

**POLICY MANUAL  
OF THE**



**355 FRANKLIN STREET  
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**REVISIONS REVIEWED AND ADOPTED BY THE LIBRARY BOARD OF TRUSTEES  
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## **MISSION STATEMENT**

The mission of the Franklin County Public Library is to provide access to informational, educational, cultural and recreational materials and services in a variety of formats and technologies; to promote reading, literacy, and lifelong learning; and to protect the public's right to know by resisting censorship and providing equal access to information.

## **VISION STATEMENT**

The Franklin County Public Library strives to be your source for information, inspiration, community connections, and lifelong learning through innovative, responsive programming and services, and a diverse, robust collection. Your library is a place to learn, grow, gather, and feel welcomed.



## **GENERAL POLICY STATEMENT**

This library is supported by the people of Franklin County to help in answering the information needs of individuals and organizations in the county. It serves as a repository for print and non-print materials, as a center to respond to inquiries and to locate needed information, and as a liaison furnishing access to statewide and national library resources through such media as interlibrary loan and telecommunications.

The library's assistance to county residents includes but is not restricted to the following types of services:

- The library supports educational, civic, and cultural activities of groups and organizations in the county.
- The library provides opportunities for people of all ages to educate themselves continuously.
- The library seeks to identify community information needs, to provide programs of service to meet those needs, to cooperate with all county agencies and organizations which can assist in successfully conducting such programs.
- The library provides opportunities for recreation through the use of its print and non-print collections.

Mindful of its role as an agent of the community, the Franklin County Library encourages all citizens to participate in library activities and to suggest additions to its collections or services which will improve the library's effectiveness in the community.

## **COUNTY POLICIES AND HOURS OF OPERATION**

The Franklin County Library adopts the personnel policies set forth in the “County of Franklin Employee Handbook.”

The Franklin County Public Library, therefore, adheres to the county government’s schedule during the normal business hours of 9:00 AM—5:00 PM Monday through Friday. The Library Board of Trustees sets hours after 5:00 PM and on weekends. In case of inclement weather or other unforeseeable circumstances, i.e. the electricity goes out, the library administration makes the decision about remaining open after 5:00 PM and on weekends.

The library will follow the State of Virginia and Franklin County Board of Supervisors’ approved Holiday schedule of annual closures, the library will be closed on the appropriate Saturdays as well.



## **CIRCULATION**

### **RESIDENCY REQUIREMENTS**

- Any permanent resident of Virginia may fill out an application for a borrower's card.
- Long-term students, i.e. those who will reside in the county for a semester or longer, are considered residents.
- Non-residents of Virginia and children in foster care will be issued a temporary card that is valid for one year at a cost of \$5.00/year and has a limit of three (3) items out at any one time.

### **REGISTRATION**

- All potential borrowers must complete an application form and present a photo ID (Virginia driver's license, a passport, or a school or university photo ID with current address). If the address on the photo ID is not current, then an acceptable ID will be by a combination of identification pieces, including one item from column A and one from column B. The name supplied on the application form must be the legal name on the borrower's ID and must include the individual's full middle name. Nicknames on the application form are not acceptable.

<b>Column A</b>	<b>Column B</b>
Driver's license or a state issue photo ID	Utility bill
Passport	Check or bank book
School or university photo ID	Lease
	Tax assessment
	Recently postmarked letter (within a month)

- Persons under sixteen years of age must have their parent's or guardian's signature on the application form. Only the signature of the parent or guardian is acceptable. The person signing the card must have a library card in good standing. If the parent or guardian does not have a library card, he or she must register for one as well. Children under the age of five cannot register for a card. Persons aged sixteen and seventeen who do not have an ID may have a parent sign instead. Persons aged eighteen must present proper ID and sign for themselves. By signing, the parent, guardian, or other adult assumes the responsibility for the return, in good condition, of any library materials checked out by the child. They are liable for payment of any fines or charges

incurred by the child. They also assume the responsibility for seeing that the child abides by the rules of the library.

- A limit of three (3) items is placed on a borrower's card at the day of registration, subsequent checkouts are limited to 100 items, with a limit of 3 DVD's per card.
- The first library card is free. The replacement fee for a card is two dollars (\$2.00).
- A patron must have only one card. Registration for the card may be completed at either the Rocky Mount, Westlake branches or on the bookmobile. Patrons have full privileges at each location, no matter where they registered.
- Adults who are residents of daycare centers or are in some other form of custodial care or institution may receive their own card but must have a co-signer from the appropriate institution. The co-signer may be held responsible for any lost or damaged materials. Residents of such facilities who can fill out their own registration cards do not need a co-signer. A counselor or other official from an institution may vouch for a resident's identity in lieu of an ID.

### **USE OF LIBRARY CARD**

- A patron is responsible for all materials checked on his or her card. If a card is lost or stolen, it must be reported to the library immediately.
- It is assumed that a person with a card in hand is either the card's owner or has authorization to use it. A patron without a card in hand may present a photo ID (from Column A above) to confirm their library card account or their authorization to use a family member's card and check out library materials.
- At registration, patrons may authorize other members of their immediate household to use their card. Patrons without a card in hand may check out a maximum of three items if: (a) they have a valid borrower's card, or (b) they are authorized to use a family member's card.

### **LOSS OF BORROWING PRIVILEGES**

- A patron may not check out additional materials if he/she has five or more items overdue, or the patron owes more than five dollars (\$5.00) in overdue fines.
- A patron may not check out any additional materials if he/she has any item out (42) forty-two days overdue. At that time the item is declared "lost". Borrowing privileges will be reinstated when the patron:(1) has paid for the item in full or (2) has returned the item and paid the overdue fine.
- Any damage to materials amounting to a charge of \$5.00 (five dollars) or more must be paid before the patron may check out additional items.

**LENGTH OF CHECKOUT**

<b><u>ITEM</u></b>	<b><u>CIRCULATION PERIOD</u></b>
Bestsellers */ Lucky You books	14 days
All other books, audiobooks	28 days
Realia (museum passes, telescope, launchpads, activity bags, etc.)	7 days
DVDs, Blu-Rays and Launchpads	7 days
Back issues of magazines	14 days
Mobile Hotspots	21 days
Book Club kits	42 days
Wonderbooks	14 days
Try-It Kits/Stay Sharp Kits	14 days

\*Bestsellers: Items for which the library has more reserves than copies.

**NON-CIRCULATING MATERIALS**

- Items catalogued as local history
- Reference
- Current issues of magazines
- Newspapers

**FINES**

<b><u>ITEMS</u></b>	<b><u>PER DAY OVERDUE CHARGE</u></b>
Bestsellers/Lucky You's	\$.50
All other books/magazines	\$.10
DVD's & Book Club Kits	\$.50
Launchpads, Hotspots & Realia	\$1.00
Kits	\$1.00

Fines are assessed from the first day an item is overdue. The maximum fine for all items is: \$6.00 except for a maximum of \$10.00 on book club kits.

**OVERDUE NOTIFICATION**

- The library's book drops are always open, and most library materials may be returned in the drop with the exception of Mobile Hotspots, Playaways, ILL's, Launchpads and Kits. Items may be returned to any branch of the library system. Items may be renewed at any branch in the system. Patrons may also call the library to renew their items or they may renew them online. Online renewal requires a pin (hint: your pin is the last 4 digits of your library card.)
- Computer generated overdue notices are sent via email or text. You will receive a reminder notice 3 days before your books are due. You will receive notice weekly when your book becomes overdue.

**RENEWALS**

- All items except magazines, Mobile Hotspots, Best Seller/Lucky-You's and Try It Kits may be renewed if another patron does not have it on reserve.
- Items may be renewed for one loan period only.
- Patrons may renew items online or over the phone.

## **RESERVES**

- Patrons may reserve items at the public access terminals, at the circulation desk or online by using this feature of the library's catalog.
- Patrons who cannot pick up an item when it is their turn but want to remain on reserve for it will be placed at the bottom of the list.
- Within twenty-four hours, patrons will be notified of materials on hold.
- The schedule for items staying on reserve is seven (7) days.
- If a patron does not pick up a reserve item in the allotted time, it goes to the next patron or back to the shelf.
- Leaving a message on an answering machine or with other family members constitutes notification.

## **CONFIDENTIALITY OF PATRON RECORDS**

- The Franklin County Public Library supports every patron's right to have their library records remain confidential. Library records include patron registration data, circulation records, overdue and reserve records, participation in library sponsored programs, and record of computer use. When no longer needed for library administration purposes, records will be expunged. According to the provisions of the Virginia Freedom of Information Act (§ 2.2-3705.7.03), access to library records, including borrowing records, of patrons under 18 years of age shall not be denied to the parent, including a noncustodial parent, or guardian, of such library patron.
- The library will not release to any third-party information from a patron's library record. This includes items checked out and any related information, reading habits, and personal data.
- Inquiries by the police or any other government agencies must be accompanied by an order from a court of competent jurisdiction.
- Nothing in this policy shall prevent authorized library personnel from using library records in the administration of their regular duties. The Franklin County Public Library has endorsed the recommendations of the American Library Association's Policy on Confidentiality of Library Records.

## **CLAIMS RETURNED**

- If a patron claims that they have returned materials or never checked them out, the staff will search the shelves and other records in an attempt to find them. If the matter cannot be resolved, a notation will be made on the patron's record, either claims returned or claims not checked out.

- Patrons may have a maximum of two claimed returns on their records, future occurrences will result in the patron being charged for missing materials.

## **PAYMENTS/REFUNDS**

### **POLICIES**

- Staff members will generate a receipt for all payments on lost or damaged items.
- The charge for a lost item is the price of the item plus a \$4.00 service fee. A 25¢ service fee will be charged on lost magazines.
- Charges for damaged items will be on a prorated basis depending on the amount of damage.
- If a lost item is recovered within 60 days of paying for item, the patron will be refunded the cost of the item but not the service charge. Refunds will be issued with the county government's next payment of accounts. No refunds will be made from petty cash.
- Refunds will be issued to the individual named on the receipt.
- To be issued a refund for a recovered item, the patron must not have any lost materials on his/her card or any item out more than sixty days overdue.
- Overdue fines are waived on lost items for which the patron has made restitution to the library.
- Checks may be written to pay for lost or damaged items, fines, copies, etc. Checks will only be accepted for the amount owed to the library. A service fee of twenty dollars will be charged on all returned checks.

## **Mobile Hotspots**

### **PURPOSE**

The library provides mobile hotspots to support digital access for community members who may not have reliable internet service at home. This policy outlines eligibility, borrowing procedures, responsibilities, and acceptable use guidelines for mobile hotspot devices.

### **ELIGIBILITY**

- Be an adult age 18+
- Have an active and unblocked Franklin County Public Library Card

### **LENDING**

- You must check out the FCPL mobile hotspot at the adult circulation desk at either the Rocky Mount or Westlake libraries. Hotspots must be returned inside the library, not in outside book drops.
- Hotspots may be borrowed for 3 weeks.
- Hotspots cannot be renewed; however, you may reserve the next available device upon returning one that was borrowed.
- Hotspots can be placed on hold but must be picked up within seven (7) days.
- Overdue and Lost: If the hotspot is not returned by the due date, the device will be deactivated immediately the following day. The overdue charge for hotspots is \$1/day. Seven (7) days after the due date, the hotspot will be marked as lost, and a replacement fee will be added to the cardholder's account for each unreturned or damaged item.

### **FEES, REFUNDS AND CREDITS**

**Replacement fees apply if the hotspot, charger, case or any component is lost, damaged or not returned.**

- Replacement Fees
  - Hotspot: \$100
  - Charger cable: \$15
  - Case: \$20

- Refunds for lost fees will be provided if the item in question is returned within 30 days with a receipt.

### **GUIDELINES FOR USE**

- Mobile Hotspots are not filtered, and it is the user's responsibility to use the device responsibly, consistent with the educational and informational purpose for which it is provided, and not for any unauthorized, unethical, or illegal purposes.
- This mobile hotspot service is available for your convenience. Users should not consider this connection secure. The library is not liable for issues resulting in/from the use of this mobile hotspot.
- Any attempt to alter data or the configuration of the mobile hotspot is strictly prohibited and will be considered damage and will be subject to full replacement costs.
- You understand that these mobile hotspots may not work perfectly in all areas due to signal availability in the area.
- The library reserves the right to rescind privileges for the checkout of items if these guidelines are not followed.



## **Teacher Cards**

### **WHO QUALIFIES?**

- All educators who work in public, private, and preschool programs linked to non-profit organizations or schools within the FCPL's service area are eligible for a teacher card. Educators who work in a school within the FCPL service area are eligible, even if they live outside the service area. Homeschooling educators teaching in FCPL's service area are eligible as well.

### **HOW DO I GET A CARD?**

- You must have a personal library account in good standing.
- Bring the following qualifying document(s) into one of our library branches:
- Teachers: Proof of employment in a school. (teacher library card)
- Homeschoolers: A copy of your NOI (Notice of Intent).
- Other Educators: A letter from the institution at which you teach.
- Cards expire annually on August 1
- To renew a card, current educator verification is again required, and both your teacher and personal cards must be in good standing.

### **WHAT ARE THE BENEFITS OF A TEACHER'S CARD?**

- No overdue fines or late renewal fines on items checked out to teacher cards
- Receive one voucher per school year to be used for 5 free school related materials from our Friends of the Library Book Sale.
- Teacher Cards allow you to keep your personal borrowing needs separate from the items you borrow for classroom use.
- While you remain financially responsible for the items on this card, keeping items separate can help you if you seek reimbursement from your school or organization for lost or damaged items.
- Extended checkout period.

### **TEACHER CARD POLICY**

- While overdue fines are not assessed on lost or damaged items, a fee for the

replacement costs for lost or damaged materials will be assessed. If an item you have checked out becomes lost or damaged, please let us know so that we can determine what fees may need to be paid before you can resume borrowing items on your Teacher's Library Card.

- Teachers are responsible for keeping their accounts in good standing. All lost/damaged items need to be reconciled prior to checking out more materials.
- The Teacher's Library Card is to be used for classroom-related books and FCPL's 24/7 digital collections and databases. It cannot be used to check out Playaway Launchpads, kits, Interlibrary Loan materials, DVD's or 14-day materials like new books. You may use a personal card if you wish to check out these other types of materials.
- Teachers are allowed to check out up to 50 books, which will circulate for 8 weeks with a Teacher's Library Card.
- Items may not be renewed.
- Please consider limiting your selections to 5 books on a single subject if selecting more would significantly impact the availability of books on that subject for other patrons.

## **SERVICES**

### **POLICIES**

- The purpose of the library staff is to put patrons in touch with the appropriate materials for their needs. It is not the duty of the staff to do homework assignments or give lengthy training sessions on a computer. Appropriate research and computer workshops will be offered from time to time for patrons to gain new skills.
- All patrons should receive the same level of service, no matter what their informational request.
- Library staff must not dispense opinions or advice on medical, legal, and tax issues. The staff may only address the authoritativeness of the source, i.e. year of publication, publisher, etc.
- The library may determine in what format information will be dispensed, i.e. copies mailed, e-mailed, kept at the desk, etc.

## **SHORT TERM SPECIAL COLLECTIONS**

### **POLICIES**

- Any teacher who wants the library to set aside a collection of materials for use by his/her students must fill out the appropriate form. (See Appendix B).
- The designated collection will be housed at the appropriate desk and is for in-library use only.
- To avoid confusion with other materials, short term collection items will be identified in the appropriate manner.

## **INTERLIBRARY LOAN**

### **POLICIES**

- On interlibrary loan items, the Franklin County Public Library must follow the policies of the lending library, including but not limited to the length of checkout, in-house use, etc.
- A fine of 25¢ a day per item, not to exceed five dollars per item, will be charged on all overdue items.
- Each interlibrary loan item must be returned to its originating Franklin County Public Library branch. A patron who returns an interlibrary loan item more than two calendar weeks past the due date will have his/her interlibrary privileges suspended for not less than six months.
- At the discretion of the library administration, a patron's interlibrary privileges may be suspended for more than six months or revoked permanently if the patron continually abuses his/her borrowing privileges or if the abuses are of a more severe nature.
- If a patron needs to renew an interlibrary loan item, he/she should notify our library seven days before the due date. The Franklin County Public Library may request a renewal from the lending library at the borrower's request. The lending library determines whether to grant any requested renewal. Overdue interlibrary loan materials will not be renewed. Interlibrary loan materials may only be renewed one time, if allowed by the lending source.
- Patrons may borrow a specific title on interlibrary loan only once in a twelve-month period.
- Interlibrary loans should be used to borrow research and scholastic materials, as well as items that are out of print or not readily available otherwise. Current materials will be considered for purchase.
- To request an interlibrary loan, a patron must fill out the appropriate form (see Appendix G) and sign it. No requests will be made over the phone.
- A patron may have out no more than five interlibrary loan items at any one time.
- A patron must have a library card in good standing to order interlibrary loan materials.

## **COLLECTION DEVELOPMENT POLICY**

### **INTRODUCTION AND OVERVIEW**

The intent of a collection development policy is to provide guidance in decision-making about the resources to be made available to the community in both the selection and evaluation of library materials. It is also intended to provide transparency to the community regarding the considerations that influence the development and maintenance of the collection.

The mission of the Franklin County Public Library System is to provide access to informational, educational, cultural and recreational materials and services in a variety of formats and technologies; to promote reading, literacy and lifelong learning; and to protect the public's right to know by resisting censorship and providing equal access to information. Franklin County Public Library embraces intellectual freedom therefore, materials are selected to appeal to patrons of different ages and interests, including those with content that may be considered controversial. Not everything in the library will be appropriate for all patrons. Library staff members will help parents, guardians and children locate materials, but they cannot presume making decisions for parents and guardians as to which library materials are appropriate for their children. The presence of an item in the collection does not indicate any endorsement of its content by the library.

**SCOPE OF THE CURRENT COLLECTION** *(Appendix A-Weeding Guidelines will be removed from the policy manual and replaced by the following statement)*

The existing Franklin County Public Library collection includes a wide range of materials that support the educational, cultural, professional, and recreational interests of the community. Budget and space considerations limit the depth of the collection. To provide expanded content, the library provides an Interlibrary Loan service, and the library participates in the Overdrive Southwestern VA consortium.

### **SELECTION**

The selection of library materials is performed by both the Library Director and professional collection development staff. The following selection criteria are considered for purchased and donated materials in all formats. An item does not need to meet all criteria to be selected for acquisition.

- Potential or known use by patrons (or perceived community need and interest)

- Authoritativeness and reputation of author or publisher
- Significance of subject matter or author
- Importance to total collection development
- Availability and suitability of format
- Appearance of an item on important bibliographies, lists, and in recognized book reviewing media
- Accuracy and timeliness of content
- Cost of material
- Available space
- Within the limits of its budget and its stated policies, the Franklin County Public Library will attempt to respond to all recommendations from county residents; however, the library has no mandate to purchase all patron requests.

Esoteric items will be referred to ILL.

## **RETENTION**

- The collection will be weeded of outdated and damaged materials on a periodic basis. Limited space and the goal of maintaining a dynamic collection that meets the needs and interests of the community require regular withdrawal of some items from the collection. Criteria considered to allow for the withdrawal of worn, obsolete or infrequently used materials include:
  - Factual accuracy of information
  - Statistical records of past circulations
  - Newer edition of the material
  - Space limitations
  - Relevance to the community's current interests
  - Condition of item
  - Availability from other sources of information
- When an item is designated for withdrawal, it may be replaced, donated to the Friends of the Library or approved community partners or recycled.
- Materials dealing with Virginia history or genealogy will be retained. Additional copies of genealogy materials may be weeded or relocated as need dictates due to

space limitations or the availability of other sources of information.

- Books with some distinguishing characteristics (i.e. an autograph) which might increase their value will be retained.

## **GIFTS AND DONATIONS**

Franklin County Public Library welcomes the donation of books and other materials. The library reserves the right to temporarily halt the acceptance of donations due to space limitations and keep, discard or provide donated materials to the Friends of the Library for their use in book sales to support library programs and services.

## **RECOMMENDATIONS FOR PURCHASE**

Franklin County Public Library welcomes suggestions from the community for materials to be included in the collection. All selections for purchase must meet the guidelines presented in the collection development policy and are not automatically added to the collection. Requests may be made in person in writing or through the online catalog.

## **RECONSIDERATION**

- The Franklin County Library subscribes to the Library Bill of Rights. (See appendix D). The library also embodies the principles found in the Freedom to Read Statement prepared by the American Library Association. Residents of Franklin County objecting to the inclusion of an item in the library's collection may complete a form for the reconsideration of materials. (See appendix M)
- After the submission of the form to the Library Administration, the reconsideration process is as follows:
  1. The library administration will distribute a completed copy of the form to each Library Board member.
  2. Library Board members will review the form and material in question
  3. As expediently as practical, the Board will consider the matter at its regular monthly meeting. The patron completing the form will be notified of this meeting and may address the Board.
  4. The Board will vote on the matter. Removing an item from the collection requires a three-fourths majority vote.
  5. If the patron who initiates the complaint is unable to attend the Board meeting, he or she will be notified of the decision by regular mail.



## **LOCAL HISTORY ROOM**

### **COLLECTION DEVELOPMENT**

- Materials for inclusion in the Mann Room shall be determined by library administration and genealogy staff.
- Irreplaceable materials will be given priority for inclusion in the room.
- Any items donated for display in the room (i.e. artifacts, memorabilia, etc.) shall not be of a size and configuration that interferes with the normal operation of the room.
- The library administration will make the final decision on what materials, display items, etc. are to be included or excluded from the Mann Room.

### **RESTRICTIONS ON USE OF THE ROOM**

- No materials may be taken from the room.
- The Mann Room and its collections are available for in-house use by the general public. Due to the nature of the collections, Mann Room materials are not eligible for interlibrary loan to other institutions. We will make a reasonable effort to share information via electronic delivery or photocopy to researchers who cannot visit the facility in person and can provide specific sources of information they seek.

### **PROCEDURES FOR USE OF THE ROOM**

- Room closes 15 minutes prior to closing time.
- Patrons wishing to use the Mann Room must sign in upon entering the Mann Room.
- A patron may bring his/her laptop or other type of computer into the room.
- The PC provided in the room is for genealogy and local history research only.
- Patrons must pay for their copies at either circulation desk.
- Children must be always supervised and accompanied by an adult while in the Mann Room.
- Food and drinks are not allowed in the Mann Room.
- Genealogy Kits and Music Kits are for take-home use, unless the library is doing an event which involves the kits.
- Meetings cannot be held in the genealogy room, unless they are related to genealogy group projects.

## **COMMUNITY ROOM, QUIET STUDY ROOMS AND STUDY PODS**

### **COMMUNITY ROOM**

#### **ELIGIBILITY**

The Franklin County Library adheres to the American Library Association's guidelines regarding the use of its community room. There are two community rooms available to all non-profit civic, cultural, and educational organizations in the county with the exceptions noted in the next section free of charge and for-profit organizations for a fee. The library cannot take registrations on behalf of a community group, nor store any material or equipment for a community group. Tutors through the local school system, colleges, literacy volunteers-, or similar non-profit organizations may use the room for tutoring sessions even if a fee is involved. People aged 18 or over may reserve the community room.

#### **AVAILABILITY**

- Two community rooms are available on the second floor.
- Community Room 1 accommodates up to 75 people. Amenities include a sink, projector, and computer.
- Community Room 2 accommodates up to 40 people. Amenities include a digital Smartboard. Food is not allowed in this room.

#### **FEES**

- Community rates apply to not-for-profit groups or organizations, including hobby clubs, civic organizations, non-profit 501(c)(3) organizations, and local, state or federal government agencies outside of Franklin County. Use must be non-commercial in nature.
- Commercial Rates apply to for-profit groups, organizations and businesses and social use such as birthday parties.  
\$20/hr. for up to four (4) hours per reservation

## **SCHEDULING**

- The meeting room will be scheduled on a first come, first served basis with the exceptions noted under the “Priority” section.
- Groups must schedule the room at least twenty-four hours in advance of their meetings. Sign up for the room will be at the main desk or made over the phone.
- Reservations for the room cannot be made further than three months ahead of time.
- If an organization must cancel its use of the meeting room, it should notify the library immediately.
- A group may only use the meeting room twice during a calendar month. The library administration may waive this requirement for a multi-session class. (A multi-session class is defined as one where the subject matter from the first class is absolutely essential as a building block for the next class.) Government and government sponsored programs are exempt from the twice a month restriction.
- The Franklin County Public Library reserves the right to move any meeting from its scheduled space to a substitute space of an appropriate size without prior notice to the group using the facility.
- If the library is closed for inclement weather or any other reason, that supersedes your reservation. Groups should call the library or check its Facebook page for closure announcements.

## **PRIORITY**

Library functions will have priority over any other use of the meeting room. Second priority will be given to other agencies and departments of the county, state, or federal government and organizations receiving funds from the county, state, or federal government.

## **COMMUNITY ROOM RESERVATION PROCESS**

At registration, each organization’s representative will receive a copy of the meeting room’s usage agreement. It is the responsibility of each organization that its members understand and abide by the parameters of the agreement.

## **USE OF COMMUNITY ROOM AND PENALTY**

- Use of the Community Room must not interfere with, impede or disrupt the public’s normal use of the library. While using the meeting room, organizations may not engage in

any activity that could be physically harmful to the facility or to any individual, i.e. lighting candles, hazardous demonstrations, etc. The Library Director may deny a meeting room reservation request if a meeting may cause a substantial disruption in regular library service.

- Fees, if applicable, must be paid prior to use of a room.
- Applicants who cancel meetings more than 48 hours in advance shall receive a full refund of paid fees. If a reservation is not cancelled at least 48 hours in advance, fees may not be refunded. Repeated cancellations may result in the denial of future meeting room reservations at all Library locations.
- Organizations will assume full responsibility for any damage to the room, its contents, or any part of the library that results from their use of the meeting room,
- Rooms must be left in good order at the conclusion of a meeting and must be reconfigured to the original appearance. Library staff are not responsible for setting up a meeting room or for resetting it after a meeting.
- The library will assume no responsibility for damage to personal items of equipment used in the meeting room by an organization.
- The library will assume no responsibility for personal items left in the meeting room after an organization's meeting.
- The library reserves the right to have law enforcement officers present at any meeting.
- A group or organization that does not adhere to the meeting room's usage policy and or the library's general conduct policy or doesn't require its members to adhere to the policy may lose its meeting room privileges for a specified time or permanently, as directed by the Library Administration.
- Children belonging to participants in meetings must stay in the room with the participants or must assign a responsible adult to supervise the children at all times in other areas of the library.

## **EQUIPMENT**

- The library has A-V (projectors, DVD players, etc.) and other types of equipment available for use with the meeting room. If an organization wishes to use any of this equipment during its meeting, it should make arrangements for the equipment when it schedules the meeting room.
- A representative from the organization should receive instructions on the use of the desired piece of equipment from the library staff prior to the organization's meeting.
- A group may use its own small items of equipment, i.e. laptops, projectors for PowerPoint presentations, etc. A group may NOT bring in any large pieces of equipment or furniture, such as portable partitions.
- Organizations are responsible for any damage to library equipment that they use in the meeting room.

## **FEES AND ACCESS**

- Organizations may not charge an admission fee for their meetings or other activities in the meeting room.
- All meetings and programs in the meeting room are not guaranteed any assumption of privacy.

## **HOURS OF USE**

- The meeting room may be scheduled for use by an organization during regular Library hours. Government and government sponsored programs are exempt from this restriction.
- Groups meeting must prepare to exit the building 15 minutes before the library's closing time and inform the staff when its meeting is done.

## **REFRESHMENTS**

- ABSOLUTELY NO SMOKING OR VAPING in the meeting room or any other part of the library.
- Light refreshments (i.e. coffee, cookies, etc.) may be served in community room 1, however the group using the room is responsible for immediately cleaning up any spills, crumbs, etc. The library does not provide any materials for food service including ice, paper products or serving utensils.
- No alcoholic beverages may be served/consumed in the library.

## **ENDORSEMENTS AND SPONSORSHIP**

Permission to use the community room does not constitute an endorsement by the FCPL Board of Trustees, the library or any local government of a group's policies or beliefs. Groups shall not imply library sponsorship of their meeting, nor list the library's telephone number as a point-of-contact.

## **SMALL MEETING ROOMS (second floor)**

### **AVAILABILITY**

- Two small, glass encased small meeting rooms are available on the second floor for public use.
- Small Meeting room A containing leisure furniture will be open all the time and is to be used for quiet study and leisure reading. This room is not available to be reserved except for library functions.
- Small Meeting room B with the multiple tables can be used by the general public; however, it can be reserved for small meetings by non-profit cultural, civic, and educational groups, and meetings between government agencies and their clients and by for-profit groups at a fee.
- Reservations are on a first-come, first-serve basis. Reservations are made at the main or children's desk.
- The room cannot be reserved more than three months in advance.
- An organization must reserve the room at least twenty-four hours in advance of its meeting.
- A sign will be posted beside the door, noting the times for which it has been reserved.

### **GENERAL REQUIREMENTS**

- No more than ten people can attend a meeting held in Small Meeting room B. The library administration may waive this restriction.
- Organizations or individuals who reserve the Small Meeting room are responsible for any damage they cause to the room.
- A-V presentations may be done in the Small Meeting room. The rules of general conduct for the rest of the library apply to the Small Meeting rooms as well.
- Room fees must be paid prior to room use.
- Applicants who cancel meetings more than 48 hours in advance shall receive a full refund of paid fees. If a reservation is not cancelled at least 48 hours in advance, fees may not be refunded. Repeated cancellations may result in the denial of future meeting room reservations at all Library locations.

### **FEES**

- Community rates apply to not-for-profit groups or organizations, including hobby clubs, civic organizations, non-profit 501(c)(3) organizations, and local, state or federal government agencies outside of Franklin County. Use must be non-commercial in nature.
- Commercial Rates apply to for-profit groups, organizations and businesses.  
\$10/hr. for up to four (4) hours per reservation

## **QUIET STUDY ROOMS AND PODS (First Floor)**

- First Floor Quiet Study rooms and Pods are available in two-hour intervals on a first-requested, first-served basis at no charge. Quiet study rooms and pods can be requested up to one month in advance. Extra time allotted for Quiet Study room sessions will be accommodated if there are no reservations for use of the room. The library should be notified as soon as possible of cancellations.
- The library reserves the right to cancel a Quiet Study room/Pod if the individual/group has not occupied the room within 15 minutes of the reservation time. Quiet Study rooms/Pods must be vacated 5 minutes prior to closing. Drop-in usage welcome, but priority will be given to groups with reservations. Doors to Quiet Study rooms/Pods are unlocked, do not leave personal items unattended. The windows may not be covered at any time.
- Misuse or damage of the Quiet Study rooms/Pods shall result in the loss of Study room privileges. Destruction or defacement of library property will not be tolerated, and the room user will be required to bear the cost of any damage to the Quiet Study room/Pods. Franklin County Public library Patrons who book a room understand that they take full responsibility for the actions of themselves and anyone in their group and will be held accountable for violations of this policy or the Library Conduct policy.

## **ACCEPTABLE INTERNET USE POLICY**

### **OVERVIEW**

The Franklin County Library provides public access computers for patron and visitor use. Patrons using library internet computers are expected to act in a responsible, ethical, and legal manner. Any use of the library's computers that violates a law or interferes with the activities of the library or its network may result in the loss of library and/or internet privileges. Violations of United States, Virginia, or local laws, including (but not limited to) the following, may lead to prosecution:

USC Title 18 Chapter 110 regarding the Sexual Exploitation and Other Abuse of Children.  
USC Title 18 Chapter 71 Sections 1465-1468 regarding distribution of obscene materials.  
The U.S. Copyright Act.  
Code of Virginia Section 42.1-36.1

Code of Virginia Title 18.2 Article 7.1 regarding computer crimes.

Those portions of the Code of Virginia in Title 18.2 regarding obscenity and related offenses.

Those portions of the Code of Virginia in Title 18.2 regarding juveniles.

### **USAGE POLICY**

- Computer usage is on a first-come, first served basis. The time limit is one hour when others are waiting. If no one is waiting, the patron may request a time extension. Reservations and time limits will be handled by the PC management software. Computer printouts are charged per page (The billed amount will be available on the computer screen prior to accepting the print job or check with the circulation desk for current charges.). A patron can either have credit on their account or make payment at the desk before print jobs are released.



- The laws on illegal use of the internet sited in the 'Overview' section will be prominently posted.
- Sign-in on a public access computer is completed by the patron inputting their library card number and a PIN (last four digits of the library card number) on the screen. A temporary guest pass may be obtained from the circulation desk for patrons who do not have a library card.
- Downloads to removable media are permissible.
- Management software will turn off all public PCs fifteen minutes before closing.
- Patrons are responsible for any damage they cause to the library's computers.
- Food and drink are not permitted at computer workstations.

### **PENALTIES**

- Any patron caught by the staff intentionally viewing blatantly pornographic material must leave the building immediately. The patron will then have his/her computer privileges suspended for six months.
- For a second offense, the patron will have his/her computer privileges suspended for a year.
- For a third offense, the patron will have his/her computer privileges suspended permanently, subject to review by the Library Board.

## **Franklin County Public Library System 3D Printer Policy and Procedure**

### **Purpose**

The library strives to offer community access to new and emerging technologies, such as 3D printing, to inspire a new interest in creation and collaboration at your library. We wish to help the community bring their creations to life. This policy establishes how and under what circumstances the public may make use of the library's 3D printer.

### **Policy and Procedure**

1. The library's 3D printer is available to the public for educational purposes to make three-dimensional objects in plastic using a design that is uploaded from a digital computer file.
2. Patrons wishing to have an item 3D printed must complete a "3D Printing Request Form" and consult with library staff. Library staff will then print the item for the patron.
3. The library's 3D printer may be used for lawful purposes only. Patrons will not be permitted to use the library's 3D printer to create material that is:
  - Prohibited by local, state or federal law.
  - Unsafe, harmful, dangerous or poses an immediate threat to the well-being of others, including weapons or weapon parts (Such use may violate the terms of use of the manufacturer.)
  - Obscene or otherwise inappropriate for the 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.
4. The library reserves the right to refuse any 3D print request.
5. The library will not print items for which print time exceeds normal library business hours.
6. 3D printing at the library will cost \$.25 a gram to offset the cost of the filament and is due when the print request is submitted.
7. Items printed from the 3D printer that are not picked up within 7 days will become the property of the library (unless other arrangements are made).
8. Patrons may only use the printer alongside designated library staff or volunteer coaches during special library programming.

9. Supervision of the use of the 3D printer by library staff does not constitute knowledge, or acknowledgement, of any unapparent final use of the 3D product, and the library specifically disclaims any knowledge thereof.
10. Any 3D drafting software may be used to create a design if the file can be saved in “.STL” format.
11. Digital designs are also available from various file-sharing databases such as *thingiverse.com*. (Parental discretion is advised when visiting 3D printing file websites.)
12. The 3D printer can only print during designated times when library staff or volunteer coaches are available.
13. Items can only be printed in one color.
14. Patrons are responsible for cleaning the item (ex. removing the supports added during printing).
15. The library is not liable for items broken during the cleaning process.
16. Please note that procedures governing the use of the library's 3D printer are subject to change.

#### Disclaimer

*While Franklin County and the Public Library make every effort to oversee the use of the equipment, such usage is not under the direction or control of the library or Franklin County. Neither the library nor the County is responsible for any object created with the use of said equipment, including any harm or injury incurred as a result of any usage of said equipment.*

*Franklin County does not allow or endorse any 3D printing activity that infringes on intellectual property or copyrighted material. Individuals that use Franklin County technology, including 3D printing, take full responsibility for any use or activity that violates laws.*

## **PATRON CONDUCT**

### **INTRODUCTION**

Franklin County Public Libraries (FCPL) are committed to protecting the rights and safety of staff, visitors, and volunteers. The library strives to maintain a safe, clean and welcoming environment so that it may be used for reading, studying, researching, or otherwise making use of library materials, services, programs, or resources. The library is a place where many people engage in many different types of activities simultaneously, therefore everyone is expected to comply with the Patron Conduct Code to allow all visitors to enjoy a welcoming and safe environment. The Patron Conduct Code applies everywhere FCPL provides services: on all library properties, at library events in the community, through our website or social media, and by phone, chat, or email. Visitors are responsible for abiding by the following guidelines:

- To enter the building, a patron must remain fully clothed and wear shoes, as per county government policy.
- Smoking vaping or use of tobacco products of any kind is not permitted in any part of the library at any time.
- Food and drink may only be consumed in designated areas of the library. Covered drinks are permitted within the libraries. Under certain circumstances, food and drink are permitted in the meeting room (see Meeting Room Policies).
- Food and drinks are prohibited in the Collections shelving areas and at computer workstations or other equipment susceptible to damage.
- Considerate consumption of snack food or a covered beverage is allowed in common areas of the library, unless otherwise noted. Proper disposal of containers is required.
- Library users are expected to be considerate of others and to avoid messy, smelly, or noisy food items.
- All food and drink must be left outside of the Special Collection's Mann Room.
- No animals are permitted in the building except for ADA-recognized service animals, and animals that are part of a specific library sponsored program.
- Parents are responsible for the conduct of their small children (please refer to Unattended Minors policy).
- Patrons must remember that the library is a public place for the use and enjoyment of everyone. Noisy, disruptive behavior cannot be tolerated in the building. Unreasonable noise levels include but are not limited to shouting and listening to electronic devices at a volume that disrupts staff from doing their duties or visitors using the library. Offensive odor of the body or personal property to a degree that constitutes a nuisance to others is not permitted.
- Violent, threatening, harassing or abusive behavior toward another person including but not limited to staring, following, stalking or lurking, initiating

repeated unwanted personal and/or embarrassing questions or communication, threatening, taunting or inflicting physical, verbal or written abuse are prohibited.

- Patrons are expected to maintain safe behavior and not engage in activities that inhibit the use of the library by others or behavior that may result in damage to library property or the property of others.
- Patrons may not possess, dispense, use, or be under the influence of illegal drugs or alcohol on library property.
- Misuse of the restrooms is not allowed including but not limited to bathing, shaving, changing or washing clothes, using drugs or engaging in sexual acts.
- Patrons are expected to vacate the building at closing time or upon library staff request.
- Patrons must always keep all personal property with them and must not block aisles, shelves, or entrances. FCPL is not responsible for unattended possessions.
- Patrons being unreasonably disruptive will be warned once. If the behavior continues, the patron will be directed to leave the library for the day. Under this condition, the patron must exit the library immediately. Failure to do so will be considered trespassing, and the town police department will be called to intercede.
- If a patron's behavior or disregard for library rules is egregious enough as determined by library management, the patron will be banned from the library and/or particular library programs for a time determined by the Director. In these cases, a written notice of suspension of library privileges will be completed and signed by the director. Copies of the completed form will be kept in the library's records and be given to the offending patron either by mail or upon return to the library. Patrons who enter the library and/or particular programs during the time in which the patron is barred, will be considered trespassing, and the town police department will be called to intercede.
- Patrons receiving a written notice of suspension of library privileges due to a violation of the Patron Behavior Policy may within ten (10) days appeal the ruling by written petition to the Library Director. If not satisfied by the Library Director's response to the appeal, the patron may appeal the decision by a written petition to the Library Board of Trustees within ten (10) days of receiving the Library Director's response.
- The police should be called immediately if a staff member witnesses illegal activity, i.e. drug dealing, lewd behavior, etc. The staff will not file a police report on an unsubstantiated patron complaint of illegal activity.

## **UNATTENDED MINORS**

The Franklin County Public Library welcomes children of all ages to use its collections and services and are committed to offering a safe environment for all library users. Library staff are available to assist children in finding materials and navigating library resources but are not responsible for their care. Children left unattended may become anxious, restless or disruptive, and they may encounter situations or hazards that put them at risk.

- Children ten years of age and younger must be accompanied by and in visual contact with a parent or responsible caregiver (14 or older) at all times, in all areas of the library.
- If a child, ten years of age or under, is found unattended, a member of the library staff will attempt to locate the adult or responsible person. If they cannot be located in the building within thirty (30) minutes, the local police department will be contacted to pick up the child.
- If thirty (30) minutes after closing, a young child has not been picked up and there has been no communication with the parent or guardian, the staff should call the police dept. for assistance.
- Staff must never take a child home. Moreover, staff must never transport a child except for Library sponsored field trips where prior approval has been granted by the parent or guardian.

## **PHONES**

### **PATRON USE**

- All telephones in the library are for staff use only.
- Library staff will make phone calls for patrons in emergency situations.
- Signage will instruct patrons to turn their cell phones to vibrate and to conduct cell phone conversations outside.

### **MESSAGES FOR PATRONS**

- While the staff will take messages for patrons, this practice should not be encouraged. Staff cannot guarantee delivery of messages left for patrons.
- If the number of calls or messages for a patron becomes excessive or interferes with library function, the staff may curtail this service. Emergency calls or messages will be exempted from this rule.

## **BULLETIN BOARD**

### **ELIGIBILITY**

- The Franklin County Public Library adheres to the guidelines of the American Library Association (ALA B.2.1.8, see Appendix E1) in providing public bulletin board space for announcements.
- Public bulletin board space at the library is reserved for announcements, fliers and other appropriate documents from government agencies, cultural, civic, educational groups, and other non-profit organizations.
- Announcements, advertisements, commercial endorsements, etc. for profit-making purposes (such as flea markets, yard sales, tutoring services, babysitting or cleaning services, etc.) or other announcements by profit-making organizations (such as business hours, coming events, etc.) may not be displayed.
- Notices from the FCC, the state Water Control Board, and other government agencies regarding radio station licenses, water company permits, or other activities which, by law, require public notification will be kept at the front desk with a notice to this effect posted on the bulletin board, If a government announcement is required by law to be posted in plain view, it will be placed on the bulletin board, regardless of its length or the number of pages involved.

### **POLICIES**

- Announcements, fliers, etc., must be one page or a one-sided surface, such as a poster, and may not be of a size and configuration that interferes with the other items on the bulletin board.
- Announcements for specific events may not be placed on the bulletin board more than two weeks before the event.
- When announcements are posted on the bulletin board, they will be dated. No announcements may stay on the bulletin board for more than two weeks. Notices, announcements, fliers, etc. from the county, state or federal government are exempt from this restriction.
- All items must be approved by the staff before being placed on the bulletin board. Any notice placed on the bulletin board without approval from the library staff will be removed, regardless of its intellectual content.



## **DISPLAY CASE**

### **POLICIES**

- The Franklin County Public Library has priority in the use of the display cases and may exhibit items that it deems to be in the public interest.
- Second priority will be given to agencies and departments of the county, state, and federal governments and organizations receiving funds from the county, state, or federal governments. Non-profit cultural, civic, and educational groups and individuals with collections of public interest can exhibit in the display cases. Contents of displays must adhere to community standards and will require pre-authorization by library management. The display cases may not be used for any commercial purpose. An artist may place a card containing his/her name and phone number with the display but not the cost of an item.
- Item(s) may not be of a weight and configuration beyond what the cases can tolerate.
- An exhibit by an individual or an organization will be displayed for thirty days. This period may be extended with approval by the administration.
- The library is not liable for any damage that may occur to exhibits displayed in the cases.
- An organization or individual may not display any exhibitions that are potentially physically harmful to the building or to an individual.
- Exhibiting items from an organization in the display case(s) does not constitute an endorsement by the Franklin County Public Library of that organization, its beliefs or activities.
- The Franklin County Public Library subscribes to the guidelines established by the American Library Association regarding display areas.

## **DISPLAY OF ARTWORK AND OTHER ITEMS OF CULTURAL, CIVIC, AND EDUCATIONAL INTEREST**

### **DEFINITION**

- “Artwork” is defined as paintings, drawings, photographs, sculptures, handicrafts, and other items deemed suitable for display by the library administration. “Items of cultural, civic, and educational interest” is defined as objects that promote an understanding, appreciation, or knowledge of history, civics, government, science, or other areas of human endeavor.

### **POLICIES**

- Artwork or other objects may be displayed for a period of thirty days, unless otherwise specified by the library administration.
- Artwork which appeals strictly to prurient interests is not suitable for display. The Library Board of Trustees will judge whether a particular item meets community standards.
- Artwork and other objects of a non-sexual nature may be rejected for display if, in the opinion of the Library Board of Trustees, the items are insensitive to community standards.
- A card with the artist’s name, address, and phone number may be placed with each art item; however, a price tag or other form of “for sale” designation may not be displayed with an art item or at any other location in the library.
- The library administration will make the final decision as to where and in what manner all art works and other items will be displayed.
- Artwork and other display items may not be of a size and configuration that interferes with the normal operation of the library.
- The Library Board of Trustees may reject any potential donation of artwork.

# **DISPLAY AND DISTRIBUTION OF PAMPHLETS, FLIERS, HANDOUTS, BOOKMARKS, AND OTHER INFORMATIONAL MATERIALS**

## **POLICIES**

- The Franklin County Public Library adheres to the guidelines of the American Library Association regarding the distribution of pamphlets, fliers, bookmarks, and other informational material.
  - Material to be distributed must be produced by non-profit educational, cultural, or governmental agencies, groups or organizations. Profitmaking groups or organizations may not distribute pamphlets, fliers, handouts, bookmarks, etc. in the library. Individuals may not disseminate personal information, opinions, advice, etc. via handouts, fliers, pamphlets, bookmarks, etc. in the library.
  - Items to be displayed and distributed must be of an educational, cultural, or informational nature.
  - All items must be approved by the Library Administration before display and distribution.
  - Pamphlets, handouts, fliers, bookmarks, etc. may be displayed and distributed only in the designated area for this purpose.
  - Materials may not be of a size or quantity that interferes with the display and distribution of other materials.
- The display or distribution of pamphlets, handouts, fliers, bookmarks, etc. by an organization on Library property does not constitute an endorsement of that organization, its beliefs, or activities by the Franklin County Library.

## **GIFTS AND DONATIONS**

### **POLICIES**

- Your donated books may be added to the library collection, sold by the Friends of the Library to support library programs and services, or given away, as determined by the Library Director or their appointees. The success of the Friends of the Library book sales is due to the generosity of community members in donating materials.
- We welcome:
  - Hardcover and paperback books in like-new condition
  - Commercially published media (DVD's, CD's, Audio Books)
  - Magazines
  - Children's Books
- We cannot accept:
  - Damaged books (broken bindings, missing pages, soiled, musty, moldy, smoke or water damaged or with excessive writing in the text.
  - Textbooks
  - Professional journals
  - Encyclopedias
  - Non-commercially produced media
  - Workbooks or study guides
  - Material deemed to be outdated
- The library will decide about the placement and manner of display of any gift materials, including magazine subscriptions.
- Unless prior arrangements are made in writing with the library administration, all items housed at the library become the property of the library. The exception to this rule is short-term displays, i.e. items for the display case, school projects, and other items displayed for less than two months.
- Individuals who donate new materials, items for the local history room, monetary gifts, or other items of substantial value, will receive a letter receipt. Upon request, individuals who donate used materials, i.e. boxes of old books, paperbacks, bundles of magazines, etc. will receive a form receipt (See Appendix C). Staff will not be responsible for determining the monetary value of a book donation.
- Book donations are subject to the same criteria as set forth in the FCPL Collection Development policy. The library reserves the right to refuse any gift/monetary donation that comes with stipulations that do not align with the library vision and mission.

## **INCLUSION ON THE AGENDA**

### **POLICIES**

- Meetings of the Library Board of Trustees are open to the public, and any individual may attend as an observer.
- Citizens must request a spot on the agenda from the library administration not less than seventy-two hours before the meeting, accompanied by a brief written statement of the individual's position and what action he or she wants the Board to take.
- An individual must limit his or her talk or presentation to the Board to ten minutes.
- These requirements may be waived at the discretion of the Chairman of the Board of Trustees.
- (See Library Board by-laws. Appendix F)

## **SKATEBOARDING, BICYCLING, LOITERING, AND ETC.**

### **POLICIES**

- Skateboarding, rollerblading, and other forms of “gravity sports” will not be permitted in the library’s parking lot at any time.
- Loitering around the library building before or after business hours and on Sundays and holidays will not be permitted.
- Bicycles are to be used as transportation to the library only. They are not to be ridden in the parking lot for sport.

## **MOBILE MEDIA SERVICES**

### **Priorities and Guidelines**

#### **Mission statement**

The Franklin County Public Library's Mobile Media Services (Bookmobile and Library Express) deliver library services to persons who are not served or who are underserved by traditional branches because of physical, economic, social, geographic or other barriers. Mobile Media Services provides library materials and services to people of all ages.

The Bookmobile and Library Express are committed to serving as an effective extension of the Franklin County Public Library by providing library materials and timely personal services to communities, neighborhoods and individuals.

The Bookmobile is committed to promoting early childhood literacy development by providing services and age-appropriate materials to daycare providers and elementary schools. The Franklin County Library also believes that school media centers are essential for supporting the curriculum needs of a school; the bookmobile will not be used to supplant those efforts. The Bookmobile provides complementary services to schools and will target schools in areas where there are economic, geographic, or other barriers to student access to the traditional library.

The Bookmobile is a branch of the Franklin County Public Library system and may be used similarly to a fixed branch. Materials borrowed from the Bookmobile can be returned on the subsequent visit. Materials borrowed from the Bookmobile can be returned to it or any of the other branches. Likewise, materials borrowed from other branches can be returned to the Bookmobile. Patrons may also renew materials on the Bookmobile or request specific titles that can be picked up at the next visit to the patron's stop. The Bookmobile does not carry cash or accept riders. The Bookmobile is a wireless

hot spot and provides internet service during its stops.

### **Bookmobile Service priorities**

- Serve outlying communities with limited access to an established library.
- Serve Senior/Care/Youth facilities.
- Support Community Events.
- Provide information to people of all ages and abilities for their recreation, education and lifelong learning
- Introduce non-users to library collections and services
- Conveniently provide popular materials in a variety of formats that will increase library use and encourage a lifelong desire to read
- Increase visibility of the library and the Friends of the Library by generating a positive image throughout the entire community

### **Guidelines**

Stops range from 30 to 180 minutes depending on usage and need. The schedule will be arranged to provide optimum and visible service to the largest number of residents as efficiently as possible.

### **Criteria to establish, modify, or discontinue bookmobile stops**

Due to limited staffing, operating hours, and budget constraints, the bookmobile cannot visit all areas of potential need. The following criteria are typically used to select bookmobile stops.

- Bookmobile stops must be within the Franklin County Public Library service area.
- The stop should reflect the mission of Franklin County Public Library Mobile Media Services
- Potential stops will be evaluated and selected according to their service priority.
- Sufficient staff and resources must be available to add a stop.
- The stop must provide ample room to maneuver and park the



- bookmobile on a level, solid parking area.
- The stop must provide maximum accessibility and safety for customers and staff, and sufficient parking area for patrons.
  - Population density and proximity of other library facilities or stops will be considered in establishing or continuing bookmobile stops.
  - Maximum efficiency of bookmobile routes and travel time throughout the area served will be considered when adding new stops.
  - Easily integrate into the existing schedule.
  - The stop can be advertised and promoted by the library.
  - Preference is given to visible locations that are community centers and/or provide other community services.
  - The Bookmobile schedule will be adapted to respond to usage of service including circulation, door count, reference questions, and other library services.
  - Stops are evaluated on an ongoing basis. The library reserves the right to cancel/change/move a stop at any point if it feels the arrangement is not the best use of library resources to allow service to other areas.

### **Library Express**

The Library Express service seeks to provide library materials to Franklin County Residents who are unable to visit the library according to the criteria below.

Library Express delivery includes the selection of materials by library staff and delivery of those materials by library employees.

### **Eligibility**

If Residents of- Franklin County are restricted to their home temporarily or permanently because of illness, disability, or related issues, may be eligible for the Franklin County Library Express service.

- To receive services, a patron must be a homebound resident of Franklin County and unable to visit the library due to physical disability or chronic illness.

- Residents are to be considered homebound if they have a condition (due to illness or injury) that restricts their ability to leave their place of residence, except with the aid of a supportive device such as crutches, canes, wheelchairs, and walkers, the use of special transportation, the assistance of another person or if leaving home is medically contraindicated. In most circumstances, if a resident drives, he/she would not be considered homebound.
- Patrons also need a library card in good standing to receive services. If a patron does not currently have a library card, library express service staff can issue one.
  - Library materials are delivered once a month, at present, based on a seasonal schedule.
  - There is no charge to participate, if eligible. Because library staff schedules pick-up of materials, there are no overdue fines. However, the patron is responsible for the care of library materials and for ensuring they are available at the scheduled pickup time and location. If a patron loses or damages materials, the patron will be charged the cost of the item.

# **BOOKMOBILE**

## **SCHEDULING**

- The bookmobile will not run on days when weather or road conditions are determined unsafe.
- Bookmobile schedules will be available on the library website, and in print form from library branch locations.
- The library will make every practical effort to communicate schedule changes to the public.

## **REGISTRATION**

- All patrons must register for a card to borrow materials from the bookmobile. (NOTE: A Franklin County Public Library card is valid with the same privileges at any FCPL location.)
- A patron is responsible for all materials checked out on his/her card.
- Parents must sign a registration card for children under the age of sixteen.
- Parents are responsible for all materials checked out on the card of a child under age sixteen; however, a teacher, program coordinator, etc. may have one card for his/her class, group, etc. The teacher, program director is responsible for all materials checked out on the card.
- An institution—i.e. nursing home, day care center, etc. —that checks out books for its patrons, clients, patients, etc. will need one and only one borrower's card for the institution. The card must be in the name of the institution, and the registration must be signed by the institution's director, coordinator, etc.
- An institution is responsible for all materials checked out on behalf of its patrons, clients, patients, etc.
- The initial borrower's card is free. A \$2.00 fee is charged for replacement cards.

## **CIRCULATION**

- Borrowed materials are due next time the bookmobile returns to a particular stop, approximately one month.

- Fines will be assessed on items that are not returned. A patron who has a bookmobile item sixty days overdue will lose his/her borrowing privileges and their library card will be labeled as 'expired', requiring corrective measures before using library privileges at any location.
- When reserving items a patron may designate the desired pickup location. If the bookmobile is chosen, the item will be carried to the stop the patron regularly visits during the next available planned stop. If the item is not retrieved, it will be returned to circulation for the next available patron.
- Items may be returned to any Franklin County Public Library location, as well as conducting any needed transactions.

## **GENERAL REGULATIONS**

- By making use of the bookmobile and its services, the patron agrees to abide by all rules and regulations set forth by the Franklin County Library Board of Trustees for the safe and efficient use of the bookmobile by all patrons.
- No food or drinks are permitted on the vehicle.
- No smoking or vaping on the bookmobile.
- No pets are allowed on the bookmobile.
- Only staff members are permitted on the bookmobile when it is in motion.
- Only staff members are permitted in the driver's compartment.
- Parents must control their children at all times. Parents are financially responsible for any and all damages their children cause to the bookmobile or its contents. If a child persists in his/her behavior after being asked by a staff member to stop, then the parent will be asked to remove the child from the bookmobile.
- Inappropriate behavior by adults will not be tolerated. Any adult who refuses to cease such activity will be asked to exit the bookmobile.
- Patrons must exit promptly at the end of the allotted time for a particular stop.

## **LOST AND FOUND**

### **GENERAL REQUIREMENTS**

- A 'lost and found' of items left by the public in the library will be maintained at the circulation desk.
- All 'found' items will be tagged with a date.
- The staff will try to contact the owner of an item if that item is identified with a name, phone number, etc.
- Articles of clothing, notebooks, toys, and other items of lesser value will be kept for thirty days and then given to Goodwill, the women's shelter, or placed in the dumpster, depending on the item and its condition.
- Wallets, jewelry, car keys, documents such as birth certificates, eyeglasses, and any other items of greater value will be kept for six months and then will be disposed of in the same manner as described above.

## **APPENDIX & SAMPLE FORMS**

A. Unlawful Use of the Internet	<b>D1</b>
B. Special Collection Request	<b>B1</b>
C. Receipt of Gifts and Donations	<b>C1</b>
D. Request for Reconsideration of Library Materials	<b>D1</b>
E. Library Bill of Rights	<b>E1</b>
F. By-laws of the Library Board of Trustees	<b>F1-F3</b>

Patrons using Library Internet computers are expected to act in a responsible, ethical, and legal manner. Any use of the library's computers that violates a law or interferes with the activities of the library or its network may result in the loss of Library and/or Internet privileges. Violation of United States, Virginia, or local laws, including (but not limited to) the following, may lead to prosecution:

USC Title 18 Chapter 110 regarding the Sexual Exploitation and other Abuse of Children.

USC Title 18 Chapter 71 Sections 1465-1468 regarding distribution of obscene materials.

The U.S. Copyright Act.

Code of Virginia Section 42.1-36.1.

Code of Virginia Title 18.2 Article 7.1 regarding computer crimes.

Those portions of the Code of Virginia in Title 18.2 regarding obscenity and related offenses.

Those portions of the Code of Virginia in Title 18.2 regarding juveniles.

**Appendix B**

**SPECIAL COLLECTIONS REQUEST**

**TO THE TEACHER:**

**Please complete this form to have the library set aside materials on a specific subject area for your class. Materials will be housed at the library's front desk on a short-term basis. Materials will be for in-library use only.**

**REQUEST DATE -----**

**NAME-----**

**HOME PHONE-----**

**SCHOOL----- SCHOOL PHONE-----**

**SUBJECT TO BE SET ASIDE-----**

-----

**BEGINNING DATE-----**

**ENDING DATE-----**



DATE\_\_\_\_\_

NAME\_\_\_\_\_

ADDRESS\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

THE INDIVIDUAL CITED ABOVE DONATED THE FOLLOWING ITEMS  
TO THE FRANKLIN COUNTY LIBRARY:

PAPERBACK BOOKS\_\_\_\_\_

HARDBACK BOOKS\_\_\_\_\_

OTHER\_\_\_\_\_

STAFF SIGNATURE\_\_\_\_\_

TITLE\_\_\_\_\_

**Appendix D      REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS**

- A requestor must have a valid Franklin County Public Library card and be a resident of Franklin County, Virginia to have their request considered.
- Only one item/title can be submitted per form and only one request form can be submitted by the same household or organization at one time. Forms containing more than one title will not be considered.
- Additional reconsideration requests cannot be submitted by the same household or organization until the Library Board responds to and resolves the initial request.
- The same title cannot be re-submitted for reconsideration for one year by the same person, household or organization. Such title can only be re-submitted for reconsideration a maximum of 3 times by the same person, household or organization.

Title \_\_\_\_\_ Book \_\_\_\_\_ Periodical \_\_\_\_\_ Other \_\_\_\_\_

Author \_\_\_\_\_

Publisher \_\_\_\_\_

Request initiated by (your name) \_\_\_\_\_

Your address \_\_\_\_\_

Town \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Telephone \_\_\_\_\_

Franklin County Public Library Card # \_\_\_\_\_

Do you represent:

\_\_\_\_ Yourself

\_\_\_\_ An organization (name) \_\_\_\_\_

\_\_\_\_ Other group (name) \_\_\_\_\_

1. To what in the work do you object? (Please be specific. Cite pages.) \_\_\_\_\_

2. Did you read the entire work? \_\_\_\_\_ What parts? \_\_\_\_\_

3. What do you feel might be the result of reading this work? \_\_\_\_\_

4. For what age group would you recommend this work? \_\_\_\_\_

5. What do you believe is the theme of this work? \_\_\_\_\_

6. Are you aware of judgments of this work by literary critics? \_\_\_\_\_

7. What would you like the library to do about this work? \_\_\_\_\_

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

9. If you are not asking for removal of the item but wish the material to be maintained in a different shelf location within the library; which location in our library would be your recommendation?

Signature \_\_\_\_\_ Date \_\_\_\_\_

## **Appendix E**

### **LIBRARY BILL OF RIGHTS**

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996.

## Appendix F

## **BY-LAWS OF THE LIBRARY BOARD OF TRUSTEES**

1. Pursuant to the requirements of the general Code of Virginia, the Board of Trustees of the Franklin County Public Library shall consist of seven members or trustees, appointed by the governing body from the citizens at large. Each Magisterial District shall be represented by one trustee on the Board, and trustees must reside within the district they represent. The term of office shall be four years. Vacancies shall be filled for unexpired terms as soon as possible in the manner in which members of the board are regularly chosen. A member shall not receive a salary or other compensation for services as a member, but necessary expenses actually incurred shall be paid from the library fund. A member of a Library Board may be removed for misconduct or neglect of duty by the governing body making the appointment.
2. Upon appointment, the following oath of office shall be taken by each member:  
“I do solemnly swear (or affirm) that I will support the Constitution of the United States and the Constitution of the State of Virginia and that I will faithfully and impartially discharge and perform all the duties encumbered on me as a member of the Franklin County Public Library Board of Trustees according to the best of my ability, so help me God.
3. Regular meetings shall be held on the Tuesday before the third Monday of each calendar month, in the library, or at such other time and place as the Board may determine.
4. Special meetings may be held at any time at the call of the Chairman or Secretary or at the call of any two members of the Board, provided that notice thereof be given to all members at least twenty-four hours in advance of the special meeting.
5. A quorum at any meeting shall consist of four or more members.
6. The officers of the Board shall be a Chairman, a Vice Chairman and a Secretary. Their term of office shall be for one-year coinciding with the fiscal year.
7. The duties of all officers shall be such as by custom and law devolve upon such officers in accordance with their names. The Chairman shall be, ex officio, a member of all standing committees.
8. Robert’s Rules of Order shall govern the parliamentary procedure of the Board.
9. The Library Director shall be the executive director of the policies adopted by the Board. His or her duties and responsibilities will include: (a.) the direction and supervision of all staff members in the performance of their duties, and (b) the submission to this Board of regular reports and recommendations for policies and procedures.
10. Amendments to these rules may be proposed at any regular meeting but may become effective only after a favorable vote at a subsequent meeting. Any of the foregoing rules may be suspended by a unanimous vote of all the members present at any meeting and the vote on such suspensions shall be taken by yeas and nays and entered in the official record.

### **GENERAL DUTIES OF THE LIBRARY BOARD**

- A. To hire a capable, trained librarian subject to approval by the governing body.
- B. To determine Library policies.
- C. To approve expenditures of Library funds.
- D. To receive gifts to the library.
- E. To work actively for the improvement of all libraries by supporting library legislation in the state and nation.
- F. To become familiar with the State and Federal aid program and with state and national library standards.
- G. To attend Board meetings regularly.
- H. To become familiar with what constitutes good library service by reading, attending library meetings and visiting other libraries.
- I. To support the library's service program in daily contacts with the public at large.

### **GENERAL DUTIES OF THE LIBRARIAN**

- A. To administer the library.
- B. To be technical advisor to the Board.
- C. To hire staff for established positions according to the recommendations of the State Library Board.
- D. To direct the activities of the staff.
- E. To prepare the budget in consultation with the Board.
- F. To keep financial records of the library.
- G. To select and purchase books, Library materials and supplies.
- H. To prepare and release all Library publicity.
- I. To stimulate growth of Library service.
- J. To keep the board informed about changes in library legislation and standards.
- K. To attend Library meetings.

Adopted June 6, 1985    Last Update November 14, 2017