library requires a patron to provide in order to be eligible to use Library services or borrow materials; (2) any information that identifies a patron as having requested or obtained specific materials or materials on a particular subject; (3) any information that is provided by a patron to a Library staff member to answer a specific question or to provide information on a particular subject; or (4) any personally identifiable information about an individual who has used any Library service or borrowed any Library materials.
3. Postings and user profiles on personal social media accounts must not state or imply that the views, conclusions, statements or other social media content are an official policy, statement, position, or communication of the Library, or represent the views of the Library or any Library officer or board member. For example, if you choose to make a statement regarding the Library, you should state that “these are my view, not the Library’s views,” or words to that effect.
4. Employees cannot use social media to threaten, libel or slander, defame, maliciously disparage, harass, or discriminate against coworkers, managers, Library patrons or visitors, vendors or suppliers, or organizations associated or doing business with the Library. The Library’s anti-discrimination and harassment policies apply to the use of social media, even outside the workplace.
5. Be careful to respect all copyright and other intellectual property laws. For the Library’s protection as well as your own, employees are urged to abide by the laws governing copyright, fair use of copyrighted materials owned by others, trademarks and other intellectual property, including the Library’s own copyrights.
6. If someone from the media or press contacts you about your personal social media use that relates to the Library, you must clearly explain that you do not speak on behalf of the Library and that your comments have not been authorized, reviewed, or approved by the Library. If the contact is seeking the official position of the Library, obtain the name of the person or company requesting information and immediately contact the Director.
7. Should you have concerns regarding your employment or the business of the Library, the Library strives to resolve those concerns whenever possible through its open-door policy. Nonetheless, if you decide to use social media to express complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening, intimidating, harassing, or bullying. Examples of such conduct include offensive posts meant to intentionally harm someone’s reputation or posts that could contribute to a

hostile work environment on the basis of race, sex, religion, or similar status protected by Library policy.

8. The Library recognizes that public employees do not surrender their First Amendment rights by reason of their employment and that the First Amendment protects a public employee's right, in certain circumstances, to speak as a citizen addressing matters of public concern. Many considerations go into balancing an employee's free speech interests against the interests of the Library, including the Library's interests in avoiding disruptions in regular operations, disharmony among coworkers, impairment of discipline and supervisory control, and obstructions in the employee's ability to perform work responsibilities. Therefore, employees should use common sense and good judgment before posting any content on a social media site.
9. The Library reserves the right to lawfully monitor employees' use of social media in openly accessible, personal and business discussion forums. Further, employees should have no expectation of privacy while using library equipment and facilities for any purpose, including the use of social media.

Failing to comply with this policy may lead to disciplinary action, up to and including termination. The Library also may report suspected unlawful conduct to appropriate law enforcement authorities.

Collection Development and Reconsideration

Collection Development

Purpose

The purpose of this policy is to guide the library staff in the selection of materials and to inform the public about the principles upon which selections are based. Because that selection is influenced by the library's mission statement, vision, strategic objectives, the population of its service area, its budget and space to house the collection, patron identification, and cooperation with other libraries, these are also included as part of the collection development policy.

Library Mission Statement

Reed Memorial Library will create exciting, enriching, engaging experiences for discovery and growth with a commitment to every person.

Identification of Users

The library selects materials to meet the needs of the general public, businesses, professionals, and government and community organizations. Though it is not the function of a public library to assume the services of school libraries, the library works cooperatively with all the public and private schools of our service district in providing complementary library services for children in the community.

Cooperation with Other Libraries

The Board of Trustees recognizes that no single library can meet all the demands in its community. Libraries in different political subdivisions that work together and share their services and resources can meet more nearly the full needs of their users. Reed Memorial Library will continue to evaluate opportunities for resource sharing and their implications on our selection of materials.

Materials Selection

The library will provide any materials, both print and non-print, which help meet its objectives. Materials acquired will meet high standards of quality in content, expression, and format. Within those standards, the collection will be built to meet the needs and interests of the people served.

Choice of library materials for personal use is purely an individual matter and although anyone is free to reject for themselves materials of which they do not approve, they may not restrict the freedom of use and access for others; freedom of access for a minor is the responsibility of parents or legal guardians; it is not the responsibility of the library.

The library provides materials for self-study and enrichment but is not primarily designed to furnish specific textbook and curriculum materials for academic study. All materials except reference materials and those items which are in special demand and cannot be duplicated, including local history, genealogy, rare, and fragile items, will be lent for home use under library regulations and procedures. The library subscribes to the Library Bill of Rights of

the American Library Association. http://www.ala.org/advocacy/intfreedom/librarybill The library also subscribes to the Freedom to Read Statement prepared by the American Library Association and the American Book Publisher's Council. http://www.ala.org/advocacy/intfreedom/freedomreadstatement

The library accepts responsibility for securing information beyond its own resources by 1) referring the patron to other sources, 2) using interlibrary loan, and 3) using available online resources.

Responsibility for Selection

The initial evaluation and consideration of resources shall be a cooperative effort among staff, patrons, and various community components. Encouraging the broadest possible participation in the selection process, the staff shall tailor these materials to all cultural, social, scientific, and economic fields.

The ultimate responsibility for the selection of media and services rests with the professional staff, operating within the framework of policies and objectives approved by the Library Board of Trustees. These resources shall be available to people without bias or restriction.

Selection Criteria

Selection and retention of books and other library materials shall be made on the basis of value or interest, information and enlightenment for all patrons. No book or other materials shall be excluded or removed because of the race, nationality, sex or political, social or religious views of the author; neither can the collection reflect inordinate responsiveness to any single individual.

Criteria Considered

- Relevance to the vision, mission, organizational goals and strategic activities of RML
- Popularity and reputation of creator
- Relevance to the community
- Contemporary significance and popular interest
- Accuracy, clarity, and comprehensiveness of information
- Currency of information
- Literary or artistic merit
- Balance of ideas and perspectives (within the item and/or the collection)
- Relation to the existing collection and to other materials on the subject
- Availability of materials in other libraries
- Cost and availability
- Quality and suitability of format

Library users are encouraged to suggest titles and/or subjects that they would like to see in the collection. A suggestion form is available online. In such cases, the stated selection criteria will be considered.

Self-published materials and works by local authors are evaluated according to the same selection criteria as detailed in this policy. Donations of self-published materials or works by local authors are handled according to our donation policy [refer to donation policy in General Policies].

Collection Maintenance

Deselection of library materials or weeding is an integral part of collection development. An active and continuous deselection program is essential in maintaining a viable and useful collection. Materials are withdrawn from the library's collection through Continuous Review, Evaluation, and Weeding (C.R.E.W method) or because of loss or physical damage. The following should be considered for deselection:

- Condition of item
- Duplicate copies of titles
- Materials which contain outdated or inaccurate information
- Superseded editions of specific titles
- Materials no longer of interest or demand
- Space

Withdrawn material will be donated to the Friends of Reed Memorial Library. Back issues of periodicals will be removed from the collection according to an established retention schedule. Discarded materials not destined for the book sale may be recycled.

Replacement of Library Materials

While the library tries to maintain copies of standard and important works, it does not automatically replace all materials withdrawn.

Local History

The Reed Memorial Library local history collection aims to preserve and propagate the history of Ravenna, Portage County, and surrounding areas for educational, genealogical, and other research purposes. Reed Memorial Library will preserve and maintain these materials for future generations and provide access to the materials under safe and secure conditions. The library will work in conjunction with other local history entities, such as historical societies and libraries, to educate the public on the holdings of the collection and on the history of Ravenna, Ohio.

Collecting Areas

Reed Memorial Library collects historical materials that reflect the geographical area of Ravenna and the neighboring Portage County communities in all formats. Ravenna is defined as it was originally surveyed as part of the Western Reserve, and includes both the present-day City and Township. In addition to the history of Ravenna, Portage County and surrounding Northeast Ohio communities are also documented.

The library does not aim to collect materials that are well-represented in the holdings of other institutions. Potential donors of these materials are referred to appropriate institutions where feasible.

Ohio History

The library currently has a large number of popular books on Ohio History. Most of these are located in the library's circulating collection. Popular Ohio history materials may be maintained in the local history collection if they directly impact Portage County or the item is considered a rare book.

Portage County History and Genealogies
Selected Portage County historical materials are collected. Histories, maps, newsletters, reports, and other local historical publications are accepted. Genealogies of families that have resided in Portage County are also accepted.

Formats
Any format is accepted for accession if it adheres to the scope of the collection and the department can care for the materials adequately. Space limitations, however, do restrict the acceptance of objects such as large artwork and artifacts. These items are accepted on a highly selective basis.

Acquisitions
Materials are acquired through purchases and donations. Books are generally purchased by Reference staff. Donated books are evaluated for informational and historical value before being added or discarded. Other historical materials are primarily acquired by donation. Donated materials not added to the collection may be offered to other local institutions when appropriate [refer to donation policy in General Policies].

Deaccessioning
A focused collection scope as well as space limitations require periodic reviews of holdings for selective deaccessioning or transfer. Materials that are no longer considered a part of the collection's scope are deaccessioned with caution.

Reconsideration

Purpose
The library fully endorses the principles documented in the Library Bill of Rights and the Freedom to Read Statement of the American Library Association. Materials available in the library present a diversity of viewpoints, enabling citizens to make the informed choices necessary in a democracy. The library also selects a wide variety of library materials that satisfy the diverse interests of our community. The library upholds the right of the individual to secure these resources, even though the content may be controversial, unorthodox, or unacceptable to some. The library's varied collection is available to all; however, it is not expected that all of the collection will appeal to everyone.

Patrons of the library who wish to request the withdrawal or reclassification of material currently owned by the library are encouraged to discuss their concerns with a library supervisor or its director. If the patron is not satisfied with the response to their request,

the Director will provide the patron with information and a form to request formal reconsideration of the library resource. Withdrawn books are donated to the Friends of the Library for book sales. The proceeds from such sales are used for the benefit of the library. Books that are not sold will be disposed of at the discretion of the Friends of the Library.

Procedure

The following steps will be used when a patron feels that further action is necessary to address concerns about a library resource. A review of challenged materials will be treated objectively, unemotionally, and routinely as an important matter. For the duration of this process, the material in question will remain in circulation in the library collection.

1. A concerned patron who is dissatisfied with earlier informal discussions will be offered a packet of materials that includes the library's mission statement, collection development and reconsideration policy, reconsideration form, and the Library Bill of Rights.
2. Patrons are required to complete the reconsideration form in its entirety and submit the form to the library director.
3. The director, with appropriate professional staff, will review the reconsideration form and the material in question, to consider whether its selection follows the criteria sated in the collection development and reconsideration policy.
4. The review committee shall function when needed by the Director upon receipt of the reconsideration form. The review process shall be considered with specific objections in mind and shall be limited to a maximum of four weeks. A majority and any minority report by this committee shall be completed as soon as possible and submitted to the Library Board of Trustees for consideration.
5. The director will communicate, by letter, the Board's decision to the patron who requested the reconsideration, stating the reasons for the decision.
6. If the patron is not satisfied with the decision, a written appeal may be submitted within ten (10) business days to the Board of Trustees.
7. If the board plans to address the appeal at their board meeting, the patron will be notified of when and where the meeting will be held.
8. The patron shall be provided an opportunity to address the Board on the specific complaint. The patron may be accompanied by one other person who may act as spokesperson or observer. The Board of Trustees reserves the right to limit the length of public comments.
9. The decision of the board is final.

Appendices

REED MEMORIAL LIBRARY
167 EAST MAIN ST
RAVENNA, OHIO 44266
(330) 296-2827 x400
(330) 296-3780 (fax)
circulation@reedlibrary.org

Approved (Library Use)
Date _____
Approved by: _____

REQUEST FOR USE OF MEETING ROOMS

Please complete and return this form to the HEAD OF PUBLIC SERVICES at least prior to the requested reservation date.

RESERVATION IS NOT GUARANTEED UNTIL FINAL CONFIRMATION IS GIVEN.

Full **name of organization** ----------

PLEASE CIRCLE: **CARLIN** no fee **HAYMAKER** no fee **JENKINS** no fee **HAYMAKER/JENKINS** no fee

DATE(S)	START & END TIME (include group set up & reset if needed)	ATTENDANCE (approx.#)	PURPOSE OF THE MEETING
_____	_____t.o__ _		_____
_____	_____to___ _		_____
_____	_____t.o__ _		_____
_____	_____to___ _		_____

Please provide 48 hours notice of cancellation.

*** PLEASE PRINT***

Name: _____ Phone: _____

Address: _____

_____

Email **address** ----------

The Library Board of Trustees is not responsible for accidents, injury, or loss of property (group or individual) while using the meeting rooms.
The Library Board of Trustees reserves the right to deny any group the use of the meeting rooms.

ACCEPTANCE OF RESPONSIBILITY FOR USE OF THE MEETING ROOMS

The undersigned has read the Meeting Room Policy of Reed Memorial Library and agrees to abide by same and assumes for themselves and the organization responsibility for the preservation of order in the meeting rooms and the liability for any injury to persons, and damages to, or loss of library property that may result from the room's use.

Today's Date_____ (Handwritten) Signature_____

Form 03118; 512021, 912023

Reed Memorial Library

Digital Memorial Request for Consideration

Name of Deceased OR Person to be Honored *

Organization Name (if applicable)

Family Member or Person Requesting Consideration *

Street Address *

City/Town *

State/ZIP *

Give a brief description of your loved one's impact on the Library/Reason for request: *

Please include any photos and stories you'd like in the memorial with this request for consideration, preferrably in digital format. Files may be submitted via flash drive or by emailing aeye urg@redlibrary.org.

Jotform

DISPLAY CASES (from Public Policies)

Reed Memorial Library has two (2) display cases, which may be booked by individuals or groups to exhibit collections or informational displays of general interest to the public. Displays espousing a particular political or religious viewpoint, for fund-raising purposes, or to promote a business are not permitted. All displays must be approved by the Director. The library reserves the right to refuse or cancel any display not in keeping with library policy. The display cases are booked for a calendar month, although longer periods can be arranged. Displays of less than a month are not encouraged. Displays must be put in by the 5th of the booked month or the library will reassign the case to another display. If the display cannot be put in by the 5th, please notify the library.

The library is not responsible for lost or damaged items.

DISPLAY CASES REQUEST FORM

Name _____ Phone _____

Address _____

Organization name _____

Theme of collection or display _____

Description of display, including approximate number and size of items

_____

_____

_____

_____

_____

_____

Case requested (select one): ☐ **North** ☐ **South** ☐ **Both**

Month requested _____

Today's date _____

I have read and understood the Reed Memorial Library display case policy and will not hold the Reed Memorial Library responsible for the safety of my display.

Signature _____

****

Staff use

Month assigned _____Bring in materials on_____

Pick up materials on _____Director's approval _____Date _____

REED MEMORIAL LIBRARY

LIBRARY CARD APPLICATION

(PORTAGE LIBRARY CONSORTIUM MEMBER)

Dear Patron:

This form is a legal contract Please read ii in its entirety before signing

Your personal information is kept strictly confidential per library policy.

You may access your account online using your four-digit PIN (last four numbers of your phone number) at www.reedlibrary.org.

PLEASE PRINT

LAST NAME _____ FIRST NAME _____ MIDDLE NAME _____

DATE OF BIRTH _____ _____ _____

MONTH DAY YEAR PHONE 1

CURRENT MAILING ADDRESS _____ APT# _____ LOT# _____ P.O. BOX# _____

CITY _____ STATE _____ ZIP CODE _____

EMAIL ADDRESS _____

IWOULD LIKE TO RECEIVE NOTICES BY: TEXT EMAIL PHONE CALL

Parents/Guardians, please complete this section for applicant(s) under 18 years of age:

Child's Name: _____ DOB _____

Last First Middle

Child's Name: _____ DOB _____

Last First Middle

Child's Name: _____ DOB _____

Last First Middle

I agree to be responsible for all materials borrowed by the minor(s) and for all fines incurred, including charges for late, lost and/or damaged materials.

Signature of Parent/Guardian _____ DATE _____

Relationship: _____

LIST ANY ADULT THAT YOU **GIVE CONSENT** (FULL ACCESS) TO USE THIS LIBRARY CARD

[CARDHOLDER IS RESPONSIBLE FOR ALL ITEMS CHECKED OUT ON THIS CARD]

_____ _____

****

- I agree to abide by the rules and policies of the Reed Memorial Library and to be responsible for all fees and fines assessed for overdue, lost or damaged library items on my card.
- I agree to give immediate notice of any change of address or a lost or stolen card.
  I understand that I am responsible for any items charged against a lost or stolen card until the library has been notified.
- I understand that any violation of the rules and policies including failure to pay fines or return materials will result in the loss of library privileges.
- I understand that Reed Memorial Library is not responsible for the malfunction of personal equipment that occurs during the use of the library's audiovisual items.

SIGNATURE_____ DATE_____

****

FOR LIBRARY USE ONLY

CARD TYPE: AD JUV SR ADA OUTR TL

REGISTRATION TAKEN BY: _____ DATE_____

revised: 03/23/2023

Requests for Reconsideration

The following steps will be used when a patron feels that further action is necessary to address concerns about a library resource. A review of challenged materials will be treated objectively, unemotionally, and routinely as an important matter. For the duration of this process, the material in question will remain in circulation in the library collection.

1. A concerned patron who is dissatisfied with earlier informal discussions will be offered a packet of materials that includes the library's mission statement, collection development and reconsideration policy, reconsideration form, and the Library Bill of Rights.
2. Patrons are required to complete the reconsideration form in its entirety and submit the form to the library director.
3. The director, with appropriate professional staff, will review the reconsideration form and the material in question, to consider whether its selection follows the criteria sated in the collection development and reconsideration policy.
4. The review committee shall function when needed by the Director upon receipt of the reconsideration form. The review process shall be considered with specific objections in mind and shall be limited to a maximum of four weeks. A majority and any minority report by this committee shall be completed as soon as possible and submitted to the Library Board of Trustees for consideration.
5. The director will communicate, by letter, the Board's decision to the patron who requested the reconsideration, stating the reasons for the decision.
6. If the patron is not satisfied with the decision, a written appeal may be submitted within ten (10) business days to the Board of Trustees.
7. If the board plans to address the appeal at their board meeting, the patron will be notified of when and where the meeting will be held.
8. The patron shall be provided an opportunity to address the Board on the specific complaint. The patron may be accompanied by one other person who may act as spokesperson or observer. The Board of Trustees reserves the right to limit the length of public comments.
9. The decision of the board is final.

The trustees of Reed Memorial Library have established a materials collection policy and a procedure for gathering input about particular items. Completion of this form is the first step in that procedure. If you wish to request reconsideration of a resource, please return this completed form, in its entirety, to the library director.

Reed Memorial Library
Attn: Library Director
167 E Main Street
Ravenna, OH 44266

Date_____

Name_____

Address_____

City_____State/Zip_____

Phone_____Email_____

Do you represent self?_____Or an organization?_____Name of Organization

_____

1. Resource on which you are commenting:

____Book (eBook) ____Movie ____ Magazine ____Audio Recording

____Digital Resource ____Game ____Newspaper ____Other

Title_____

Author/Producer_____

2. What brought this resource to your attention?

_____

3. Have you examined the entire resource? If not, what selections did you review?

_____

4. What concerns you about the resource?

_____

5. Are there resource(s) you suggest to provide additional information and/or other viewpoints on this topic?

_____

6. What action are you requesting the committee consider?

_____

Signature of Complainant_____

For staff use only

When was this item purchased?_____

Why?_____

Director's evaluation_____

_____

_____

Staff evaluations_____

_____

_____

_____

_____

Reviews of the book_____

_____

_____

Laptop Loan Agreement

Last Name:_____ First:_____ MI:_____

DOB_____

Library Card #:_____

Address:_____

City_____ State_____ Zip_____

Phone:_____

By my signature below, I acknowledge that I have read and agreed to ALL of the following statements:

- I am at least 18 years old and my Reed Memorial Library account is in good standing.
- I agree to accept full responsibility for the laptop while it is checked out to me.
- I will not loan the laptop or my library card to another individual for computer use.
- I will not tamper with the laptop hardware or software, attempt to load software, or attach unauthorized hardware to the laptop. Authorized hardware includes flash drives or other storage devices, headphones, and mice.
- I will stay in the library with the laptop.
- I agree that the loan period for each laptop is 180 minutes with no extensions.
- I will return the laptop to the reference desk when it is due.
- I accept full financial liability for the laptop while it is in my possession.
- I agree to pay all costs associated with overdue, damage, loss, or theft of the laptop (see schedule of fees below).
- I agree that failure to comply with any of these rules and guidelines will result in the loss of the privilege of borrowing a laptop.
- I understand that the laptop will be inspected before and after I check it out to see if any damage occurs while it is in my possession.

Borrower's Signature:_____Date:_____

Library Staff Name:_____

Laptop Fees:

Power Cord: $50 _____

Laptop: $500 Borrower's Initials