

General Policies

"Connecting you to big ideas wherever you are!"

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Library's Roles and Goals

Revised 15 May 2012
Reviewed 16 Jan 2019

Mission statement

The Campbell County Public Library has adopted the following statement of its mission in the community:

"Campbell County Public Library enhances lifelong learning by providing popular materials, programs, and services to our community."

Vision statement

The library's vision statement provides an overall picture of the library's place in the community. The vision statement will be used in advertising, policy development and, most importantly, in the daily operation of the library.

The library's vision "Connecting you to big ideas wherever you are!" defines key concepts for the library:

- The library is a conduit for information and recreation, filling a unique place in its community.
- The library is for everyone in the community.
- The library is a physical place that offers its services remotely through the internet and outreach services while at the same time maintaining a physical location that the community can visit and utilize in many ways.

Library goals

- Collections – The library always seeks to improve the quality and quantity of the overall collection.
- Services – The library provides services equally to all county residents. The library consistently seeks to increase the use and awareness of library services and resources.
- Administration – The library creates a long range plan for improving and providing services to the community and ensuring that its resources are sufficient for the best interests of the community. Board members will be selected who support the mission and vision of the library. The library develops cooperative relationships that enhance its operation and bring greater benefits to its community.

- Personnel – The library employs the highest quality staff for completing its mission. Salaries and benefits will be supportive of creating and maintaining its staff.
- Facilities – The library provides facilities that are comfortable, accessible, and well-maintained. The library seeks to meet or to exceed the minimum standards for facilities as defined by the Kentucky Department for Libraries and Archives.

Service roles

- Popular materials library. The library features current, high-demand, high-interest materials in a variety of formats for persons of all ages. The collection includes current and popular materials in a variety of formats, with sufficient duplication to meet demand. A substantial percentage of the collection has been published within the last five years. Programming at the library will encompass a wide range of interests and activities, both educational and recreational, at all age levels.

- Preschooler's door to learning. The library encourages young children to develop an interest in reading and learning through services for children individually and for caregivers and children together. The collection has a variety of materials and formats for preschoolers and for adults working with young children. Library programs engage children's interests in reading as a pleasure and educational activity at the youngest age possible.

- Formal education support center. The library assists students, preschool through high school, in meeting their educational objectives. Resources include reference materials, periodicals, abstracting and indexing services, online databases, and access to materials in other libraries through interlibrary loan. The library may make a special effort to acquire materials listed as supplemental sources in textbooks used by local education providers.

Acceptable Behavior Standards

Revised 20 Nov 2019
Reviewed 20 Nov 2019

The Campbell County Public Library is a limited public forum. The library is not a general public forum, such as a public square, and has the right to restrict activities to those that are consistent with the library's purposes.

All persons have free access to the library during the hours it is open and the right to the reasonable use of its facilities and services. The library seeks to provide a positive, nurturing, and welcoming community space where patrons of all ages can learn and explore their interests through educational/recreational programs, reading materials, online resources, and by independent study. Patrons should be able to enjoy the library's buildings and grounds in a relatively calm atmosphere that encompasses the needs of children, teenagers, and adults.

The library, however, expects reasonable behavior from its users. Anti-social or problem behavior is an unacceptable infringement of the rights of others in the use of the library including the staff members and volunteers who provide services. It is the policy of the library to maintain a safe facility, free from any threat of physical violence, emotional abuse, disruptive behavior, or any form of intimidation.

The library can restrict or prohibit the use of its facilities and grounds.

The following guidelines apply:

- Respect for other library users and staff shall prevail at all times;
- Recording other visitors to the library or employees of the library, in audio or video or any other format, is not permitted without the express permission of the person(s) being recorded;
- Talking shall be limited to quiet tones and low voices;
- No tobacco use is allowed inside the library including the use of electronic cigarettes/vapor devices and no smoking is allowed on the library's property;
- Obscene/vulgar, abusive, or harassing language will not be permitted, whether used verbally or written/displayed in such a way as to be audible/visible to other patrons of the library;
- Shoes and shirts are required at all times while using the library;
- Sleeping is prohibited;
- Public restrooms may not be used for bathing;
- No animals are permitted, except those assisting persons with disabilities as defined by the Americans with Disabilities Act;

- Use and possession of controlled substances, drugs or alcohol is prohibited on library property;
- Criminal mischief to library property is not permitted;
- Begging, soliciting, polling, canvassing, auditing, surveying, or gambling is not permitted.

The library maintains the right to inspect all packages of visitors entering or leaving the library.

The library has the right to restrict visitors from entering the library with large bundles, carts, bicycles, or similar items.

Anyone who refuses to leave the library at the request of a staff member is guilty of criminal trespass and is subject to arrest and prosecution.

The library may take appropriate legal measures to enforce these behaviors or to prevent access to individuals who refuse to comply.

The Director will determine if an individual is to be denied use of the library or any of its services. Notice of this action will then be provided to the patron. The notice will include the reasons for the ban and its duration. Library staff will be notified of this decision. Where necessary, conditions may be placed upon the patron before use of the library is resumed. Limited use of the library's resources will be determined by the Library Director.

Deadly Weapons

Created 19 Feb 2013
Revised 19 Feb 2013
Reviewed 16 Jan 2019

The Campbell County Public Library strives to provide a safe, inviting environment for its patrons and staff members. The library holds that carrying a deadly weapon on the library's property may not be conducive to fostering such an environment for all staff and patrons.

The library acknowledges that many objects, even ones commonly found in the library's facilities, could become "deadly weapons". For the purposes of this policy, however, a "deadly weapon" includes "firearms" and "handguns" as defined in the Kentucky Revised Statutes, along with any weapon that meets the requirements for a concealed carry permit regardless of whether the weapon is carried in a concealed manner.

Deadly weapons discouraged

KRS 65.870 allows the open or concealed carrying of deadly weapons in many public facilities. The library will not restrict the protections and rights granted under this statute. While the library requests that patrons and staff members refrain from carrying a deadly weapon onto the library's property, the library will tolerate the possession of such weapons in accordance with the law.

Zero tolerance

The library recognizes that the display of deadly weapons may create an uncomfortable environment for patrons or staff members. The library's staff members are instructed to contact the police immediately in any situation where the behavior of a person causes a substantial disturbance or threat, with the presence of a deadly weapon being of special significance. The brandishing of a deadly weapon, under any circumstances, will be considered just cause for contacting the police.

Juveniles and firearms

KRS 527.100 specifically prohibits the carrying of a deadly weapon by a person under the age of eighteen. When a staff member suspects that anyone carrying a deadly weapon is under the age of eighteen, the police will be contacted immediately.

Displays, Exhibits, and Posters

Revised 17 Jan 2018
Reviewed 16 Jan 2019

Display cases

The library makes space available for small presentations of items of interest to the general public. Exhibits may be provided by the library's staff, groups, organizations, or individuals. Items on display may not be sold. The library does not accept any liability for items that are exhibited. All exhibits must have prior approval from the Library Director (or designee).

Exhibits

The meeting rooms may be used as a display space for larger exhibits or art exhibits of interest to the general public. Exhibits may be provided by the library staff, groups or organizations, or individuals. All material must be mounted or framed adequately for display. Unless agreed upon in writing, the exhibitor is responsible for arranging and posting the exhibit and for its removal.

The exhibit will be open to the public during regular operating hours unless special security, monitoring, or staffing is required. Items on display may not be sold during the exhibit without approval from the Library Director. The library does not accept any liability for items that are exhibited. All exhibits must have prior approval from the Library Director (or designee).

Posters, notices, and flyers

The library provides bulletin board and wall space for the display of posters, notices, and flyers that are of community interest. The library reserves the right to limit the length of time materials will be displayed. The library's staff will dispose of the displayed materials after an appropriate time (normally thirty days) unless other arrangements have been made. All posters, notices, and flyers must have prior approval from the Library Director (or designee). The library assumes no responsibility for the content of posted materials.

Distributed Material, Petitions and Political Literature

Created 16 Jan 2007
Revised 15 Jan 2008
Reviewed 16 Jan 2019

Distributed material

Brochures, leaflets, newsletters and like materials produced by other organizations may be distributed from the library. Such material will be of interest to the general public and appropriate for library patrons. All distributed material should be offered free of charge.

The library's staff will not actively solicit or distribute any materials for any outside organization without special approval from the Director. The library will not store extra copies nor archival issues of distributed material.

Distributed material will be discarded if space becomes limited, the needs of the library change, or the material becomes dated. Most materials will be discarded after an appropriate time (usually thirty days) unless other arrangements are made.

All distributed material must have prior approval from the Library Director (or designee).

Petitions for the library

The library may occasionally solicit signatures for petitions where the best interests of the library are concerned. Petitions and the solicitation of signatures for them will be approved by the Board of Trustees.

Petitions and literature for outside organizations

While the library maintains its position in the community as a neutral political entity, the library also recognizes its position as a community resource and a community meeting point. As such, the library may retain, with the approval of the Library Director, petitions for other individuals, organizations or interests.

The library is under no obligation to retain any petition or information and may refuse to do so at any time. When the library chooses to retain petitions or information for an outside entity, the following conditions apply:

- The library will not advertise the information, seek public comment, or solicit endorsement from its patrons;

- The library will hold materials at the Information Desk for a period of thirty days unless other arrangements are made;
- The library will not verify or endorse any signatures that are collected;
- The library will not collect nor solicit donations, contributions, dues or other payments for any outside organizations.

The name of the library may only be used as a location for citizens to view materials or sign petitions.

It is the responsibility of the individual, organization or interest to collect its information. Any information not collected may be disposed of after the thirty day holding period has elapsed.

Political literature

Except in cases where the library solicits such information, political literature will not be displayed nor distributed. Political literature that is solicited will be requested and retained only for research or informational purposes. In such cases, the library will seek to solicit only those materials which are non-partisan in nature or those which provide a fair and balanced approach to an issue.

Appeals

Appeals to any decision of the Library Director concerning this policy should be made to the Board of Trustees in writing. The Board will provide a written decision within thirty days.

Facilities Operation

Created 21 Oct 2003
Revised 15 Feb 2011
Reviewed 16 Jan 2019

Maintenance

All facilities are kept in a general state of cleanliness and good repair for the use of both patrons and staff of the library. A routine schedule of cleaning and maintenance will be followed. The Branch Manager is responsible for ensuring that the facility is clean and properly maintained.

Maintenance inspections

The Facilities Specialist, in cooperation with the Branch Manager, is responsible for making annual inspections of the entire facility and grounds noting any needed repairs or maintenance. A *Facility Inspection Form* is provided for these checks. The Facilities Specialist should report any noted problems to the Director.

Maintenance supplies

Maintenance supplies should be ordered through the Facilities Specialist. Adequate supplies of maintenance and cleaning materials is the responsibility of maintenance staff. The Facilities Specialist coordinates the purchase of supplies for cleaning or repairs. In an emergency, the Branch Manager should purchase supplies using petty cash or the library's credit card.

Maintenance supplies should be stored neatly and safely. Maintenance staff should ensure that the Branch Manager is aware of the location of supplies that might be needed in the event of emergency. The Branch Manager should ensure that all staff are aware of the location of maintenance supplies and encourage them to use them as needed. Flammable supplies should be stored safely.

Material Safety Data Sheets (MSDS) will be maintained for all stored supplies as required.

Repairs

Branch Managers should report the need and urgency of repairs to the Director and Facilities Specialist. Maintenance staff are responsible for minor repairs and the evaluation of major repairs. Major repairs are conducted by outside entities and are montiored by the Facilities Specialist. Repairs should be conducted as

necessary to fix damage, to replace worn equipment, or to extend the life of equipment and facilities.

Damage that would constitute a danger to patrons or staff should be reported immediately to the Director. Appropriate steps should be taken to make patrons and staff aware of any dangerous situation. In the case of situations that might result in additional damage to the facility or equipment, adequate steps should be taken to minimize consequential damage.

Scheduled repairs and maintenance to preserve the appearance of facilities should be approved by the Director. The Director is responsible for ensuring that adequate funds are budgeted during the fiscal year to account for scheduled repairs and maintenance.

Keys

Keys to the library's facilities are issued to employees who have frequent need to enter after hours or to open facilities for use. Keys should be issued by the Director and managers. A list of all employees who have been issued keys will be maintained by each Branch Manager. Employees who terminate service at the library should return all keys immediately.

Keys should not be issued to contract service personnel on a permanent basis. Service personnel may be provided with a key for the duration of a specific job.

Temperature and humidity

All facilities should be kept at a temperature that provides a comfortable environment for patrons and staff. Branch Managers are responsible for ensuring that the temperature is maintained at a consistent level in all areas of the buildings. Patrons and general staff are not permitted to adjust building temperature controls.

Humidity controls are adjusted by maintenance staff or outside vendors.

Lighting

Interior lighting should be adequate to the needs of patrons and staff at all times. Lights may be dimmed to alert patrons when the library is closing.

Outside lighting is provided for the comfort and safety of patrons and staff. The Branch Manager is responsible for ensuring that adequate outside light is provided during all hours of darkness.

Snow and ice removal/treatment

Service contracts are maintained with outside vendors for removal of snow from parking lots and sidewalks. The following guidelines will generally apply:

- Snow greater than two inches in depth will be plowed. Additional accumulations may or may not be plowed at the discretion of the Facilities Specialist or the Library Director.
- Accumulations of snow less than two inches will be treated with chemicals or salt at the discretion of the Facilities Specialist or the Library Director.
- Measurable accumulations of ice will be treated with chemicals or salt.

The sidewalks will be treated/cleared by outside vendors following the same guidelines as the parking lot. In any case, the library's staff will be responsible for ensuring that sidewalks are treated and clear of snow at all times. The supervisor in charge of the building will make sure that the sidewalks are sufficiently clear to allow patrons safe access from the parking lot to the front door of the building. The staff entrance will be cleared/treated from the parking lot to the door. Staff are not responsible for clearing or treating the parking lot.

Requests for additional treatment or plowing should be communicated to the Facilities Specialist or the Library Director by the supervisor in charge of the building.

Please remember that chemicals and salt will be significantly less effective in extremely cold conditions.

Service contracts

Service contracts are maintained by the library to perform some routine grounds and building maintenance. Branch Managers are responsible for ensuring that the proper checks are performed and coordinating site visits with the vendors.

The Director (or Facilities Specialist) approves all service agreements with outside vendors. Proposals for service are solicited as necessary. Contracts are maintained in the Business Office.

Records and payment

Records for all service agreements and payments will be kept in the Business Office. Records for service visits will be maintained by the Branch Manager. Payment is issued upon receipt of a bill/invoice, completion of work, and

verification with the Branch Manager. Payment for services will not be issued in advance of the service being rendered without approval of the Director.

Safety and security

All employees are responsible for maintaining an environment which assures the comfort and safety of patrons and staff. Each employee is obligated to report any degradation in safety or security to the Branch Manager or Director.

Unlawful acts should be reported to the proper law enforcement officials, the Branch Manager, and the Director. In such instances, an Incident Report should be filed with the Director immediately. Copies of reports generated by law enforcement officials should be secured by the Branch Manager and sent to the Director. The Director is responsible for maintaining records of all Incident Reports.

No space, furniture, equipment or personal property should be used in any facility in such a way as to create an unsafe environment for patrons or staff.

The Branch Manager should ensure that employees who may be responsible for safety of patrons and staff during an emergency are aware of emergency procedures, water and electricity shutoffs, emergency equipment, emergency supplies, and emergency contact numbers. Staff should be aware of all alarms and how to shut them off in the event of false alarms.

The library employs the use of video surveillance cameras at all facilities. These devices and their use are explained in the "Video Surveillance Cameras" policy.

American with Disabilities Act

The library strives to provide equal access to all patrons. Facilities will be constructed, maintained, and repaired to comply with the regulations provided in the American with Disabilities Act.

Internet Acceptable Use

Revised 19 Jan 2010
Reviewed 16 Jan 2019

The library provides access to the internet for the recreational and research needs of its patrons. The library does not provide access to sexually explicit sites. Other web sites that have been determined by the library's staff as sites that overburden or disrupt the library's computer network may also be inaccessible.

Filtering

The library employs the use of filtering software. Filtering software is designed and implemented to support the library's policies in providing internet access.

Patrons who are eighteen years of age and above may request that the filtering software be disabled. The filter may be disabled by the patron or with the assistance of the library's staff. Staff will not require an explanation for disabling the filter.

The filter will not be disabled for any patron under the age of eighteen. A juvenile may remain in the presence of an adult who has requested the filter be disabled. The adult must remain at the computer during the time that the filter is disabled.

Patrons may not subvert the library's filter on internet access. Any attempt to do so could result in loss of privileges.

The library's policies regarding use of its computers and internet access remain in effect when the filter has been disabled.

Some public computers may be designated as "filtered only" at the library's discretion. The filter will not be disabled on these designated computers.

Staff assistance

Staff can provide limited assistance for basic start up procedures. For further assistance, printed materials are available. Internet training is available at scheduled times.

Printing and downloading

Printing from the library's computers is available and the charges are posted. Patrons may not print items that do not confirm to the library's Internet Use Policy. Doing so may result in the loss of library privileges.

Downloading is permitted. Users must provide their own storage media. Downloaded materials will not be retained on the library's computers. Information downloaded from the internet may contain malicious elements (like computer viruses) that could result in loss of data or damage to other computer equipment. The library is not responsible for damage to a person's storage media nor for any loss of data, damage or liability that may occur from the use of the library's computers.

Copyright

The copyright law of the United States (Title 17 US Code) governs the printing of copyrighted material. The library is not liable for any infringement by its patrons.

Privacy

The library does not provide privacy for individual users. The sending or receipt of any information through the internet is at the sole risk of the user.

User risks and responsibilities

The internet offers unlimited global access to information. However, not all sources on the internet provide information that is accurate, current, legal, or philosophically acceptable to everyone. The library is unable to monitor or control the content of the materials on the internet. Users of the internet are responsible for their own choices. Parents and guardians are responsible for the use of these resources by their own minor children.

Misuse of the library's computers and/or the internet will result in loss of access. The library reserves the right to end an internet session at any time.

Limits and reservations

The library uses automated time-keeping software to track the use of its public computers. A valid Campbell County Public Library card is required to access this system. A temporary card number may be generated for patrons who are not eligible for a Campbell County Public Library card.

Users are limited to one hour per session but may have up to six sessions per day. The number of sessions may be limited if other patrons are waiting for

computers or if a substantial number of the library's computers are currently in use.

Workstations may be reserved by patrons using the library's automated software. No other reservations will be accepted. Reservations may only be made in person.

A maximum of two patrons may use a single computer at one time.

Inventory

Created 16 Nov 2004
Revised 16 Jan 2007
Reviewed 16 Jan 2019

In order to comply with generally accepted accounting principles, the library will maintain an inventory of physical assets.

Types of items to be inventoried

The library will maintain an inventory for the following type(s) of items:

- Land;
- Land improvement;
- Buildings and other structures;
- Furniture;
- Shelving;
- Computer and peripherals;
- Vehicles.

Parameters for inclusion

Furniture, shelving, computers, computer peripherals, and vehicles will be included for:

- Individual units whose initial purchase price is greater than $750;
- Groups of identical units whose individual purchase price is greater than $50 when the total purchase price for all units is greater than $1000;
- Other equipment or furnishings may be included at the discretion of the Director.

Valuation

Wherever possible, the purchase price of an item will be used to assess its value.

For items for which no cost information is available, the estimated fair market value for the item at the date of acquisition will be used.

When an item is donated to the library, an estimated fair market value based on the date of donation will be used.

Depreciation

A depreciation schedule for furnishings and equipment will be determined by the Director and approved by the Library Board. This schedule will be used to determine the depreciated value of items that are inventoried:

- *Land.* Land will not depreciate. The initial sale cost will be maintained as the land's value;
- *Buildings.* Buildings will depreciate on a 39 year cycle;
- *Shelving.* All shelving will depreciate on a 15 year cycle;
- *Furniture.* Furnishings will depreciate on a 7 year cycle;
- *Vehicles.* Vehicles will depreciate on 5 year cycle;
- *Computers and peripherals.* Computers and peripherals will depreciate on a 4 year cycle.

Collection

The library's circulating materials (excluding electronic materials) will be depreciated on a five year cycle. The library recognizes that some materials may have a lasting value and will use materials as long as need is deemed sufficient.

Library Parking

Revised 19 Jan 2010
Reviewed 16 Jan 2019

Parking facilities are provided at the library's branches for the use of the library's patrons, staff, and service vendors. "Private Parking" signs are posted that include a reference to KRS 189.725 *Removal of Vehicles by Owner of Parking Lot*.

Unauthorized vehicles left in the library's parking facilities for more than 24 hours will be considered to be abandoned. In the event of an abandoned vehicle, the Branch Manager will contact the Director for approval to have the vehicle towed.

Vehicles that are parked in such a way as to create a dangerous situation should be towed immediately (with the approval of the Director) when the owner cannot be located.

Patrons whose vehicles are towed are responsible for all fines and fees incurred.

Library Social Networking and Online Accounts

Created 19 Jan 2010
Revised 19 Feb 2013
Reviewed 16 Jan 2019

The library recognizes the popularity and advantages of social networking websites and other online accounts in conducting its business. The library uses these tools in providing services and programs to its patrons. The ease of acquiring and using such tools, however, can be deceptive when the realities of the responsibility are considered. The library supports the use of these tools in its operation while providing reasonable cautions for them.

This policy solely defines the library's social networking presence. For additional explanation of the employee's responsibilites in terms of the use of personal social networking accounts and other online accounts for work-related purposes, please refer the Personnel Policies.

The rapidly changing environment of the internet, the increasing engagement of library staff in online environments, and the nature of the library's own use of internet-based tools dictates a broad interpretation and enforcement of this policy. In some circumstances, employees may be given permission to use a particular tool and then find that new or additional capabilities might become useful that exceed the original purpose. The library encourages its staff to bring questions about personal or work-related online activity that may fall within this policy to his/her supervisor.

Definitions

"Social networking" includes (but is not limited to) blogging, wikis, instant messaging, online gaming, listservs, sites designed for personal comment (such as news editorial sites), and sites designed for sharing personal information (such as Facebook). For the library's purposes, social networking includes any online activity which could be perceived as representing the library as an institution regardless of whether the activity is part of a library program, training event, or service.

"Online accounts" includes the use of online sites for the purpose of storage or exchange of work-related files (such as a sharing/storage site for digital photos) regardless of whether the use of the site was intended for public distribution. Online accounts include any personal accounts maintained by the employee that are used to store or access work-related information.

"Representation" of the library includes an employee's use of the library's name or his/her position/title with the library as an indication that the library's approval

and authority rests with the statements that s/he makes. (The library encourages employees to use a generic statement of place of occupation, i.e. "public library", rather than using a specific designation of employment in order to avoid confusion on the issue of representation.)

Open Records

All of the library's online accounts are subject to the Open Records Act. Any information stored on a social networking account of any kind may be requested under the Open Records Act. Open Records Requests will be sent to the Library Director. It is the responsibility of the staff member charged with maintaining the account to track and archive information that might be considered eligible for Open Records Request. Such information will be kept a minimum of two years, subject to the limitations of the online provider. The library will not seek to archive information on a social networking account using its own equipment. In some cases, a person making an Open Records Request may have to seek his/her information directly from the online provider.

Statement of responsibility

The library takes no responsibility for comments or data that may be uploaded by a member of the public to a social networking site or online account that is maintained by the library. The accessibility and vulnerability of this medium is, in many ways, beyond the control of the library. Reasonable measures will be taken by library staff to monitor an online presence that is maintained by the library.

The library assumes no responsibility for continuing an online presence once established. All services and promotions of the library are subject to the Director's approval. Any online presence may be removed (without notice to subscribers) by decision of the Director.

An online presence may become unsupported by the library, but the library may be unable to remove the online account. In such cases, the library assumes no responsibility for the account and will make every reasonable effort to have it removed. If the library is unable to remove the account, every attempt will be made to indicate that the account is no longer maintained by the library's staff.

Access by the public

In most cases, the library will allow (within the restrictions imposed by the online provider) open access to its social networking presences. In some cases, participation might be limited in order to fulfill the purposes of a specific program

(such as a writing group maintaining an internal online document to which only they have access).

The library will not act in the place of a parent or caregiver for a juvenile in relation to social networking. The decision on whether to allow a child to participate in online social networking lies solely with the parent. The library will not deny access to a juvenile. Responsibility for preventing or limiting access lies solely with the parent or caregiver.

Users of any social networking presence or online account maintained by the library agree to hold the library, its staff, and its Board harmless against all liabilities, judgments, damages, and costs (including attorney's fees) incurred from such use.

Limited public forum

The library recognizes its online presence as an extension of its physical facility and considers such online presence to be a limited public forum. As such, the library may remove statements made by users or staff members which are felt to violate that environment or that would also be inappropriate in its physical facilities. These include (but are not limited to):

- Obscene content;
- Personal attacks, insults, or threatening language;
- Potentially libelous statements;
- Plagiarized material;
- Private, personal information published without consent;
- Comments unrelated to the content of the forum;
- Hyperlinks to material that is not directly related to the discussion;
- Commercial promotions or spam.

Requests for removal of statements from an online presence will be considered by the Director.

Account names, usernames, and passwords

When an online presence is established, the account name must be approved by the Public Relations Manager before it is established. Usernames and passwords must be shared with the Public Relations Manager immediately when the account is created. Any email address that is used for receiving messages from an online account must be within the library's domain. Access to any information received through the account or maintained on the account must be available to the Public Relations Manager at all times.

Library location, name and logo

The library's name and logo should be prominently displayed whenever possible when establishing an online presence. "Kentucky" should be used as a designation of location wherever possible.

Payment for accounts

In some cases, the library may choose to pay for subscription to an online provider in order to have access to features that are deemed necessary. All payment for online access will be approved by the Director. Where possible, the Library Accountant will be responsible for paying for these accounts through the use of a credit card.

End User Agreements

Staff members who initiate or maintain an online account on behalf of the library must familiarize themselves with and periodically review any End User Agreements that are provided by the social networking site's host organization. Staff members may not make any agreements with an online provider which would infringe upon the privacy of the library's patrons, violate other policies, or obligate the library in any way (including financially) beyond terms that are approved by the Director.

List of Fines and Fees

Created 15 Jan 2014
Revised 21 Jan 2015
Reviewed 16 Jan 2019

The library assesses and controls a range of fees for certain services. Fees are not intended to be "profit generating" for the library but to balance the cost of the service provided.

As per KRS 65A.010(4)(a), the Library Board approves all fines and fees that are charged by the library. Fees that are charged by an outside vendor for services that are rendered at the library (for example, copier fees) are not set by the library and are not approved by the Library Board.

Fines

The library charges fines for overdue items to encourage the prompt return of borrowed materials. Overdue materials are charged $0.10 per day as a fine. The maximum fine per item for most materials is $3.

Fees

The library charges a fee for items that are returned damaged in order to encourage the serviceable return of materials and to recoup the costs associated with repair. The fees for minor repairs is $1. The fee for major repairs is $3.

Items that are not returned or that are returned in a condition which would disallow further circulation are billed to the patron at the full replacement cost of the item plus a $3 processing fee.

Patrons are given an initial library card at no charge at the time borrowing services are established. Patrons who lose their library cards or damage the card beyond serviceability will be charged $1 to replace the card.

Patrons who incur fines and fees greater than $25 who do not respond to requests for payment will be reported to a collection agency after 90 days of delinquency. The library will charge each reported patron $10 to recover the costs of collecting funds that were owed or materials that were unreturned.

Changes or Additions to fines or fees

As per KRS 65A.100(2)(a), the library will report any change or additions to the fines or fees it assesses to the Campbell County Fiscal Court upon adoption.

Open Records and Records Retention

Created 20 Jan 2009
Revised 19 Jun 2019
Reviewed 19 Jun 2019

The library, as a public agency, is required to comply with all applicable state and federal laws and regulations related to Open Records. KRS 61.870 through KRS 61.884 covers the Kentucky General Assembly's intent regarding Open Records. These statutes are further clarified, as necessary, by decisions of the Office of Attorney General.

Requests for records

The Library Director (or designee) acts as Custodian for all Open Records Requests. KRS 61.870(5)

Requests must be in writing and must contain the requestor's name and a description of the documents that are being requested. KRS 61.872(2)

Mailed requests must addressed to:

Campbell County Public Library
ATTN: OPEN RECORDS REQUEST
3920 Alexandria Pike
Cold Spring, KY 41076

Requests may be delivered in person to the same address. Requests may also be delivered by fax to 859-572-5032 or emailed to openrecords@cc-pl.org

Open Records Requests made through any other means will not be honored. The requestor will be directed to make the request through one of the acceptable methods.

Response

A public agency has three days (excluding Saturdays, Sundays, and legal holidays) in which to respond to an Open Records Request. This time begins to expire the day after the request is received. KRS 61.880(1)

The response to a request ideally will contain the materials collected but may instead indicate a reasonable timeframe for securing the requested documents or a reason why the request will not be met. KRS 61.880(1)

On site examination of records

Individuals requesting information will be allowed to conduct on-site inspection of records during the regular office hours of administation staff (9am until 5pm, Monday through Friday). An on-site inspection may be required by the library if the request is not specific in nature or if the requestor resides or maintains an office within Campbell County. KRS 61.872(3)(a)

Exempt records

The library will not honor requests for personnel or medical records for past or present employees nor the circulation records for individual patrons. KRS 61.878(1)(a)

Denial of request

In some cases, the library may find that a request creates an unreasonable burden and may deny such request. Requests that the library believes are intended to disrupt its essential functions may also be denied. In these cases, the library will provide evidence to the requestor of the basis of its belief and notice of the refusal will be reported to the Office of the Attorney General. Evidence may include an estimation of time/expense to retrieve the records or a duplication in the type/nature of the request. KRS 61.872(6)

Copies

Copies of any requested materials may be provided at a cost of $0.10 per page. Requests for specialized copies (i.e. color or oversized copies) will be provided at the cost incurred by the library to produce them. Payment is expected prior to the delivery of the requested pages along with postal costs, as necessary. KRS 61.872(3)(b)

Retained records

The library will maintain and retains records in accordance with applicable laws and regulations.

Such practices will include the permanent retention of:

- Annual budgets;
- Auditor reports;
- Blueprints (duplicate copies may be discarded);
- Board meeting minutes and agendas;
- Financial records (not including invoices);
- Library policies;

- Official correspondence;
- Payroll records.

Other records not specifically noted or required by applicable laws may be retained or discarded according to applicable timetables.

Destruction of documents

The library destroys documents regularly as a part of its record retention schedule. Once a document has been retained for a sufficient time to satisfy its retention cycle, it is subject to destruction at any time. The Library Director acts as the Custodian for the library's official documents and will ensure that the schedule of retention and destruction of records is maintained.

A Records Destruction Certificate will be completed and filed with the Kentucky Department for Libraries and Archives' Records Division whenever documents are destroyed according to the retention schedule.

Outreach Services

Revised 19 Jan 2010
Reviewed 16 Jan 2019

The library provides materials for all citizens of Campbell County. Homebound services are provided for individuals in the county who are prevented from using a branch library.

A staff member or a trained volunteer will provide library service to homebound individuals who qualify by meeting one or more eligibility criteria. Homebound services will be provided to qualifying individuals on a first come, first served basis. Service will continue as long as criteria are met and service is desired.

In addition, the library will provide, upon request, deposit collections to area nursing homes, adult day care facilities, and extended care facilities.

The library will provide specialized programming to area senior agencies, in coordination with the Activity Directors of those facilities. This programming may include booktalks, book discussion groups, or other types of programs.

Services to the homebound will be approximately twice per month. Loan periods may be extended to accommodate the needs of the homebound patron. There is no charge for overdue or lost materials.

Criteria for eligibility

- Individuals who are mentally or physically disabled and unable to access a branch library;
- Individuals who are unable to transport materials from a branch library due to physical limitations;
- Residents of nursing homes or other extended care facilities.

Personal and Library Property

Revised 15 Feb 2011
Reviewed 16 Jan 2019

Personal property

Whenever practical, any personal property (whether belonging to patrons or to the library's staff) brought into the library should be clearly marked with the name of the owner or with some other means by which the owner can be readily identified. The library assumes no responsibility for any personal property.

Library property

Library property includes all materials that are:

- Purchased with the library's funds;
- Donated to the library;
- Given to a staff member while that staff member is acting in a capacity as an employee of the library or on behalf of the library;
- Created by staff in support of their duties.

Whenever practical, the library's property will be property stamped or otherwise marked to indicate the library's ownership. All items whose original purchase price is greater than $750 will be added to the fixed asset inventory; certain items costing less may also be added.

Prizes received by an employee during continuing education events or other functions will be considered personal property unless the prize is clearly intended for library use (e.g., a set of encyclopedias).

Disposal of library property

The library, as a public agency, must follow the guidelines that apply to other government agencies in the disposal of surplus property. When the library has a need to dispose of property, a list of the property to be eliminated will be created by the Director (or designee). This list will be approved by the Board of Trustees.

The Board will also approve a method of disposal:

- Give or sell to another government agency;
- Sell through public auction, including internet auction, or sealed bid (follow the bid procedure in KRS 45A.365);

- Give or sell to a non-profit agency operating as a 501(c)(3) that is lawfully doing business in the Commonwealth and is serving a public purpose that relates to the mission of the library (for example, the Friends of the Library).

If the surplus items cannot be transferred or sold by any of the above methods, they may be disposed of in any manner deemed appropriate by the library and consistent with the public interest. In some cases, it may be possible to trade-in surplus equipment for a discount on the purchase of replacement equipment. This arrangement would be negotiated with the vendor and would not require prior approval from the Board.

Programming

Created 13 Dec 2005
Revised 19 Jan 2010
Reviewed 16 Jan 2019

This policy addresses only programming sponsored by the library. Policies concerning other presenters who choose to hold programs at the library are addressed in the *Meeting Room Policy*.

Purpose of programming

Programming is provided by the library as a supplement to its mission of developing a collection of materials that meets the educational and recreational needs of the community.

Diversity of programming

The library will seek to offer programming that represents and cultivates a diversity of interests among all age ranges. Programs will not discriminate for or against a particular religion, belief, political stance, race, age, sexual orientation, gender or disability. Programs may be held that are intended to represent a diversity of views on a given topic. In such cases, the library will make reasonable efforts to ensure that differing viewpoints or a range of viewpoints are represented.

Responsibility for programs

The library employs designated staff who are responsible for each age level of programming. Staff are authorized to make decisions regarding the library's programming with approval from the managers or the Library Director as necessary.

Presentations are meant to be educational or recreational and are not necessarily representative of the library's opinions or beliefs.

While the library sponsors programs for all ages, some individual programs may contain content that is not suitable for all ages. Parents or guardians are responsible for decisions regarding the suitability of a program for their child.

Requests for programming

The library accepts requests for programming at any time. Requests may be generated by patrons interested in a particular subject or by an individual or group wishing to host a program at the library. Such requests will be honored at

the discretion of the library. Outside organizations or individuals who request the library's sponsorship in a program must agree to all of the policies of the library in providing such programming. When the library chooses not to sponsor a program, the organization or individual may seek to use the library's meeting room for the event. Please see *Meeting Room Policy*.

The library's staff will not generally provide off-site programming for organizations, excluding Outreach Services.

Scheduling

Programs will usually be scheduled during regular operating hours. Programs outside of regular hours will be approved by the Branch Manager. Library personnel must be present when programs are scheduled outside of regular operating hours.

Programs will generally be held in the library's meeting rooms. It is the responsibility of the programmer to ensure that a meeting room is available before a program is scheduled. Using the meeting room ensures an environment that is free of distraction for both the program's attendees and the library's regular patrons. Programs may be scheduled to take place outside of the meeting room with the approval of the Branch Manager.

Attendance

The capacity of each branch's meeting room is established by the local fire department. The capacity of the meeting room may not be exceeded. The library may choose to limit attendance based on this consideration.

Attendees may be asked to leave programs based on behavior. Please see *Acceptable Behavior Standards.*

The library may ask patrons to register prior to a program. The decision to solicit patron registration will be made at the discretion of the library. Patrons who do not register prior to a program may not be allowed to attend at the library's discretion.

The library will not prohibit patrons from attending any program based on religion, creed, belief, gender, sexual orientation, political interest, race, or age.

Program cancellations

The library may cancel programs at any time at its discretion. When cancellations occur, the library will attempt to contact registered attendees and will post a cancellation notice in a prominent location.

Programs may be canceled due to inclement weather independent of the library's decision to remain open during such inclement weather.

Budgeting

The library provides a budget for all levels of programming. Programming budgets are a part of the library's regular operating expenditures and are intended to cover:

- Fees charged by an organization or individual for presenting a program.
- Travel costs incurred by the presenter in providing a program. Mileage should be reimbursed at the rate set for the library's staff. Meals may also be included.
- Materials that may be necessary for attendees in a program.

Programmers are responsible for the negotiation of any fees associated with paying a presenter for a library sponsored program.

Contracts for presenters

The programmer is authorized to negotiate contracts and sign contracts on behalf of the library where necessary. The library may insist on contracts or refuse to sign contracts for presenters at its own discretion. The library will not sign contracts which contradict its own policies regarding programming. Contracts should be reviewed by the Branch Manager or Director as necessary.

Payment for presenters

Generally, the library will seek to identify presenters who will come to the library for a minimal fee. Programmers should ensure that the Business Office receives notification of any fees at least two weeks in advance so that a check can be generated. Payment may be mailed to the presenter with proper arrangements. Payment will be made to the presenter after the program has taken place. Payment should not be made to the presenter in advance of a program without a manager's approval. The approval of the programmer's supervisor is required for all presenter fees that are over $100.

Fees for attendance

The library will generally not charge patrons fees for attending programs. Attendees may be charged a minimal fee to recover the cost of materials used during programs. Any fee for materials will be approved by the Branch Manager.

Solicitation

Programs will not be sponsored by the library with the intent of selling products or services. Exceptions may be made for authors who agree to come to the library. In such cases, the library may make arrangements for books to be purchased by attendees.

Presenters are not allowed to distribute promotional materials, business cards, or other information with the purpose of soliciting further transactions of any kind with attendees. Attendees may choose to approach the presenter with requests for such information at their own discretion.

Publicity for programs

The programmer is responsible for ensuring that the Public Relations Department is notified at least eight weeks prior to any scheduled program. The information provided by the programmer must be sufficient for the creation of any necessary public relations materials. The Public Relations Department may refer questions concerning a program to the programmer as necessary.

The library will not provide public relations materials for any program that is not sponsored by the library.

Challenges to programming

The library welcomes the comments and concerns of its patrons concerning library programming. All comments or concerns must be in writing. The Director will appoint a committee to investigate any comments or concerns. Responses to such concerns will come from the Director within 30 days of receipt.

The library chooses to sponsor programs at its own discretion. Individuals who wish to challenge the library's decision on such sponsorship may do so in writing. The Director will appoint a committee to investigate such challenges. Responses will come from the Director within 30 days of receipt.

Patrons with special needs

The library will make reasonable accommodations for patrons with special needs who choose to attend its programs. The patron is responsible for making the

library aware of any special arrangements that might be necessary for attendance prior to the program at least 48 hours in advance of the program.

Public Relations and Advertising

Created 15 Jan 2008
Revised 19 Jan 2010
Reviewed 16 Jan 2019

Public relations is an integral part of the library's effort to promote use of its facilities and services. All public relations is coordinated through the Public Relations Department and the Director.

Name and logo

The name of the library, its logo, and other service marks are the property of the Campbell County Public Library. The library reserves all rights to their use.

Representation

The Library Board employs the Director who is designated as the library's representative. The Director may, in turn, designate other individuals to represent the library as necessary. Other staff and individuals may not claim to represent the library in an official capacity without the Director's approval.

All contact with the media is coordinated through the Public Relations Department and the Director.

Marquees

Each facility has a marquee for advertisting the library's events and information. Unless authorized by the Library Director, use of the marquee is limited to the needs of the library.

Outdated information should be removed immediately. The message should typically remain in place for a minimum of one week.

Appropriate messages include:

- Information about upcoming library events such as programs, publicity campaigns, or events;
- Services of the library;
- Events, programs or other activities sponsored by the Friends of the Library;
- Closed dates/times;
- Recognition of the library's achievements.

Other messages require approval from the Director.

Internet

The library maintains presences on the internet for informational, recreational, and publicity purposes. The Director designates individuals to provide for content and appearance.

Purchasing

Created 19 Jan 2010
Revised 19 Jun 2019
Reviewed 19 Jun 2019

As the governing authority of the Campbell County Public Library District, the Library Board is authorized to enter into contracts and otherwise purchase products and services necessary to provide for quality library service.

As a part of this policy, the Board has formally adopted the following procurement procedures.

Purchasing authority

The Director, or designee, shall have the authority to purchase/lease products and contract for services within the budget adopted and within the policies outlined below. This authority extends to signing agreements and contracts which exceed the limitations placed upon the Director below when authorized to do so by the Board.

Purchases under $30,000

Any purchase or procurement under $30,000 that has been addressed in the library's approved budget may be purchased by the Director without the Board's further approval.

Any purchase over $10,000 that has *not* been addressed in the library's approved budget shall be brought to the Board for approval.

Purchases of products and services less than $30,000 but more than $5,000 may be made in the open market, without newspaper advertisement. Such purchases shall, whenever possible, be based on at least three competitive written proposals or ascertained from vendor's price lists or other quote information. Award shall be made to the supplier offering the best value.

Purchases of products and services less than $5,000 may be made without competitive proposals.

Purchases over $30,000

All purchase orders or contracts for products or services in excess of $30,000, except those exempted below, must be advertised for competitive bidding. Purchases may not be parceled, split, or scheduled over a period of time in order to subvert the intent of this requirement.

State or Federal (GSA) Contract Pricing

The library may purchase products and services outside of the bidding process if those products and services meet the specifications of price contracts awarded by the Kentucky Finance and Administration Cabinet or the Federal Government.

Competitive bidding exemptions

The Board may elect at any time to solicit bids or proposals for purchase of exempt products and services. Purchases that are exempted from competitive bidding within the Kentucky Revised Statutes (KRS) or within Kentucky Finance and Administration Policy (FAP) are also, as a general rule, considered exempt by the library including:

- Contractual services where no competition exists, such as electrical energy, telephone service, and other public utility services. KRS 45A.095
- Services of a licensed professional, such as attorney, physician, psychiatrist, psychologist, certified public accountant, registered nurse, or educational specialist; a technician such as a plumber, electrician, carpenter, or mechanic; or an artist such as a sculptor, aesthetic painter, or musician, provided, however, that this provision shall not apply to architects or engineers providing construction management services rather than professional architect or engineer services. KRS 45A.380
- Subscriptions for the purchase of periodicals in either paper or electronic format. A subscription may include a professional journal, newspaper, or other required publication. KRS 45A.050
- Copyrighted material in either paper or electronic format for which only one source of supply is available. Items commonly covered under this section include:
    - Library books. KRS 45A.095
    - Published books, maps, periodicals, and technical pamphlets. KRS 45A.050
    - Works of art for museum and public display. KRS 45A.050
- Services of a visiting speaker, professor, expert witness, or performing artist. KRS 45A.095
- Rates fixed by law or ordinance. KRS 45A.095
- Cooperative purchases made between state agencies, political subdivisions, state universities, agencies of other states, or agencies of the federal government. KRS 45A.300
- Advertisements, public media, public displays, billboards, signage, and booths. Dissemination of information and the purchase or rental of promotional related items for the library's use. FAP 111-09-00
- Equipment repair service and parts. FAP 111-09-00

- A product or service for which there is only one (1) known capable supplier as occasioned by the unique nature of the requirement, supplier, or market condition.
- Contracts for group life insurance, group health and accident insurance, group professional liability insurance, worker's compensation insurance, and unemployment insurance. KRS 45A.380
- A product or service made necessary by an emergency which will cause public harm as a result of the delay in competitive procedures. KRS 45A.380

Tax exemption

As provided for by KRS 139.470(7), the library is exempt from Kentucky Sales and Use Tax as applied to purchases of tangible personal property or services. This exemption applies only to purchases of property or services for use by the library. The exemption cannot be claimed by a contractor purchasing property to be used in fulfilling a contract with the library.

As provided in Ohio Revised Code 5739.02(9)(a), the library is also considered exempt for purchases of tangible personal property and services. Again, this exemption applies only to purchases made for use by the library.

Payment

All invoices and pre-payments shall be paid promptly in accordance within generally accepted business and accounting practices. Payments are made in accordance with the library's Income and Disbursement Policies.

Emergency purchases

In certain circumstances the Director may be forced by emergency circumstances to make unbudgeted expenditures, payments, or contractual agreements that fall outside of the provisions of purchases as outlined in this policy in order to procure or provide services or goods without which the library could suffer harm or additional harm.

Such harm may include the safety of patrons, staff, or facilities. Notification of such emergency will be given to the President of the library Board as soon as circumstances allow. Discussion of the emergency circumstances and the authorization of the Director's expenses will take place at the next regularly scheduled meeting or special meeting at the discretion of the Board.

Reference Services

Revised 20 Jan 2009
Reviewed 16 Jan 2019

Reference services are available in person, by mail, through the internet, or by phone to anyone who chooses to use the Campbell County Public Library as a resource.

The library may refer patrons to other collections or libraries when its own resources are not sufficient or the information need is outside of the scope of the library's collection development policies.

The library will provide information as requested from publicly available sources. The library will not initiate Open Records requests for patrons.

The library assumes no liability for any information that is provided by its staff.

Safe Child

Revised 16 Jan 2019
Reviewed 16 Jan 2019

The library seeks to be a safe place for people of all ages, but the safety of children is of the highest importance. To that end, the library has adopted a policy on "Unacceptable Conduct" along with other policies to ensure that the library environment is a safe and welcoming place.

While providing a safe environment is important, the care of children is ultimately the responsibility of the caregiver(s).

Definitions

For the purposes of this policy, the following definitions shall apply:

- A "child" is considered to be a patron who is 17 years of age or younger;
- A child is considered to be "unattended" when the caregiver is unable to communicate with the child verbally at a reasonable volume;
- A "disruptive" child is one whose actions disturb others or damage items belonging to the library or to others;
- A "caregiver" must be over 13 years of age (meaning a "child" might also be a "caregiver" to other children who are under the age of 13).

Neglect or abuse

The library is not responsible for unattended children and is mandated by statute to report suspected neglect or abuse. (KRS 620.030) In no instance may a child under the age of thirteen be left without a caregiver physically present in the building.

Neglect will be reported to law enforcement in the following cases:

- Children aged 5 or under who are left unattended for any length of time;
- Children aged 6-9 who are left unattended for more than 30 minutes;
- Children aged 10-12 who are left unattended for 2 hours or more.

Any case of suspected abuse will be reported to the Director.

Disruptive behavior

The library will report to law enforcement any instance where an unattended child is disruptive and does not respond to the correction of staff. Law enforcement may be asked to remove unattended children whose caregivers can not be found.

Children left after closing

When a child (under 17 years of age) is unattended at the time the library's closes, the staff will make reasonable attempt to contact the caregiver. If the staff are unable to contact the caregiver, law enforcement will be called to take custody of the child. Staff will remain with the child until law enforcement takes custody.

Library privileges may be curtailed when a child is repeatedly left on the library's premises after closing.

Reports

Incident reports will be written for any incident involving the neglect of a child. Incident reports will be written for any disruptive behavior in which law enforcement is notified. Repeated incidents involving a particular child may result in loss of library privileges for both child and caregiver.

Security of Personal Information

Created 17 Dec 2014
Revised 21 Jan 2015
Reviewed 16 Jan 2019

In accordance with KRS 61.931-934 and applicable policies adopted by the Department for Local Government, the library will take every reasonable precaution to ensure that any personal information that is kept by the library for any purpose is safeguarded from unauthorized access.

The library also acts to *limit* the amount of personally identifiable information that it retains. Some information, however, is necessarily and understandably retained for the transaction of day-to-day business.

Point of contact

The Library Director is tasked with ensuring that appropriate security measures are in place to prevent loss or compromise of the data that the library stores. The Library Director will also create procedures for the appropriate recovery responses in the event that a loss or compromise of the library's network or storage systems and ensure their implementation in any breach event. These procedures are regularly reviewed and updated by the library's staff.

Patron information

Most information related to patrons is kept for the purposes of circulating materials and ensuring that responsibility is attributed to the correct person when an item is borrowed. This information is not publicly available and, beyond interactions between the library and the patron, will be shared only with law enforcement personnel upon valid, legal request. Information related to delinquent patrons is shared with a third party vendor for the purposes of collection. The library will not share personally identifiable patron information for any other purpose.

When a patron record has been inactive for four years and carries no outstanding debt (financial or in borrowed materials), the record is deleted from the library's computer system and is not archived. When a patron record is inactive for seven years (regardless of outstanding debt), the record is deleted and not archived.

Personal information about patrons is generally only retained in electronic format with appropriate back-up devices in place to recover in the event of a database failure. All back-up devices are located on the library's property and are kept

secured at all times in areas that are not accessible to the general public and with limited accessibility by staff.

Staff information

The library retains information about its staff that is directly related to the work environment. Social security numbers, health information, and performance records are retained only as a part of standard human resources processes (such as payroll, retirement, or health insurance).

Personal information about staff members is, in some cases, subject to the Open Records Act and will be shared with anyone requesting that information as permitted by Kentucky Revised Statutes. Information that is not permitted under the Open Records Act will not be shared with any outside agency for any purpose other than for the reason it was collected (i.e. to a payroll vendor for tax purposes).

Security measures

The library will comply with best practices established by the Department for Local Government (as required in KRS 61.932) to secure all personal information under its care.

The library does not share any information with any outside agency for any reason other than the purposes for which it was collected. Third party vendors with whom the library does business are expected to provide their own security measures to protect any personal information. Where possible, the library has informed each entity in writing that appropriate security is required.

The library provides an internal, closed network for the collection and use of most patron data. The network is not accessible to the general public and access to it is limited to third party vendors with whom the library has contracted services.

Personal information stored on computers or back-up devices is not accessible to the general public and is protected by a computer firewall and anti-virus systems.

Security breaches

If the library becomes aware of a breach that would allow outside access to its network or access to devices used to store personal information, action will immediately be taken to remove the device from the network or to close the network to all external traffic.

Where the library's systems do have interaction with any outside vendor or patron (i.e. through the internet-based catalog), transactions will take place using secure transmission protocols. Such interactions will be limited to the purpose of the transaction only and will not allow access to any more information than is required for the purpose of the transaction (i.e. a patron reviewing a list of items that are currently checked out to him/her).

Notifications

The library will notify vendors of their responsibilities to inform the library of any breach in their own systems which would expose or compromise the security of personal information provided by the library. Notification of such must conform to the requirements of KRS 61.932 and will include any reports of investigations that are conducted into the breach. Contracts that are made or amended with the library must contain provisions to account for the requirements under KRS 61.932.

If the library's own computer network or data storage systems are breached, the library will immediately take action to secure the network or system, to prohibit any off-site access, and to determine the extent of the data that was obtained by the unauthorized party. Where appropriate, the library will notify any/all affected parties within the guidelines of KRS 61.933 or as directed in guidance from the Department for Local Government. Investigations which follow such a breach will be reported as required by the same statute.

Service Animals

Created 15 Jul 2015
Revised 15 Jul 2015
Reviewed 16 Jan 2019

Purpose and scope

The Campbell County Public Library recognizes that service animals assist people with disabilities to cope with the effects of their disabilities. Under the American with Disabilities Act (ADA) animals are defined only as dogs (and, in some situations, miniature horses). Service animals may be any breed, size or weight. Some, but not all, service animals wear special collars or harnesses. Service animals are not required to have special licenses, to be certified, or to have any visible identification.

In some situations, a person with a disability may require more than one service animal, where each animal provides a different type of assistance. For example, an individual may need both a hearing dog and a seizure alert dog.

Service animals can perform various tasks and services for a disabled person and can be trained to do so by their owners. Some services include:

- *Guide* – serves as a travel aide for a person who is legally blind.
- *Hearing or signal* – alerts a person with hearing loss or deafness when a sound occurs, such as an alarm or a knock on the door.
- *Mobility assistance* – helps a person who has a mobility or health disability. They may carry, fetch, open doors, ring doorbells, activate elevator buttons, pull a wheelchair, steady a person while walking, help someone get up after a fall, etc.
- *Seizure response* – warns a person of an impending seizure, or provides aid during a seizure, such as going for help or standing guard over the person.
- *Therapeutic assistance* – aids people with cognitive or psychological disabilities, allowing them to live more independently. These animals may bring an emergency phone to the disabled person during a crisis, call 911 or the suicide hotline, turn on the lights in a dark room, bring medications, bark for help in an emergency, assist a person with panic disorder in coping with crowds, etc.
- *Psychiatric and neurological assistance* - The use of service dogs for psychiatric and neurological disabilities is protected under the ADA.

Dogs whose sole function is "the provision of emotional support, well-being, comfort, or companionship" are not considered service dogs under the ADA.

The library must allow people with disabilities to bring their service animals into all areas of the facility where customers are normally allowed to go.

There are no limitations on the size, weight, or breed of service animals. Service animals must be well-behaved and "on duty" at all times in the library's facilities. The owner must maintain direct control of the service animal at all times, on a leash or in a carrier. The owner is responsible for the sanitary disposal of any waste that is created by the service animal.

Verification of need

Library employees may only ask whether the service animal is required because of a disability and what tasks the animal has been trained to perform.

Based upon the answers to these questions, staff members will make a determination as to the status of the animal as a pet or legitimate service animal. Employees cannot require documentation such as special identification cards or proof of certification for the animal. Staff will never ask about the specific nature of a person's disability.

Removal of a service animal

If a service animal is unruly, disruptive (aggressively jumping, nipping, etc.) or not house trained, staff may ask the patron to remove the animal. Repeated inappropriate behavior may be a cause to restrict a service animal to (or from) certain areas of the facility until demonstrated steps have been taken to eliminate the inappropriate behavior.

If the behavior remains uncorrected and restrictions do not mitigate the impact of the behavior, the library may prohibit the service animal from the library's facilities and grounds altogether.

Allergies and fear of animals

A fear of or minor allergy to dogs or other animals is not a disability in the guidelines of the ADA. The library is not required to "accommodate" patrons in those situations.

Still, in rare cases, a person's allergy may be so severe that animal contact may cause respiratory distress. In those situations, the allergic person may request an accommodation and the library may act to separate, as much as possible, the service animal and the allergic person.

Sensitivity and awareness

The library will ensure that its staff members are instructed about service animal policies. The library requires that its patrons and staff members:

- Allow a service animal to accompany the patron at all times and everywhere in the facility except where animals are prohibited for safety reasons;
- Will not separate or attempt to separate an owner from a service animal;
- Will not pet or talk to a service animal when it is "on duty";
- Will not feed a service animal, which may have specific dietary requirements;
- Will not deliberately startle a service animal or make noises at the animal (barking, whistling, etc.);
- Be aware that many people with disabilities do not care to share personal details.

Violations of these requirements by staff could result in disciplinary action, up to and including termination. Violations by a patron(s) will be considered unacceptable behavior and will be addressed according to the "Acceptable Behavior" policy including restricting access to the library or removal from the library.

Complaints

Any complaints about a service animal's behavior, an owner's behavior, a staff member's behavior in relation to the owner/service animal, or other concerns that patrons may have about service animals should be forwarded to the Library Director.

Smoke Free Campus

Created 21 Feb 2018
Revised 21 Feb 2018
Reviewed 16 Jan 2019

The Campbell County Public Library is dedicated to providing a welcoming, healthy, and safe environment for its patrons and staff. Due to the acknowledged hazards of the effects of secondhand smoke, the library's facilities and grounds are designated as "smoke free."

The use of any tobacco products or devices that produce smoke/vapor is not permitted anywhere on the library's property.

Patrons who violate this policy may be asked to leave the library's property.

Sponsorships

Created 19 Jun 2012
Revised 19 Jun 2012
Reviewed 16 Jan 2019

The Board of Directors of the Campbell County Public Library believes that public libraries play an essential role in the quality of life of the community which they serve. In this important function, libraries should be supported through public and private funding. Accordingly, the library seeks and welcomes gifts, grants and/or support in the form of sponsorships from individuals, foundations, businesses and other organizations in order to maintain and expand its collections and services and to make its collections and services easily accessible and available to all patrons who seek to use them.

Acceptance of solicitation of gifts grants and/or support

- All gifts, grants and/or support must further the library's mission, goals, objectives and priorities. No gift, grant or support will be accepted if the donor or sponsor seeks to limit, restrict, or impose any restraint on access to the library or its collections or services.
- All gifts, grants and/or support must not compromise equity of access to the library's collections or services. Gifts, grants and/or support agreements must not give unfair advantage or disadvantage to, or cause discrimination against, any person, patron of the library, group or any sector of the community.
- All gifts, grants and/or support must protect the principle of intellectual freedom, which is foundational to the library. No donor or sponsor may restrict the library's maintenance of its existing collections or the selection of books and other materials that will be added to or removed from the library's collection. The library may accept gifts, grants and/or support offered with the desire and intent to establish a collection of books and other materials on a specific topic or topics subject to all of the guidelines expressed herein. The donor or sponsor may define reasonable guidelines for the selection of books and other materials to be included in the sponsored collection in consultation with the Director, who retains the right of refusal of any such guideline. No donor or sponsor may require endorsement of any products or services in exchange for the gift, grant and/or support.
- All gifts, grants and/or support must ensure the confidentiality of the library's patrons. The library will not sell, donate or provide access by any means to patron records in exchange for gifts, grants and/or support without express, written authorization of the Director.
- All gifts, grants and/or support must leave open, and cannot restrict, the opportunity for other actual or potential donors, known or unknown, to

have similar opportunities to provide support to the library or to make a gift or donation of money, goods or services.
- Gifts of books or other material, on any form of media, will be accepted in accordance with the terms outlined in the library's Collection Development Policy.
- The Board of Directors, in consultation with the Director and other interested parties, retain the authority to accept or reject any gift, grant and/or support.

Recognition and acknowledgement

The library will ensure that each sponsor receives acknowledgement, and, as agreed upon with the donor, public recognition. The following guidelines will be used in providing acknowledgement to and recognition of sponsors:

- A letter of acknowledgement for gifts of money and in-kind support will be sent to all sponsors and a copy will be placed on file. Any special recognition agreements will be stipulated in the letter.
- Public acknowledgement of sponsorship in the library's promotional materials will normally be restricted to a statement of the sponsor's name and a display of logo. Such acknowledgement will not take precedence or have prominence over the library's own logo or promotional material.
- For gifts and/or sponsorships valued at over $500, the library may submit a press release to local newspapers and/or publish an article regarding the sponsorship in its newsletter at its discretion and with the agreement of the donor.
- Acknowledgement of sponsorship may also take the following forms at the library's discretion:

    - Launch of a special program or media campaign to announce the gift;
    - Include sponsor's name on promotional materials;
    - Small standardized plaques may be placed on donated furniture or equipment;
    - Library bookplates will be placed on donated items.

    In all cases, the type and scope of donor recognition required by the donor will be weighed against the benefit to the library.

Approval

Subject to the guidelines outlined above, all gifts, grants and/or support given with special requirements must be approved by the Director. At the Director's discretion, the Board of Directors may be consulted or advised prior to the

acceptance of such gift, grant and/or support. Any solicitation of gifts, grants, or in-kind support by the library's staff must receive prior approval of the Director.

Authority for implementation

The library reserves the right to make decisions regarding the implementation of each gift, grant or offer of in-kind support without setting precedent in any future decisions and without regard to past decisions. Subject to the guidelines of this policy and any acceptable guidelines requested by a donor or sponsor, the library's management will make all decisions regarding the purchase of books and other materials, equipments, furnishings and other necessary components required to accept a gift, grant and/or support. Likewise, subject to the guidelines of this policy and any acceptable guidelines requested by a donor or sponsor, the library's management will make all decisions regarding the design of programs and services supported by a gift or grant.

The library reserves the right not to accept any gift, grant, and/or support for any reason consistent with these guidelines and to end any arrangements at any time if, in the opinion of the Director or the Library Board, acceptance might cause harm to the library's services, the library's image, or to the preservation of the library's good will in the community.

Suggestions

Created 19 Feb 2013
Revised 19 Feb 2013
Reviewed 16 Jan 2019

The library values the input of its patrons regarding its services, staff, and facilities. Each branch maintains an appropriate receptacle to collect suggestions and comments from patrons. Through its website and social media presence, the library also gathers thoughts from library users.

Review of suggestions

Branch managers will check suggestion boxes weekly. Online comments will be regularly monitored by the Digital Marketing Coordinator. Suggestions may be forwarded to the Director at the discretion of these managers.

Response

When possible and as appropriate, the library will respond to the suggestions of patrons. Generally, the library's branch managers and Digital Marketing Coordinator will respond to suggestions that are received. Other suggestions may be sent to the Director for a response.

Recording suggestions

Suggestions will be noted in the monthly reports of the library's managers along with a summary of any response that is given.

Suggestions and questions for the Library Board

Suggestions or questions may be emailed to the Library Director (director@cc-pl.org) or sent through postal mail to the Library Board (Campbell County Public Library, ATTN: Library Board, 3920 Alexandria Pike, Cold Spring, KY 41076).

Supply Requisition

Revised 23 Jan 2004
Reviewed 16 Jan 2019

The Business Office places, receives and tracks all orders for office supplies and maintains supply inventory.

A staff person designated in each branch or department maintains the supply level and requests additional supplies as needed from the Business Office.

Any new office supply requests must be approved by the Branch Manager or department head.

Video Surveillance Cameras

Created 18 Sep 2012
Revised 15 Jan 2014
Reviewed 16 Jan 2019

The library employs the use of video surveillance cameras at all of its facilities. The library's use of this equipment is not intended to give any false impression of security. All patrons and staff should exercise caution with their belongings and their personal safety while on the library's property.

The library does not employ the use of hidden surveillance equipment and does not record activity in areas of the library where there is a reasonable expectation of privacy. Signs are posted at the entrance to the library's facilities to alert patrons and staff of the use of video surveillance equipment.

Access to video surveillance

At each branch, public services staff will be trained to view current (live) activities from the video surveillance equipment in place. Supervisors will be trained to review recordings of previous activities including the selection of a specific time period within the archival recording capacity of the equipment in use. Supervisors will also be trained to remotely access a view of current (live) activities being monitored.

No member of the general public should be given access to any current (live) or recorded activity without proper legal authorization. Law enforcement officers may be given access to current (live) feeds of activities or allowed to view recordings using the library's equipment with the permission of the Library Director.

Monitoring

The library does not employ full time security personnel and assumes no responsibility to monitor video surveillance equipment. Employees will be trained to check current (live) video images throughout the course of their workday. There is, however, no assumption of responsibility for continuous monitoring by the library.

Placement of recording equipment

The number of cameras used at each branch will be determined by the Library Director. Special attention will be given to areas that are determined to be high risk such as areas that are not directly visible to staff. Parking lots, entrances, service desks and other areas will be monitored.

Retention of recordings

The library will retain a minimum amount of video for each location as determined by the capacity of the recording equipment. The library assumes no responsibility to retain any recordings as a part of its routine operations.

Use of recordings

The library may use the recordings gathered from video surveillance cameras for any purpose approved by the Library Director. The library may turn over recordings to law enforcement personnel for any reason with approval of the Library Director. Recordings may be requested from the library in accordance with applicable statutes. Only the Library Director is authorized to release recordings.

Neither the library nor its staff will use video surveillance equipment or recordings for personal gain, in a discriminatory fashion, as a form of retaliation, or in violation of any applicable laws/statutes regarding the use of such equipment. Inappropriate use or inappropriate access to video surveillance recordings (whether live or as a recorded event) by the library's staff will be treated with absolutely no tolerance and may be the sole reason for termination of employment.

Wireless Network Acceptable Use

Created 16 Jan 2007
Revised 15 Jan 2008
Reviewed 16 Jan 2019

The library provides wireless access to the internet for the recreational and research needs of its patrons. Patrons may use their own hardware to access the wireless network.

The library does not provide access to sexually explicit sites. Other web sites that have been determined to overburden or disrupt the library's computer network may also be inaccessible through the wireless network.

Printing and downloading

Printing is available at all locations using the library's wireless network. Patrons may not print items that do not confirm to the library's Internet Use Policy. Doing so may result in the loss of library privileges.

Information downloaded from the internet may contain a virus. The library is not responsible for damage to a patron computer nor for any loss of data, damage or liability that may occur from the use of the library's wireless network.

Privacy

The library does not provide privacy for individual users. The sending or receipt of any information over the wireless network is at the sole risk of the user.

User risks and responsibilities

The internet offers unlimited global access to information. However, not all sources on the internet provide information that is accurate, current, legal, or philosophically acceptable to all patrons. The library is unable to monitor or contol the content of the materials on the internet which change rapidly and unpredictably. Users of the internet are responsible for their own choices. Parents and guardians are responsible for the use of these resources by their own minor children.

Misuse of the network will result in loss of access. The library reserves the right to end access at any time.

Staff assistance

Library staff are not permitted to assist a patron in modifying settings on hardware in order to access the wireless network. Staff assistance is limited to ensuring that the wireless network is functional. Staff may offer informational brochures to patrons that might be helpful with hardware issues.