

Rehoboth Beach Public Library

Operations Manual

Rehoboth Beach Public Library Operations Committee
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BEHAVIOR GUIDELINES

INTRODUCTION

The Rehoboth Beach Public Library maintains an atmosphere that promotes the use and enjoyment of its resources and services; promotes the safety of the public and Library staff; and protects the building, furnishing, equipment, and materials of the Library. Library staff are expected to treat patrons with courtesy, dignity, and respect. Similarly, Library patrons are expected to behave in a manner such that their actions do not interfere with the functions of the Library or with the convenience and comfort of other patrons.

WHILE IN THE LIBRARY:

- All persons will respect the rights of others. No one will harass, annoy, or interfere with any other person by means of physical contact, communication, or other intrusive behavior. No one will interfere with Library personnel in the performance of their duties. Any activity that is inconsistent with normal Library purposes is not allowed.
- Loitering on Library property is not allowed. The Library staff will exercise discretion with regards to what is considered unacceptable loitering behavior. In general, the determining factor will be whether the offending party prevents others from enjoying the Library.
- Conversations will be conducted quietly. Shouting, loud voices, abusive or offensive language are not acceptable.
- Cell phones, pagers, and similar communication devices can be disruptive. The Library requires that all these devices be set to a non-audio mode. Patrons using these devices will converse quietly and with discretion or exit the Library for the duration of their communication.
- Use of any audio equipment must be at volume levels that are low enough that other patrons do not hear.
- Smoking, including the use of any tobacco products and e-cigarettes, is not permitted anywhere in the Library building or on its grounds.
- Nonalcoholic beverages, in covered containers, are permitted only in the open reading area, small first floor conference room, and large second floor conference room.
- Patrons must dispose of any litter and debris in trash containers.
- Animals, except for service animals as defined in the Americans with Disabilities Act, are not permitted in the Library except in connection with Library programs.
- No one may deface, destroy, steal, move or misuse any Library materials, furnishings, equipment, or other Library property.
- Personal property should not be left unattended and the Library is not responsible for lost or stolen personal property. Unattended property will be considered abandoned and disposed.
- Restrooms are for the use of Patrons and staff only and may not be used for non-intended activities such as changing clothes or bathing.
- The use of alcohol or any controlled substance, as defined by law, is not permitted. Individuals under the influence of alcohol or a controlled substance will not be permitted in the Library or on Library grounds.

- Customers must be fully and appropriately clothed while in the Library. Shirts and shoes and shoes must be worn at all times.
- Weapons or firearms of any kind are not permitted in the Library or on Library grounds except by law enforcement personnel.
- Running, rollerblading, skateboarding and similar activities are not permitted in the Library or on Library grounds.
- Bicycles may not be brought inside the Library or block building access in any way.
- All entrances to the Library must remain free of any obstacles.
- No unauthorized sales or solicitations of contributions or signatures by any outside organization are permitted in the Library or on its grounds.
- All children up to the age of twelve (12) must be accompanied by a parent or adult aged eighteen (18) or older when using the Library. Parents or accompanying adult are responsible for the behavior of their children inside the Library or on Library grounds.
- Children under the age of 16 may not be left in the Library beyond closing time. Rehoboth Beach Police will be notified of any unaccompanied children fifteen (15) minutes after closing.
- Patrons are requested to not enter staff areas such as offices, work rooms, break areas, storage and mechanical rooms.

CONSEQUENCES

Patrons failing to meet these standards of behavior will be requested by any staff member to leave the premises; principally the person is being spoken to for the third time. In the event a non-threatening patron refuses to leave, the police will be called via the non-emergency number, to escort the patron out. If unacceptable behavior occurs again, the patron will be denied the privilege of Library use for a period of time determined by the Library Director. Continued violation of this policy will result in indefinite suspension of use privileges with the concurrence of the Library Director and the Board of Commissioners. (See Behavior Management Matrix.)

SOLICITATION POLICY:

- Soliciting on library property is not permitted except when pertaining to library business. No signs will be displayed except those pertaining to library business or signs pre-approved for educational/cultural organizations.
- Only library-affiliated groups, such as the Friends of the Library, may collect donations on library property.

Non-library, non-profit organizations may solicit support with informational displays/brochures. However, they may not collect funds on library property. The library assumes no liability for the legitimacy of such solicitations.

BULLETIN BOARD POLICY

All materials for display must be submitted for approval and posting.

- Any posted material that has not been approved will be removed and discarded.
 - Placement of flyers will be determined with regard to space limitations.
 - The library does not advocate or endorse the viewpoints, beliefs or activities of any outside organization.
 - Materials will be displayed for one (1) month prior to an event.
 - Materials which will NOT be posted include:
 - Personal requests
 - Commercial advertisements of products or services
 - Flyers or brochures promoting a specific political party, candidate or agenda
 - Religious flyers or brochures
 - Corporate organizations
 - All items are posted at the final discretion of the Library Director.
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REHOBOTH BEACH LIBRARY PUBLIC DISPLAYS POLICY

Requests made by the public for Library display space shall be granted only for educational, artistic and cultural materials which are designed primarily to promote interest in the use of books, other library materials, and information services. No signs or posters will be displayed except when pertaining to Library business, or for educational and cultural organizations at the discretion of the Library Director.

Requests shall be considered by the Library Director in the order in which they are received. The Library reserves the right to limit the size, number of items, the schedule of any display, and the frequency with which the artist or organization may have a display.

Non-library non-profit organizations may solicit support with informational displays/brochures. However, they may not collect donations or hold drawings and the library assumes no liability for the legitimacy or worthiness of such solicitations.

Staff may create displays of library materials to encourage the use of the informational resources of the Library and promote a positive view of the Library in the community. Such displays should reflect all viewpoints on a given subject where appropriate.

The Library acts as a distribution point for handout materials for public awareness. These items may represent diverse points of view.

Only library-affiliated groups (e.g., Friends of the Library) may collect donations on library property. NOTE: Approval of a display or distribution of handout material does NOT indicate that the Library endorses any cause or activity.

DONATION POLICY

The Rehoboth Beach Library welcomes donations of hardcover and paperback books, magazines, DVD's, audiobooks, and music CD's. **DONATED ITEMS MUST BE IN ' GOOD CONDITION.**

Items donated to the Library are tax deductible as allowed by law. The Library can give you a tax-deductible form for your records, but Library staff may not assess a dollar amount to the donation. All donated items become the property of Rehoboth Beach Library to retain or dispose of as they see fit.

Not all quality donations can be included in the Library collection, as we have limited shelving and cannot add duplicate titles to our collection. The Library also has limited use for most nonfiction books older than five years. If the Library Director declines to accept an item for the collection, the item may be used for the Library book sale or recycled. Funds raised through the book sales are used to support Library operations and programs.

We are unable to accept:

- Condensed books
- Encyclopedias
- Textbooks
- Medical books older than 5 years
- Travel books older than 5 years
- Books that may contain mold or mildew
- Books that show signs of wear and tear
- Videocassettes
- Books on tape
- Reader's Digest condensed editions
- Magazines & Periodicals older than 1 year

Gifts of personal property, art objects, portraits, antiques, and other museum-type objects are not generally considered acceptable gifts for a library, and the Director shall feel under no obligation to accept such offerings.

PATRON PICTURE TAKING POLICY

The Rehoboth Beach Library may use photos of patrons in its publications, display spaces, Facebook and website to promote the value and use of library products and services. Taking photos of patrons is encouraged and puts the Library at no legal liability. The following guidelines however, should be followed:

- When photographing groups of adults/children using the library or attending programs, no permission is needed to take photos.
- When photographing adults, permission will be asked. Verbal consent is solicited as a goodwill gesture but is not legally required. Photos may be used in future Library publications, Library website or in local newspapers.
- When photographing one child or identifiable group of children, verbal parental consent is needed prior to taking the pictures. Written parental consent is required if the photo is to be used in Library publications, website, Facebook or in local newspapers. A copy of the consent form is attached.

Permission to Videotape and/or Photograph

I _____ am the parent or legal guardian of _____

Please Print

Please Print

I understand the **Rehoboth Beach Public Library** may photograph or videotape the events or activity in which I am (or my child) participating. I give permission for the library to use photographs or videotape of me (or my child) for the purpose of promoting the **Rehoboth Beach Public Library** and its services/programs. I give permission with the following understanding. No compensation of any kind will be paid to me (or my child) at this time or in the future for the use of me (or my child) likeness.

Permission is not required to take part in city events.

Signature: _____

Date: _____

Address: _____

City, State, Zip: _____

Phone: _____

COMPUTER ACCEPTABLE USE POLICY

The Library Network, supported by the Delaware Department of State, Division of Libraries, provides access to electronic information resources through the Internet to all Delaware public library card holders in good standing. Users of public library computers must enter their library barcode number and their Personal Identification Number (PIN) to access the Internet. Users of personal mobile devices in the library are also subject to this Computer Acceptable Use Policy.

Public libraries will provide unfiltered access to the Internet in accordance with the American Library Association's Intellectual Freedom Statement, the Library Bill of Rights, and the ALA statement on Access to Electronic Information, Services, and Networks. The Internet is a world-wide community with a highly diverse user population, and it is the user's responsibility to use the resource wisely. The Library Network makes no guarantee, either expressed or implied, and assumes no responsibility for the quality, accuracy, or currency of the information the user finds.

The library affirms the right and responsibility of parents and guardians to guide, determine, and monitor their children's use of the Internet. The Internet may contain material of a controversial nature, and some sites may contain material that is inappropriate for children. Public libraries comply with the Delaware Children's Internet Protection Act through the use of an Internet access management system for public library computers that enable parents and legal guardians to limit their child's access. Minors must have the permission of a parent or guardian to use the Internet on a library-owned computer through the library card registration process. Libraries may also provide limited access options such as the use of dedicated computers for minors which are filtered or provide access solely to age-appropriate electronic library collections.

Wireless Internet access is also available within the public libraries. Because wireless Internet access is unfiltered and may be accessed through computers and devices not owned by the library, parents and guardians are hereby notified and encouraged to place appropriate controls or restrictions on the use of personal mobile devices that their children may use in the library.

Libraries use a reservation system for computer use. While the library respects user privacy, it should be remembered that Internet workstations are in public areas and can be viewed by the entire community. Users are asked not to display images which will be offensive to other members of the community. Doing so may result in suspension of the user's Internet access.

Internet access may not be available at times due to technical problems beyond the library's control.

In order to collect statistics on the use of the Internet, the library reserves the right to use anonymous activity recording. No identification of users will be associated within the statistical reporting process.

Any use of the Library Network for illegal, inappropriate, or obscene purposes or in support of such activities, is prohibited. Illegal activities shall be defined as a violation of local, state, and/or federal laws. Inappropriate use shall be defined as a violation of the

intended use of the Library Network. Obscene activities shall be defined as a violation of generally accepted community standards.

Other restrictions may be imposed as deemed necessary by the Delaware Library Network administration.

In no event shall the public library or the Delaware Division of Libraries be liable for special, indirect, incidental, economic, consequential or punitive damages, including but not limited to lost revenue, lost profits, replacement goods, loss of technology rights or services, loss of data, or interruption or loss of use of software or any portion thereof regardless of the legal theory under which such damages are sought, even if the user has been advised of the likelihood of such damages.

USER RESPONSIBILITIES

Users of electronic information resources such as the Internet are expected to use these resources in a responsible manner, consistent with the educational and informational purposes for which they are provided and follow these rules and regulations.

Users of public computers are expected to use these resources in a responsible manner, with respect for the rights of others, and with appropriate care in the use of the equipment. In order to protect computer workstations from viruses, patrons may not use their own software on workstations. Computer and Internet settings may not be changed. A user may not allow other persons to access the Library Network by using his/her personal library barcode. A user is responsible for all activities conducted on the Library Network during sessions authorized by his/her personal library barcode.

Users must respect all copyright, licensing agreements and other contracts.

Users shall be liable in accordance with the terms of this Computer Acceptable Use Policy and applicable laws for all intentional damages to the public library equipment or network, caused by the user's failure to ensure compliance with this Policy.

UNACCEPTABLE USE

Unacceptable use includes, but is not limited to the following:

- Harassment, libel, or slander.
- Destruction of equipment, software or data belonging to the library.
- Illegal copying of copyright protected material.
- Violations of computer security. • Violations of maintenance agreements with service providers.
- Obscene or unacceptable use of the Library Network.
- Unauthorized access, use, destruction, alteration, dismantling or disfiguration of any data, information technologies, properties, or facilities.

The Delaware Library Network administration reserves the right to monitor and/or record activities as needed to maintain the security and usability of the Library Network Internet service and the systems to which it is connected. Persons violating, or suspected of violating this policy will be subject to the monitoring and/or recording of their sessions. All monitored or recorded activities and sessions are considered confidential to the user, and the Library Network Administration, except as evidence in a legal proceeding. Any violation of this policy will result in disciplinary actions which may include suspension or removal of the Library Network Internet privileges and/or legal action.

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INCLEMENT WEATHER AND EMERGENCY PROCEDURES

In the event of inclement weather or other natural or man-made emergencies, the decision for Rehoboth Beach Library closing or delayed opening will be determined by the Library Director. The Library Director will notify all library staff members as to whether the library will close or open at a later time. The local TV stations (WBOC, WRDE) will be notified and the library website will be updated. When a State of Emergency is declared for the State or Sussex County, the Library will automatically close.

Only staff scheduled to work when the library is closed for inclement weather will be paid for that day. When the library is open during inclement weather and a scheduled employee is unable to be at work, that employee will not be paid for that day.

The following criteria will be considered when inclement weather strikes Sussex County:

1. The State of Delaware recommendations
 2. Sussex County recommendations
 3. City of Rehoboth Beach recommendations
 4. State and local police weather information
 5. School closings
 6. The condition of the library parking lot and sidewalks
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USE OF VIDEO CAMERAS FOR SURVEILLANCE ON LIBRARY PROPERTY

In the interest of building and personal security, the Rehoboth Beach Public Library monitors access to the property and activities within the library. Video surveillance security cameras are installed at various locations throughout the library property, with the exception of lavatories.

Camera recordings are the property of the library and are not public records within the definition of a public record under Title 29, Chapter 100, Section 10002(l).(17).a.2 and .3 since they are part of the library's surveillance and security system.

Release of such recording shall be in accordance with legal request or order issued by an appropriate law.

SAFE CHILD POLICY

Rehoboth Beach Public Library welcomes children of all ages. The staff believes children should perceive the Library as an inviting place to visit. Many services are offered to make the library enticing to children and to help them enjoy their visits, develop a love of books, reading, and libraries.

The Library is concerned about the safety of all of its patrons and especially the safety of its youngest patrons. Parents cannot assume that their children are safe when left unattended in the Library. No public places, including the Library, can guarantee the safety of children. The Library is a public place. Anyone may enter and use the facilities. Children, of any age, left unsupervised in the building can be vulnerable and at risk. For that reason, the Rehoboth Beach Public Library Board of Commissioners has adopted the following policy:

- The responsibility for the care of children rests with the parent/guardian and not with library personnel. This responsibility extends to the type of materials as well as their usage of library computers with access to the Internet. The Library staff does not limit or censor materials in any way.
- The Library staff provides various services to users of all ages but we are not a certified childcare provider and library staff members are not licensed to provide childcare.
- An unattended child is defined as a child, under the age of twelve (12), in the library alone or whose parent, guardian or caregiver is in the library but is not directly supervising that child. A caregiver is defined as an adult person, age eighteen (18) years or older, who is responsible for attending to the needs and well-being of a child.
- Children under the age of seven (7) must be directly supervised at all times by a parent/guardian/caregiver while in the library or on library property
- Children ages twelve (7) to ten (12) must be accompanied by a parent/guardian/caregiver while in the library or on library property.
- Children and young adults over the age of twelve (12) may be unattended by a parent/guardian/caregiver while in the library or on library property.
- Groups of children under the age of twelve (12) visiting the library from any school preschool, day care, or babysitting facility must also be directly supervised at all times by adult caregivers to insure safety and monitor their behavior while in the library or on library property.
- All children visiting the Library are expected to behave in a manner conducive to maintaining a welcoming atmosphere in the building for all patrons and are subject to the same Library Code of Conduct and consequences as other patrons. If poor behavior is exhibited the child may be asked to leave the library facility and property. Children must know how to reach an adult in case of an emergency.
- When children attend library programs our staff cannot be responsible for every child's whereabouts at all times. Children are not to leave the program during the presentation. Parents are responsible for picking up the children after the program and instructing their children not to leave the building except as arranged.
- Parents who leave children unattended or disregard library policy may be reported to the appropriate social services agency and may lose all library privileges. If a

child is left unattended at the library in circumstances that give library staff cause for concern about the child's safety or welfare, staff members may contact child protective or law enforcement authorities.

- Library Staff members are not responsible for the safety of unattended children when the library is closed. The Library staff will take action only if a child expresses concern about being abandoned or if it is obvious that the child has been abandoned. The staff will make a concerted effort to reach parents or guardians or place the child in the hands of Law Enforcement.

SAFE CHILD PROCEDURES

UNATTENDED CHILD

- Comfort the child and locate the parent or responsible caregiver.
- If the parent or caregiver is found in the building, explain the situation and advise the parent about library policy and procedures.
- If the responsible person is not found in the building:
 - Obtain the parent's name and phone number if possible.
 - Call the parent. Inform them of the library policy and request that he/she pick up the child immediately. When the parent arrives give him/her a copy of the policy statement.
 - If the parent has not been reached within 30 minutes or the parent does not arrive within the agreed upon time we will call law enforcement to assume responsibility for the child.
 - The child will be placed in a safe staff designated area.
 - Under no circumstances will any library staff member transport the child to another location. The child will not be taken outside the building or be allowed to remain in the building alone. Two or more staff members must remain with the child until safely given to the parents or authorities.
 - The Library staff must complete an incident report form.

DISRUPTIVE CHILD

- If a child under the age of 12 is disruptive discuss the behavior with the parent or responsible caregiver and have them resolve the issue with the child or remove them from the building.
- If a child under the age of 16 is disruptive and no parent or caregiver is present:
 - Call the parent, if able, to inform the parent of the situation and the library's policy.
 - When the parent arrives, provide a copy of the **Safe Child Policy**.
 - If a parent cannot be reached within 30 minutes, call law enforcement to assume responsibility.
 - Complete an incident report form.
- If a young adult, between the age of sixteen (16) and eighteen (18), is disruptive enforce the disciplinary procedures per the **Behavioral Guidelines**