



SOMERSET
COUNTY LIBRARY

The Heart of the Community

Policy Manual

The Somerset County Library System Policy Manual establishes clearly written policies and procedures that are documented, updated, and followed to bring structure to the Library and assist in the day-to-day decision-making process. These policies are reviewed on an annual or as-needed basis by the Library Board of Trustees to suit and/or reflect the needs of the Library, customers, and community.

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Governance of Somerset County Library

The Somerset County Library System is a separate legal entity from Somerset County. The Library is governed by the Somerset County Library Board of Trustees consisting of seven trustees whose appointment must be approved by the Somerset County Commission. The rules governing the Board are set forth in their By-Laws.

The Somerset County Commission determines the level of funding provided to the Library from the County. Other funds are provided by the State of Maryland and funds generated by the Library.

The Board is responsible for the approval of general policy, long range planning, and overseeing expenditures. The Director is appointed by the Board and is responsible for management of the Library System in all its aspects. This includes library personnel, strategic planning, materials selection, public relations, budget preparation and allocation, and operational details.

Board of Trustees By-laws

Preface

A Trustee or Associate Trustee shall:

- Act as a liaison between the public and the Board of Trustees.
- Be knowledgeable regarding operations of the library.
- Consider confidential all matters pertaining to personnel and other situations of discretionary nature.
- Be involved in the continuing effort to improve library service.
- Make all comments on library operations to the Director.
- Maintain an unbiased attitude and remain flexible when considering policy changes.
- Receive copies of:
 1. Maryland Manual for Public Library Trustees
 2. Laws of Maryland Relating to Public Libraries
 3. Somerset County Library Board By-Laws

By-laws

General

1. The Board of Trustees for the Somerset County Library System shall be composed of seven (7) members appointed by the County Commissioners of Somerset County from nominees submitted, after approval of vote, by the Board of Library Trustees, in accordance with the provisions of Section 23-403 of the Annotated Code of Public General Laws of the State of Maryland.
2. Associate Trustees, not to exceed two (2), will serve on the Board as non-voting members. These Associate Trustees will be chosen to establish representation in most areas of the County and to lend perpetuity to the Board. A trustee, whose term has expired, will be replaced by an Associate Trustee who has an acceptable attendance history. Associate Trustees will serve on committees as directed by the President. The terms for Associate Trustees will be 5 years with no limit on the number of terms. Attendance requirements will be the same as requirements for full trustees. Associate Trustees do not attend Executive Sessions unless invited.
3. The Board of Library Trustees shall approve all appointments and dismissals of staff, budget and establish policies for the use of the library and its programs, all in accordance with the provisions of Section 23-406 of the Annotated Code of Public General Laws of Maryland.

4. The Board of Library Trustees shall be responsible for approval of the budget, for all monies of the public library fund and any other monies under the control and supervision of the Board. The Board shall authorize an audit of the library accounts at the close of each fiscal year in accordance with the provisions of Section 23-405 of the Annotated Code of Public General Laws of Maryland.

5. A Trustee may be removed from the Board for malfeasance or any such activities inimical to the purpose of the Board by a unanimous vote of the other Trustees. The Board President will report the removal of a Trustee in this manner, and the reasons for doing so, to the county governing body by January 15 of the following year. The county governing body shall fill any resulting vacancy as provided in 23-403 of this subtitle.

Meetings

1. The Board shall meet bi-monthly on the second Wednesday of even numbered months.
2. The annual meeting of the Board shall be held at the time and place of the regular meeting for the month of August of each year.
3. Special meetings may be called by the President. The purpose of the meeting shall be stated in the call. Except in emergencies, one week advance notice shall be given to all Trustees.
4. Notice of all regular meetings shall be sent by the Secretary to all Board members at least four (4) days prior to the meeting date. An agenda will be included.
5. All business meetings of this Board shall be conducted according to the latest revised edition of Robert's Rules of Order.

Officers

1. The nominating committee shall be appointed by the President in June for the purpose of presenting a slate of officers to the Board of Trustees at the regular August meeting. Election of Officers for the coming year will take place at this time. The newly elected officers' terms will commence September 1.
2. The officers of the Board shall be as follows: President, Vice-President, and Treasurer. A term of office is for one year. Officers may be elected for more than one term.
3. The President shall preside at all meetings, appoint all committees, authorize calls for any special meetings, and generally perform all the duties of a presiding officer.

4. The Vice-President shall be the presiding officer of the Board and shall perform all of the duties and functions of the President in the event of the absence of the President.
5. The Treasurer shall provide the Board with a financial report at each meeting. A staff member shall keep the accounts for the Treasurer, and the Treasurer shall report to the Board the status of the accounts. All checks will require 2 signatures by members of the Board or the Director.
6. The Treasurer of the Board shall be adequately bonded as outlined in sub-section 7, 23-404 of the Annotated Code of the General Laws of the State of Maryland.
7. A quorum for the transaction of business shall consist of four (4) members of the Board.
8. An Executive Committee, composed of the President, Vice-President and Treasurer, is empowered to meet as a body to plan agendas and make recommendations to the Board. The President will determine the necessity and time for such an Executive meeting. Minutes shall be kept.

Library Director

1. The Library Director shall be appointed by the Board in accordance with the provisions of 23-406 of the Annotated Code of the Public General Laws of the State of Maryland. The Director shall perform such duties as said laws require, those outlined in these by-laws, and those outlined in any applicable employment agreement.
2. The Director of the library shall serve as the secretary to the Board at all regular and special meetings. The secretary shall keep a true and accurate account of all proceedings of the regular Board meetings, shall issue notices of all regular Board meetings and, on authorization from the President, of all special meetings, shall have custody of the minutes and other records of the Board which shall be kept in the Somerset County Library office; shall notify the appointing body of any vacancies on the Board, and shall perform such other duties as shall be required by the Board.

Attendance

1. Attendance at Board meetings is in accordance with the Annotated Code of Maryland, Education article 23-404, section D.
2. Any member of a Board of Library Trustees who fails to attend at least half of the scheduled meetings of the Board during any calendar year shall be considered to have resigned from the Board.

3. The President of the Board of Library Trustees shall report the member's name and nonattendance to the county governing body by January 15 of the following year.
4. The county governing body may reject the resignation if the member explains his nonattendance satisfactorily.
5. The resignation is effective from the date of the final review by the county governing body, which shall be within 10 days after it receives the report from the President of the Board of Library Trustees. The county governing body shall fill any resulting vacancy as provided in 23-403 of this subtitle. (Annotated Code 1957, art. 77, 172, 173; 1978, ch. 22 2; 1996, ch. 10, 16.)
6. The President shall remind trustees of the law if they miss a meeting.

Minutes

A copy of all regular meeting minutes shall be posted to the Library's website following approval by the Board.

Amendments

These By-Laws and any additions, thereto, may be amended at any regular meeting of the Board with at least a quorum present, by a vote of a quorum of the Board members, provided, however, that such amendment shall be stated in the call for such a meeting.

These By-Laws should be revised every two years.

Cell Phone Policy

Cell phones must be silenced in the Library. Use of cell phones by library patrons while inside the Library is prohibited. If you need to use your cell phone please go to the vestibule area of the library.

Collection Development Policy

Section I: Philosophy of Collection Development

The Somerset County Library endeavors to provide a wide range of materials to effectively provide for the interest, information, and enlightenment of Somerset County citizens, consistent with the Maryland State Standards for Libraries (Maryland Education Statute 23-102.1 (B)). This document sets forth the guidelines by which the contents of the Somerset County Library's collection are determined.

The Somerset County Library endorses [the Freedom to Read](#), [the Freedom to View](#) and [the Library Bill of Rights](#) as adopted and amended by the American Library Association Council.

In compliance with these documents, the Library serves Somerset County residents regardless of age, background, interests, abilities, origin, or education, by developing the collection with flexibility, open-mindedness, and responsiveness to the needs of all members of the community.

The Library will select, organize and make accessible materials and other resources for the interest, information, and enlightenment of all county residents, including those which:

- Encourage informal self-education;
- Aid in learning and improving job-related skills;
- Meet the informational needs of the community;
- Supplement formal study;
- Support the recreational needs of the community; and
- Give access to a wide variety of perspectives on matters of current interest.

Section 2: Responsibility for Selection

The Somerset County Board of Library Trustees delegates to the Library Director the authority to interpret and guide the application of this collection development policy. The Director may authorize other qualified staff members to apply this policy in managing collections. While it is the responsibility of the qualified librarian to select and discard materials, it is recognized that limitations of budget, space, and individual knowledge may exist. Suggestions from community members, trustees, or authorities on special subjects are welcomed. Final choices of material rest with the Director, based on the needs of the community and the collection.

Employees will not be dismissed, suspended, disciplined, demoted, reassigned, transferred, or otherwise retaliated against for performing their job duties consistent with these standards or for acting in a manner consistent with the library's written policy implementing the State standards for libraries.

Section 3: Criteria for Selection

The following general criteria will be consulted as guidelines in selecting materials for inclusion in the Library's collection:

- Relevance to informational, recreational and educational needs of the community;
- Relationship to existing material in the collection on the same topic;
- Critics' reviews;
- Public demand, including frequency of use of similar material; and
- Requests for inclusion from library patrons.

The Library will not exclude materials from its catalog because of the origin, background, or views of a person who created the material or because of partisan, ideological, or religious disapproval.

The Library acknowledges a specific interest in Somerset County, Delmarva, and Maryland history and current affairs and endeavors to serve as a repository of such materials.

Selection criteria apply equally to all formats of library materials. Books, newspapers, magazines, visual and audio recordings, and any other types of material are acquired and made accessible as they are judged suitable, meaningful, and relevant to the collection, and as budget and space permit.

Responsibility for the reading done by children rests with their parents and guardians. Previously stated selection criteria apply to all children's materials. The Library Board of Trustees and staff fully support the [Access to Library Resources and Services for Minors](#), as interpreted from the Library Bill of Rights.

Section 4: Collection Maintenance

The Somerset County Library System attempts to provide a flexible, responsive and broad collection of materials for the interests, information and enlightenment of all county residents. New materials will be added on a continuing basis in compliance with the criteria set forth in this document.

Materials will also be withdrawn regularly from the Library collection. The following criteria are consulted when considering materials for withdrawal:

- Outdated and misleading information,
- Duplicate copies in excess of current demand,
- Worn or damaged copies,
- Materials no longer in sufficient demand, and
- Space limitations.

Materials will not be removed because of partisan, ideological, or religious disapproval.

Replacement of a lost or withdrawn item with an identical title will be determined by the existence of adequate materials in the current collection on the same topic, availability of more current information, or continued demand for the specific title.

When undamaged materials are withdrawn due to lack of use, the Library will first endeavor to make them available to other area agencies or non-profits, to library patrons, or to library-affiliated resellers.

The Library accepts gifts of books and other materials and it reserves the right to evaluate and use or dispose of such gifts in accordance with the criteria stated in this document. No conditions may be imposed relating to the gifts. In gift books, a plate giving the name of the donor and the person remembered will be mounted upon request.

The Library System cannot accept responsibility for assigning value to donations of materials for tax purposes. Such valuation must be done by a book dealer at the donor's expense if an official tax statement is required.

Section 5: Reconsideration

A patron's selection of library materials for personal use is a purely individual matter. The Library strives to provide materials representative of the broad spectrum of views inherent in a democratic society. While a person may reject materials on an individual basis, no one may exercise censorship to restrict access to those same materials by others. Library materials will not be removed from the collection because of partisan, ideological, or religious disapproval..

A patron expressing disagreement with the inclusion or exclusion of a specific title in the Library's collection will receive a courteous hearing from the library director and/or Board. A copy of the Request for Reconsideration of Library Resources form (Appendix B) will be offered and explained to the patron. This form should be completed and returned to the Library Director. The Director will respond to a written request within thirty business days. If the action taken by the Director is not satisfactory, the patron may request formation of a Reconsideration Committee, per Appendix C.

Appendix A: Resolution, MARYLAND STATE BOARD OF EDUCATION

Resolution 1981-32

June 24, 1981

Re: Public Libraries

Book Selection Policy

WHEREAS, The freedom to read is essential to our democracy;

And

WHEREAS, Public libraries have a responsibility to make available to the public books and other material offering the widest diversity of knowledge and ideas, views and expressions, so that citizens may choose freely from among a broad range of conflicting ideas; and

WHEREAS, It is in the public interest for libraries to reaffirm this principle in policies and procedures for the selection of library material and for dealing with complaints and requests for the removal of material by individuals or groups; therefore be it

RESOLVED, That the State Board of Education endorses the Freedom to Read principle and requires boards of library trustees of each public library system to adopt policies that will affirm and guide the effective implementation of this principle, and be it further

RESOLVED, That the Board directs the Assistant State Superintendent for Libraries to provide assistance to libraries and to report the result to the Board by June, 1982.

Appendix B: Request for Reconsideration of Library Resources

The Somerset County Library System welcomes input from library users regarding the community's library resources. The Board of Trustees has delegated the responsibility for selection and evaluation of library resources to library staff and the Director.

Completion of this form is the first step in our process for evaluating a resource and considering your request. If you wish to request reconsideration, please return the completed form to Library Director, Somerset County Library, 11767 Beechwood Street, Princess Anne, Maryland 21853.

Name _____

Date _____

Address _____

City _____ State _____ Zip _____

Phone _____ E-mail _____

Do you represent self? Organization? (please specify)

Resource on which you are commenting:

Book DVD Display Magazine Library Program Audio

Newspaper Electronic information Other _____

Title _____ Author/Producer _____

1. What brought this resource to your attention?

2. Have you examined the entire resource?

3. What concerns you about the resource? (use other side or additional pages if necessary)

Appendix C: Guidelines for Reconsideration Committee

UNDER THE BEST PROFESSIONAL STANDARDS, reconsideration policies ask those charged with reviewing a challenged book to set aside their personal beliefs and evaluate the work in light of the objective standards outlined in the library's materials selection policy.

- Bear in mind the principles of the freedom to read and base your decision on these broad principles rather than on defense of individual materials. The freedom to read is essential to our democracy.
- Bear in mind that Maryland State Standards for Libraries prohibit the exclusion of materials because of the origin, background, or views of a person who created the material or because of partisan, ideological, or religious disapproval.
- Read all materials referred to you including the full text of the material in question and read available reviews.
- Passages or parts should not be pulled out of context. The values and faults should be weighed against each other and the opinions based on the materials as a whole.
- The general acceptance of the materials should be checked by consulting standard evaluation aids and selection policies.
- Review library mission statement, policies, and professional guides.
- Challenged materials should not be removed from the collection while under reconsideration.
- In order to prevent a tie, the library director should recruit an odd number of members for the committee.
- While it may be prudent to state what area/role a committee member represents in the makeup of the committee (ie, teacher, librarian, community member, administration, parent, etc), the personal identification should remain anonymous to protect the objectivity of the deliberation.
- While there may be a need for public comments to be heard, the reconsideration committee meeting should be closed. Public Comments can be directed to the director or governing body.
- The committee's recommendation is to be an objective evaluation of the material within the scope of a library's collection policy.
- The report, presenting both majority and minority opinions, should be presented to the governing body with a recommendation to retain the material in its original location, to relocate the material to another location, or to remove the material.
- Establish a procedure for communicating the committee's recommendation to the governing body and to the person who made the formal reconsideration request. For example, the committee communicates its decision to the director, who then communicates the decision to the person who make the challenge as well as to the library's governing board.

Reconsideration Committee Report

Date: _____

Title: _____

Author: _____

Has every member of the committee read the material entirely? If not, why?

Resources consulted: (include policies, articles, reviews etc.)

Reconsideration committee recommends:

Justification and comments: (include majority and minority positions)

Signatures of Reconsideration Committee Members:

Community Events Calendar Policy

The inclusion of third-party events in a Community Events calendar prepared by the Somerset County Library is intended to assist in the promotion of activities to educate and enrich our community.

Inclusion in the calendar will be granted for educational, cultural, intellectual, or charitable events that occur in or serve the general population of Somerset County and that are submitted in a timely and organized manner.

Inclusion will not be based upon the viewpoint, beliefs, or affiliations of the organization. Inclusion in the Community Events calendar does not imply library endorsement of organizations or events.

The Library Director, or a designee, is responsible for the implementation of this policy.

Approved: February 14, 2019

Complaints Resolution Policy

Introduction

The Somerset County Library aims to provide the highest standard of service to our customers. To achieve this objective, the Library is committed to a fair, efficient and timely resolution of any complaint received.

The Library recognizes the value of customer feedback, both positive and negative, in improving services. This Complaints Resolution Policy aims to provide a structured approach to resolving complaints and disputes that is fair and equitable and that will lead to solutions that are acceptable to all parties.

This policy is primarily to address customer service issues or concerns about library policies. Internal complaints are handled through the Grievance Policy in the Employee Handbook.

How to make a complaint

Complaints about library service should be presented to the Library Services Manager, either verbally or written. If the complaint is with the Manager, then the complainant may present the problem directly to the Director or their designee. Likewise, if the complaint regards the Director, then the complainant may present the problem to the Library Board of Trustees.

Complaints or concerns about library policy should be presented in writing to the Director for review and presentation to the Board of Trustees.

Complaints resolution process

If the complaint is verbal, relevant staff must either resolve it immediately or request the complainant to submit a written complaint.

The Library will formally acknowledge in writing any written complaint. Our aim is to resolve most complaints within 14 days depending on the nature and complexity of the complaint. If unable to resolve the complaint within 14 days, we will provide you with a resolution timetable.

You may make a formal written complaint addressed to the Director if you are not satisfied with the progress.

If you are not satisfied with how your complaint has been resolved, you can write to the President of the Board of Trustees to pursue the matter.

Communication

Relevant staff, or the Director at the Board's behest, will communicate to the complainant any determination in relation to the complaint. If appropriate, the Library will make changes to prevent the situation from reoccurring.

Computer & Internet Use Policy

Computer Access

Library computers are generally available first-come, first-served, in one-hour increments, although this time may continue to be extended in hour increments if there is no one waiting for computer access.

If a patron has a task that they reasonably believe will take longer than an hour to complete, staff may immediately grant an extended session, if they believe that the extended session will not disrupt regular library operations or other patrons' access.

Library computers will provide a warning five minutes before the end of the session. If the session timer is allowed to expire, the computer will restart and any data that has not been saved to removable media or cloud storage will be lost.

The Library does not maintain information on the use of specific Internet resources by members of the public and will not release information except as required by law or for the proper operation of the library.

Computer & Internet Use

The use of Library computers for the transmission, dissemination, and/or duplication of copyrighted material is regulated by state and federal laws and by the Library's Rules of Conduct.

Patrons may not corrupt, alter, damage, or otherwise compromise library equipment or software. Patrons may not send, receive, view, or download any illegal material.

The library is not responsible for damage to storage media, loss of data, or damage or liability that may occur as a result of patrons' use or misuse of Library computers.

Violations of the Computer & Internet Use policy or the Rules of Conduct will result in loss of access to Library computers.

Computer Assistance

Patrons using the Library's computers are expected to understand the basics of computer use. Library staff are not able to offer extensive assistance or in-depth training. If time permits, staff may help with getting users started, basic computer problems, and suggestions on effective Internet searching.

Regularly scheduled, one-on-one technology help sessions are available at the Crisfield and Princess Anne Libraries for patrons who need in-depth assistance with a computer-related task.

Internet Access by Minors

Supervision of a child's use of the Internet is the responsibility of a parent or legal guardian. Children 10 years old or younger must be accompanied by an adult when using Library computers.

Guest Passes

Guest passes are available for visitors without library cards.

Internet Filtering

The Somerset County Library System adheres to the Children's Internet Protection Act. Public computers are equipped with filtering software that blocks access to sites that are (a) obscene, (b) child sexual abuse material, or (c) harmful to minors, as defined by federal law. However, patrons should be aware that filtering software is not perfect and user discretion is advised.

Library staff may terminate a user's computer time if the user is bypassing or attempting to bypass the filtering software.

Wi-Fi

The Library provides publicly accessible Wi-Fi, with networks inside and outside of all Library branches. Protected Access networks are also available in Crisfield and Princess Anne.

Wi-Fi networks are generally available 24 hours a day, although availability and signal quality may be affected by factors beyond the Library's control.

The library is not responsible for the privacy of information transferred over its network.

Patrons are responsible for ensuring that their devices have adequate security protection against viruses and other malware. The Library assumes no responsibility for damage, theft,

or loss of a customer's equipment, software, data, or other personal property brought into or used at the Library's facilities.

Printing & Copying

Patrons may print, for a fee, from Library computers. The Wi-Fi network does not provide access to printing, but patrons may submit documents at the same fee to the front desk using the Wireless Printing link on the Library's website.

Catalog Computers

Catalog computers at the Crisfield and Princess Anne Library are intended only for the search of the library's catalog.

Early Literacy Stations

Early Literacy Stations from AWE Learning are available at the Crisfield and Princess Anne Libraries. The Stations have a broad range of educational software for children ages 2 to 8 and do not connect to the Internet.

Laptops & Tablets

The Crisfield and Princess Anne Libraries own laptops and tablets that are intended for use in computer and STEM instruction. When not in use for a library program, devices may be lent to patrons for in-library use only.

Library Website

The library website at somelibrary.org is designed and maintained by library staff. The library assumes responsibility only for the information provided on its website. While the library makes reasonable efforts to keep third-party links up-to-date, links are not endorsements of the content of any outside site.

Fees

There is no fee for the use of library technology. Fees may be charged to recoup expenses incurred by the library by patrons using printers, copiers, or other equipment.

The fee is \$0.20 per page for black & white copies or printouts and \$0.50 per page for color. The fee is calculated for each side of the page.

The library will laminate documents for patrons at a cost of \$1 per page.

The library will fax for \$1 per page.

The library sells headphones for patron use at \$2.50 each and flash drives for \$5 each.

Exhibits, Displays and Bulletin Boards Policy

Somerset County Library exhibit areas, bulletin boards and display cases are used primarily for library purposes. When designated exhibit spaces within the library are not in use for library exhibits, space may be made available for exhibits, dependent upon the availability of staff resources to preview and coordinate exhibits and library programming needs.

General Terms and Conditions of Use

- Permission to use exhibit space is at the discretion of the Library Director and/or Branch Managers and may be made available to organizations engaged in educational, cultural, intellectual or charitable activities on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
- Permission may be denied to, or revoked for any exhibit whose purpose is personal, commercial and/or has the potential to cause, or causes, substantial disruptions or material interference with the functions of the library or is not in compliance with the Library Exhibit Policy.
- Permission to exhibit materials does not imply Library sponsorship, endorsement of content or responsibility for representation of all points of view. All proposed exhibits must be consistent with the requirements. The exhibitor accepts full responsibility for his/her/their exhibit including but not limited to content and/or accuracy of any statements or representations made in such materials.
- Permission to use exhibit space is conditional upon user agreement to save, hold harmless, and indemnify the Library Board and Somerset County from any claims, law suits, or judgments arising from loss, damage to property, injury to persons from or during their exhibit, and/or their exhibit material(s) or any part thereof. A signed “release” form is required.
- A completed and signed “Exhibit Request” form is required for consideration of a request to exhibit. The “Exhibit Request” must include the exhibit title, location requested, begin and end dates name, address and telephone numbers and signature of the contact person in charge of the proposed exhibit. (must be consistent with application form)
- All measures necessary to insure installation and removal of exhibits are the physical and financial responsibility of the exhibitor including but not limited to, shipping, packaging, storage, signage, labels, framing, installation and removal and equipment /supplies needed for same.
- Exhibitors agree to be responsible for and to pay for any and all damages to library property including exhibits, display/exhibit spaces, walls, floors, grounds and furniture resulting from the installation or removal of an exhibit and that any damage or loss thereto occasioned by fire, theft, or in any manner, to the exhibit, shall be sustained by the exhibitor.
- Installation and removal of exhibits must be accomplished during library open hours and in such a manner that causes the least possible disruption or material interference

with library business. Exhibit items may not be unpacked or repackaged within the library proper. Hanging order and/or arrangement is to be arranged prior to installation by the exhibitor. Items for hanging may be leaned against walls in preparation for hanging, but may not be spread out on the floor, leaned against book shelves, service desks or be placed in such a way so as to interfere with normal traffic flow. Any children accompanying individuals involved in installation/removal of an exhibit must be directly supervised by an adult not involved with the installation/removal of the exhibit

- Exhibit photos, artworks etc., must be framed, mounted or packaged and displayed in a safe and attractive manner. No heavy items may be placed over entrances or exits. Any electrical connections are to be hidden from public view as far as possible and may not be placed so as to cause or create a safety hazard.
- Labels, posters and/or signs, used to identify items or the exhibit, must be clear and legible, preferably accomplished by computer or neat calligraphy. Each exhibit must contain an informative explanation to assist the general public in discerning subject material or purpose of the exhibit. This information may be provided by explanatory labels on individual items, in poster or sign form or be contained within the exhibit itself. Exhibitors are encouraged to provide a contact phone number as part of the exhibit on label, posters or signage for members of the general public who may wish more information about the exhibit. Events associated with the exhibit or items in the exhibit that may be for sale may not be advertised with the exhibit. Exhibits that include informational brochures pertaining to the exhibit are acceptable. In addition the Library encourages the use of bibliographies and books relating to the subject matter of the exhibit as part of the exhibit.
- When space allows the Library will include the exhibit title and description information from the "Exhibit Request" form in the Library Activities Calendar as a means of notifying the public of the exhibit.
- Video taping, cameras setup on tripods, television filming or interviewing arranged or accomplished by the exhibitor is not allowed within the library proper without the express advance written permission of the Library Director and/or Branch Managers.

Gift, Donation, and Naming Rights Policy

General (Non-Capital) Donations

Monetary Gifts

The Library accepts monetary donations without conditions on their use for projects previously approved by the Library Board of Trustees. Such money is deposited in the Library Operating Account for future expenditure by the Board.

Memorials/Honoring

The Library actively encourages donations as memorials and as tributes to living individuals on special occasions. Such acts provide the Library with an opportunity to add materials or equipment which it might not otherwise be able to afford. In addition, it is felt that such donations provide individuals with a rich opportunity to honor loved ones with a lasting statement of admiration and respect.

Except in rare circumstances, memorials and tributes are accepted in the form of monetary donations to Somerset County Library. The Library will make every effort to honor the donor's wishes regarding the selection to be purchased. However, the final decision rests with the Library in accordance with its needs and selection criteria.

A bookplate will be placed in the item purchased with the memorial and tribute gift funds. The bookplate will record the honoree as well as the donor. The Library will also note those honored and the donor in the item's record. The Library will send letters to notify all parties of this gift.

In those instances where an individual wishes to donate a memorial book from his personal library, the decision to accept the gift will be based on the principles described in the Library's Collection Development Policy. If accepted, the bookplate and notification will be handled in a normal manner. If it is not accepted, the book will be returned to the donor.

Library Materials

The Library gladly accepts the donation of books and other items with the understanding that the Library may do with them as it sees fit.

Gift materials will be added to the collection if they are needed and if they meet the selection standards that are applied to all materials added to the collection. Gifts accepted for the collection become the property of the Somerset County Library. Gifts not added to the collection will be disposed of in a way that will be most advantageous to the Library.

Upon receipt of gift materials, a receipt is given to the donor acknowledging the gift items, if requested. Due to Internal Revenue Service regulations, the Library is prohibited from providing an estimate of monetary value of the donation.

Special Collections

Special collections of materials will be accepted if they meet the Library's selection criteria. The Library reserves the right to determine such issues as classification, arrangement, and shelving of gift materials. The Library will not accept special collections of materials with any donor's stipulations that these be kept together as a special collection or entity, or restricted as to use in any way. Collections will be accepted only with the understanding that they will be integrated into the general collection with the Library determining location and usage of the materials.

The Library does not accept as a gift any printed or manuscript items or any objects if the condition of acceptance requires permanent exhibition since the Library believes all exhibits should be changed periodically to maintain interest. Such gifts will be referred to a museum or historical society.

Furniture/Art Work/Equipment

Gifts of furniture, art work and equipment will be accepted only when, in the opinion of the Library Director, the proposed gift is of a type that is compatible with the Library's existing furnishings. Generally, it is recommended that donors contribute money for the purchase of such articles.

Acknowledgement of Donations

The Library will ensure that each donor receives acknowledgement and to the degree that the donor is willing, public recognition. The following guidelines will be used in providing acknowledgement to and recognition for donors:

- A letter of acknowledgement for gifts of money and in-kind support will be sent to all sponsors and a copy will be placed on file.
- Any special recognition agreements will be stipulated in the letter.
- Public acknowledgement of sponsorship in the Library's promotional materials will normally be restricted to a statement of the sponsor's name and a display of logo. Such acknowledgement will not take precedence or have prominence over the Library's own logo or promotional material.
- For gifts and/or donations valued at over \$500, the Library may submit a press release to local newspapers and/or publish an article regarding the sponsorship in their own newsletter if the sponsor is willing.
- Acknowledgement of sponsorship may also take the following forms at the Library's discretion:
 - Sponsor's name on promotional materials.
 - Small standardized plaques may be placed on donated furniture or equipment.

- Library bookplates.

Capital Gift Policy

1. All capital gifts and pledges of cash or convertible property made during a capital campaign will be counted toward the campaign goal, provided they are unrestricted or designated for a specific campaign purpose and are not fulfilling a previous capital campaign pledge.
2. For recognition purposes, individuals whose gifts are matched by their employers will receive additional campaign credit for the amount matched.
3. Campaign pledges will be considered to be “in arrears” after the pledge is 90 days delinquent. At such time, the library foundation will contact the donor to determine if there is intent to complete the pledge. After 180 days delinquent, the pledge will be written off.
4. Campaign pledges may be paid on a schedule established by the donor within a three year period.
5. Non-cash gifts with a value of less than \$5,000 will be counted in the campaign totals at the appraised value provided by the donor. If the gift is valued at \$5,000 or more, a qualified appraisal will be required. Acceptance of non-cash gifts valued at \$5,000 or greater will be contingent upon the approval of the board.
 - a. Acknowledgments for non-cash contributions valued at \$250 or more will describe the donation. The amount of specific detail increases with the value of the gift.
 - b. If the library disposes of the property valued at \$500 or more within two years of donation, the Business Office must file IRS form 8282 and give the donor a copy of the form.

Naming Rights Policies

Criteria for naming Branches and Interior/Exterior Spaces

A branch or significant area within the library may be named for individuals, families, or entities meeting one or more of the following criteria:

- Extraordinary service to the Somerset County Library System as a staff member
- Distinguished person who has provided extraordinary service to the library or who otherwise merits special recognition
- Donors who have made a significant financial contribution to the Library including donors who have made a significant contribution toward the construction or

operational support of a new branch or major renovation, an endowment for maintenance and operating costs of a branch, or other program or activity within the Library System.

There shall be a due diligence review of each naming proposal to carefully consider the overall benefit of such naming to the library, including whether the name is and will continue to be a positive reflection on the library. Such due diligence shall include the following:

- Review of any possible conflict of interest issues affecting the library
- Evaluation of the impact on the future giving by the donor and others
- Any other factors that could reflect on the library

In order to avoid the appearance of commercial influence or conflict of interest, or any other potentially adverse consequence, additional due diligence shall be undertaken before recommending the naming opportunities that include a commercial enterprise. Naming opportunities may be assigned that include a commercial enterprise only if the proposed name is appropriate in the public setting of the library and will not detract from the library's use or reputation.

Duration of Names and Name Changes

Naming rights in honor of an individual, family, or non-commercial entity are generally expected to last for the useful life of the branch, interior/exterior space, furnishing, or program.

Naming in honor of a commercial enterprise will have a set number of years attached to the naming, which will be determined on a case-by-case basis and included in a signed gift agreement associated with the naming opportunity. The duration of a commercial enterprise name shall normally remain the same notwithstanding future changes in the commercial enterprise name; provided, however, in the event of a name change in the commercial enterprise, the library board may elect to remove the established commercial enterprise name or change the name at its sole discretion.

If a branch or area within the library is substantially renovated, or there is a significant addition to a branch, it may be renamed, subject to future renaming consistent with this policy and subject to restrictions in any gift agreements related to prior naming actions.

Removal or Change of Name

Naming recognition is provided to individuals, families and entities that exemplify the attributes of integrity and civic leadership. If an individual, family or entity, for whom a naming commitment has been made, violates these standards the library may elect to remove the individual, family or entity name from the naming opportunity. Before taking such action, the library shall undertake due diligence including consultation with counsel, as to any legal ramification that the library may have under any pre-existing agreement(s) related

to naming opportunities or in regard to any other matter that may have legal bearing upon a proposed change in name. Any naming authorized by the library board can only be revoked by a vote of that body.

Alternatively, unforeseen circumstances may make it impossible for a donor to complete a gift after the commitment has been recognized by placing a name on a branch, interior/exterior space or major program. The board will make reasonable effort to work with the donor to create a plan for completion of the commitment. However, in certain circumstances it may be necessary for the library to remove the donor's name from the naming opportunity.

Approved June 14, 2017

Library Card & Borrowing Policy

Library Card Registration

Library cards may be signed up for at the front desk of any branch. Before your library card is issued, you will need to provide photo identification and proof of your current address. A Maryland driver's license or MVA identification card with a current address will be accepted. A picture ID (work, school, bank id, etc.) may also be used together with a proof of address such as mail or a utility bill.

All materials checked out on your card are your responsibility. Please report lost cards immediately. You must have a card or photo ID to check out materials.

Registration for a library card is free if you live, own property, work, or attend school in Maryland. If you live outside of Maryland, the fee for a library card is \$40.

Replacement cards cost \$1.

Children's Registration

Children under 18 must be present and accompanied by a parent or legal guardian when applying for a library card. The parent or guardian must show photo identification for the person who will be responsible for the child's library use. If the parent/guardian has fines on their library card, the child will be unable to receive a card until the balance is paid.

Materials checked out by child patrons are the responsibility of the adult signing them up for a library card; children are not restricted in borrowing or using library materials by the library staff.

Online Registration

For convenience, patrons may register for a temporary card online. Temporary cards may be used to access online resources and place holds in the online catalog.

Temporary cards should be converted into a regular library card following the identity verification procedures above. This must be done before physical items can be checked out of the library.

Temporary cards that have not been verified will expire after six months.

Student Cards

In collaboration with Somerset County Public Schools, the library offers student cards to every student in the County. Parental permission forms are distributed at the start of the school year, and the cards remain valid until the start of the next year.

There is no physical card issued to students; their card number is simply SCSD followed by their lunch number.

Student cards provide access to library computers and most online resources. They can have up to three books checked out at a time.

Easy Access Card

An Easy Access Library Card is available to patrons who cannot provide address verification. Patrons with this type of card may use library computers and have full access to all online resources. Easy Access cards also allow for the checkout of up to three physical items.

Easy Access Cards expire after one year.

Circulation Rules

Unless otherwise specified, library cardholders may check out up to 50 items at one time. The loan period for most items is 21 days, and they may be renewed up to three times.

Exceptions are:

- DVDs have a 7 day loan period, and there is a limit of 10 per library card.
- Current issues of magazines are intended for in-library use only and may not be checked out.
- Reference material in the local history collections are intended for in-library use only and may not be checked out.

Renewal

Most items will automatically renew themselves at their due date, unless:

- the patron's card has expired,
- the limit of three renewals has been reached, or
- another patron is waiting for the item.

Patrons may also manually renew items via the online catalog or at the front desk of any branch.

If warranted, library staff may provide extensions beyond the regular borrowing period or the regular renewal limit. Library staff will not extend loans if another patron is waiting for the item.

Interlibrary Loan

Eastern Shore Library Consortium

The Somerset County Library shares a catalog with the seven other Eastern Shore Libraries, governed by the Eastern Shore Library Consortium. All items in the consortium's catalog may be requested for pickup at any Somerset branch.

Items requested from another county but checked out from the Somerset County Library follow Somerset County's borrowing policies.

Your card is valid at any public library location on the Eastern Shore. If you travel to another county to borrow an item, the loan is governed by the location from which the item was borrowed.

Statewide Loan

In collaboration with the Statewide Library Resource Center, most materials statewide are available through interlibrary loan using the statewide catalog.

If the material is available on the Eastern Shore, the statewide catalog will direct the patron to use the local catalog to request it.

Materials borrowed via interlibrary loan may have different borrowing requirements imposed by the lending library. It is likely that renewal of a loan will not be allowed.

Out-of-State Loans

If an item is neither available in the Eastern Shore catalog nor the statewide catalog, it may be requested through the interlibrary loan request page in the statewide catalog.

The request form should be completed comprehensively, and it is recommended that patrons obtain staff assistance in completing the form.

Patrons should also consult the WorldCat catalog to verify an item's availability before placing a request.

Book Suggestion Form

The library has a book suggestion form on its website for patrons to recommend book purchases. Generally, the library will purchase suggested material if it is readily available for purchase, recently published, and/or unavailable through the Eastern Shore or statewide catalogs.

Fines and Fees

The library does not charge overdue fines.

Patrons will be billed the cost of the item plus a \$5 processing fee for items not returned within three weeks of the due date or for items that are returned to the library damaged. The library may accept a replacement copy of the exact edition in lieu of payment.

Once items are paid for, they become the property of the patron. Refunds will not be issued once an item has been paid for.

Library staff will photograph any damaged item that is discarded because the nature of the damage (i.e, water, insect infestation) makes it unfit to keep for evidence.

A fine of \$5 will be assessed for any missing artwork, booklets, or inserts.

A fine of \$5 will be assessed for damage to the case of an audiobook or DVD when the discs are undamaged.

Data Retention

In compliance with Maryland law on the confidentiality of library records, the library does not maintain borrower records longer than necessary to conduct ordinary library business. Typically, this is until another patron has checked out and returned an item or until lost or damaged materials have been paid for.

Patrons may elect to maintain their own borrowing history in the library's catalog, either by activating the history from the catalog or by asking staff to activate it from their record. This history is not retroactive and will only list material checked out after it was activated.

Regardless of how the history is activated, library staff cannot access the patron's borrowing history.

Loitering Policy

Somerset County Library System defines loitering as: the act of entering and remaining in any area of the library (including but not limited to driveways, parking lot, steps, stoops, ramps, entrances, or other common areas) with no apparent purpose and without the apparent intent to use or examine the library facilities located in that area. Also, standing, sitting, lying anywhere on the premises in such a manner that sufficiently disturbs employees, or customers, or blocks or obstructs potential or actual traffic, obstructs use of the facilities, or inhibits employees or customers from executing their legitimate duties and activities.

Long-time visiting or socializing on library premises disrupts the enjoyment of the library for other patrons and is not permitted.

Makerspace Policy

To assist in fostering business development, experimentation, and personal growth in the community, the Somerset County Library provides access to a variety of maker equipment, including 3D printers, vinyl cutters, and other technology, for public use.

Usage

The priority for use of Makerspace equipment will be given to library programs or activities.

In most cases, public usage of Makerspace technology will be mediated by library staff, but the Library reserves the right to allow technically sophisticated users direct access to equipment, at the discretion of Library staff.

Staff-mediated use and supervision of Makerspace technology by Library staff do not constitute knowledge, or acknowledgement, of any unapparent final use of the 3D product, and the Library specifically disclaims any knowledge thereof. The Library is not responsible for any object created by the 3D printer.

The Library is not liable for malfunctions, defects or misprints. Bad prints that are the fault of the machine, a power outage, etc., will be reprinted at no charge. Users will be charged for bad prints that result from a fault in the model design or supports.

Patrons will be required to provide contact information when submitting requests. Items not picked up within seven days of notification of completion become Library property.

Right of Refusal

The Library reserves the right to refuse any 3D print request. Restricted items include anything that is:

- Prohibited by local, state, or federal law.
- Unsafe, harmful, dangerous or poses an immediate threat to the well-being of others.
- Obscene or otherwise inappropriate for the Library environment.
- In violation of intellectual property rights.

Staff may also refuse requests for the use of equipment that are reasonably anticipated to be outside the capabilities of the device.

Fees

The Library will set a fee schedule for the use of equipment that ensures that the Library is fully compensated for any materials consumed as well as an hourly fee to cover operational costs.

Media Release Policy

Programs, events, and classes are regularly photographed or videotaped for Library promotional purposes. By participating in these events, you are giving consent that the Library can use/publish group photos for publication and/or distribution.

Meeting Room Policy

The offering of meeting room space by the Somerset County Library is one of the many ways the Library hopes to foster greater free expression and access to ideas representing all points of view on all subjects. The Library welcomes the use of their meeting rooms within the guidelines of this policy. Priority for meeting room use will be given to library-sponsored events. After this priority, reservations for meeting room space are on a first-come, first-served basis.

Authorization for use of the meeting rooms will be based upon the provisions of this policy and will not be based upon the viewpoint, beliefs, or affiliations of the organization or individual making the reservation. Use of the rooms does not imply library endorsement of organizations.

The Library Director, or a designee, is responsible for the implementation of this policy.

Meeting Rooms

There are meeting rooms available for public events in the Crisfield and Princess Anne Libraries.

The Crisfield Library has a meeting room with a 200-person capacity and seating for 85. A kitchenette is available.

The Princess Anne Library has a meeting room with a 40-person capacity and seating for 25.

All rooms are fitted with a projector or monitor for displays of presentations. The libraries will provide a laptop if requested in advance.

Study Rooms

The Crisfield Library has two study rooms, seating up to six people each. The use of these rooms is free of charge. These rooms are reserved for individual study, tutoring or small meetings and are not to be used as on-going personal or office space. Reservations may be made in blocks of up to four hours.

When not reserved, the study rooms are free to be used on a drop-in basis.

Reservations

Reservations may be made up to one year in advance. To allow equitable access throughout the community, organizations and individuals are limited to no more than twelve reservations on the calendar at any one time. The libraries reserve the right to deny or delay acceptance of a reservation if there is a reasonable belief that it may introduce a complication into the scheduling of library events, such as Summer Reading Program performers. The libraries

may cancel a reservation in case of weather emergency and will notify groups as early as possible.

Reservations should be scheduled from the time that setup will begin to the time that the room will be vacated. Leaving half-an-hour of leeway on either side of the reservation is recommended. Available times in both libraries are: Monday through Wednesday, 9 am to 7 pm, and Thursday through Saturday, 9 am to 5 pm.

Afterhours Meetings

Meeting room reservations may be scheduled after regular library hours but must be approved by the branch manager, based on the availability of staff to remain afterhours. There is an additional \$25 fee per hour to cover staffing costs. This cost will not be waived.

Attendees at meetings outside of regular library hours are restricted from entering other areas of the facilities, except as necessary to access the Princess Anne meeting room.

Publicity

Publicity for a meeting must clearly identify the sponsoring organization. Publicity cannot state that the libraries are a sponsor or co-sponsor of a meeting without permission. The libraries' phone numbers, fax numbers, and email addresses are not to be included in any publicity, and the organization may not list the address of a library as its official address regarding the meeting.

Application

An application form requesting use of a meeting room must be filled out. The application may be found online at somelibrary.org/meeting and at the front desks of the libraries. The following must be provided in order to reserve the meeting room: contact name, organization name if applicable, phone number, address, email address, date of meeting, and time scheduled, from the start of setup until the room is vacated.

Reservations are not official until any fees have been paid.

Fees

Both rooms are available at a cost of \$25 per hour, including setup and cleanup time. The meeting room fee is waived for government agencies and non-profit organizations.

Any damage to furnishings, equipment or the facility will be charged at replacement or repair cost to the person or organization that made the reservation. Failure to clean the room in accordance with library guidelines will be charged a \$100 cleaning fee. This will be assessed after library staff have checked the room in accordance with the meeting room checklist.

Future use of the room, including reservations that have already been scheduled, will be denied if there is damage, including excessive messes, as the result of a previous meeting room booking.

Cancellation

Organizations or individuals must cancel seven or more days prior to the meeting in order to receive a refund of any fee. Refunds will be given if the library cancels the meeting due to inclement weather or emergency.

In the case of no-shows, future use of the room may be denied.

Set-Up, Use and Care of Rooms

Groups are responsible for the setup, re-arrangement, or removal of furniture from the way it was last left. The room is to be left clean. All trash must be removed from library property by the person or organization that made the reservation after the meeting.

The room must not be left unattended during the time it is reserved. Groups of children or teenagers must be supervised.

Alcoholic beverages are permitted to be served and consumed on the premises only for Library, Somerset County Library Foundation, or Friends of Somerset County Libraries functions. Alcoholic beverage service and consumption by non-profit organizations or at private functions must be granted special permission by the Board of Trustees. If applicable, proper permits and licensing must be obtained by the user. The original permits and licensing must be shown to the branch manager and permission granted one (1) week prior to the meeting/event. Consumption of alcohol by minors and the serving of alcohol to minors are against state law and are strictly prohibited. Consumption of alcoholic beverages outside of the library is illegal and prohibited.

Smoking and open flames are not permitted on library property.

Gambling and controlled substances are not allowed.

Organizations using the meeting room must observe the public accommodation provision of the Library which states it is unlawful “to discriminate against any person in the full use and enjoyment of such public accommodation, on the basis of race, color, religion, sex, ancestry, national origin, handicap or disability, use of guide or support animals due to the blindness, deafness, or physical handicap or because the user is a handler or trainer of guide or support animals.”

Non-discrimination Policy

The Somerset County Library is committed to the principle of equal opportunity in employment, access, and the provision of services. The Library does not discriminate against individuals based on a person's actual or perceived status as an individual with disability or based on military or marital status, race, color, religion, sex, sexual orientation, gender identity, ancestry or national origin, age, or any other characteristic protected by federal, state or local law.

Privacy and Confidentiality Policy

The Somerset County Library Privacy and Confidentiality Policy is based on the ethics and practices of professional librarianship to protect each library user's right to privacy and confidentiality.

This policy establishes guidelines for the protection of personally identifiable information contained in library records. The Library is committed to privacy and confidentiality for all library users, consistent with applicable federal, state, and local laws. Maryland state law (MD Code, GP §4-308) provides specific legal criteria under which records can be inspected, used or disclosed.

Library staff will not respond to any informal request by a third party for personally identifiable information about any library user. Personally identifiable information may be released to a law enforcement agency or officer after presentation of an order by a court of competent jurisdiction issued in proper form (a court issued subpoena or search warrant).

Library users' identifiable information will only be used in accordance with this privacy policy.

Information the Library Collects and Retains

The personal information collected is as follows and will be kept until an account is deleted, unless otherwise indicated:

- Information used to register for a library card (name, parent's or legal guardian's name if patron is under the age of 18, address, library card number, telephone number, and birthdate; email address and sex are optional);
- Name and phone number as used to register for library programs;
- Grade level and school for Student Virtual Cards and Summer Reading Programs);
- Overdue item history and related notices;
- Materials currently checked out (Once returned, all checkout history is automatically deleted, unless the user has activated reading history in the catalog); and
- Library card numbers of computer users. (This data is automatically deleted nightly.)

The Way We Use This Information

This information enables us to provide patrons with access to their library accounts, promote library services, and to maintain information necessary for operations. Personal information may be used in the following ways, but is not limited to:

- Maintaining internal records;
- Assisting patrons with their accounts;
- Notification and collection of overdue materials and lost item charges;

- Notification of outstanding holds;
- Reminders regarding registration for library programs;
- Sending of informational emails about library programs and services;
- Analyzing library usage data to improve services;
- Contacting library users for research purposes to help improve services; and
- Resolving cases of violations of library rules and regulations

Personally identifiable information will remain confidential and will not be sold, licensed, or disclosed to any third party, except those vendors working under contract with the library or as required by law.

Third Party Vendor Services

The Library works with third party vendors to provide expanded services, such as digital collections, research databases, and streaming media content. When connecting to licensed databases and content providers, the Library only releases information that authenticates users. Nevertheless, when accessing remote or third party vendor sites, there are limits to the privacy protection the Library can provide.

Third party vendors may gather and disclose your information according to their own policies, including:

- Personally identifiable information provided by users, including when you register for the site, provide feedback and suggestions, request information, or create shared content;
- Other information that could be used to identify a library user, such as IP address, search history, location based data, and/or device ID;
- Non-personally identifiable information, such as ad views, analytics, browser information (type and language), cookie data, date/time of a request, demographic data, hardware/software type, interaction data, serving domains, page views, and referring page; and
- Other data that third party services may collect as described in the vendor's privacy policy and terms of use.

For more information on these services and the specific types of data that may be gathered and disclosed by each service, please refer to their Terms of Use and Privacy Policies.

Requests for Information

Personally identifiable information may be released only to a law enforcement agency after presentation of an order by a court of competent jurisdiction issued in proper form (a court issued subpoena or search warrant).

The following requests will immediately be referred to the Library Director:

- An agency of state, federal, or local government or any individual pursuant to a valid court order, search warrant or subpoena authorized under the authority of federal, state or local law relating to civil, criminal or administrative discovery procedures or legislative investigative power.
- A government official with a FISA (Foreign Intelligence Surveillance Act) Request.

In the event of a search warrant, which is executable immediately, the Library will comply with the search warrant and consult with legal counsel.

If the Library Director is not immediately available, the person making the request will be given the Director's contact information. Staff will collect the name and contact information of the person making the request.

Library staff shall not disclose to any other individual, corporation, institution, governmental agent or agency, except as provided in this policy, information that includes but is not limited to the following:

- the library's circulation records and their contents as pertains to individual patrons;
- the library's registration records and their contents;
- the number or character of questions asked by a patron;
- the frequency of a patron's visits to the library;
- a patron's name, address, or telephone number;
- a patron's record of computer and database usage;
- computer contents that could identify material or sources a patron consults; or
- the contents of a patron's information transaction: titles requested, information requests, personal documents being created using library's software, etc.

If a request for information is denied, the Library Director shall inform the individual, corporation, institution, governmental agent or agency making the request within ten (10) days of receipt of the request.

Library Card and PIN/Password Protection

Patrons must notify the Library immediately if their card is lost or stolen, or if they believe someone is using their card or card number without permission.

Keeping Account Information Up-to-Date

Patrons must notify the Library of any changes to personal information to keep their account information up-to-date. Library cards expire every 3 years after the date they are created or renewed, and address updates are requested once per year.

Patron Access to Account Information

The Library will not provide information from the patron database to any individual or agency other than the person or persons named on the account, except those vendors working under contract with the library, unless presented with a search warrant or subpoena.

To safeguard privacy, patrons who request information by telephone will be asked to provide card number and name. Other information such as birthdate, address, email address and telephone number may be requested.

The following exceptions to providing information from the patron database apply.

Parents and Children

The Library respects the privacy of all library users, regardless of age. Parents and legal guardians of a child under age 18 who present the child's library card or confirm their identity as the minor's parent or legal guardian by displaying valid ID may:

- obtain access to a child's library records;
- check out items, including items on hold, for their children; and
- obtain information regarding fees on their children's accounts.

Items on Hold

The Library staff treat the materials placed on hold as confidential. Patrons may choose to have another person pick up their holds by asking staff to add that person's name to their account as "approved to pick up holds."

Patrons may also authorize another person to pick up holds by providing their library card to that person.

Fees

The amount of fees that are due may be given to someone other than the cardholder on the account but titles and account history will not be disclosed. Fees may be paid by someone other than the cardholder.

Library Notification

Information provided by staff over the telephone or left on a voicemail shall be limited to notification that an item is available. Title information will not be left via voicemail. Email and text communications about holds and overdues include titles.

Security

The Library is committed to ensuring that patron information is secure. Physical, electronic, and managerial procedures are in place to safeguard and secure the information and to prevent unauthorized access or disclosure. Confidentiality extends to information sought or received, materials consulted, database search records, reference interviews, interlibrary loan records and other personally identifiable uses of library materials, facilities, or services.

Public Computer Use

The Library's PC Reservation System erases the history and temporary Internet files that accrued during your individual session. Library card numbers are captured when patrons sign into a computer. However, they are automatically deleted nightly.

Patrons are responsible for logging off at the end of a session to protect their privacy and insure that other individuals are not using a library workstation still logged on to their account.

Electronic Resources

Website

The Library does not track or permanently record any personal information about you when you visit the Library's website unless you choose to provide that information via a contact form or newsletter registration. The Library's website collects and stores only aggregate user information using Google Analytics.

The Library website does not use cookies, but some online services, such as sessions on the Library catalog using the My Account option and remote online resources, place temporary cookies for current sessions.

Links to Other Websites

The Library website contains links to other websites. The Library does not control these other websites and is not responsible for the protection and privacy of any information that you provide. Exercise caution and look at the privacy statement applicable to the website in question.

Communication with the Library via the Website

The Library will use information submitted through contact forms only to respond to patrons' inquiries. General suggestions and comments about library services may be shared among library staff members in order to improve services.

Wi-Fi Use

Although the Library maintains the best possible security, patrons are encouraged to use secure browsing practices, whether on a public computer or on Wi-Fi.

Social Media

The Library maintains a social media presence which allows patrons to share opinions and information about library related materials and activities. The Library does not collect, maintain, or otherwise use the personal information stored on any third party site in any way other than to communicate with patrons. Third-party websites have their own privacy policies and patrons should proceed accordingly.

The Library reserves the right to edit or modify any postings or comments. The Library shall also be granted the right to reproduce comments, posts, and messages in other public venues (e.g., a posting on Facebook may be quoted in a newspaper or on the library website). Identifying information, other than first name, will be removed unless prior approval is granted by the user.

Other Services

This privacy and confidentiality policy does not apply to external applications or websites accessed from the library's public computers, devices, or equipment.

Patrons may choose to take advantage of library-related services via e-mail or other communication methods that send personally-identifiable information related to library use via public communication networks. The library has limited ability to protect the privacy of this information outside of its control.

Illegal Activity Prohibited and not Protected

Patrons may conduct only legal activity while using library resources, facilities, and services. Nothing in this policy prevents the library from exercising its right to enforce its Rules of Conduct, protect its facilities, networks, and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes. The library can electronically log activity to monitor public computers and external access to its networks and reserves the right to review such logs when a violation of law or library policy is suspected. Staff is authorized to take immediate action to protect the security of library patrons, staff, facilities, computers, and networks. This includes contacting law enforcement authorities and providing information that may identify the individual(s) suspected of a violation.

Programming Policy

The Somerset County Library offers programs that inform, educate, entertain and provide cultural enrichment to county residents. Events and classes sponsored by the library support the mission of Somerset County Library and expand the visibility of the library in the community.

In planning programs, the Library considers:

1. the Library's Strategic Plan,
2. community needs,
3. the purpose of the program,
4. the appropriateness of content to the audience, and
5. potential redundancy with other programs available in the community.

Publicity

Every effort is made to publicize the programs and events offered by the Somerset County Library through our website, social media, and traditional sources such as newspapers, newsletters, and flyers/handouts, posters.

Statistics/Evaluations

Attendance statistics, and evaluations are kept to determine the impact of the program on the audience, to help in preparing budgets, and to aid in future planning. A consistent effort is made to represent diverse cultures in programming.

Registration

The Library requires advanced registration for some programs, generally when the presenter has set a limit or when the Library is incurring a per-person cost for the program, including the acquisition of supplies. Because such programs frequently have waitlists, cancellations from persons registered for such programs require at least 24 hours advance notice. Failure to provide notice of cancellation and/or repeated failure to show up for programs may be grounds for being automatically placed on the waitlist for future programs for a period of up to 90 days.

Rules of Conduct

The Somerset County Library is for all members of the community. We are committed to providing excellent services and resources to our patrons and ensuring that everyone who uses the library has a safe, comfortable, and enjoyable experience.

These Rules of Conduct guide staff in creating and enforcing an environment that encourages all patrons to use library facilities in an appropriate and respectful manner. This policy supports staff members' actions when a person's behavior or activities are unreasonably interfering with others' usage of the library.

To that end, please follow these basic rules of courtesy and responsibility during your library visit and respect the rights of other library users by:

- Observing library policies and the rules listed here.
- Avoiding any behavior that disrupts the work of staff and patrons.
- Cooperating with library staff who interpret and apply the rules.
- Understanding that library spaces are designed to be used for multiple purposes and are intended to be used by a diverse community of patrons.
- Providing proper supervision of children and vulnerable adults in your care.
- Observing all federal, state, and local laws.

These rules serve to make the library a welcoming and safe place for patrons, maintain a safe work environment, and preserve and protect the library's materials, facilities, and property. Please help us by adhering to the rules listed below.

Enforcement of these rules will be conducted in a fair and reasonable manner.

Respect and be considerate of others.

1. Behaving in a loud, disruptive, or otherwise inappropriate manner, including the use of offensive, racially charged, or abusive language or gestures is prohibited. Audio equipment must be used with headphones and must be set at a volume that does not disturb others.
2. Cell phones and other audio devices must be used with consideration for others. Patrons should speak in low tones and keep conversations brief. If phone calls cannot be concluded quickly, patrons should move away from reading, research, and study areas.
3. Entering the library with bodily hygiene so offensive that it constitutes a nuisance to others, including, but not limited to, clothing odor, body odor, insects or pests, or with unsanitary belongings that interfere with the use and enjoyment of the library by other patrons is prohibited.

4. Do not block library entrances, exits, or aisles, stretch power or other cables across walkways, or impede access to public areas in any way, or monopolize library space, equipment, or outlets to the exclusion of others.
5. Soliciting, including asking library patrons or staff for money or rides, and distributing printed material or literature, other than in designated library spaces and on bulletin boards, is prohibited inside library facilities or outside on library grounds.
6. We welcome the opportunity to help all patrons to the best of our ability and to the extent of available resources, but patrons should be aware these resources are not unlimited, and engaging in extended conversation or behavior that monopolizes staff for an inappropriate period may be restricted as deemed necessary by library staff.

Use furniture, equipment, and spaces for their intended purposes.

1. Covered beverages and reasonable snack foods are allowed in most areas of the library; however, they are not allowed while using library computers or perusing library collections.
2. Sleeping, lying down, or giving the appearance of sleeping, in library facilities or on library grounds is prohibited.
3. Shirt and shoes are required in the library; clothing must be appropriate for a public space.
4. The use of library restrooms or other public areas for bathing, shaving, doing laundry, or any other inappropriate personal grooming is prohibited.
5. Patrons are welcome to bring service animals into the library. All other animals must remain outside and be attended to by their owner unless part of a library-sponsored program. Service animals brought into the library may not be left unattended and must remain quiet and under the control of their handlers. Animals outside the library may not be tied or otherwise tethered to any area on library property and may not be left unattended on library property at any time.
6. Adult patrons in the children's or teen areas who are not retrieving children's or teen materials nor are caregivers for a child or teen may be required to relocate to other areas of the library.
7. Library furnishings and materials are not to be rearranged or disarranged by patrons without the permission of library staff. Toys and games should be returned to their containers after use.
8. Camping in library facilities or on library grounds is prohibited. "Camping" refers to the use of library property for living or accommodation purposes.

9. The library does not provide storage for personal property. Always carry or keep personal items with you. The library is not responsible for lost, stolen, or damaged property. Unattended items are subject to search, confiscation, and disposal.
10. Non-public areas are for staff only. Please respect that and refrain from entering staff-only areas.
11. Library phones are for the use of library staff. Library staff may make phone calls to arrange rides for patrons.

Behave in a manner that maintains a safe library environment.

The following behaviors are not allowed in library facilities or on library grounds:

1. Abuse or harassment of any kind, including engaging in activities that may result in intimidation, harassment, injury, or harm to library patrons or staff.
2. Staring at or following patrons or staff in a manner that reasonably can be expected to disturb them.
3. Sexually threatening or harassing other patrons, volunteers, or staff, including stalking, staring, lurking, inappropriate comments, offensive touching, and obscene acts such as sex acts or indecent exposure is prohibited.
4. Using or threatening to use any weapon or other object in such a manner that it may be considered a weapon.
5. Using, selling, or distributing alcohol, marijuana, or illicit drugs (controlled substances).
6. Vaping, smoking (including e-cigarettes), or using any tobacco products.
7. Engaging in activities or behavior that result in damage to library property is prohibited, including the vandalizing of any areas inside the library and on library grounds, or making any attempts to damage computer equipment or alter software configurations.
8. Bringing in personal items that will interfere with the use of space by other library users.
9. Bringing bicycles, shopping carts, or other large, wheeled conveyances inside library buildings is prohibited. Wheelchairs, strollers, and mobility devices are permitted if being used as transportation or as a mobility device. Skates, skateboards, collapsible scooters, hoverboards, and other similar devices must be carried while on library property.

The Library reserves the right to interpret and follow these rules and to make new rules in order to deal with new situations that might occur at the discretion of the Library Administration.

The Library also reserves the right to deny use of its facilities and premises to persons who do not abide by the Rules of Conduct. Library staff may ask persons who are exhibiting inappropriate behavior to modify their behavior. Noncompliance may result in the individual being banned from library premises, or in arrest and prosecution. Entering or remaining on the library premises during the period in which an individual has been banned from the premises is prohibited.

Behavior Management Matrix

| Offense | Examples of Behaviors | Staff Response - 1st Offense | 2nd Offense | Repeat Offences |
|--|---|--|---|---|
| Prohibited Behavior A. Emergency Incident | Threat of physical violence to patrons or staff. Accessing illegal material on the internet (i.e.: child sexual abuse material). Other violations of law. | Call Police. File Incident Report. Ban for one year. | Call Police. File Incident Report. Extend ban as determined by Director. | Call Police. File Incident Report. Extend ban as determined by Director. |
| Prohibited Behavior B. Serious Incident | Harassment of library patrons or staff. Unsafe and hazardous behavior. | Call Police. File Incident Report. Ban patron for 90 days. | Call Police. File Incident Report. Ban for one year. | Call Police. File Incident Report. Extend ban as determined by Director. |
| Disruptive Behavior | Violations of this policy that are not prohibited by law and do not create an immediate threat or unsafe condition, e.g., disruptive behavior, excessive volume, or inappropriate language. | Give oral warning citing policy. | Ask patron to leave the building for the day. Provide copy of the policy. Log incident. | Escalate ban period. File Incident Report. Subsequent violations, ban determined by Director. |

| | | | | |
|---|---|--|--|---|
| Unattended Children | <p>Parent or guardian who is not staying with a child 10 years of age or younger.</p> <p>Child 10 years of age or younger who is left alone at the library by parent or guardian.</p> | <p>Give oral warning.</p> <p>Explain policy to the parent if present. Log incident.</p> <p>If parent not present, call Police. File Incident Report.</p> | <p>Parent and child must leave the library for the day.</p> <p>Provide copy of policy.</p> <p>File Incident Report.</p> | <p>Ban parent for 30 days.</p> <p>File Incident Report.</p> <p>Subsequent violations, ban determined by Director.</p> |
| Violation of Acceptable Use Policy for the Internet | Violations of Somerset County Computer & Internet Use Policy. | <p>Give oral warning.</p> <p>Provide copy & explain policy.</p> <p>Patron computer session is terminated.</p> <p>Log incident.</p> | <p>Patron barred from computer & Internet use for 30 days.</p> <p>File Incident Report.</p> <p>Director may reinstate internet access before fulfillment of 30 days.</p> | <p>Patron barred from computer & Internet use for a minimum of 90 days.</p> <p>File Incident Report.</p> <p>Subsequent violations, access determined by Director.</p> |

Incident reports or logs will be filed in all situations in which a patron is compelled to leave the facility.

Safe Child Policy

The Library is not responsible for unattended children. Parents and caregivers are responsible for supervising the actions and safety of children visiting the library.

Children ages 10 and under must be accompanied by a parent, guardian, or parent-provided reliable caregiver, at least 13 years old, to protect the child at all times while in library facilities and on library grounds, as dictated by Maryland State Law. The library cannot assume responsibility for the safety of young children.

If children 11 years old or older are left unattended at closing and attempts to reach their parents, guardian or caregiver have failed, law enforcement will be called and staff will remain with the child until an officer has arrived.

If children 10 years old or under are left unattended at any time and attempts to reach their parents, guardian or caregiver have failed, law enforcement will be called and staff will remain with the child until an officer has arrived.

The Somerset County Library assumes no responsibility for children left unattended on library premises.

Security Camera Policy

The Somerset County Library offers a welcoming, open atmosphere and provides a quiet, comfortable, and safe environment where people can enjoy the use of library facilities and collections.

Security cameras are used as needed to discourage criminal activity or violations of the Library's Rules of Conduct, to help library staff prevent or address such incidents, and, when necessary, to provide assistance to law enforcement in investigating or prosecuting criminal activity. The purpose of this policy is to establish guidelines for using security cameras and accessing recorded video and images.

Because security cameras are not constantly monitored, staff and the public should take appropriate precautions for their safety and for the security of personal property. The Somerset County Library is not responsible for loss of property or personal injury.

The Library Director, or a designee, is responsible for the implementation of this policy.

Privacy and Confidentiality

Camera placement shall be determined by the Library Director or his/her designee. Cameras shall not be placed in areas where there is a reasonable expectation of privacy, i.e., the restrooms.

Cameras are not to be positioned to identify a person's reading, viewing or listening activities, but such information may be incidentally captured. To the extent that any recorded images include identifiable persons making use of the library's materials, services, or facilities, such record shall be treated as confidential pursuant to Maryland GP § 4-308 (Library Records). Only library staff may view real time images or screen recorded images for potential breach of confidentiality. Any inadvertent views of protected information shall be held in confidence by library staff. All requests for disclosure of recorded images containing such confidential information shall be presented to the library director or his/her designee.

In the event of a search warrant, which is executable immediately, the Library will comply with the search warrant and consult with legal counsel.

Upon receipt of a subpoena or other court order, the Library Director or Board President shall consult with legal counsel to determine if the document is in proper form and that good cause for its issuance in a court of proper jurisdiction is demonstrated. If not, the Library shall insist any defect be remedied before releasing records which contain patron information.

Confidentiality/privacy issues prohibit the general public from viewing security camera footage that contains patron information, including simple use of the library. If the library receives a request from the general public to inspect security camera footage which contains patron information, the requester will be advised to file a police complaint.

Data Retention

Security camera images and archives will automatically record over themselves on an ongoing basis. Images will typically be stored for a period of two weeks.

Image records will not be retained beyond the automatic window of the security system, provided no criminal activity or policy violation has occurred.

In situations involving real or suspected criminal activity, violations of the Library's Rules of Conduct, or the banning of library patrons, stored video or still images will be archived, and they may be shared with staff at all locations as needed to prevent or address such incidents.

Social Media Policy

Purpose

The purpose of the social media policy is to ensure effective promotion of library services, resources, and events to the public and to ensure a high standard of customer service on social media.

Social Media Accounts

Establishment and administration of social media accounts: The Somerset County Library System may establish social media accounts with the permission of the Assistant Director. For the purposes of this policy, “social media” refers to any online or mobile platform open to the public, including but not limited to Facebook, Instagram, LinkedIn, and Pinterest.

Employees may be assigned to assist and/or manage social media accounts. The library may require a member of library management to be added as account administrator in order to ensure continuity of access.

Content of posts: Posts should inform library users about services, resources, programs, events, promote library use, and encourage dialogue between users and library representatives. Social media posts, as with all library media releases, should be positive in tone and should reflect the values and viewpoint of the library rather than personal opinions.

Second-party posts: While the library makes reasonable efforts to verify the accuracy of shared posts, links are not endorsements of the content of any outside site.

Third-party posts: The library is not responsible for the content of posts made by third parties, including customers, reviewers, and advertisers. Public posts by third parties do not reflect the positions of the library, its employees, or Somerset County.

The library reserves the right to delete public posts or comments if they include spam or advertisements, hateful or harassing speech, obscenity, personal disparagement or defamation, off topic comments, duplicated posts from the same individual, or any other comment that violates the library’s code of conduct.

Staff may move the discussion to a private venue such as chat or messaging.

Library staff is available to respond to comments and questions Monday through Saturday, during library open hours.

Staff Usage of Social Media

Designated staff may maintain library social media accounts as part of their assigned duties.

The library does not restrict the right of employees to use personal social media outside of work. However, employees must be aware that statements made on social media pursuant to their official duties may be viewed by others as library- or county-sponsored information or opinions. Employee behavior online, as offline, is subject to the disciplinary guidelines in Section 4.5 of the Employee Handbook.

Suspension of Privileges for Health and Safety Reasons

It is the responsibility of the Somerset County Library to maintain a healthy and clean environment for all Library users and to protect investments in library collections, equipment, and property. In order to fulfill this responsibility, the Library may restrict a user's ability to borrow materials and/or to visit library facilities when such use may jeopardize the health of library staff and patrons or the cleanliness of library facilities and materials.

Communicable Diseases

Communicable diseases, for purposes of this policy, are serious diseases that are capable of being transmitted to other individuals through the air or by direct physical contact between individuals or contaminants.

The library reserves the right to exclude a person with a communicable disease from the library facilities, programs, and functions if the organization finds that such restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of others within the library.

Influenza Special Cases, Flu Pandemic or other Widespread Illnesses

In the event of any serious outbreaks of influenza or other widespread illness, as determined by the Somerset County Health Department, State of Maryland, United States Centers for Disease Control (CDC), or any other authorized public health official, the recommended or mandated protocols for such outbreak will be followed in addition to applicable library policy.

Pest Infestation

Roaches, bed bugs, or other insects constitute such a hazard to collections and to patrons. Any material that shows evidence of insect presence or damage may result in a specific library customer and/or household members having their library facility and collection access suspended. This suspension and notification will be made at the discretion of the Library Director.

Examples of situations where access may be suspended include, but are not limited to:

- Evidence that items on loan to a customer have been returned with insects that are known to be damaging to library materials, or that can result in pest infestations in library facilities, e.g. roaches, termites, and silverfish;
- Evidence that items on loan to a customer have been returned with insects that can result in pest infestations in library facilities, e.g. bed bugs, fleas, or lice; and
- Patrons or patron possessions with evidence of such insects.

Reinstatement

Any customer that has privileges suspended under the terms of this policy may request a re-evaluation of the suspension upon the ability to demonstrate that the situation that resulted in loss of privileges has been resolved.

For reinstatement requests relating to suspensions due to pest infestation, decisions will be made based upon evidence showing that the address in question has been inspected with no sign of infestation or that the residence has been treated. Confirming information may include copies of receipts for treatment, a letter from a licensed pest control company or a written statement from the owner or property manager of a multi-family rental residence. In some circumstances, proof of a change of residential address may also be accepted.

Volunteer/Intern Policy

Definitions

A volunteer shall be considered as any individual, 14 years or older, who assists with work done on behalf of the Somerset County Library, without remuneration.

A student intern shall be considered as any middle school, high school or college student who performs volunteer work as part of an authorized school program to earn academic credit. Individual students in youth organizations, such as the Boy Scouts or Girl Scouts, who are performing volunteer work as part of an official program are also classified as student interns.

Statement of Purpose

The Somerset County Library shall use the services of volunteers to:

1. Supplement the efforts of paid library staff in meeting demands for quality public service.
2. Serve as a method for encouraging citizens to become familiar with their library and the services being offered.

The Somerset County Library shall make use of the services of interested volunteers to supplement and not replace the work done by library staff.

Application

All potential volunteers shall complete an application and meet with the staff member responsible for the branch, area, or function for which they intend to volunteer before the Library accepts the volunteer's service.

Acceptance of volunteers is based on merit, qualifications, and abilities. The library does not discriminate in volunteer opportunities or practices, based on a person's actual or perceived status as an individual with disability or based on military or marital status, race, color, religion, sex, sexual orientation, gender identity, ancestry or national origin, age, or any other characteristic protected by federal, state or local law ("protected status"). The preceding applies to the protected status of an individual with whom an employee or applicant associates.

The Library may not accept every volunteer request. For certain assignments, a background check and reference checking may be required before the volunteer begins their duties.

Before beginning regular volunteer service, the responsible staff member will orient and train the volunteer for their duties.

Performance

Volunteers are recognized by the public as representatives of the Library. They are guided by the same policies as employees and shall maintain professional and friendly demeanor at all times. Volunteers' attire shall be appropriate for a professional environment and in keeping with their assigned duties.

All library transactions are strictly confidential. This includes any information about materials checked out, looked at, or requested, as well as any patron reference questions.

All work performed by volunteers will be supervised by library staff. The schedule of volunteer work at the Library is dependent upon the availability of staff to supervise.

Volunteers must adhere to their schedule and notify the library if they will be late or absent.

Compensation

The Somerset County Library will not provide any wages or medical, health, accident or worker's compensation benefits for any volunteer. Volunteers will not be eligible to receive any worker's compensation benefits for any injuries sustained while functioning as a volunteer.

Severance

Nothing in this policy creates a contract between the volunteer and the Library. Both the volunteer and the Library can terminate their association at any time, with or without cause.