

LEWIS EGERTON SMOOT MEMORIAL LIBRARY
POLICY MANUAL

Last Revised
October 2019

This page was intentionally left blank.

TABLE OF CONTENTS

Section 1: BOARD OF TRUSTEES.....	1
1.1 General.....	1
1.2 Definitions.....	1
1.3 Trustee Access to Library Records.....	1
1.4 Strategic Plan.....	1
1.5 Committees.....	2
1.5.1 General.....	2
1.5.2 Policy & Planning Committee.....	2
1.5.3 Marketing & Communications Committee.....	2
1.5.4 Facilities & Infrastructure Committee.....	2
Section 2: MISSION and ROLES.....	3
2.1 Mission Statement.....	3
2.2 Roles of the Library.....	3
2.2.1 Children's Door to Learning.....	3
2.2.2 Community Outreach.....	3
2.2.3 Independent Learning Center.....	3
2.2.4 Popular Materials Library.....	3
2.2.5 Reference Library.....	3
Section 3: OPERATIONS.....	5
3.1 General Services.....	5
3.2 Censorship.....	5
3.3 Administration.....	5
3.3.1 Use of Library Facilities.....	5
3.3.2 Library Cards.....	7
3.3.3 Confidentiality of Library Records.....	8
3.3.4 Circulation (General).....	9
3.3.5 Circulation (Media).....	9
3.3.6 Periodicals.....	10
3.3.7 Overdue materials.....	10
3.3.8 Returned Check Policy.....	14
3.3.9 Media Selection Policy.....	18
3.3.10 Exhibits.....	20
3.3.11 Historical Collection.....	20
3.3.12 Schedule of Operation.....	20
3.3.13 Unattended Children.....	21
3.3.14 Patron Behavior.....	22
3.3.15 Fees for Service.....	23
3.3.16 Proctoring Services.....	24
3.4 Public Access Computers.....	26
3.4.1 Use of Computers.....	26
3.5 Internet Access.....	27

L.E. Smoot Memorial Library Policy Manual

3.5.1	Access to Information.....	27
3.5.2	Wireless Access.....	27
3.5.3	Prohibited Uses.....	28
3.5.4	Patron Responsibility.....	28
3.6	Procedure for Responding to Judicial Process.....	29
Section 4:	PERSONNEL.....	31
4.1	Adoption of County Personnel Policies and Employee Manual.....	31
4.2	Qualifications.....	31
4.3	Job Descriptions.....	31
4.4	Work Schedule.....	31
4.5	Leave.....	31
4.5.1	Annual Leave.....	31
4.5.2	Sick Leave.....	32
4.5.3	Leave Without Pay.....	32
4.5.4	Compensatory Time.....	32
4.5.5	Flexible Time.....	32
4.5.6	Holidays.....	32
4.5.7	Closures.....	33
4.6	Administration.....	33
4.7	Promotion and Salaries.....	33
4.8	Benefits.....	33
4.9	Performance Appraisals.....	33
4.9.1	Frequency of Evaluation.....	33
4.9.2	Performance Appraisal Procedure.....	34
4.9.3	Conference.....	34
4.10	Termination of Employment.....	34
4.10.1	Resignation.....	34
4.10.2	Dismissal.....	35
4.10.3	Dismissal of Director.....	35
4.11	Grievance Procedure.....	35
4.12	Volunteers.....	35
Section 5:	PUBLIC RELATIONS.....	37
5.1	General.....	37
5.2	Friends of the Library.....	37
Section 6:	FINANCE.....	38
6.1	General.....	38
6.2	Control.....	38
6.3	Gifts.....	38
6.4	Credit Card.....	38
Section 7:	APPENDIX.....	39

Section 1: BOARD OF TRUSTEES

1.1 *General*

The Lewis Egerton Smoot Memorial Library is a department of King George County, Virginia and its Board of Trustees is appointed in accord with the Code of Virginia Sections 42.1-33 to 42.1-45, by King George County Ordinance, dated October 18, 1973, the Virginia Public Library Trustee Handbook and its By-Laws.

1.2 *Definitions*

As used in this Policy Manual, the following words shall have the following meanings:

“Board” means the Lewis Egerton Smoot Memorial Library Board of Trustees.

“County” means King George County.

“Director” means the Lewis Egerton Smoot Memorial Library Director.

“Library” means the Lewis Egerton Smoot Memorial Library

“Plan” means Strategic Plan.

“Counsel” means County Attorney

1.3 *Trustee Access to Library Records*

All Trustees shall have full access and right to inspect and/or copy, upon reasonable notice, all of the documents, papers, finances, data compilations of any kind and business of the Library. Photocopying of library documents and records shall be at Trustee expense.

1.4 *Strategic Plan*

The Board shall establish and adopt a Strategic Plan at the June meeting of each year. The Plan shall set forth specific goals and objectives for enhancing services, facilities, staff, etc., should identify the party or parties responsible for achieving each goal, and should rank each goal or objective in terms of desired priority.

1.5 Committees

1.5.1 General

The Board shall have three Standing Committees: Policy & Planning, Marketing & Communications, and Facilities & Infrastructure. The members of each committee shall be Trustees. The Director is an *ad hoc* member of all committees. The Director shall have the right to be present at all Board and Committee meetings, and to be heard, but shall not have the right to vote. The Board Chair shall appoint all committee members and their chairs. Each committee shall have a minimum of three members. Committees shall make recommendations for approval by the full Board and shall have no authority to contract or act on their own.

1.5.2 Policy & Planning Committee

The Policy & Planning Committee shall recommend changes or additions to the by-laws or policy manual and recommend annual revisions to the strategic plan. The committee shall oversee the application of county personnel practices in regards to library staff.

1.5.3 Marketing & Communications Committee

The Marketing & Communications Committee shall work to promote awareness of the L. E. Smoot Memorial Library among various user groups within King George County and to gain greater recognition for the library's services and programs. The committee shall develop and oversee fundraising activities.

1.5.4 Facilities & Infrastructure Committee

The Facilities & Infrastructure Committee shall oversee the library's physical and technological aspects and address those needs beyond the scope of the county maintenance and IT departments. The committee shall also work in concert with the Library Director to insert needed items in the budget.

Section 2: MISSION and ROLES

2.1 *Mission Statement*

The Library was donated to King George County to provide services to all its citizens. The mission of the Library is to enhance the quality of life for the entire King George County community by providing services, programs, and a balanced collection, all of which fulfill educational, informational, cultural, and recreational needs and interests in an atmosphere that is welcoming, safe, and respectful.

2.2 *Roles of the Library*

2.2.1 Children's Door to Learning

Encourages children to develop an interest in reading and learning through the services offered to children and their parents.

2.2.2 Community Outreach

Provides satellite service outside of the Library building, but within the community in order to support the increasing population in the County and fully participates in the implementation of new technology within the county.

2.2.3 Independent Learning Center

Supports individuals of all ages pursuing a sustained program of learning on an independent basis.

2.2.4 Popular Materials Library

Features current, high demand, high interest materials in a variety of formats for persons of all ages.

2.2.5 Reference Library

L.E. Smoot Memorial Library Policy Manual

Provides timely, accurate, and useful information for community residents.

Section 3: OPERATIONS

3.1 *General Services*

Library services, books, and other materials should be selected by the Director on the basis which reflects the interests, needs, and enlightenment of all members of the community. No materials or services should be denied or excluded on any basis of age, race, religious views, or political affiliation. This Library offers its resources and services equally to all residents of the County, from the youngest child to the oldest adult without regard for race, nationality, gender, religion or disability.

3.2 *Censorship*

All members of the Board and all employees accept the responsibility as appointed guardians of the people's freedom to read, to uphold the First Amendment of the Constitution by vigorously contesting any encroachment upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large. Should anyone object to books or other materials offered by the Library, he should be encouraged to write a letter to the Board outlining the objection. The Board shall acknowledge the communication in accordance with the policy expressed herein.

3.3 *Administration*

3.3.1 Use of Library Facilities

- a. Community service, civic and not-for-profit groups that serve the County and promote the ideals of the Library are eligible to use the Library for meetings and educational purposes. The Library reserves the right to determine who and which organizations may use the facility. The Library will not approve applications by organizations which spread and/or advocate hate, bigotry, violence, illegal activity or the like. A full Meeting Room Policy is available in Appendix A.
- b. Organizations desiring to use the Library must complete the appropriate application form. Applications will be approved, modified or disapproved by Library administration.

L.E. Smoot Memorial Library Policy Manual

- c. Use of meeting areas will be granted in the order in which written application is received and/or need, so long as it does not interfere with scheduled programs, including Board or standing committee meetings.
- d. A Smoot Library card is required to use the Quiet Study Rooms.
- e. Rules of Use

Users agree to observe the following regulations:

- 1) Every applicant who receives permission to use the building or grounds shall, during the time of such use, be responsible for the preservation of law and order on the property and be responsible for damage to the building, grounds, equipment or furniture while using same.
- 2) Children under the age of 12 must be under the supervision of a responsible adult at all times.
- 3) Comply with all local, state and federal laws, ordinances and regulations, including occupancy limits.
- 4) Decorations and the burning of candles or any open flames are not permissible unless approved by the Director.
- 5) No animal or pet will be permitted in the building, other than service dogs or animals as part of a Library program, unless approved by the Director.
- 6) If an event or meeting is cancelled, the user will notify the Library as soon as possible.
- 7) If the Library is closed because of weather or other unforeseen circumstances, the use of the room is cancelled and the user will be notified as soon as possible. The user is responsible for notifying their members or participants.
- 8) Activity and noise levels during meetings must not disrupt or disturb regular Library activities.
- 9) Permission to use the room does not imply Library endorsement of the aims, policies or activities of any group or organization.
- 10) All events and clean-up must end thirty (30) minutes prior to the closing of the Library. The furniture, if moved, must be moved back to its original formation.
- 11) Any group may be excluded from use of the room if, for any reason, there exists a reasonable belief by the Director that such group may cause or contribute to the occurrence of an incident that may interrupt or disturb the public at large in the regular use of the Library.
- 12) No person may bring or possess a weapon on a library premises, including but not limited to firearms, knives, or explosive devices, except as permitted by law.
- 13) Room reservations will be forfeited after thirty (30) minutes if the responsible party fails to appear.

L.E. Smoot Memorial Library Policy Manual

- f. The Community Bulletin Board may be used by patrons to publicize coming events or services available in the area. Due to space restrictions, the following guidelines shall apply:
 - 1) All items must be approved, dated and initialed by a Library staff member before posting. The Library Director has final discretion.
 - 2) All items may not be any larger in size than 8.5 X 11 inches.
 - 3) Business cards may remain on the board for 30 days. All other items may remain on the board for two weeks. If the item is advertising an event, it may not be posted any earlier than two weeks prior to the event. If reputable agencies send flyers advertising their programs for the coming year, these may remain on the board for the duration for the events if space permits.
 - 4) Brochure holders are for pamphlets, booklets, brochures and flyers of public interest. Items for the brochure holders are placed by Library staff only.
 - 5) Meetings for other County agencies will only be posted on the designated County Information Board. These meetings are posted by the Library Staff.

- g. The Resource Shelf, has materials such as, but not limited to, the King George County Board of Supervisors, Planning Commission, School Board; Dahlgren NSWC; Americans with Disabilities information; environmental, transportation and other public information. No solicitation of funds is allowed on any publication. Due to space restrictions, the following guidelines shall apply:
 - 1) All items must be approved by a Library staff member, dated and initialed if appropriate, before placing on the Resource Shelf.
 - 2) All items will be removed after the event has occurred. Proposals to County Boards will remain on the shelf for 6 months after a decision is made, and then will be discarded. All political materials will be removed after the election.
 - 3) Any items not adhering to these guidelines will be removed from the Resource Shelf and/or the Community Bulletin Board.

3.3.2 Library Cards

- a. Registration for a library card is required to borrow materials. Applicants are to furnish their current County home mailing address and a current telephone

number. If the applicant has no phone number available for this purpose, or refuses to give one for privacy reasons, the Director may use personal discretion in waiving this requirement. New library cards are issued at the time of application upon presentation of a valid driver's license, or other photo identification card showing the applicant's address. If a valid address cannot be proven, or no photo identification is available, a postcard is mailed to verify the address.

- b. No fee shall be charged to County residents for the initial card; however, one dollar (\$1.00) will be charged for replacement of the card. Those people who own and pay taxes on property in the County, even though their primary residence may not be located in County, may be considered County residents as long as they provide proof of ownership (patrons in this category must renew their card annually).
- c. Non-County residents will be charged \$25.00 per year for the initial card and one dollar (\$1.00) replacement fee if lost. The \$25.00 out-of-county fee will be waived for all non-resident teachers and other county staff currently employed in the County. A quarterly (3 month) non-resident card is available for \$15.00. Quarterly card holders may checkout a maximum of five (5) items at any one time.
- d. Applications for children under eighteen (18) years of age must be completed and signed by a parent or guardian.
- e. A patron shall be responsible for all materials charged on his card even if he lends that card or materials to another person. Lost or stolen cards will be replaced for a fee of one dollar (\$1.00) when reported to the Circulation Desk.
- f. Borrowing privileges may be suspended, revoked, or denied to anyone whose current or previous record as a library borrower reveals willful or habitually careless disregard for the protection and return of borrowed materials or for the evasion of payment for assessed damage to Library property.

3.3.3 Confidentiality of Library Records

Some Library records may be exempt from disclosure to the public; required to remain private; and/or required to be disclosed to certain agencies or under legal process.

Library records will be handled in accordance with all applicable state and federal law.

Any concerns relating to the privacy of a library user's personal data not provided for in this policy statement shall be referred to the Director. A decision shall be

made after study of the issues and consultation with the Board and/or the County Attorney.

Individuals may have access to their own records and parents or legal guardians may have access to the records of their children aged 17 or under.

3.3.4 Circulation (General)

- a. Books and other materials, excluding reference materials and periodicals, may be checked out for a three (3) week borrowing period.
- b. Renewal of library materials shall be limited to two (2) additional three-week borrowing periods. Renewal of library materials shall be limited to one (1) additional three-week borrowing period if item(s) is on reserve for another patron.
- c. High demand materials that have been placed on reserve may not be renewed.
- d. Upon request, books and materials may be made available to patrons through the Library's Interlibrary Loan service. The fee for a book is three dollars (\$3.00) to cover the cost of postage. A one-dollar (\$1.00) fee will be charged for a copy of an article. A charge of one dollar (\$1.00) per day will be imposed on overdue Interlibrary Loan materials.
- e. Patrons are limited to checking out three (3) books on a subject that is being used for a school project.

3.3.5 Circulation (Media)

- a. The checkout period for DVDs will be seven (7) library business days. The checkout period for Books on CD will be three (3) weeks. The checkout period for music CDs will be seven (7) library business days.
- b. Patrons are limited to five (5) DVDs per checkout.
- c. CDs and DVDs may be returned in the drop box for audiovisual materials.
- d. The replacement cost for a lost or damaged disk and/or case is full retail value. The Library Staff shall determine if the materials are damaged.
- e. Borrowers must comply with copyright laws as stated on each disk.
- f. The Library is not responsible for monitoring individual viewing selections.

- g. The Library assumes no responsibility for any damage to a borrower's machine while using a disk from the Library's collection.

3.3.6 Periodicals

- a. The checkout period for magazines will be seven (7) library business days.
- b. Current issues of magazines will be unavailable for checkout.
- c. Newspapers are for in-house use only and are not available for checkout.

3.3.7 Overdue materials

- a. Overdue Notices, Fees and Administrative Costs

- 1) Fees for overdue materials will be \$.15 per item per day, with a total maximum fine of \$20.00. The overdue fee for DVDs is \$1.00 per day.
- 2) The first notice is sent to the patron after a three (3) day grace period following the due date. This notice will carry a charge for the fine beginning on the day it was first overdue. There is no grace period for overdue DVDs.
- 3) The patron at issue shall be responsible for all costs, fees and legal fees and expenses of recovery.

- b. Suspension of Borrowing Privileges

- 1) Borrowing privileges are suspended from the time of the first notice until the item(s) have been returned or paid for, and any charges have been paid.
- 2) If library materials are returned damaged, borrowing privileges are suspended until payment has been made. If payment for replacement is made, the patron may keep the damaged book if the patron requests it and the book is still in print.
- 3) Borrowing privileges are suspended indefinitely for patrons who have been the subject of a collection action or court proceeding to recover Library fees and/or materials.
- 4) Parents/Guardians are responsible for Library accounts for those under the age of eighteen (18). Borrowing privileges will be suspended for both the responsible party and the minor until the minor's account has been cleared.
- 5) Borrowing privileges for minors shall not be suspended when the responsible party has accrued fines.

L.E. Smoot Memorial Library Policy Manual

c. Replacements

- 1) The Library does not accept substitutes of other titles or editions for lost or damaged books.
- 2) A patron may replace a book with a new hardback copy of the same title plus \$2.00 processing charge and any administrative charges due. Should the lost book have had library binding, the replacement must also be library bound or bindery payments made.
- 3) Should the patron later find the book which he replaced with a new copy, the Library will process the original (older) copy as a withdrawal to be given to the patron after withdrawal procedures are complete, at no cost to the patron.
- 4) Administrative charges due are added to the costs of replacement and/or processing. Replacements or payments are made in lieu of returning the book and are therefore due at the time the book is due.

d. Claims that an Item has Been Returned

- 1) When a patron claims that he has returned or never checked out materials for which he received an overdue notice, his record will be appropriately marked. He will also be required to sign a Claim Slip. This form includes the author's name, title, barcode number and any administrative costs. The signed Claim Slip will be attached to the back of the patron's library card application.
- 2) A patron may accumulate three (3) claims. At the time he places the third claim, he loses all borrowing privileges until he pays for all of the books claimed lost or not returned on three claims, plus the administrative costs.
- 3) In accruing claims, each date counts as a single claim.
- 4) If the patron later finds materials which he claimed he had returned or never checked out, he may bring them to staff to have the claim for those particular items removed from his record.
- 5) The shelf-list for all books claimed returned/not checked out will be marked as "Lost" and the books handled as a withdrawal or replacement.

e. Damage Assessments and Replacement Charges

- 1) Damaged binding: The costs charged by the bindery plus \$0.50 processing charge.
- 2) Pages marked, but still readable: \$.10 per page up to the price of the book.

L.E. Smoot Memorial Library Policy Manual

- 3) Pages torn: \$0.50 per page up to the price of the book.
- 4) Pages missing: Replacement costs.
- 5) Mildew: If the binding only, the costs charged by the bindery plus \$0.50 processing charge. If mildew has spread to any pages, the book must be withdrawn from the collection to prevent the spread of mildew. Replacement costs shall be the costs charged for lost books.
- 6) Lost materials(s):
 - a) Items ninety (90) days overdue will be automatically considered lost.
 - b) Items thirty (30) days overdue may be considered lost.
 - c) The replacement costs for items in a) and b) above will be charged to the patron's account.
 - d) Book(s) in print:

The price listed in our records, the book jacket, Books in Print or Amazon.com (full price).

- e) Book(s) out-of-print:

Adult Nonfiction	\$30.00
Adult Fiction	\$20.00
YP Nonfiction	\$30.00
YP Fiction	\$20.00
Juvenile Nonfiction	\$20.00
Juvenile Fiction	\$20.00
Paperbacks	\$ 5.00
Trade Paperbacks	\$20.00

Prices include a \$1.00 processing charge that is not reimbursed should the patron find the book later.

- f) Shelf-list costs:

The price listed on the shelf-list, which may be more or less than the prices listed in Book(s) out-of-print above.

- g) Magazines:

Magazines shall be replaced at the cost of a replacement issue, plus a one dollar (\$1.00) processing charge. Christmas magazines shall be replaced at eight dollars (\$8.00). The processing charge is not reimbursed should the patron find the magazine later.

L.E. Smoot Memorial Library Policy Manual

h) CD-ROMs:

CD-ROMs are replaced at the current price, plus one dollar (\$1.00) processing charge. If unable to determine the current price, replacements will be charged at fifty-two dollars (\$52.00) for a CD-ROM. A two dollar (\$2.00) processing charge is included in this price.

i) DVDs, Music CDs, Books on CD:

Single Disc or DVD	\$20.00
Blu-Ray	\$25.00
Set	\$50.00 or market price
DVD Case	\$2.00
CD Case	\$10.00
Disc Sleeve	\$0.50
Pamphlet	\$0.50
Music CD Case	\$2.00

Prices include a \$1.00 processing fee that is not reimbursed if found by the patron. If a single disc is lost/damage and it is part of a set, then then the set price may be charged if the single disc cannot be replaced. Pamphlet and disc sleeve replacements do not incur a processing fee.

j) Other Replacement Costs

Board Books	\$10.00
Encyclopedia volumes	\$35.00
Cliff Notes	\$5.00
Kit (set)	\$40.00 or market price (whichever is less)
Kit Book Bin	\$15.00
Kit Bag (Small)	\$1.00
Kit Bag (Large)	\$2.00
RFID Tag	\$1.00
Plastic Book Cover	\$1.25
Book Jackets	\$1.25
Launchpads	Market price
USB Cord	\$7.00
AC Adaptor	\$10.00
Launchpad Bumper	\$10.00
Launchpad Case	\$10.00

- 7) Administrative costs are added to the costs of replacement that include processing if the patron does not report the loss or damage until after the Library has expended costs to retrieve the materials through overdue notices.

L.E. Smoot Memorial Library Policy Manual

- 8) If the patron requests the damaged book at the time of payment, and if the book is still in print so that another undamaged copy may be obtained, the damaged book is stamped as for discarded materials and given to the patron. The Library is not liable to keep the book after withdrawal from the Library collection.

f. Refunds

- 1) The patron may get a refund for lost materials within three (3) months after the book's due date should the patron return the material to the Library and request a refund in person. There is no refund if the item has already been replaced. Refunds include only the cost of the book, not processing costs or administrative charges.
- 2) Refunds are mailed to the patron as a check when library invoices are processed. The patron should show the copy of his receipt when he requests the refund.
- 3) A W-9 must be completed in order to receive a refund.

g. Fine Free Week(s)

- 1) Only charges on items returned during Fine Free Week will be waived.
- 2) Pre-existing charges will not be waived.
- 3) Charges for lost or damaged items will not be waived.
- 4) The dates for Fine Free Week(s) are at the Director's discretion.

h. Returned Check Policy

- 1) Checks returned for insufficient funds will be charged a fee of thirty-five (\$35) dollars.
- 2) The patron account will be blocked until the Library receives notification from the County Treasurer.
- 3) After three (3) returned checks, the Library will no longer takes checks from the patron.

i. Credit Card Payments

- 1) A convenience fee will be charged for credit card payments at the merchant service surcharge rate.

3.3.8 Selection of Materials

a. Selection Criteria

- 1) Responsibility for selection rests with the Director. Suggestions from staff members and Library patrons are encouraged and seriously considered.
- 2) The library will collect books, magazines, newspapers, DVDs, CD-ROMs, and other future media formats.
- 3) Although the Library is sympathetic to the needs of the students, the Library does not add to its collection textbooks used by area schools except when necessary to supplement a subject area in the collection.
- 4) Selection will be based upon:
 - a) The recommendation of professional reviewing sources and the needs of the collection in specific areas,
 - b) An awareness of the materials available through the Library's Interlibrary Loan service,
 - c) Expressed or anticipated interest in the title or subject within the community,
 - d) Contemporary significance and/or permanent value of the title to the collection,
 - e) Available funds and space, and
 - f) Availability of resources through area libraries.
- 5) Whenever possible, materials on controversial subjects will reflect both sides of an issue as presented by qualified, knowledgeable authors.
- 6) No author's works will be excluded from the collection solely because of his/her personal history, political affiliation, race, sex, or cultural background.
- 7) The Library maintains a Virginiana collection with emphasis on items covering the County and Fredericksburg areas. Items on Virginia and Virginia genealogy are added to that collection when available.
- 8) The Library acquires one copy of each title. Additional copies may be obtained when there is a reserve list of three (3) or more names.

L.E. Smoot Memorial Library Policy Manual

b. Donations of Books and Periodicals:

- 1) Donations of books and periodicals to the Library are welcomed. The Director reserves the privilege of deciding whether to add donated books and periodicals to the Library collection on the basis of regular book selection criteria. Donated books and periodicals not added to the collection may be sold, offered to other institutions, or used in any way the Director deems proper.
- 2) Books or periodical subscriptions donated in memory of a person will be acknowledged by a bookplate in the front of the book upon request.

c. Requests for Reconsideration of Materials:

- 1) The Library subscribes fully to the American Library Association's "Library Bill of Rights" and the "Freedom to Read" statement (Appendix I and II).
- 2) All requests for reconsideration of materials will be handled in the following manner:
 - a) The staff member receiving the complaint will ask the patron to fill out the appropriate form (Appendix III).
 - b) When the completed form has been received, it will then be submitted to the Director. The Director will acknowledge in writing receipt of the form to the complainant. The material in question shall remain in the collection and available to patrons during the reconsideration period.
 - c) The Director will locate as many professional reviews of the title as possible and review the title against the selection criteria outlined in this policy.
 - d) The Director will consider all factors and come to a decision. This decision will be communicated to the complainant in writing within 14 days of the date that the reconsideration form was submitted. A copy of the response shall be given to the Library Board.
 - e) If the complainant is not completely satisfied with that decision, he or she may then submit a letter regarding the complaint to the Library Board for consideration at its next regularly scheduled meeting. The Board will acknowledge the letter and make a final decision based on its endorsement of the "Library Bill of Rights" and the "Freedom to Read" statement, and in consideration of the Director's decision.

d. Withdrawal, Binding, Mending, Replacement:

L.E. Smoot Memorial Library Policy Manual

- 1) Materials are removed from the collection based on the same criteria used in selection. In general, materials that fall into the following categories should be withdrawn:
 - a) Materials which are outdated
 - b) Superseded editions
 - c) Items worn beyond repair
 - d) Duplicate copies of seldom used titles
 - e) Lost copies which cannot be replaced
 - f) Fiction which has not been checked out within a three (3) year period, unless judged to be a classic or appears on a standard list
- 2) Worn items that are still relevant to the collection may be mended within the Library or be sent to a bindery.
- 3) Lost items and items worn beyond repair or rebinding will be replaced on the same criteria used in selecting them. Lost items that are out-of-print will not be replaced unless they are of extraordinary value to the collection and may be obtained through a source for out-of-print books at a reasonable price that is within the Library's budget.
- 4) Periodicals are maintained at the Director's discretion.
- 5) Disposition of withdrawn materials will be at the discretion of the Director.

3.3.9 Media Selection Policy

a. General

The Library will purchase media for the collection for the same reason it selects books.

Good technical quality and artistic merit will also be considered for this format.

The Library endorses the American Library Association's "Freedom to View" Statement. (Appendix IV)

b. Sources

Sources for selection will include vendor catalogs and standard library material review sources, such as Library Journal, School Library Journal and Publisher's Weekly.

Gift materials will be accepted, with the understanding that donors may not place any special conditions upon the loan or handling of the items. They will be evaluated against the same criteria as purchased materials.

c. Price Limits

Individual disks priced at more than \$100 usually will not be considered for purchase. Series for which the price is more than \$100 per part will not be purchased.

d. Contents

Nonfiction disks of general information or cultural nature will be the primary purchasing target of the library.

Media adaptations of books, folktales and fairy tales, and programs teaching basic concepts will be purchased for the collection.

e. Selection Management

Due to the broad needs of the collection, the library will purchase a single copy of a title.

Weeding by virtue of damaged, lost, or not returned items is continuous. Other factors to be considered are lack of use, physical playing condition, and accuracy and datedness of information.

L.E. Smoot Memorial Library Policy Manual

Media will not automatically be replaced because of loss or damage. Replacement decisions will be based upon (1) demand for title, (2) existing coverage of a subject in the collection, and (3) availability of newer (more appropriate, more accurate or better presented) materials on the subject.

3.3.10 Exhibits

At the Director's discretion, the library will accept materials for temporary exhibits and will endeavor to protect the loaned materials, but the Library shall not accept responsibility for loss, damage or theft. The owner must accept this responsibility when bringing the collection into the Library.

3.3.11 Historical Collection

Books presented to the Library having historical or other significant value, as determined by the Director, are placed in a special collection located in the Memorial Room. These books are not available to the general public except under special circumstances and with precautions as deemed appropriate by the Director.

3.3.12 Schedule of Operation

- a. Normal hours of operation shall comply with state requirements.

- b. Schedule for holidays shall be as follows:

Library shall close at 6:00 PM Thanksgiving Eve and during the week between Christmas and New Year holidays. The Library will close one day per year between the months of August and October for Staff Development Day. The Library will follow the Commonwealth of Virginia Holiday Calendar with the following exceptions:

March/April----- Easter Sunday
October (2nd Saturday)----- Fall Festival Day

The Library will not close on Lee-Jackson Day. Full-time employees shall be granted 8 hours of flexible vacation time to be used within the pay period of Lee-Jackson Day. The Library will not close on half-day holidays. Flexible vacation time will be granted to full-time employees.

- c. It shall be within the authority of the Director to close the Library in the event of hazardous weather or emergency situations. The Director should be guided by the closing of other County offices. Deviations from the regular operating schedule of the Library for reasons other than approved holidays, hazardous

weather, or emergency situations must be approved in advance by the Board. At the Director's discretion, the Library will close for County staff recognition events.

3.3.13 Unattended Children

The Library cannot assume responsibility for the safety, care, supervision or entertainment of unattended children in the Library. Parents or caretakers are responsible for their children's behavior, safety and welfare at all times.

- a. If a child's behavior is inappropriate or disorderly and interferes with the normal operation of the Library, the child will be removed from the Library and the child's parents will be notified of the conduct and advised that in the future the child must be accompanied by a responsible adult.
- b. If unattended minor children remain at the Library after closing, the following procedure will be followed:
 - 1) Staff members will attempt to contact the child's parent or caregiver.
 - 2) If a parent or caregiver is contacted, two (2) staff members will wait inside the Library with the child until the parent or caregiver arrives to pick up the child.
 - 3) If unable to contact a parent or caregiver within sixty (60) minutes or if a parent or caregiver does not arrive within sixty (60) minutes, the staff members will contact the Sheriff's Department for advice on what to do.
 - 4) Under NO circumstances are staff members to leave the Library with the child.

3.3.14 Patron Behavior

The Library desires to provide a place for patrons to enjoy their visit in an atmosphere that is welcoming, safe and respectful. The following standards of unacceptable behavior on library property have been adopted to promote the use and enjoyment of the resources and services of the library, promote the safety of the public and the staff, and protect the building, furniture, equipment and materials of the library.

The following behavior is unacceptable and is prohibited on library property and may be cause for removal from the premises and/or loss of library privileges:

- Loud Talking and Laughing. One person or group heard above the general noise level in the library.
- Fighting. Whether real or pretend, or roughhousing.
- Boisterous Behavior. Includes running, horseplay, throwing objects and annoying other patrons.
- Abusive or Obscene Language or Gestures. Includes language or gestures that convey a sexually explicit message or are conveyed in an obscene, coarse or crude manner, and any language that verbally abuses and/or threatens another individual.
- Eating and Drinking will be permitted in the Library Café and during approved meeting room use.
- Smoking and Use of Tobacco. All County-owned and County-leased buildings over which the County Administrator has supervision shall be tobacco and smoke-free.
- Loitering. Remaining in and/or wandering around the library without apparent legitimate reason.
- Animals. Animals of any kind are prohibited unless serving as an aide animal or part of a library-sponsored program.
- Unattended Children. A parent, guardian or other responsible adult over the age of 16 must stay within a reasonable distance of a child under age 12 at all times in the library. Children under the age of 12 may not be left at the library without an adult being present to monitor them. For more information, see the Unattended Children Policy.
- Improper Attire. Patrons must wear shoes and shirt in the library building at all times. Clothing must comport with common standards of decency and may not display symbols, pictures and/or messages that are lewd, obscene, abusive, and discriminatory and the like.
- Abuse of Library Equipment, Furniture and Materials. Includes placing feet on tables and chairs, standing on furniture, mutilating or defacing books or other materials, and mistreating equipment or computers.
- Weapons. No person may bring or possess a weapon on a library premises, including but not limited to firearms, knives, or explosive devices, except as permitted by law.

L.E. Smoot Memorial Library Policy Manual

- Playing Music. Includes playing music or other media at a level that is heard by other patrons.
- Excessive Displays of Affection. Includes any sexual conduct or physical contact that is deemed inappropriate by common standards of decency for a public place.
- Hygiene. All patrons must maintain a personal hygiene and cleanliness that comport with common standards and do not interfere with the orderly operation of the library or with the ability of other patrons to use and enjoy the facility.
- Illegal Behavior. Any staff member who witnesses illegal behavior will notify law enforcement immediately.
- Inappropriate and unacceptable behavior:
 1. Assault/Battery/Fighting
 2. Vandalism/Destruction of Property
 3. Drunk/Impaired and/or Disorderly Conduct. Causes public inconvenience by fighting, unreasonable noise, abusive or obscene language or gestures, threatening behavior, hazardous or physically offensive condition.
 4. Harassment
 5. Lewd/Lascivious and/or Obscene Conduct
 6. Theft. Wrongfully takes, obtains or withholds the property of another.
 7. Trespass
 8. Use of Alcohol on library property unless specifically approved by the Board for public events.
 9. Solicitation of money, goods or services
 10. Gambling
 11. Pornography
- Cellular or Portable Phones. Patrons are expected to be respectful of others while using cellular phones.

The patron has the right to address the Board at the next regularly scheduled meeting concerning the decision to remove a patron, revoke privileges and/or to deny access to the library.

3.3.15 Fees for Service

- a. A copy machine is available for patron use. Charges for use of this machine are 10 cents per copy for black and white; \$0.50 cents per copy for color.
- b. A fax machine is available for patron use. Charges for use of this machine are:

Sending: \$2.00 for the first page; \$1.00 for each additional page. If the fax is being sent to a local or toll free number, the charge will be \$0.50 for each page.

Receiving: \$1.00 for each document, regardless of the number of pages.

3.3.16 Proctoring Services

Proctoring examinations is a service provided for Library cardholders upon request and based on the availability of staff. If the student requires the use of a Library computer to complete the exam, the student must have a Library card in good standing and is responsible for making their own computer reservation. Staff will remove the filtering software and/or extend the time to accommodate the maximum time allowed for the examination. There is no fee for proctoring an examination, but the student is responsible for any incidental costs associated with the examination, such as postage or faxing. If the examination is to be returned by mail, the student must provide a prepaid envelope if it is not included as part of the packet.

Students are asked to schedule the proctor date with staff at least one week in advance to provide time to make all the necessary arrangements. Preferable times to schedule examinations are during regular Library hours Monday through Friday, but requests for weekend proctoring will be considered and accommodated according to staff availability. The Library reserves the right to refuse or decline proctoring services to any individual if that request is beyond our ability to administer the exam.

- a. Prior contact between the testing institution and the Library is required so that credibility and examination requirements can be verified.
- b. The student is responsible for confirming that examination materials have arrived at the Library prior to the scheduled examination date.
- c. The student will allow sufficient time to take the examination before the deadline established by the institution.
- d. The student will arrive on time. There is a 15 minute grace period after the scheduled time or the proctoring service will be cancelled. Examinations must be completed 15 minutes prior to the Library closing.
- e. The student will be required to present a valid picture I.D. at the time of the examination. A valid I.D. includes a driver's license, military ID, or passport.

L.E. Smoot Memorial Library Policy Manual

- f. The proctoring staff member will review the instructions as they are provided by the institution with the student. If the instructions, as reviewed, are not followed explicitly by the student, the library staff will not sign the verification.
- g. The Library will not sign a proctoring verification that attests to more than the staff has been able to do. The library will not proctor examinations that students bring in themselves.
- h. The proctor will answer questions concerning testing instructions, but not about testing content.
- i. Proctors will not monitor a student continuously during an examination, but will check on them periodically. The Library assumes that the student participates in an honor system with his/her institution. The library does not guarantee that a quiet space or room will be provided.
- j. Students should give 24 hour notice prior to cancelling or rescheduling an exam. A student will be allowed to reschedule the examination two times.
- k. The Library will not be responsible for any delayed examinations, nor for any completed examination after it leaves the library's possession and has been mailed back. The Library will not be responsible for examinations that are interrupted by Library emergencies, power failures or failure of Library hardware or software.
- l. Students are responsible for providing their own paper, pens, pencils or anything needed in order to take the exam.
- m. A copy of these guidelines will be sent with each exam to the institution.
- n. Examinations not taken within two weeks of the agreed date will be destroyed.
- o. The student is responsible for all costs associated with printing of exams and instructions. The student will be charged the current Library per copy rate. Printing fees must be paid prior to test proctoring.
- p. The student will be charged a fee of one dollar (\$1) per mailing of each exam.
- q. The student is responsible for all costs associated with faxing of exams. The student will be charged the current Library faxing rates.

3.4 Public Access Computers

3.4.1 Use of Computers

- a. Patrons must have a library card in good standing, outstanding fines must be \$2.00 or less, and must sign up to use a computer.
- b. Computers are available from opening until 15 minutes before closing. Only the software packages provided by the Library are available for public use. No other software may be used, copied or installed.
- c. Black and white copies are \$.10/copy and color copies are \$.50/copy.
- d. The computers may not be available during adverse weather conditions.
- e. The Library and staff are not responsible for data loss.
- f. Any data left on a computer's hard drive will be deleted. Patrons must use their own disks when saving information.
- g. The Library makes no guarantees, either expressed or implied, with respect to the computers or programs, as to their quality, performance or fitness for any particular purpose.
- h. Any abuse or misuse of computer hardware or software may result in suspension of use privileges. Fees will be charged when necessary.
- i. Use of computer workstations will be suspended for those patrons whose borrowing privileges have been suspended and who have not responded in a responsible manner.
- j. To cut down on noise and crowding, no more than two (2) patrons may occupy a computer workstation. The Library reserves the right to limit that number when necessary. The Library staff may make exceptions for special occasions.
- k. Library staff or volunteers may provide limited assistance with an Internet computer as time allows.
- l. Patrons must provide their own device to download files from the Internet. The Library is not responsible for the device or for the correct downloading of files.

3.5 Internet Access

3.5.1 Access to Information

- a. Not all sources provide complete, accurate or current information. The Library has no control over, and will not be accountable for, information and graphics accessed through the Internet. Patrons access the Internet at their own risk. Patrons are encouraged to evaluate information carefully and check additional sources where appropriate.
- b. Web based e-mail accounts through a commercial provider or educational institution may be accessed. The individual accessing the account is responsible for knowing how to access the account from Library workstations. The Library is not responsible for lost or accessed e-mail.
- c. As required by the Code of Virginia 42.1-36.1, the Library has implemented software filtering on all its public Internet-accessible computer terminals. The Library cannot and does not guarantee that the filtering software will block all access to obscenity as defined in the Code of Virginia 18.2-372, child pornography as defined in 18.2-374.1:1, or material deemed harmful to juveniles as defined in 18.2-390. Nor can the Library guarantee that the filtering software will not restrict access to sites that may have legitimate research or other value. In order to address the over-blocking problem, patrons 18 or over may request staff members designated by the Director to disable or otherwise bypass the filter to enable access for bona fide research or other lawful purposes.
- d. Ethernet ports are not available for patron use.

3.5.2 Wireless Access

- a. By using the Library's wireless access, you agree to abide by the Library's Internet Access Policy.
- b. Printing is not available using the Library's wireless connection.
- c. Library staff will not physically handle patron wireless devices during the troubleshooting process.
- d. The Library cannot guarantee wireless access capabilities.
- e. The Library assumes no responsibility for the safety of equipment, or configurations, security, or loss of data files resulting from connection to the Library's network.
- f. The wireless network is filtered.

3.5.3 Prohibited Uses

The following are prohibited uses of the Library's Internet and Wireless Access Policy:

- using the Library's Internet computer for illegal or illicit purposes
- infringement of copyright
- hacking
- any other activity that results in the destruction or failure of Library computers
- pornography
- gambling
- criminal/illegal/unlawful activity

3.5.4 Patron Responsibility

- a. Parents/legal guardians are solely responsible for monitoring their minor children's access to the Internet. Only the parent or guardian of a child may restrict that child from visiting Internet sites. Parents and guardians are encouraged to supervise their children's Internet sessions.
- b. Persons under the age of 18 may use the Internet only with written consent from a parent or legal guardian. Children under the age of 12 must be accompanied by a responsible adult when using the Internet.
- c. Failure to follow Library Internet policies, guidelines or procedures can result in loss of the user's access privileges. Illegal or disruptive behavior will result in immediate termination of access and may necessarily involve intervention by law enforcement authorities. The Library reserves the right to terminate any Internet search session. Users who fail to follow the policies may indefinitely lose their access privileges, particularly in the case of repeat offenders.

3.6 Procedure for Responding to Judicial Process

- a. Except as required by law, Library staff is authorized to respond substantively to any form of judicial process that is directed to the Library, its personnel or records, or to provide any patron-specific or Library business information, in writing or in oral form, to a law enforcement officer or other person, other than a witness subpoena directed to the staff member.
- b. Judicial process and all other requests for Library information containing patron information should be forwarded immediately to the Director.
- c. Legal process is necessary to require cooperation with an investigation including answers to questions or the production of records. However, as citizens and library employees, we have an interest in the effective functioning of our law enforcement and intelligence agencies and may wish to cooperate. To the extent that an officer requests non-confidential information (e.g., requests whether a person in a photograph has been in your library), the employee may respond. The sometimes subtle distinctions between confidential and non-confidential information suggest caution.
- d. Any law enforcement officer or other individual presenting judicial process should be invited to a private area by the senior library staff member present; that staff member should request identification – a badge, a current law enforcement agency issued photo identification, and a business card – and should record the name, title, agency, and telephone number of the officer, and request a copy of the process and any associated documents.
- e. If the document is a subpoena or other form of judicial process that requires production at a future time, the officer may simply leave a copy; if a signature is requested, the senior staff member should comply. In all events, the person authorized to and accepting the subpoena should note orally and in writing that “service is accepted in official capacity only.”
- f. Certain processes such as search warrants, authorize immediate search and seizure and the Library must comply with the warrant and the instructions of the officer; the staff member will inform the officer that the Director and Counsel will be contacted immediately.
- g. The staff member will be polite and friendly; it is important that the matter not be treated as adversarial since it is the policy of the Library to cooperate and negotiation of scope of the judicial process can often minimize the intrusion.
- h. The officer may inform the staff member that the terms of the warrant are “secret” or “sealed” and that he may not disclose any information relating to the warrant

or execution. This does not preclude notification of the Director and Counsel.

- 1) If the officer still declines to delay, the staff member should carefully inspect the warrant and monitor the search. The objective is to minimize disruption to the operations of the Library but not impede or obstruct.

Library staff should undertake the following specific steps:

- 1) Enlist the assistance of one other senior member of the staff to work with and accompany him in order to record and remember relevant facts and events
 - 2) Ensure that the warrant is signed by a magistrate or judge
 - 3) Note exactly what records or items are authorized to be seized
 - 4) Volunteer to assist the officer by locating the information, enlisting the assistance of those on the staff who are knowledgeable, and offering to provide copies of electronic information in lieu of seizure of hardware; if recordable media is seized, request the opportunity to make copies before it is removed
 - 5) Whether or not the officer accepts assistance, he should monitor the search and seizure process: note areas and rooms entered, files and computers inspected, and/or specific actions taken; attempt to make copies of all records seized; note and advise the officer if information is being seized that appears to be in excess of that authorized by the warrant; and note and advise the officer if information is being seized that is privileged (e.g., patron specific information, employee records) and ask that it be so marked
- k. At the conclusion of the search, the officer should typically provide an inventory; if not, the staff member should request a copy but not sign any statement that the inventory is accurate or complete.
- l. Whether or not the judicial process is secret or sealed, all involved staff should be instructed not to discuss the matter with the media, patrons, family or other employees since decisions in this regard must be made by the Director and the County Attorney.

Section 4: PERSONNEL

4.1 *Adoption of County Personnel Policies and Employee Manual*

To the extent not inconsistent with this Policy Manual, the County Personnel Manual and Policies are adopted and incorporated.

4.2 *Qualifications*

Selections of staff should not be based upon merit alone, but determined by the applicant's vocational and professional qualifications, recommendation letters, and other qualifications and testing where applicable.

4.3 *Job Descriptions*

A job description for each full-time and part-time employee shall be recommended by the Director for approval by the Board. The Director shall review each job description annually and suggest necessary revisions to the Board for consideration and approval. The personnel file for each employee shall contain an updated job description.

4.4 *Work Schedule*

A minimum work week of forty hours is expected of each full-time employee. Other employees are expected to adhere to a schedule as established by the Director.

4.5 *Leave*

4.5.1 *Annual Leave*

- a. Full-time employees shall earn annual leave in accordance with the County Personnel Policy. The Director shall earn annual leave in accordance with his/her employment agreement.
- b. During their first three years of service, hourly employees (those working less than forty hours per week) shall not be entitled to annual leave, but may take up to two weeks of unpaid leave per year.

- c. Beginning in the fourth year of service, hourly employees shall earn one week of paid annual leave according to the average number of hours worked weekly during the previous six months. Additional unpaid leave may be granted by the Library Director.

4.5.2 Sick Leave

Sick Leave shall be earned in accordance with the County Personnel Policy. Part-time employees shall not be granted sick leave; but at the discretion of the Director, may be excused from work for personal illness and may make up lost hours.

4.5.3 Leave Without Pay

The Director, upon consideration of the needs of the Library and the basis of the request, may grant an employee leave without pay in accordance with the County Personnel Policy. Leave without pay shall not be granted for more than thirty (30) working days without approval of the Board of Trustees.

4.5.4 Compensatory Time

The Director may grant an employee compensatory leave or overtime pay for working beyond scheduled work hours in accordance with the County Personnel Policy. Such may be taken in addition to earned annual leave but an employee shall not carry more than 10 hours at any time unless by special dispensation by the Director.

4.5.5 Flexible Time

As long as job requirements are met, the Director may adjust his/her working hours within a week to allow for any requirements to work at times before or after normal working hours.

4.5.6 Holidays

All full-time salaried employees are entitled to full pay when the Library is closed for a holiday.

4.5.7 Closures

In the event of a Library closure, due to hazardous weather or an emergency situation, full-time salaried employees are entitled to that full-day's pay.

4.6 Administration

The Director is responsible for maintaining a personnel file for each employee: a standard personal record, the current leave record, all annual evaluations, previous work records, recommendations and commendations, and salary history.

4.7 Promotion and Salaries

Salaries and wages should be reviewed by the Board when the annual budget is prepared each fiscal year. Promotions and pay raises may or may not be granted depending upon the employee's performance, seniority and the discretion of the Director.

4.8 Benefits

In accordance with County policy, health insurance and the Virginia Supplemental Retirement benefits are available to full-time Library employees.

4.9 Performance Appraisals

Performance Appraisals shall be conducted in accordance with the County Personnel Policy.

4.9.1 Frequency of Evaluation

The Board of Trustees shall evaluate the performance of the Director at least annually.

4.9.2 Performance Appraisal Procedure

- a. Each Trustee will complete a Performance Appraisal Form and then meet with the Board in Executive Session to determine a consensus Performance Appraisal. The Director will also complete a Performance Appraisal Form.
- b. The Chairman of the Board, the Vice-Chairman (with the Finance Officer acting as Alternate), and the Director will then meet within 10 business days of the Executive Session to determine the final Performance Evaluation. The Performance Appraisal Form completed by the Director and the consensus Performance Appraisal Form completed by the Board will be the basis for discussion between the Director, the Chairman of the Trustees, and the Vice-Chairman (or Finance Officer) in order to complete the final Performance Appraisal Form. When there is not a consensus between the Director, the Chairman of the Trustees, and the Vice-Chairman (or Finance Officer), then the opinion of the Chairman of the Trustees will prevail. This final Performance Appraisal Form will be signed by both the Director and the Chairman of the Trustees and will go into the Director's permanent personnel file. A follow-up report shall be given to the Board of Trustees.
- c. All other employees will meet with their supervisors to discuss the evaluation form as completed by the supervisor. In the event the employee does not agree with the evaluation, he or she may submit, with five (5) working days following the conference, a written statement which shall be a part of the evaluation form.

4.9.3 Conference

The Chairman of the Trustees and the Vice-Chairman (with the Finance Officer acting as an Alternate) shall discuss each performance evaluation of the Director with the Director. If the Director disagrees with any statement in an evaluation, he/she may submit, within five (5) working days following the conference with the Chairman of the Trustees and the Vice-Chairman (or Finance Officer), a written statement which shall be a part of the evaluation form.

4.10 Termination of Employment

4.10.1 Resignation

- a. An employee is expected to give the Director at least two weeks advance written notice of intent to terminate employment.

- b. Thirty (30) days advance written notice of intent to terminate employment or six months in the event of retirement shall be given by the Director.

4.10.2 Dismissal

An employee whose attitude, conduct, or performance of duties is unacceptable may be dismissed by the Director in accordance with the County Personnel Policy.

4.10.3 Dismissal of Director

The Director is an at-will employee who serves at the will and pleasure of the Board. The Board may terminate employment at any time, for any reason that it sees fit, or for no reason at all in accordance with his/her employment agreement.

4.11 *Grievance Procedure*

1. An employee desiring to enter a formal complaint or grievance shall address a letter to the Board of Trustees through the Director stating the basis of the complaint or grievance and the redress sought.
2. The Director may hold a conference with the employee and supervisor in an attempt to resolve the matter and to obtain a written withdrawal of the letter of complaint.
3. Unless the complaint is withdrawn by the complainant following a conference, the Director must forward the letter to the Board with full comment as to the issues and recommended action.
4. The Board will review the complaint and may, if it so desires, grant to the complainant a hearing before the Board. After full consideration, the Board may deny the complaint in whole or in part or may direct action to resolve the issue and to provide such redress as it may deem appropriate.
5. The Board will not entertain grievances submitted after resignation.

4.12 *Volunteers*

1. The Director, or his designee, is responsible for the Volunteer Program.

L.E. Smoot Memorial Library Policy Manual

2. The objective of the program is to supplement, extend and enhance services and activities of the library by involving the general community in library activities and thereby promoting volunteerism.
3. Anyone is eligible to volunteer without regard to race, creed, religion, handicap, sex, age, national origin or income level. Volunteers must meet the same general standards as staff.
4. Any volunteers coming into contact with patron information must exercise discretion and consider all records confidential.
5. The Director, or his/her designee, is responsible for overseeing the recruitment and training of volunteer staff. Each volunteer will fill out an application and be matched to an appropriate job, based on their skills, experience and what tasks need to be performed. Any staff member can request the assistance of a volunteer. All volunteers will be given a name tag to wear while working at the library.
6. Each volunteer will report to his/her immediate supervisor and will be trained in the task to be performed by that supervisor. The immediate supervisor will be responsible for a written record of the volunteer's time and work performed.

Section 5: PUBLIC RELATIONS

5.1 *General*

The primary responsibility for public relations shall rest with the Director and staff; however, members of the Board are encouraged to promote the interests of the Library within the community at every opportunity.

5.2 *Friends of the Library*

Friends of the Smoot Library (FOSL) are a non-profit organization of persons interested in volunteering support to the Library. This organization is officially approved and sponsored by the Board. It is, however, an independent Virginia organization with its own Charter and By-Laws. In conducting book sales, volunteering time as library aides, and promoting fundraising activities, the Organization serves as a valuable public relations extension of the Library.

The Chairman of the Board will appoint a Trustee to act as a liaison between the Board and the Friends of the Smoot Library for a term of one year. That person will attend the Friends executive board meetings.

Section 6: FINANCE

6.1 *General*

In Virginia, public libraries receive funds from the following sources: Local government appropriations, State Aid grants, Federal Aid grants, other funds such as endowments, gifts, income from fines and copying machines, and fund raising drives sponsored by the Friends of the Library.

6.2 *Control*

Fiscal control is vested in the Board, and the endowment fund is managed by the Finance Officer. Day-to-day budget decisions are delegated to the Director. The Board controls expenditures within an overall budget approved by the governing body. The County Finance Officer serves as an advisor to the Board in fiscal matters.

6.3 *Gifts*

Gifts to the library are gratefully and willingly accepted. Monetary gifts may be designated as unrestricted funds to be expended at the Board's discretion or as funds to be used for specific purposes by the Director, such as programs, books, multimedia, etc. Gifts of materials not added to the collection may be sold, offered to other institutions, or used in any way that the Director deems proper. Gift values will not be appraised for income tax purposes.

6.4 *Credit Card*

The Library maintains a credit card for library-related purchases only. The Director and those designated by the Director are the only employees authorized to use the card. Credit card use is subject to the County Credit Card Policy.

Section 7: APPENDIX

7.1 Meeting Room Policy

In order to further its mission to provide services and information to the residents of King George County, the L. E. Smoot Memorial Library provides meeting rooms for patron use during regular hours of operation. These rooms may be used by members of the community for the presentation and exchange of information and opinions. Meeting rooms are available on equal terms to all in the community, regardless of the beliefs and affiliations of their members. Permission for a group to use a room does not imply Library endorsement of the goals, policies or activities of a group or organization.

Eligibility (in priority order)

1. Library organizations and organizations for which the Library is a member
2. Departments of local, state and federal government
3. State or County affiliated continuing education programs
4. King George County non-profit groups and organizations
5. For-profit groups – for educational or training purposes only

Rules and Restrictions

1. At least one adult 18 years of age must act as the responsible party for the group.
2. The responsible party must be present at all times and must be a cardholder.
3. Meeting rooms are not intended to be used for private events such as social events, parties, memorial services, weddings, fundraisers, etc.
4. Bookings may be made no more than three months in advance.
5. No admission fees may be charged or products/services offered by any business, outside group or organization using a Library meeting room except for Library-sponsored programs. Groups and organizations formed to support the programs and activities of the Library may use the facilities for fundraising purposes in support of the Library.
6. Groups and organizations which use the Library's meeting rooms shall adhere to regulations regarding the number of persons allowed to occupy a room at any given time. The numbers shall not exceed the posted limit in that facility.
7. All printed material advertising the meeting, including newspaper advertisement, must include the following disclaimer: "Use of library meeting space does not constitute endorsement of this organization, this program or its content by the L. E. Smoot Memorial Library."
8. Any publicity, including brochures, flyers, radio and TV announcements, newspaper ads, etc., must carry the name and telephone number of the individual or organization sponsoring the meeting. The Library may not be identified or implied as a sponsor. The Library telephone number may not appear on the publicity.
9. Neither the name nor the address of the L. E. Smoot Memorial Library may be used as the official address or headquarters of an organization.

L.E. Smoot Memorial Library Policy Manual

10. All members of the organization and the audience attending the meeting must vacate the meeting space ten (10) minutes before closing time.
11. The Library reserves the right to attend any meetings, except lawful executive sessions of government bodies, to verify that no illegal activities are taking place on the Library's premises.
12. The Library reserves the right to request that any non-profit group or organization provide evidence of their status.
13. Arrangements may be made for the use of library projector and other equipment use. These arrangements must be made one week in advance and are subject to use fees.
14. The Library cannot guarantee audiovisual or Internet capabilities. Library staff will not physically handle patron personal electronic devices during the troubleshooting process.
15. Rooms must be left in the same condition as found at the beginning of the meeting. Trash must be placed in receptacles provided and tables and chairs left in the arrangement found at the beginning of the meetings. Groups may be subject to a maintenance fee if extra cleaning or furniture reconfiguration is required.
16. Animals, except for registered working dogs, may not be brought onto Library premises unless a part of Library-sponsored programming.
17. Quiet and Group Study rooms may not be used by for-profit groups or organizations.
18. Use of the premises may be terminated at any time if the conduct of the group, or any member of the group, is disruptive to Library service, abusive or dangerous to the building, Library materials, exhibits, furnishings or other patrons and Library staff in the building. The group is liable for any damages incurred to the Library building or furnishings.
19. Alcohol is not permitted on Library premises, except for those events approved by the Library Board of Trustees.
20. Smoking is not permitted on Library premises.
21. The Library is not responsible for items or equipment left in the building before, during or after an event.
22. The Library reserves the right to take photographs of events for its own records and for future promotional materials.
23. Room use will be forfeited after thirty (30) minutes if the responsible party fails to appear.
24. The Library's room usage requirements supersede all others.
25. Rooms will be assigned based upon the expected number of attendees, activity and audiovisual needs.
26. The Library Director and Board of Trustees reserves the right to make exceptions to this policy.

L.E. Smoot Memorial Library Policy Manual

	Program Room	Meeting Room A or B	Meeting Room A & B	Conference Room	Computer Lab	Memorial Room	Quiet Study A, B or C	Group Study
Room Occ.	46	112	224	28	28 14 Computer Stations	30	10	20
Non-Profit Fees	\$0	\$0	\$0	\$0	\$50/hour, not to exceed hours	\$0	\$0	\$0
For-Profit Fees	\$10/hour	\$25/hour	\$50/hour	\$10/hour	\$75/hour, not to exceed hours	\$100/hour	Not Available	Not Available
AV Cap.	Screen Projector Dry Erase	Screen Projector	Screen Projector	Screen Projector Dry Erase		Screen Projector	Dry Erase	Dry Erase
AV Fees	\$15, \$0 for Dry Erase	\$15	\$15	\$15, \$0 for Dry	\$0	\$15	\$0	\$0
Repair	At Cost	At Cost	At Cost	At Cost	At Cost	At Cost	At Cost	At Cost
Maint./Cleaning Fees	\$15/hour	\$15/hour	\$15/hour	\$15/hour	\$15/hour	\$15/hour	\$15/hour	\$15/hour